

Planning for the unknown

IWMS implementation at the North-West University – Covid 19

Challenges

- **Lack of integration** – various **manual systems** to manage facilities, maintenance and spaces
- **Lack of Management Information** for making informed business decisions
- **Data insufficient** for planning purposes
- DHET MIF
- **HEMIS Reporting** requirements
- **Covid-19** - remote working / teaching – lack of digital solutions to manage risks and operations

Solution

The **Facilities Strategic Optimization Project** will focus on creating and improving the **governance, delivery model, processes and procedures** linked to the Facilities functional area by taking into account the **DHET 17 Elements** of the Macro Infrastructure Framework in order to deliver a service in support of the NWU business and digital strategies

Digital Solution



The Planon Integrated Work Management System (IWMS)



The system implementation project **commenced 01 October 2019**

Two Business Releases



Approach

- **Vanilla** implementation – little customization
- **Business processes** changed to meet system requirements
- **Structured, cross-functional project team**
- Involve **stakeholders & communicate change**
- **Phased approach** to implementation (staff engaged in normal work)
- Focus on **change management to** ensure business readiness
- **Train-the-trainer**

Implementation

1 FEBRUARY 2021 : We are live with Business Release 1 !!!!!!!

- Reactive Maintenance,
- Service Requests
- Service Desk support
- Property & Space Information
- Fleet Vehicle booking requests

Business Release 1 was implemented successfully despite the **challenges** of **social distancing** and **remote working**

- **Service provider** able to work remotely
- **Cross-functional, sub-project teams** - focussing on a specific element / module
- **Regular on-line meetings & engagements**
- **Well-documented**

- **User adoption**

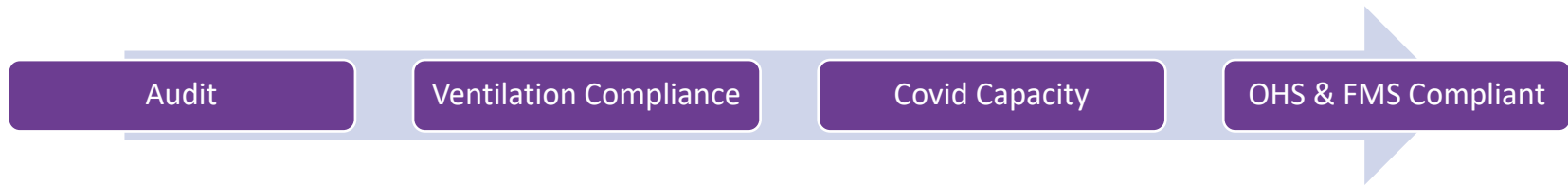
11964 Service requests have been logged

1660 Maintenance significant assets (excl buildings) have been uploaded onto the system

R7.64m worth of invoices have been paid via service requests

8024 KFS transactions were integrated with IWMS since go-live

Adapting to Covid-19



Covid Compliant data in system

- ❖ Covid-19 Capacity
- ❖ Fresh air?
- ❖ Type of Air-conditioner
- ❖ Safe for use
- ❖ Maintenance & OHS Compliant (HIRA)
- ❖ Desk / Seating configuration

Looking forward to BR 2

- **Roll-out 1**

- **Space Management** (Space Allocations, Move Management, Space Requests, **Reservations & timetables**,)
- **Student allocation** to Beds in Residences

- **Roll-out 2 & 3**

- **Planned Maintenance**
- **Asset Management**
- SLA of **Reactive Maintenance Management**
- Lease Management
- **Capital Project Management**
- Health and Safety (Incident Management, Hazard Register)

Business Release 2 started on **15 Feb 2021** with a planned completion date of **July 2021**.

Key benefits of the IWMS

- ❖ **Reporting** visibility
- ❖ The shift from **spreadsheets** to a **live system**
- ❖ **Automation** of workflows/streamlining
- ❖ **Integrations** = master data and single source of truth
- ❖ **Upskilling staff** (Digital Business Strategy)
- ❖ **Role clarity** and **alignment**
- ❖ **Alignment** of policy and processes

The end

Thank you