

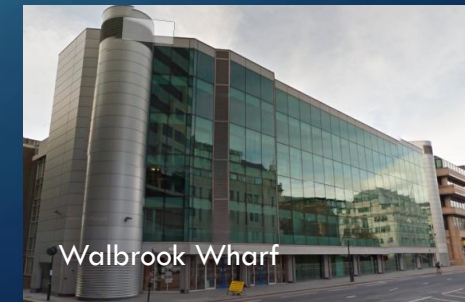


DIGITAL TECHNOLOGY IN THE CITY SURVEYOR'S DEPARTMENT

DIGITAL SERVICES SUB-COMMITTEE

JANUARY 2020

CITY SURVEYORS DEPARTMENTAL STRUCTURE



PROPERTY MANAGEMENT

- **Oracle Property Management Module (OPN)** since March 2015; contains circa 820 properties, 1 235 buildings and is essentially used to manage leases and rent income.
- Benefits:
 - Cheaper than other Property Management Systems on the market
 - Integrated with Oracle Financial
- Challenges:
 - Services charges can't be efficiently managed via this system
 - Limited Property Management Functionalities, no valuation, limited to a small number of customised reports
- Plans for the future:
 - Electronic Invoicing
 - Management Dashboards for Asset managers.
 - The next version of Oracle from 2023 will be a major change with a cloud version which will not include the property management module.

FACILITIES MANAGEMENT (1)

- **MICAD** was implemented in 2017 for managing repairs and maintenance and includes Asbestos and Legionella compliance modules.
- 803 buildings recorded on MiCAD, representing 1722 floors; 924 floor plans have been uploaded so far (54%).
- 26,783 jobs reported for the last 12 months; phone calls to Property Service Desk have dropped by 5000 since launch of the Customer Portal.
- Benefits:
 - Integrated customer portal.
 - Management information extracted has benefited the Facilities management team to discover hotspots of faults.
 - Compliance documents housed in central point.
 - Jobs are assigned to engineers by the system on mobile devices.

FACILITIES MANAGEMENT (2)

- Challenges:
 - Data accuracy
 - Having up to date floors' plans is expensive and time consuming
 - Keeping accurate asset and compliance data is also resource intensive
 - Slowness of the system
- Plans for the future:
 - The end of contract with MiCAD will require to run a tender
 - Ideally, a link to the corporate financial system to better understand our costs and reduce these.

Desk Booking Screens

Create a great experience for every flexible workspace.



SMART WORKING

- Implementation of Hot desking for FM staff and extended for the move of all CSD office staff on 4th floor. (Condeco)
- Use of Tablet-laptops (Mix) for Project Managers in PPG
- Skype Screen in City Surveyor's meeting room

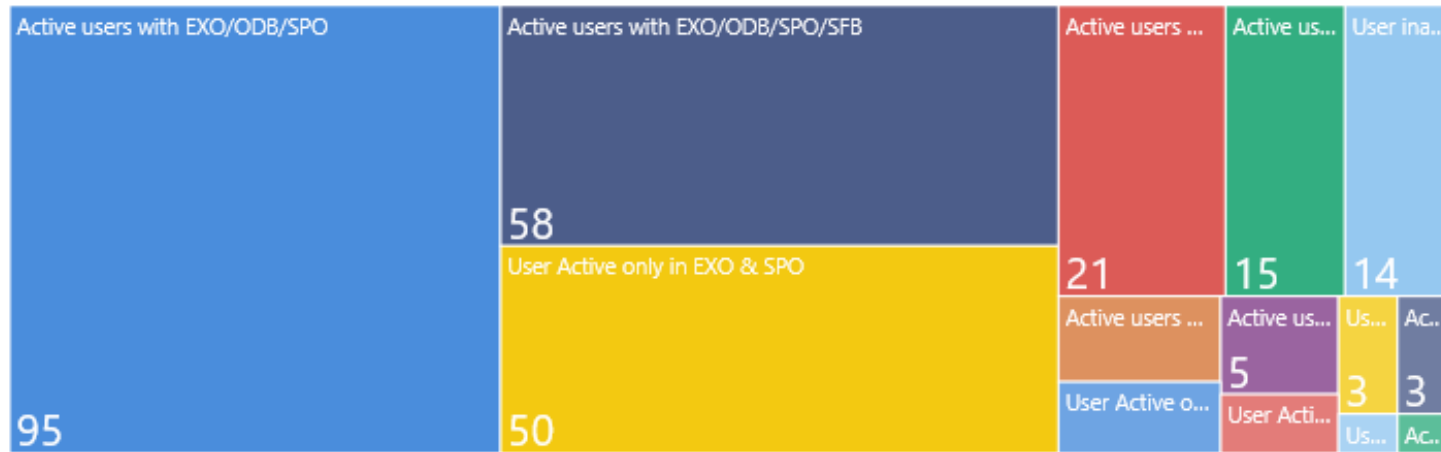
Meeting Room Screens

Display meeting bookings right outside the room.



DIGITAL ADOPTION DASHBOARD

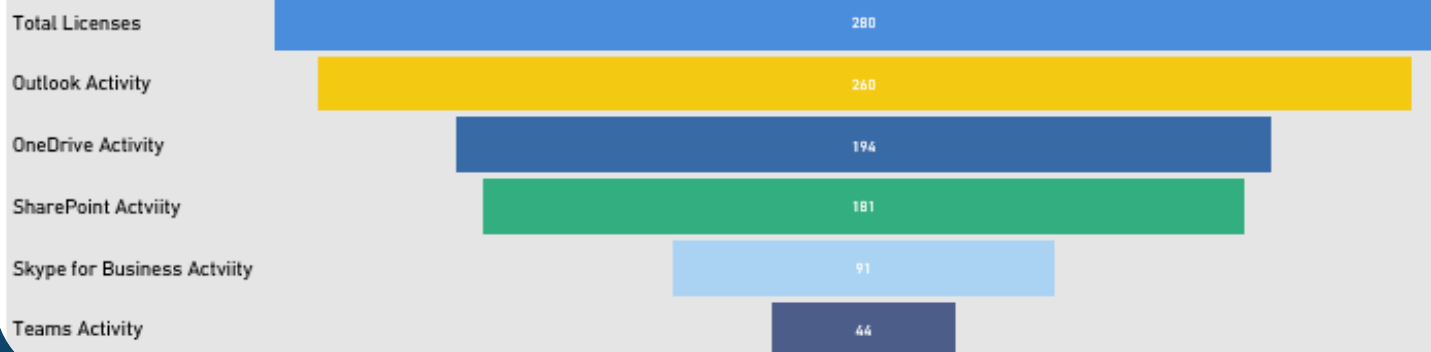
Departmental Breakdown by Product Usage



Department

City Surveyors

Office 365 Activity by Product



280

TotalUserCount

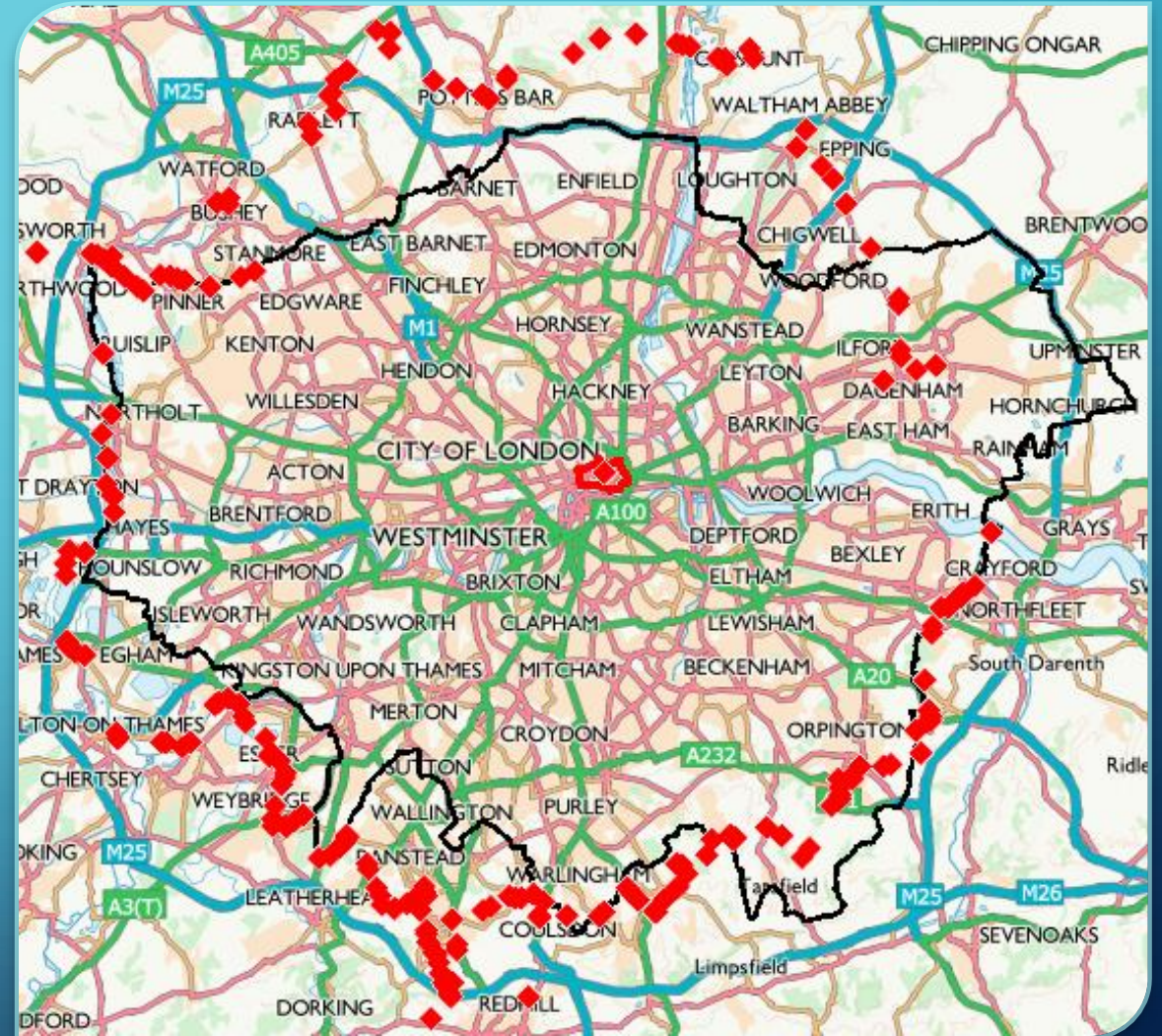
December 2019

OTHER EXAMPLES

- GIS: Coal Post
- AutoCAD (Computer Aided Design) software for architecture and mechanical design
- Historic Buildings have used technology extensively to understand the condition of the buildings it cares for. Use of a drone to check Guildhall roof conditions



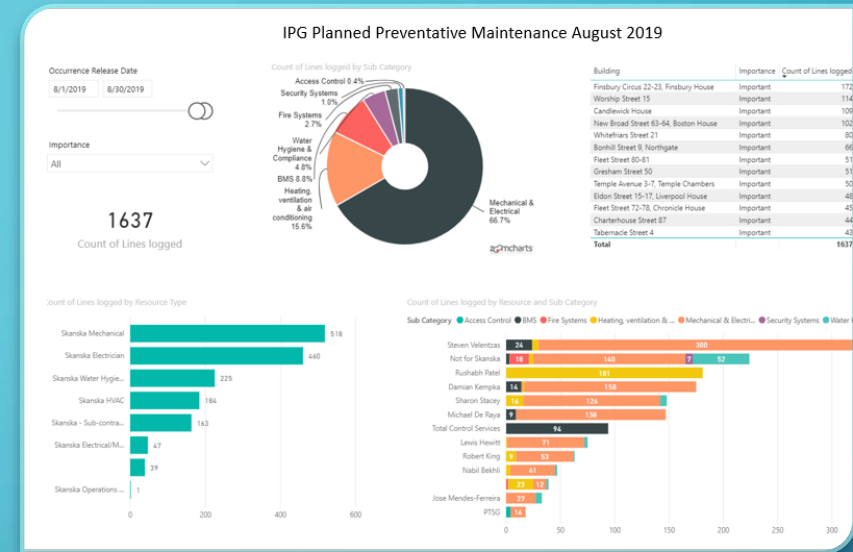
There are many more examples



GIS: Red squares are Coal Posts – Black line marks the Greater London boundary (<https://www.mapping.cityoflondon.gov.uk>)

CURRENT PROJECTS

- Use of PowerBi with MiCAD and for Risk Management
- Commercial Tenant portal with FIRMSTEP
- Radar survey at the London Wall Car Park (non-invasive method) to know more about the strength of the concrete slab



CHALLENGES

- Procurement and implementation of new property management system
- Data accuracy – get it right 1st time
- Make best use of our data (stored in various systems) to inform/speed up business decisions
- Automate simple/routine/time intensive tasks to free staff to focus on more added value/complex work.
- Digital education/ staff upskilling

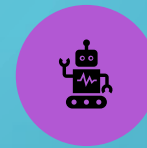
PLANS FOR THE FUTURE



Smart working



Digital by default



Automation



Business intelligence



Continuous improvement



Up-skilling



New, best of breed,
property management system



Use technology to
inspect historic buildings

Connecting people to accelerate innovation

Innovate UK
Knowledge Transfer Network

<https://ktn-uk.co.uk/>