

Technology Enhanced Collaboration - Showcase content

Department: Space and Information planning

Team: Space and Information Management – Mark Norton

“Microsoft Teams created a coherent workspace for our team to collaborate on this project.”

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 As such, coordination is ad hoc and duplication and proliferation of data is common – often resulting in outdated, delayed, missing or erroneous information.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 collaboration tool. The team dived into Microsoft Teams and explored the features of working in one digital space. A dedicated Teams site was created with all team members added.

Business benefit - what your team will gain from this?

Through use of Microsoft Teams, the team benefited from:

- One coherent project work space and communication platform.
- Team email alias.
- Team calendar.
- Central file storage space.

- Central notes space (OneNote) for tracking meeting notes, feedback, ideas, and workshop sessions.
- Reduced reliance on email as primary communication tool. Project chat, comments, shared file folder location and other markup features in Teams keeps everyone on the same page and reduces individual file management needs (that are usually ad hoc and isolated and reliant on good practices).
- Leverage mobile technology (where available for staff use).

Teams generated a workspace that was accessible to all of the team members. Teams captured meeting and workshop notes directly without the need to rework or send copies via email. This released time to focus on the actual project objectives.