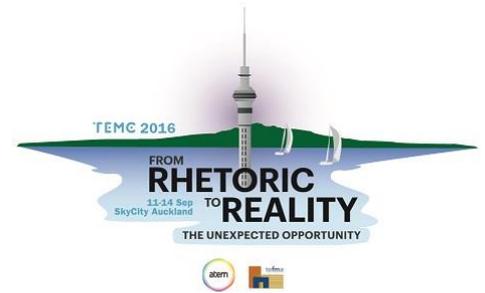


**Concurrent Session C**  
**Monday 12 September 2016**  
**1:30pm – 2:20pm**



**Session 1**  
**A Hybrid Approach to Managing Facilities in a Dynamic Multi Sector Educational Environment**

**Adrian Evans**

*Swinburne University*

*Adrian is currently the Associate Director of Operations and Services at Swinburne University and responsible for the maintenance of more than 200,000 M2 of floor area across 4 campuses in Melbourne's East and South East. He has been in this position for approximately 15 years. Over the years in this position Adrian has been innovative and has kept ahead of the demands on his teams by working with internal and external parties to develop systems and processes specifically to streamline many monitoring and reporting processes.*

*Adrian is keen to push the boundaries of "off the shelf" products and engage with vendors to partner in creating more specialised applications of their software/products.*

*Increasing demands and shrinking budgets on top of highly technological buildings, Adrian believes survival is dependent on thinking "outside the box" and constantly seeking opportunities to partner and be creative/innovative with internal stakeholders and or external vendors and contractors.*

In 2006 Swinburne University began the process of restructuring several areas including the Facilities and Services Department. Several options were considered including a fully outsourced model however significant research and work flow analysis demonstrated that this was not the way forward in the dynamic environment that is Swinburne University.

It was and is critical to have flexible and proactive Facilities and Services teams, focused and committed to the ideology of the business.

Keeping ahead of the "game" and being ever prepared to adopt and adapt facilities, processes and procedures to support the university is critical in delivering successful outcomes to students and staff.

Our teams are more than capable of this.

Our Hybrid model retains in-house intelligence and ownership as well as the reliability and flexibility of external contractors.

Our internal linkages are the core of maintaining pace with the demands of research, changing teaching methodology and operational requirements.

Converting old warehouses into a training facility for Film and Television, a suite of classrooms into a training facility for Nursing and a meeting room into a court room for Law Studies are just a few of the recent refurbishments at Swinburne completed in very short time frames and in budget as a direct result of our collaborative approach to providing quality and appropriate facilities.

Keeping pace with the increasing demands of regulatory compliance, space management/utilisation, new building technology, Scheduled and ad-hoc maintenance is challenging. We have embraced a range of technological systems and adaptations that enable us to optimise our effectiveness. We have deliberately chosen, where possible, to engage with software/technology vendors able to partner with us to further develop their products to better suit our requirements.

We therefore have an eclectic meld of products working for us that enable us to deliver quality services in a timely and efficient manner.

Rather than trying to “fit” into an “off the shelf” product in many cases we have worked with vendors to create enhancements to their products or worked internally to create systems that work for us in an effective and efficient manner.

Using our work order system, WSM by FMI, as the core element we have developed robust linkages with:

- Finance One to provide us with detailed room by room expenditure reports
- An asbestos register to enable up-to-date information and reporting on asbestos where present
- A strategic maintenance register to enable up-to-date information and reporting on our backlog and strategic maintenance
- A comprehensive database of over 30,000 Planned work orders which are generated automatically as appropriate on the first of each month
- Automatic up loading of work orders to contractors smart devices (in trial)
- Automatic alerts to the OHS team if a work order is flagged as an OHS item.

Additional aids to an efficient operation include:

- Remote BMS access, control and monitoring via the Optergy portal (Alerton Controls)
- Electronic and or on-line risk registers of:
  - Specific Facilities and Services risks
  - OHS type risks requiring immediate attention of the Facilities and services teams
  - University wide Strategic risks
- In-house developed on-line contractor induction and registration system
- In-house developed contractor sign in and sign out system
- Bar code sign off of work orders

Our Security team is made up of in-house specialists who in turn manage an external security company.

Swinburne has in excess of 900 CCTV cameras, monitored 24/7. The CCTV system incorporates analytic software which alerts the security operator to any unusual activity at any given time.

Electronic swipe access systems are gradually replacing conventional key systems to keep ahead of the demands for 24/7 access to certain areas and duress alarms and “emergency” stations are being rolled out to all campuses.

Swinburne also manages several lease holdings including restaurants, convenience stores and a hotel. We recently engaged an external agency to manage these leases in preference to the previous in-house model.

More recently the Facilities and Services team has expanded to include 600+ student accommodation units and centralised timetabling.

Let me take you on a journey looking at the restructure process, the development and implementation of a “hybrid” service delivery model and insights into the systems currently used or in development specifically engaged to facilitate a quality service delivery model with minimal in-house staff numbers and demanding KPI's.