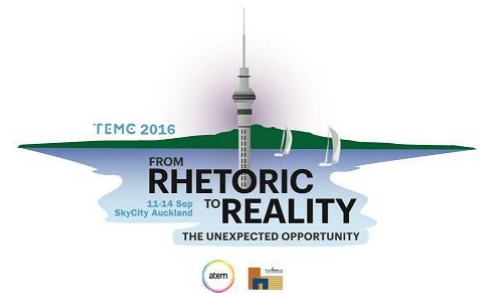**Concurrent Session E**
**Tuesday 13 September 2016**
**10:35am – 11:25am**

**Session 7**
**FM Systems. Implementing ARCHIBUS, Case Study**
*Gordon Scott*
*University of Queensland*

> *Gordon is the Archibus Project Manager at The University of Queensland (UQ) and has spent the last 4 years as the day to day leader of the project to implement Archibus across the Property and Facilities Division. During this period, he has lead and worked on the roll out of 6 modules, for which UQ has won 2 International Archibus Awards of Excellence. He has a background in business process management working as a Process Improvement Engineer for large organisations.*

The University of Queensland Property and Facilities Division has embarked on a major IT system project to replace its in-house developed suite of FM (Facilities Management) modules with a commercial off the shelf product. This presenter will provide a case study of the implementation of the chosen system, Archibus, within a complex FM organisation.

There were challenges during the project implementation in transitioning to a University wide Total Infrastructure Facilities Management software (TIFM). These included managing Senior Executives' expectations from the software salesman's rhetoric to the reality of what functionality the software provides, adopting a similar approach for each level of end user of the system, whilst accommodating the inevitable operational exceptions that come with being one of the oldest and the largest universities in Australia.

The presentation maps the journey from project initialisation to the current status of:
- Governance
- Procurement
- Process Mapping
- Rollout to Staff
- Problem Areas
- Managing the Issues
- Change Management
- Expanding Beyond the FM group

Furthermore, the presentation will discuss;
- How UQ changed the project governance model to be leaner, ensuring that there was a clear vision and decisions were made in a timely manner.
- The issues UQ experienced during the Work Order module implementation, moving maintenance staff onto a status based system, and taking the leap into internal trade staff and contractors managing their workload within the system
- How UQ found the balance between keeping the system simple and having the data available to produce the required Management Reports
- Techniques UQ utilised to engage staff in using the system
- Integration with other users across the university, such as supplying data to the UQ Navigation app, and printing out customised laboratory Hazard signs

- Illustration of unusual problems and unexpected detours with 'wee' examples.