



Snapshot of the Government Infrastructure Management System Project

What - Whole of Victorian Government System built using Mincom Ellipse software to be built at the Victorian Department of Sustainability and Environment.

Value - 9 Million AUS\$

Time – March 2006 to August 2008

Aim - DSE to Design and develop business processes that support a Victorian Government Asset Management Framework

Provide a single entity for asset management

Scope - Asset management activities for DSE asset portfolio of 10.7 Million AUS \$ include the following:

- Source of asset data for DSE
- Detailed register information
- Hierarchy of asset relationships e.g. Land with buildings with equipment
- Maintenance activities
 - Raising work orders
 - Organising work groups, priorities, schedules of work, reminders
 - Tracking, comparing and analysing costs associated with managing assets
- Project Management tool for the creation, upgrade or decommission of assets
- Contract Management tool for related projects and maintenance agreements
- Accommodation leasing and fleet management

Guiding Principles

The implementation would be a business driven change exercise

A key component of delivery was to provide training in asset management principles and practice for DSE staff

An in house project team with expertise in delivering Ellipse asset management would be in place to assist DSE staff in the development

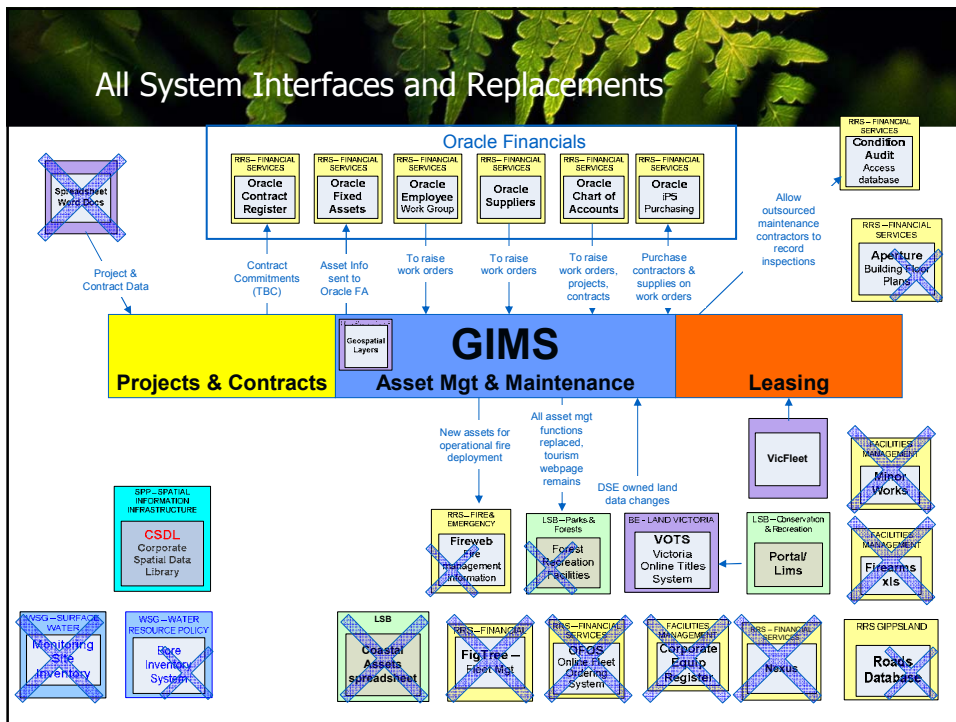
There would be a skill transfer to DSE staff for ongoing management of GIMS as a business system

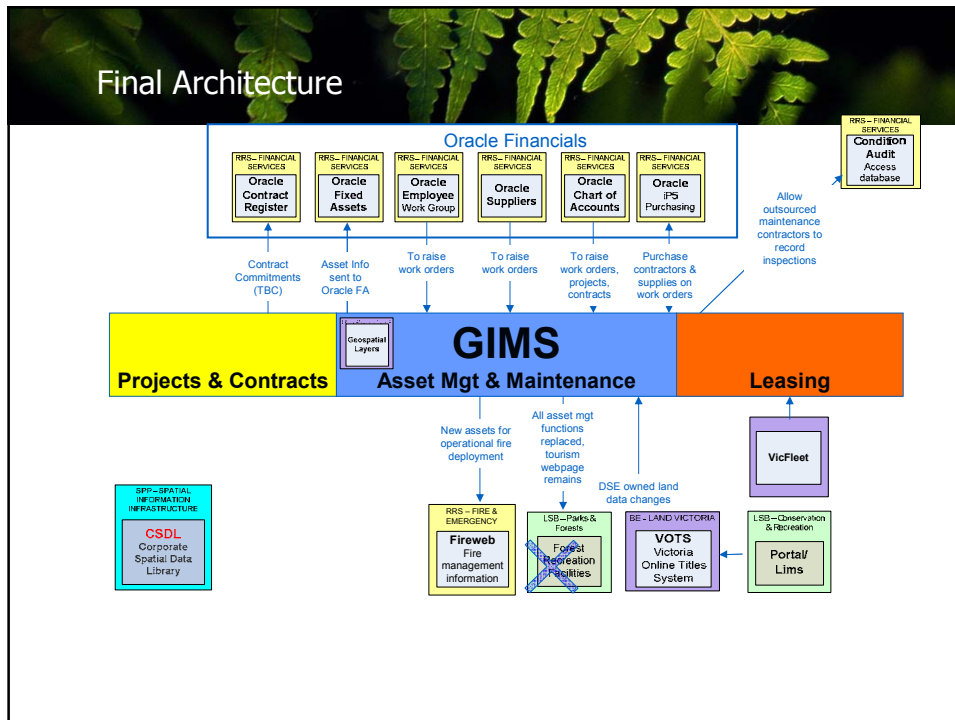
An operational team would be established and operating before the end of the project to allow a smoother transition from project phase to operations

GIMS – One stop shop for asset management



All System Interfaces and Replacements





- ## Initiating and Planning Stage - Procurement
- Another Victorian Department (DoJ) in final stages of implementation and did not need team full time – ability to share project resources to develop DSE Business Case
 - Business case identified that experienced practitioners would be used from DoJ project.
 - Core project team hired from experienced staff from DoJ project.
 - Exemptions needed from the procurement process allowed due to limited expertise in market and specialised knowledge – supported by business case.

Initiating and Planning Stage – Building the project team

During Initiation –

- Recruitment of team to include a number of DSE staff to allow them to develop skills with the aim of becoming power users of the system
- Business Analysts under the direction of a skilled practitioner
- Business Change Manager under direction of Senior Supplier and Project Manager

During Implementation -

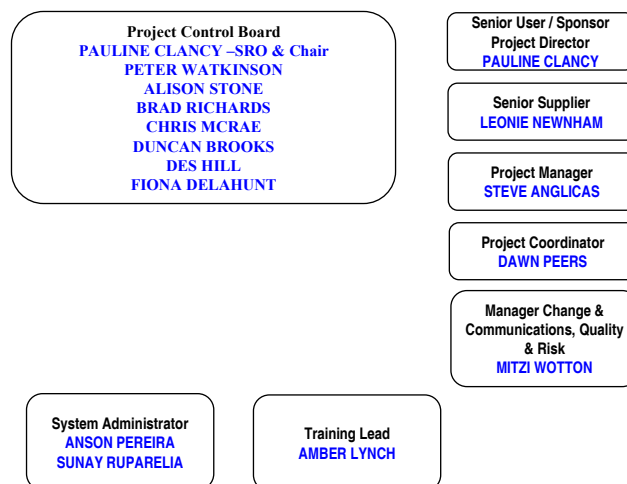
- Specialists from each business area to assist in particular activities and roll outs over extended periods of time
- System administration skills sourced internal to organisation

Transition -

- Transfer project jobs into ongoing jobs where appropriate

Project Structure – Governance and management

Governance structure



GIMS Business Representation model – User Reference Groups

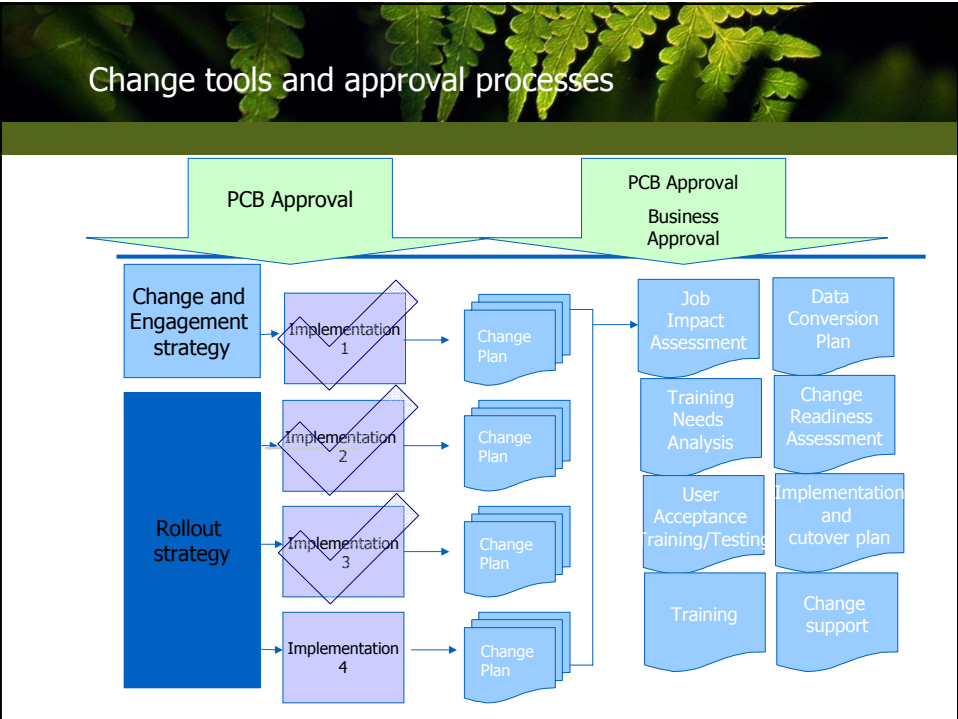
Water Sector Group Chair: BRAD RICHARDS SABINE SCHREIBER JENNIFER FRASER	Fire Chair: ANTHONY GRIFFITHS MICK SOMERS BARRY MARSDEN JON SANDERS	Land Chair: CAROLINE DOUGLASS TERENCE WALSH RICHARD WADSWORTH VIVIENNE CLARE IVAN POWELL JULIE GALE MAURIE GREALY GEOFF U'REN ADAM MELIS SIRMA HATZIGIANELIS	LEASING FACILITIES: ANGELO GUASTELLA OWEN SWANTON TONY FORAN CAMERON WRAY DEBBIE LOMAS JANE TUCKETT FLEET: COL RISSTROM GARY GOODINGS KEVIN SMITH DAVID BLOOD CHRIS KAMBOURIS	STRAT. REPORTING Chair: LEONIE NEWNHAM ANTHONY CONNELLY TRACEY SLADE PIETER BROOK-RERECICH RAY O'HALLORAN IAN ROBERTSON LEORA GREY RICHARD TEYCHENNE TONY FORAN RICHARD CLARKE BETTY LEUNG
Fleet COL RISSTROM GARY GOODINGS KEVIN SMITH	Facilities Chair: OWEN SWANTON DEBBIE LOMAS LORELLE STEWART ANGELO GUASTELLA SHANE MAHONY TONI CARROLL ALAN STEVENSON CAMERON WRAY BARRY WHITE TONY FORAN	Finance ANTHONY CONNELLY SIMON LAFONTAINE MARTIN BEATTIE		
Public Built Assets Chair: LYNN KISLER MIKE BEHNKE GEOFF BROOKS MICK DORTMANS				
Roads Chair: PETER DOWLER JEAN-MARC PORIGNEAUX HANS VANELMPT	Geospatial ANTHONY DRAGA DAVID BLAIN HAYLEY ROKAHR DAVID PAYNE STEVEN SALATHIEL JESPAR NEILSON	CONTRACTS Chair: RICHARD CLARKE ANTHONY CONNELLY LEORA GREY TONY FORAN BETTY LEUNG BERNIE SOBIERAJSKI	PROJECTS ANTHONY CONNELLY LEORA GREY TONY FORAN DONNA HUTTON IAN WILLIAMSON PETER DOWLER ANTHONY CONNELLY SABINE SCHREIBER ROBYN MARTIN LYNN KISLER LEORA GREY MICHELLE FITZGERALD TONY FORAN	

Change Strategy context

The strategy is based around four key success factors

- Creating pressure for change
- Clear and shared vision
- Assessing and creating the capacity for change
- Action oriented change that incorporates continuous improvement

Aligns with Department's Human Resources change management guide.



GIMS Intranet – Making knowledge accessible

Business Services


Welcome to GIMS | [Overview](#) | [GIMS Training](#) | [Change and Communications](#) | [Frequently Asked Questions](#) | [GIMS team](#)

Welcome to GIMS

DSE directly manages \$10.7 billion of assets and a further \$14.7b is managed through Portfolio Agencies. By sustaining the quality of our public assets, DSE continues to contribute to the wealth and well-being of the State of Victoria.

The Government Infrastructure Management System (GIMS) once implemented in DSE will hold physical asset records so that their acquisition, maintenance and disposal can be managed more efficiently. Additionally, GIMS will assist in the management of asset related projects, contracts and leasing arrangements.

GIMS Project Phases



[Overview of the GIMS project](#)
[GIMS project status - Where are we at now?](#)
[Frequently Asked Questions](#)
[Change and Communications](#)
[GIMS Training](#)
[Meet the GIMS team](#)
[IT Change Management](#)

[August 2007 Newsletter \(PDF - 420 Kb\)](#)

GIMS will be DSE's one-stop-shop of DSE's assets, providing compelling and accurate base information.

GIMS Intranet

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GIMS Project – Training

The GIMS Training program has been developed to support the implementation and ongoing use of the Government Infrastructure Management System (GIMS) and the associated business processes. The purpose of delivering the electronic system is to enable the delivery of the operational components of DSE's Asset Management Strategy. GIMS uses a software program called Eclipse. The implementation of GIMS will enable DSE to provide one authoritative source of Asset information for DSE.

GIMS 2008 Training Calendar

We are pleased to introduce the [GIMS 2008 Ongoing Training Calendar \(as at March 08\)](#) (PDF - 15 KB) to support both new users and those that require refresher training past their GIMS go-live dates.

Upcoming courses	Duration	Dates	Location
Asset Maintenance **COURSE FULL**	2 days	8 & 9 Apr	East Melbourne
Asset Maintenance **COURSE FULL**	2 days	17 & 18 Apr	East Melbourne
Asset Coordinator & Asset Accounting Officer	6 hours	21 Apr	East Melbourne
Navigation & Reporting Training	2 hours	5 May	East Melbourne
Navigation & Reporting Training	2 hours	19 Jun	East Melbourne
Asset Maintenance	2 days	17 & 18 Jun	East Melbourne

How to Book

You simply need to copy and paste the following information into an email addressed to the gim_training@dse.vic.gov.au and complete the details.

I would like to book into the GIMS Training course called _____ occurring on this date _____

- My Name is _____
- My Phone Number is _____
- My DSE Work Location is _____
- My Printer name is _____
- My Manager's Name is _____
- Approval to attend date is _____
- I need to use GIMS to do the same work as (Existing GIMS user name) _____
- *Dietary Requirements? _____

*only applicable to courses longer than 6 hours


Any questions, please contact amber.lynch@dse.vic.gov.au

GIMS User Guides - Need Help?

The [GIMS User Guides](#) are user support documentation that details the GIMS functionality. The user guides are the same guides provided during GIMS training.

Training Development

The following diagram shows the process being followed to develop training, and below it is the documentation that the business has signed off to support each of the go-live dates.



The [GIMS Change and Engagement Strategy \(DOC - 514 KB\)](#) outlines the framework for all change and engagement activities that will occur throughout implementation of the GIMS project, including training.

Intranet Training Pages – User Guides – Capture of knowledge in reusable and bite size forms

Business Services

GIMS User Guides

Navigation & Help

- [GIMS Glossary](#) (PDF - 316 Kb)
- [The Asset Life Cycle](#) (PDF - 112 Kb)
- [Ellipse - How to Navigate](#) (PDF - 1.5 Mb)
- [MER - How to Navigate](#) (PDF - 946 Kb)
- [GIMS Service Desk](#) (PDF - 349 Kb)

Process Overviews

- [Asset Acquisition](#) (PDF - 325 Kb)
- [Asset Disposal](#) (PDF - 345 Kb)
- [GIMS & Oracle Interface Summary](#) (PDF - 41 Kb)

Reporting (MER)

- [MER - How to Run a Report](#) (PDF - 937 Kb)
- [MER - How to Print a Report](#) (PDF - 1.1 Mb)

Equipment Register

- [Equipment Searching Tips](#) (PDF - 446 Kb)
- [Equipment Creation Checklist](#) (PDF - 422 Kb)
- [How to Create Plant Numbers](#) (PDF - 653 Kb)
- [How to Create From Existing Equipment](#) (PDF - 404 Kb)
- [How to View Productive Unit Hierarchy](#) (PDF - 532 Kb)

Work Orders & Standard Jobs

- [How to View Linked Work Orders](#) (PDF - 410 Kb)
- [How to Launch Mapshare](#) (PDF - 543 Kb)
- [How to Dispose of GIMS only Equipment](#) (PDF - 406 Kb)
- [Roads Viewer - How to Search](#) (PDF - 366 Kb)
- [Roads Viewer - Overview](#) (PDF - 449 Kb)
- [Work Order Searching Tips](#) (PDF - 448 Kb)
- [How to Create Internal Work Order](#) (PDF - 546 Kb)
- [How to Create External Work Order](#) (PDF - 672 Kb)
- [Standard Job Searching Tips](#) (DOC - 354 Kb)
- [How to Create a Standard Job](#) (PDF - 501 Kb)
- [How to Create From Standard Job](#) (PDF - 416 Kb)
- [How to Link to a Parent Work Order](#) (PDF - 371 Kb)
- [How to Pay an Invoice](#) (PDF - 405 Kb)
- [How to Create From Existing Work Order](#) (PDF - 441 Kb)
- [How to Add a Work Order Task](#) (PDF - 439 Kb)
- [How to Assign](#) (PDF - 479 Kb)
- [How to Complete \(close\)](#) (PDF - 627 Kb)
- [How to Cancel](#) (PDF - 611 Kb)
- [How to Finalise](#) (PDF - 396 Kb)
- [How to Launch Mapshare](#) (PDF - 548 Kb)

Parent Work Orders

- [How to Create](#) (PDF - 446 Kb)
- [How to View Linked Work Orders](#) (PDF - 399 Kb)

Document Manager

- [How to Register](#) (PDF - 557 Kb)
- [How to Link to an Existing Document](#) (PDF - 477 Kb)
- [How to View](#) (PDF - 410 Kb)

Intranet Training Pages – User Guides

User Guide

Work Order how to pay an invoice

Step 1
Open the program
Work Order (MSQ620)

Step 2
Open the **Work Order** you want to pay an invoice against.

Refer to **Work Order searching Tips** for more information on how to locate your Work Order.

Step 3

Reference code tab
Your approved Work Order will have a Purchase Order Number.

Enter the following information to pay an invoice:

- **Supplier Invoice Number**
- **Supplier Invoice Date**
- **Supplier Invoice Amount**

Click **SHIFT**

User Guide

Work Order how to pay an invoice

Step 4

Confirmation Window: You will be prompted with a window.

Select **Yes** to submit your invoice.

End of Process

What Happens Next

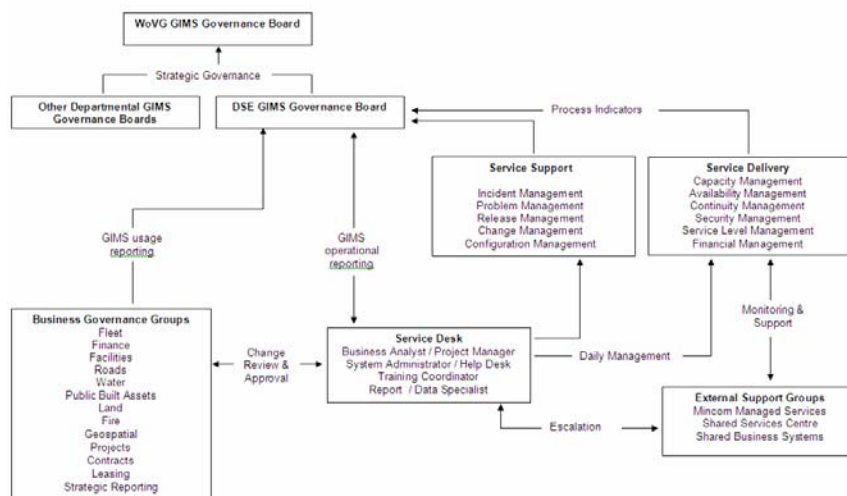
Invoice Details Sent to Oracle
Once you have closed the confirmation window your invoice payment requested will be sent to Oracle overnight for processing.

Cost Information Returned to GIMS
After the invoice has been paid in Oracle, the Actual Cost information will be updated on the Work Order.

Prince2 Methodology – Reporting and Document Management

- Project use the Prince 2 Methodology
- Documentation of all stages of the project was completed as prescribed
- Configuration library maintained with naming convention for identification and searching
- All signed documents were scanned and included in the configuration Library
- End of project will have a lessons learned log and end of project report that will outline all outstanding matters

GIMS Ongoing Governance Model – Overlap of transition when creating a new work unit





How to keep knowledge within the organisation?

1. Plan projects to capture knowledge.
2. Include knowledge capture and transfer ideas through out each stage of the project.
3. Appoint staff on the project on an ongoing basis - get an ongoing investment from the organisation
4. Make senior management participate and learn!
5. Make sure that project funding includes a component for knowledge capture and transfer.
6. Invest in a comprehensive business change program that lasts for the whole project and is flexible enough to deal with any issues arising.
7. Get information transferred into documents, name it so it can be found and invest in creating a configuration library.
8. Have an overlap period with the project team and the ongoing support or delivery team.
9. Tie payment milestones around transfer of knowledge ie: end of project payment includes full document transfer from project in a usable form.

Disclaimer: The views in this presentation are my own and are presented for the purpose of academic and professional research and do not necessarily reflect the policy or views of the Department of Sustainability and Environment.

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