

Soft side of Asset Management - The Anne Arundel County DPW Experience



DPW Services Serving 564,000 residents

UTILITY OPERATIONS	HIGHWAY OPERATIONS	WASTE MANAGEMENT	ENGINEERING
1400 mi. of water 1463 mi. of sewer	6715 Roads (3600 Lane miles)	1 Active Landfill 2 Closed Landfills	CIP management County Wide
21,000 valves 13,000 Hydrants 200,000 services	275,000' Guardrail 36,000 St. Lights 70,000 signs 100 traffic signals	1 Gas-Energy Plant	Water mapping, Sewer mapping Storm mapping
7 Sewer Facilities 12 Water Treat.	800 mi. St. drains 85,000 drain feat.	3 Recycling centers	ROW mapping
257 S Pump Sta. 19 W Pump Sta.	700 BMP's 225 Litter w/o year 348 Storm w/o	158,500 curbside	Publishing DPW Data
30 Water tanks	Highway Yards 700 mi of mowing	Leachate system	Watershed activities

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- Why did Anne Arundel Department of Public Works Start down this path?
 - Current Work Order Software no longer being supported
 - Current software was implemented in a “silo fashion”.
 - Under utilizing the expertise in DPW (no sharing between Bureaus)
 - A Realization - “Its not all about software”
 - Started this overall DPW Asset Management Planning Project
 - **AWOM** – **A**sset and **W**ork **O**rder **M**anagement)
 - Need to formalize and re-evaluate what is working and what needs improving
 - Start the Change Management Earlier

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1. Branding of the Project or Concepts

- Documentation Consistency
- Change Management Concepts
- Involve as many DPW staff as possible

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AWOM Welcome

Welcome Everyone!

To the

Asset and Work Order Management Planning

Project No. C519603 Kick off

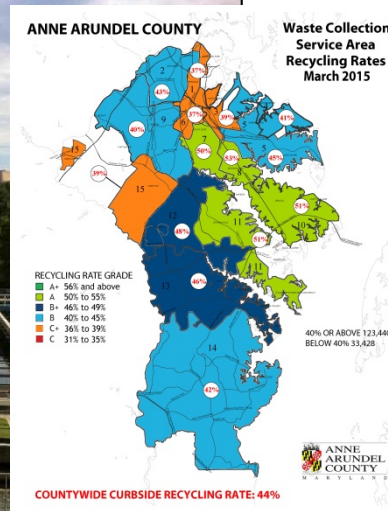
Abbreviated as

AWOM

ASSET & WORK ORDER MANAGEMENT (AWOM) KICKOFF MEETING



May 4, 2015



Installed Product Maintenance

Search: 830150

Installed Product: EWP-Cherry Picker Non Insul 6.1 32.2m

User ID: 0322101 Name: Allig on Hire FY LIS
Product: 2712 EWP-Cherry Picker Non Insul 6.1 32.2m
Serial No: 5143 Asset No: 164214321 Registration No: 023432034

Details	Asset	Service Details	License	Address	Attachments
Owner ID: 0322101	ASIGN Hire Pty Ltd	Service P.O.: P2892321	Allocation: Product on Loan	Lease Ref: LC2312813	
Asset Class: Nelson Equipment		Purchase Price: 25000.00	Loan/ Hire Date: 14-Feb-2013	Loan Charge: 120.00	
Charge Type: Daily Charges		Tax Amt: 250.00	Return Date: 17-May-2013	Chassis No: 19MPO99AE90991-1	
Condition: 95		Disposal Reason: Not Selected	Disposal Reason:	Dep Date:	
Related Asset: NA		Current Value: 0.00	Disposal Amt: 0.00	Model:	
Depreciation: Standard 3 Yr Life		Weight: 1400			
Last Inspect Date: 1-Mar-2013		Make: Lianer			
TDC No/Qty: 98218					
Rego Exp: 15-Jan-2014					
Year of Manufacture: 2012					

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2. Clear Project Teams and Roles

- Create and Enforce a Project Hierarchy
 - Bureau Coordinators Group
 - Divisional Leads
- Questions or concerns can bubble up through these channels, so they can be addressed and information can be tricked back down.

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3. Feel the Commitment

- Upper Management
- Middle Management
- Acknowledging that everyone needs to participate to make this a success

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4. Participate in the Solution

- Involve as many DPW staff as possible (Staff survey)
- Design Interviews to get key people together by Division (over 35 interviews)
- Design and have workshops within Bureaus (As is) as well as Cross Bureaus (To Be) – All agreed on standard generic Workflows (CIP, CM, PM, New Assets, Warehousing)
- Have a way to communicate - SharePoint

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A Team Effort



CUSTOMER SERVICE SUFFERS WITHOUT YOU!

Successes:

1. Program participation
2. Having a trusted consultant to work with
3. Planning as a entire Department instead by Bureau

Challenges:

1. Keeping the momentum
2. Keeping the commitment
3. It is not going to happen all at once
4. Additional required things from field staff, knowing benefit
5. Staffing

Questions?