CASE STUDY

Data-Driven Asset Management

INDUSTRY
Government

COUNTRY
USA

Access Sciences

As part of its comprehensive initiative to modernize and restructure management of its $14B portfolio of shore-based assets, the United States Coast Guard (CG) is systematically creating Asset Lines that address specific organizational components. The first Asset Line to be created focuses on management of personnel housing. Prior to creation of the Housing Asset Line, the Coast Guard did not have a comprehensive view of its personnel housing assets including occupancy requirements (current and future), housing inventory by location, housing unit condition, replacement and maintenance costs, environmental risk, etc. Without accurate, actionable information about these, the Coast Guard was unable to make informed investment decisions for its distributed portfolio of housing assets.

SERVICES DELIVERED:

- Advisory Services
- Data Quality
- Master Data Management
- Requirements Development
- Solution Architecture
- System Implementation and Configuration
- Systems Integration
- Testing

ISSUE

Without accurate, actionable information, the Coast Guard was unable to make informed decisions about its personnel housing assets

Creation of Asset Lines is only possible based on a fundamental understanding of the Coast Guard's asset inventories, current and future needs, physical conditions, ongoing costs, and maintenance requirements. This fundamental underpinning for the modernization effort was made possible by an earlier project performed by Access Sciences known as the Information Management Strategy.

INFORMATION DRIVES STRATEGIC DECISION MAKING

Access Sciences teamed with Coast Guard resources to closely examine the systems and data that are used to support strategic decision making for acquisition, retention, divestiture,

operation and maintenance of housing assets. To do this, our team:

- Analyzed core systems that contain housing information including Maximo (asset management), Oracle Financial Accounting (financial system of record for real property), HMIS (occupancy, scheduling, and environmental risk management for all housing units), and GIS (site management / asset geo-location).
- Identified key obstacles to maximizing the effective utilization of housing information assets, including fragmentation of data across Maximo, Oracle Financial Accounting, and HMIS, significant data duplication between the systems, and numerous data quality issues.
- Developed structural and procedural recommendations for improvements for managing housing assets including establishment of authoritative systems, automated synchronization of systems, database modifications, process and technical controls, additional data to be captured and presented to support newly identify functional requirements, role and access control definitions, and the ability to aggregate, view, and update asset management information from a geo-enabled portal.

SOLUTION

☑ **Structural and procedural recommendations for improvements to maximize the effective utilization of housing information assets**

BENEFIT

☑ **The Coast Guard can now make informed decisions that directly affected the care and performance of its most valuable asset, its personnel**

As an extension to the original project, the Coast Guard modified the Housing Asset Line contract to include implementation, data integration, configuration and feature/function testing of the IBM Tririga asset management application to determine its applicability for Housing Asset Line requirements.

INFORMED DECISIONS ON OCCUPANCY DEMAND AND HOUSING INVENTORIES

With these improvements, the Coast Guard can now make informed decisions about occupancy demand, location-specific housing inventories, housing unit condition, ongoing maintenance costs, replacement costs, and environmental risks, from the portfolio level down to the individual housing unit level. This newfound capability has a direct, positive impact on the care and performance of the Coast Guard's most valuable asset, its personnel.