CASE STUDY

RESOLVE

Knowledge Capture

GD

PROGRESSIVE
SOFTWARE
SOLUTIONS

CASE STUDY

RESOLVE & Knowledge Capture

Problem

The client owns or operates a large portfolio of wireless infrastructure sites distributed nationally. These range from very significant assets with tall masts to relatively small installations with short tower structures. The organisation also owns and operates a number of baseband/datacentre type facilities distributed across the estate. This national infrastructure is utilised to support many overlaid and diverse communication networks. These include broadcast, telecom, mobile and emergency service type networks.

Many of the sites are located at very remote elevated locations and can prove really difficult to access particularly in adverse weather conditions.

The client organisation is diverse. Project management, design teams, and specialist technologists are central HQ office based, whilst operational engineering resources are distributed at multiple strategic centres across the country. The infrastructure, and customer network assets are subject to continuous change, such as technology re-fresh programmes, which are managed and delivered via numerous overlapping and multi-workstream projects.

This complex environment comprising thousands of locations presents a major problem when trying to ascertain baseline reality at the large volume of sites with multiple buildings within whose spaces network equipment is located. Legacy project data is often fragmented, inconsistent and dispersed across multiple document repositories. This is also the case for legacy site survey imagery, which is often minimalist in nature, not date stamped, and aligned to the very

specific requirements of prior project objectives. Project design teams are invariably faced with little option other than organise successive waves of multi-workstream site survey visits which can prove very expensive to implement across a large number of in scope sites. Invariably, in subsequent future projects, with different personnel the same practice is repeated with similar budgetary impacts to these projects.

Solution

The client approached GD to investigate if there was potential alleviation to this problem via the adoption of an appropriate dedicated software tool. GD worked with centrally located personnel and representatives of remote based teams to design a collaborative gateway knowledge capture system for this purpose. The key objective was to facilitate continuous updates to network baselines by enabling structured communication between project teams and appropriately informed remotely based personnel.

The knowledge gateway system was constructed via a RESOLVE framework utilising standard module applications.

Centrally based specialists, project managers or designers raise knowledge capture requests tickets in the system. The capture template can include work instructions with annotated drawing attachments etc. which indicate the specific nature of information required at single or multiple sites in the region. When creating the ticket, users are presented options including listings of remote staff in the appropriate region and their associated skillsets. It is also possible to assign multiple tickets to locally based operational managers for subsequent best-informed re-assignment. The assignee is notified of the knowledge request ticket, which also indicates an associated urgency status. Any user can submit comments and queries to an open ticket, promoting extended dialogue on the knowledge capture request in question.

Locally based personnel may be required to make a dedicated visit to a site or acquire the information on a next routine visit. Alternatively, and depending on specific knowledge requested, it may be possible to feedback without the need to go to site.

Centrally based staff are auto-notified of a knowledge request return and can proceed to close out the ticket if the required information is received.

This client also purchased this RESOLVE Module to work alongside this module:

- Cessation

Benefits

- Provides a centrally managed and searchable knowledge repository accessible company wide.

- Continuously updates site and system baselines for ongoing needs.

- Improves decision making based on the quality of available information.

- Reduces costs – significant drop in the number and frequency of site survey visits.

- Faster responses for the customer, more assured responses based on near real time, or rapidly required updates.

- Makes viable, many customer small project requests due to improved cost efficiencies of reduced multi-day remote site visits.

- Can be adopted for national operational team advantage e.g. for corrective maintenance shared experience recording and communication purposes.

For more information contact us on info@graphicaldata.co.uk