Technology Enhanced Collaboration - Showcase content

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Business problem - what was the business problem your area had?
Our business problem involved the lack of any formal process or framework that addressed the flow of data, generated from new building work, into our various facility management systems.

Construction work results in change to our built assets. It is the responsibility of the Estate Directorate to both deliver and maintain these built assets. Within Estate Directorate, various facilities management systems support this activity. These systems rely on accurate and up-to-date data that reflects the current state of these built assets.

How we request, receive, process, store and maintain this data often varies from project to project and is typically isolated within the individual roles or teams within the Estate Directorate.

There is currently no overarching framework that defines how the Estate Directorate manages this process. As such, coordination is ad hoc and duplication and proliferation of data is common – often resulting in outdated, delayed, missing or erroneous information.

Business solution - how was the business problem solved??
To address this problem a project was established titled 'Building IM Framework'. The objective was to formalise a Building Information Management Framework by defining how building information is created, transmitted, handled, used, stored and archived including the roles and responsibilities of team members at each step. Ultimately we aim to identify, define, and improve our information management in this space.

A small internal team was created to work on the project. The opportunity to participate in the Enhanced Collaborative Tools project, driven by ICT, was timely as it introduced Microsoft Teams as a

Central notes space (OneNote) for tracking meeting notes, feedback, ideas, and workshop sessions.