STAFF REPORT

TO:	Chairman and Members, Engineering Services Committee
FROM:	Jenni Komarovsky, Asset Information Coordinator
DATE:	14 May 2010
SUBJECT:	**CONFIRM – ASSET MANAGEMENT SYSTEM – UPDATE – RESC10-05-06** Report prepared for meeting of 27 May 2010

PURPOSE

The purpose of this report is to update the Engineering Services Committee about CONFIRM, the Asset Management Information system used by Council.

BACKGROUND

CONFIRM Enterprise is one of two corporate asset management information systems used at Tasman District Council, the other being RAMM (the roading asset management information system). CONFIRM is used by the Community Services Department for Parks and Reserves and Property asset management, and by the Engineering Department to manage all assets excluding roading.
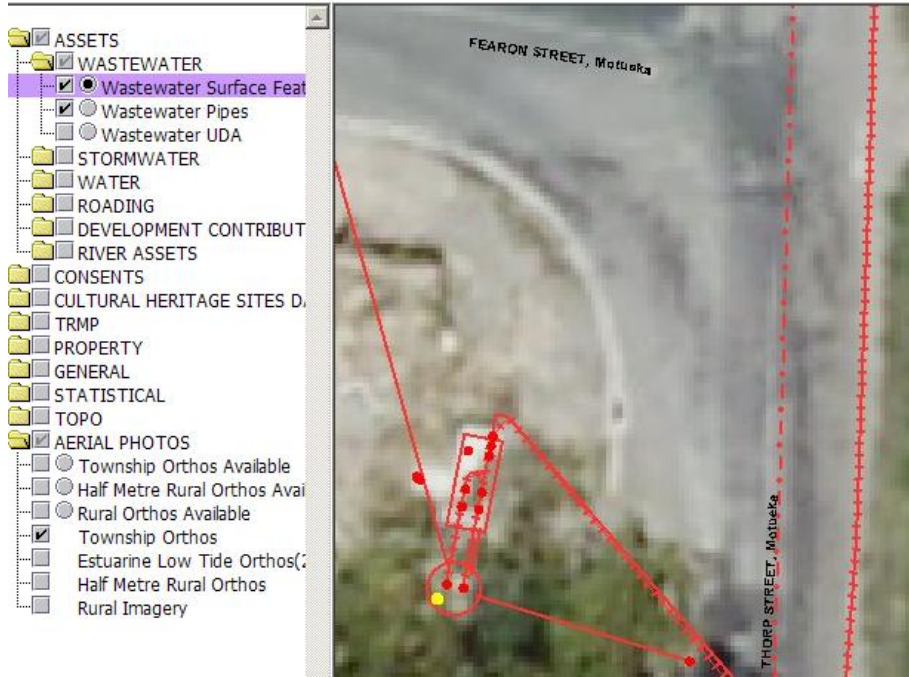
CONFIRM is a modular system that performs a variety of functions. At Tasman District Council they are asset register, defect register, customer service call logging, contract management and payments, asset condition survey and valuation.

Asset register

The current data situation is summarised in the table below. These figures will continue to grow as we acquire and discover more assets, and start recording major assets in more detail as required for advanced asset management purposes.

Asset type	Number of assets
Aerodromes	28
Benchmarks	1,921
Coastal structures (in progress)	190
Refuse	2,292
Rivers	1,764
Streetlights	3,386
Stormwater	21,665
Wastewater	19,501
Water supply	39,168

CONFIRM'S asset register is used to populate Explore Tasman, the GIS browser that is used by all staff and some external parties to view Council assets spatially. In the future, assets may be displayed on the public website. The asset register meets audit requirements as a system to describe our assets physically and in financial terms. An example of asset display is shown below.

Data from the asset register can be exported to perform advanced functions such as data modelling.

Defects

This is the module that tracks sewer overflows. We can use this data to see if we are meeting our Levels of Services as defined in our Wastewater Asset Management Plan. It enables us to track repeat problems to assist in future maintenance decisions.

Customer service call logging

Council's Customer Service team records calls relating to assets in a custom built web interface. Information is pushed through to either CONFIRM or RAMM depending on the type of fault. In CONFIRM these appear as an enquiry which is passed to the appropriate staff member via an email alert, depending on the subject matter.

Since June 2009, around 580 customer calls have been logged to CONFIRM each month.

Staff can query these requests and receive current information on the state of a request. Because they are all logged to and reported from one place, it makes finding and tracking requests easier. See example below.

Confirm.
Defining Infrastructure Management

Home > Search for Jobs > Job Status Report

Job Number:	36575	**Due to Complete On:** 03/06/2010	**Actually Completed On:** 14/05/2010

Site:	RD-Brabant Drive	**Enquiry Number:**	37340	
Service:	Roads / footpaths / car parks	**Enquiry Logged on:**	Thursday, May 13, 2010	11:21 AM
Subject:	Street lighting	**Enquiry Logged by:**	SAGENT TDC\SUZAN	
Contract:	Streetlight 684			
Contractor:	Powertech Nelson	**Contact / Location:**	James MacDonald 60 Brabant Drive, Ruby Bay 035266192	

Description: building a home at 2 Pine Hill Road West in the future and concerned about the light pollution from the street light outside of 60 Brabant Drive. would like to change the light direction to the west, happy to pay for any work that could be done. Please call back and discuss.

Job History:

Date	Time	Allocated Officer	Updated By	Status	Notes
13/05/2010	3:41 PM	Mat'e Davies-Patrick	MateroaDavies-Patrick	Job Raised	
13/05/2010	3:43 PM	Mat'e Davies-Patrick	MateroaDavies-Patrick	Job Committed	Updating Job Status to Committed
13/05/2010	3:43 PM	Mat'e Davies-Patrick	MateroaDavies-Patrick	Order/Service Request Printed	Works Order printed.
13/05/2010	3:43 PM	Mat'e Davies-Patrick	MateroaDavies-Patrick	Assigned to Contractor	Works Order printed.
14/05/2010	10:42 AM	Mat'e Davies-Patrick		Pending - see notes	Roy Price has phoned owner and arranged to fit shield within the next 3 weeks when Powertech is in the area.

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Contract management

Maintenance work needing to be done as a result of a customer call, routine work or contractor surveys are raised as a job in CONFIRM. This is done by MWH staff. An email alert is sent to the relevant contractor who completes the work and logs the details in CONFIRM.

Since June 2009, around 450 jobs have been recorded each month.

A history of maintenance to an asset can be built up over a number of years. This can assist in future maintenance decisions. This is also the tool used to monitor contractor adherence to contractual key performance indicators in terms of timeliness of work completed.

Contract payments

After completing a job, the contractor can request payment via CONFIRM. MWH can audit the work done and approve the amount for payment by Tasman District Council.

At present there is only one contractor using this function; it is envisaged that other contractors will start using this system within the next two years.

There is also the potential to link CONFIRM data to Council's financial systems so that spending can be tracked against budget.

Asset condition survey

Council or MWH staff can monitor asset condition using CONFIRM to assist in future maintenance decisions. This is not yet being used for Engineering assets.

Valuation

CONFIRM has the potential to track all financial transactions against an asset to record the current value and cost to the Council. Revaluation logs can be run against single or multiple assets and valuation reports generated.

This area is currently in its infancy. The 2009 Utilities valuation tested this functionality by running it alongside an independent valuation performed in Excel spreadsheets. A close match of the reported figures from both methods indicated that we can use this module with confidence in the future.

Future developments

Engineering's use of CONFIRM has been under development for three years and has reached a level of stability and maturity. We can now start to look at performing more advanced functions. At a recent meeting with Pitney Bowes Business Insights (the owners of the CONFIRM software), future needs were discussed. The main need is to consolidate processes so that there is end-to-end processing of all maintenance contracts. In addition, mobile technology (using handheld computers in the field) would be beneficial as a way of reducing paperwork and increasing efficiencies in data capture.

Recommendation

THAT this report be received.

Jenni Komarovsky
Asset Information Co-ordinator