Commonwealth of Massachusetts

Department of Conservation and Recreation

Asset Management Modernization Project (AMMP)

Status Report

DCR Stewardship Council

9/6/18

Presented by Faye Boardman, EEA COO

AMMP overview

Phase I
- **Review Plan**
- **Survey and Comments**

Phase II
- **Timeline & Objectives**
- **Lessons Learned**
- **Funding & Staffing**

Q&A

AMMP

Mission: Implement the Asset Management Modernization program in a phased approach focusing on corrective and preventive maintenance (CM/PM) needs at all DCR facilities.

Tririga:

➢ Tririga is an asset and facility management application being implemented by DCAMM and many agencies and universities throughout the Commonwealth;

➢ It will replace DCR's 14 year old FAMIS application;

➢ It is a new, easier to navigate, web-based application for facilities and asset management users;

➢ It will be configured to reflect DCR's current geographic and organizational structure;

➢ It groups and sorts the information multiple ways to reflect how DCR sites, teams and workgroups are organized;

➢ It enhances reporting capabilities for DCR departments and management;

➢ It offers easily accessible and useful information regarding equipment, systems, buildings and land under DCR care and control;

➢ It increases the number of DCR users utilizing a single system.

Phase 1 Plan Approach August 2017-March 2018

Four Sites

Borderland – South Region
Bradley Palmer – North Region
Mohawk – West Region
Quinsigimond – Central Region

Communication Plan

Commissioner – Project Overview
Deputy Commissioner(s) – Project Priority
Director of Parks – Phase I Team
AMMP Captain – Team is Coming
Commissioner – Project Reminder
AMMP Captain – Date Confirmation

Team Identity

Regional Managers
District Managers
Regional Engineers
Regional Park Operations

Supported by AMMP HQ Team

Work Order Process Review

Accident Recovery
Work Order Process
   Park Support Operations (PSO)
   Engineering
   Sign Shop
Closing Work Orders

User Test Environment

Identify Critical Users
Categorize Roles – user/approval
Security Status
Identify Hardware voids

Training Environment

Establish Team
Coordinate Procedures
Write up Job Aids
Identify System Reports
Determine Customer Support
Beta Test (dry run – 2)
Set Dates – Train & Go Live

Phase 1 update

❖ **March 26, 2018 – Go Live with System**

❖ **July 2018** – Survey conducted with AMMP Phase 1 users

    ❖ 20/80 users completed the survey

    ❖ Feedback:

        ❖ 65% users has a clear understanding of what the system is used for

        ❖ 79% feel the system will help in day-to-day work

        ❖ 40% comfortable using the system

        ❖ 94% would attend a refresher training

    ❖ Comments:

        ❖ Additional training opportunities both online and class room would be helpful.

        ❖ Once fully implemented it will be a very useful tool.

        ❖ Need the ability to connect in the field.

        ❖ I need to utilize the system more

        ❖ Too many drop downs and "clicks" to complete a simple task like adding a work order.

        ❖ Time is critical and having opportunities to use the app and become familiar will make the system easier as time goes on.

        ❖ Appreciate the ability to enter work orders directly.

        ❖ It was started at the busiest time of the year

AMMP Training & Support

❑ **Training Videos:**

> EEA Training Coordinator, Steve Korzen, created **YouTube videos** for the AMMP Team's reference.

> The videos are broken down into shorter tasks (Completing a Work Task, Entering a Service Request, Assigning People and/or Vendors, etc.) so users can select what they need, when they need it.

❑ **Tririga Training Site** to practice and gain familiarity with the system.

❑ **Refresher in person training sessions.**

❑ **Job aids & Training Materials.**

❑ **AMMP Newsletter**

❑ **Established a specific DCR AMMP Support email** to answer any questions for users.

PHASE 2
AMMP

Phase 2 Objectives

Timeline:

April 24, 2018 – *October 31, 2018*

Objectives:

1. Provide ongoing program and user support, including continuous data quality improvements at the four Phase 1 Pilot sites

2. Implement the Program for CM/PM at DCR Rink and Pool (swimming pool, wading pool & spray deck) sites.

3. Implement the Program for CM/PM at the Blackstone Visitor Center, a Net New location.

4. Develop an integration methodology between Tririga, DCR GIS and DCAMM GIS and MassGIS

Phase II: Lessons learned

Challenges:

➢Implementation during busiest season & competing with operational requirements

➢Challenges due to key staffing shortages (vacations; sick leave; jury duty)

➢Business Analyst departed DCR end of June; replacement arrived 7/30/18

➢Data collection process reinvented; replication from Phase I did not occur as intended

Improvements:

➢More structure Agile Scrum meetings (1x per week)

➢Additional meetings with executive team to support PM

➢Additional resources to team

  ➢DCR new hire: business process specialist *(in process)*

FY19 GAA Earmark Funding & Staffing

FY19 GAA included….

"provided further, that not less than **$250,000 shall be expended for continued development and implementation of an asset management modernization program within the department with the goal of adequate stewardship and budgeting**; provided further, that funds shall be expended for additional staffing, consulting and training; provided further, that the department shall report to the house and senate committees on ways and means not later than February 1, 2019 on the progress of said program; and provided further, that said report shall include, but not be limited to: (i) the status of hiring for the additional staffing required; (ii) the contracts with outside consulting; (iii) the progress of planned and delivered training; (iv) the status of the integration and utilization of geographic information system data into said program; (v) the status of integrating a functional preventative maintenance capability; (vi) the status of the development of reporting functions to estimate the resources required to meet certain comprehensible performance metrics; and (vii) a detailed timeline and an estimate of resources necessary for the full implementation and adoption of the plan throughout the department by the end of the second quarter of fiscal year 2020;"

Funding from this earmark is used to pay for:

❖ A dedicated Asset Project Manager

❖ A contracted Business Analyst

❖ Technological hardware updates

❖ Training Supplies

Questions and Answers