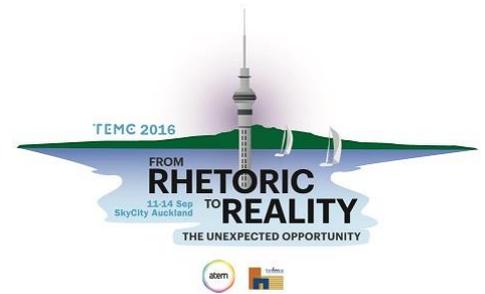


Concurrent Session L
Wednesday 14 September 2016
1:55pm – 2:45pm



Session 7
Building Organisational Capability Through Spatial Data
Innovation at the University of Melbourne
Jade Germantis
University of Melbourne

Jade Germantis leads the Spatial Data team at The University of Melbourne.

For over 11 years, Jade has cultivated and lead an ongoing program of technological spatial data development resulting in the transformation of the University's spatial data platforms from a static-information based environment, into a digital and dynamic resource of 'live' spatial information supporting university operations.

Jade has promoted constructive local and international peer evaluation opportunities delivering more comprehensive articulation of space analyses and the delivery of the University's campus strategy. Significant financial savings and business process efficiencies have been realised due to the program.

Jade has lead and mentored a team of technical specialists in driving the most optimal utilisation of the University's portfolio of space, with a focus on strategically managing the University's specialist spatial systems. These systems deliver the University's \$156 million per annum space charging model on an 800,000m² footprint equating to a \$2.9 billion Property Portfolio.

Campus infrastructure is an enabler for the core priorities of the University in teaching, research and engagement (Growing Esteem 2015-2020, p.11). At Melbourne, we seek to maintain our campus infrastructure at the highest possible levels of condition and functionality to sustain these core priorities.

This responsibility is critically underpinned by accurate and reliable data about buildings and infrastructure, and the ways in which they are utilised (we refer to such information by the broad term of 'Spatial Data').

In response to these strategic imperatives, the Spatial Data team have delivered a four-year program of innovation ensuring the University Services portfolio manages spatial data informed by evidence of 'best practice' drawn from local and international property management sectors, that have delivered key business benefits.

In pursuit of evidence-based innovation:

- In 2012, we identified business deficiencies in the University's approach to the management of spatial data, including an over-reliance upon manual transactions.
- To inform potential solutions, we investigated 'best practice' in the management of university spatial data through collaboration and peer review with selected international institutions (University of Lund in Sweden and the University of Amsterdam in the Netherlands) along with the Group of Eight (Go8) Australian research intensive universities, and exemplars of best practice with non-university entities.

- Over the four year program, the spatial data team have systematically applied their findings taking an innovative approach toward improving organisational effectiveness and efficiency by managing the development of a complex series of spatial data system re-evaluations, technological enhancements, business process re-design, and re-education of staff in the enhancement of spatial data workflow.

The Program (2012-16):

- Transformed the University's spatial data platforms from a static information-based environment to a dynamic digital resource of live spatial data.
- Positioned the Spatial Data team at the sector forefront of spatial data technology management.
- Innovation in Spatial Data Management practices incorporating leading technology including an automated data acquisition and dissemination portal.
- Encouraged constructive peer evaluation opportunities, which have resulted in a more comprehensive articulation of space analyses and innovative delivery of campus strategy presentations supporting Infrastructure Services, Project Services, Chancellery and Faculty clients.
- Realised significant business process efficiencies resulting in improved client service outcomes for the Infrastructure Services and Project Services portfolios.

Delivery of key business benefits:

- Previously manual transactions are now automated: it is now easier and quicker for external consultants to transmit building documentation to and from the University using online interactive tools.
- Online access to critical business information anytime anywhere: While on site away from the office, Infrastructure Services staff can now easily access information about building services using tablet devices, which can lead to faster resolution of problems and improved client service outcomes.
- Significant financial savings projected for University Services as result of improved management of intellectual property and expedited access to critical spatial data (such as building services drawings and associated maintenance manuals).

I look forward to the opportunity to deliver this presentation at the TEMC 2016 though visually engaging and dynamic power-point slides illustrating the journey we have travelled, lessons learned and benefits realised through exploring innovations in spatial data management at the University of Melbourne.