



# **A Tale of Two Directorates**

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**Tube Lines**

# The Story So Far

- LU – Kings Cross Fire 1987
- PPP contract 1999
- Infraco preparation
- Information split between Infracos
- 2003 PPP contractors appointed
- Metronet approach
- Tube Lines approach

# The Presenting Problem

- Documentum holds multiple copies of key design and asset documents
- Paper copies
- CAD/Projectwise copies
- Network drive copies
- Manual revision and approval processes
- Master vs. record

# Diagnosis – the causes

- Remuneration model worked against good practice
- Industry model - two companies in one
- No "Tube Lines" way of working
- Quick design and implementation of Documentum
- No ongoing professional management of information systems

# The IA causes

- No governance responsibility for IM or IA
- No control over new document types
- No metadata schema
- No integration with other work management systems

# The Prognosis

- Getting on with what we do best
- Handover

## Projects

- Define and scope (with client)
- What assets already in the project domain?
- Affected by the project?

## Operations

- What new assets being created
- Need to bring into asset maintenance regime
- When handed over?

# Information Asset or Record?



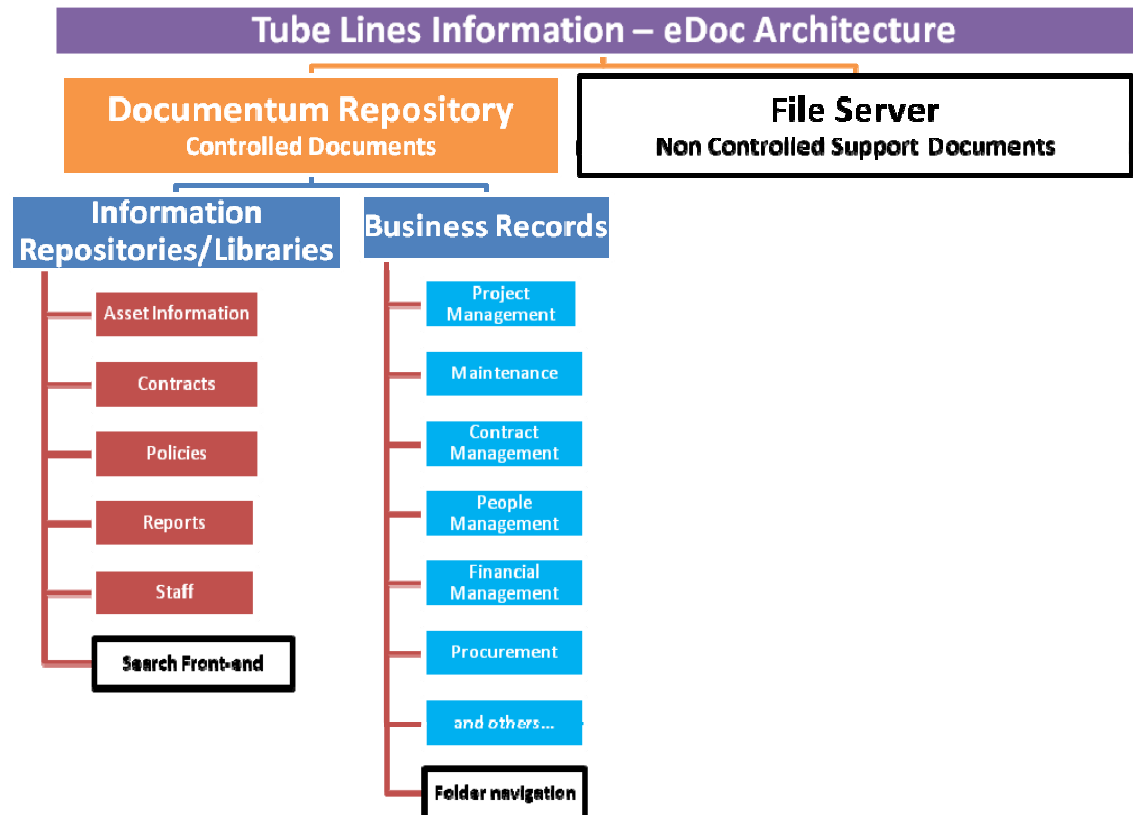
# The Dilemma

Asset Information	Project Information
Drawings (as-built)	Drawings
Manuals	Project Records
Maintenance Schedules	Contract Management
Asset Record	Health and Safety
Plan maintenance	Scope
Update Asset maintenance information	Complete
	Sign-off (Handover)
Asset Maintenance – Maximo Document management – Documentum ERP – Oracle e-Business	Project management – Primavera Expedition Document management – Documentum ERP – Oracle e-Business

# Treatment

- Records vs. information assets
- Working towards single information resource - desirable or not? Industry concept of HANDOVER
- Identifiers - asset number, project reference, multiple
- Locations
- Controlled vocabularies
- Improving search
- Multiple hierarchical navigation – role-based views
- Information library vs. work/records/correspondence management
- Virtual/links to asset information

# Top-level Arrangement



# The Future

- Stop using an EDRMS that is "file plan" based
- IA and data model which crosses database boundaries
- Clearly map work processes, roles and responsibilities - aim towards automation