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>
> Michael Lathlean (Manager - Operations, The Hills Shire Council)

INTRODUCTION

The Hills Shire Council (THSC) is one of Sydney's largest and fastest growing councils, encompassing 29 suburbs, 4 localities and an area of 380 square kilometres. The Hills Shire Council's Operations area is responsible for all the major operational areas of the group including Roads, Parks, Plant and Building operations. Consisting of approximately 160 staff in addition to many external contractors, they are responsible for all of THSC's maintenance activities in addition to some of the major works programs that are carried out. The maintenance requests the Operations area receives are a combination of reactive works requests identified from customers, or whilst on the job, in addition to planned maintenance programs.

The Hills Shire Council was previously using a paper based system for managing Work Orders that involved:

- Printing the Work Orders
- Coordinators manually sorting Work Orders by the responsible officer and placing them in a pigeon hole to be picked up on the teams return
- Staff manually writing times, outputs and notes for each work order
- Processing of Manual timesheets for over 100 staff
- Manually re-entering data from Work Orders requiring office staff to interpret handwritten notes

This process contained many inefficiencies and issues including

- High cost and environmental footprint in printing of work orders
- Work Orders would not be received by teams until they came back into the Operations Centre
- High level of non value added time spent by coordinators in printing and sorting work orders for teams
- Work orders would become lost or notes would be illegible
- Over 100 manual timesheets had to be processed, which was extremely time consuming and had a high potential for errors

SOLUTION
myFLO
Enterprise Framework

REQUIREMENT
Provide an electronic work order distribution system that would integrate with current corporate systems, be flexible and easy to use

DELIVERABLES
- Productivity Increase
- Reduction in Service Times
- Reduce Errors

REALISED BENEFITS
- Increased efficiency
- Reduced environment footprint
- Reduction in travel time
- Reduction in non value added time
- Faster Response Times
- Improved Customer Service
- Live Data flow
- More accurate data capture

The Hills Shire Council embarked on a Tender process to obtain an Electronic Work Order distribution system that would allow them to:

- Electronically pass Work Orders directly to outdoor staff from their asset system
- Track the progress of Work Orders
- Electronically reassign Work Orders remotely without office coordinator or administration intervention
- Sort/filter outstanding work orders by urgency, location, work type
- Create Work Orders in the field by inspectors/coordinators & outdoor staff
- Record completion details electronically and interface with the asset system
- Maintain a database of human and plant resources
- Ability to easily administer changes to database of human and plant resources
- Produce electronic timesheet for over 100 staff for export to payroll system

The Hills Shire Council identified the following expected benefits to be delivered from the project:

- Productivity Increase through reduction in non value added processes and time savings
- Time To Deliver Benchmark created
- System generated reports
- Reduction in service times
- Reduction in errors
- Free up Supervisors for more time on site
- To become best practice in Local Government Asset Management
- To recognise staff desires to have access to better technologies

THE SOLUTION

e-NET SOLUTIONS was awarded the tender to fulfil this project using the myFLO Enterprise framework and providing customisation to fulfil the council's specific requirements.

Working closely with The Hills Shire Council to review and analyse their processes, myFLO was customised to fit in seamlessly with their existing systems and provide a workflow that requires almost no intervention from coordinators and administration staff.

The myFLO solution provided allowed Work Orders to electronically, automatically be passed to field staff directly in live time by integrating with the Council's existing finance system (Finance One by Technology One) without intervention from the coordinators. Workers out in the field would receive the Work Orders on their mobile devices (iPad's) in live time and be able to view all the information related to that job.

The field staff are able to record all information relating to each work order directly on the device including plant usage, output, notes, photo's etc. Through integration with the Council's finance system, this information is automatically updated directly back to the original Work Request without the need for any intervention from users, allowing seamless data flow between systems.

Users simply clock on to each job when they start the job, and clock off the job when they finish. The system automatically calculates the time spent on the job for the entire team, plant usage and automatically calculates travel time in between jobs. All users timesheets are electronically generated, and allow for users to adjust their timesheets as required, enter leave, higher duties, RDO's etc. and then allow the team leader to approve the timesheets, which are then approved by the coordinators and exported into a file to be imported into the payroll system. The timesheet was designed to be flexible and require minimal interaction from users in the calculation of overtime, higher duties, leave etc.

The system also provides teams with the ability to reassign work orders to different teams, invite teams to work on the same work order, and create brand new work orders all in live time from their mobile device. Through integration with the finance system, any work orders created in the field are automatically created in the finance system without any interaction required from coordinators or admin staff.

BENEFITS

• Ability for staff to filter work orders by:
  • Date
  • Job Status
  • Work Type
  • Location/Asset
  • Suburb
  • Priority

Allowing users to identify additional Work Orders in the area they are currently in to help reduce unnecessary travel time and increase productivity

• Automatically calculates travel time
• Automatically generates timesheets for users
• Ability for users to create work orders in the field
• Ability for users to reassign work orders in the field
• Live data flow
• Simple to use interface
• Minimal input required from coordinators/admin staff
• Seamless integration with existing systems
• Eliminates double entry of data
• Faster response times
• Improved customer service
• Greater Transparency

THE RESULT

The Hills Shire Council was able to realise all of their project objectives as well as additional efficiency savings. The system has been well received by all users and has provided benefits beyond the initial scope of the project.

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