

Collaborative Working Environment

A proven solution for driving MoD enterprise-wide collaboration



Implementing a Collaborative Working Environment

“Collaborative Working is not just an IT problem; success depends upon an holistic approach involving people, process and technology”

Business Requirement

An enterprise information and knowledge value chain typically resides in multiple locations including databases, knowledge repositories, shared filing drives, filing cabinets, individual hard drives etc. In 2003, IDC (International Data Corporation, a global research and analysis company) reported that Fortune 500 companies expected to lose an anticipated £16.5bn due to the disjointed information spread causing duplication of effort and information rework.

To be effective an enterprise needs to share information efficiently and exploit available data to the fullest. Project teams and communities must have continuous understanding of their knowledge assets, how to manage them and how best to utilise them. Good information & knowledge management will speed up processes, monitor trends, enhance through life management and drive down the cost of ownership.

A Proven Solution

LSC Group's Collaborative Working Environment (CWE) delivers comprehensive capabilities that enable effective collaborative working between all members within an extended enterprise. The CWE integrates enterprise wide information systems and common processes to enable individuals or groups to work concurrently on projects, independent of their physical location.

The CWE is delivered as a managed service, hosted from the Keynsham Data Centre (KDC), near Bristol. The KDC is a type 1 trusted site with approval for hosting access to the RLI and Dii approved applications. The CWE is provided on a flexible licensing model providing differing levels of functionality and access depending on user roles.

CWE Building Blocks

The CWE is built around a core portal and document management system, to which can be added workflow and business intelligence tools. The nature of the CWE allows further integration with financial management and engineering data management applications.

Portal

The portal is the 'hub' of the CWE and provides secure, single sign on, role-specific access to 'community' announcements, shared project information, documents and discussions. An extensive portal search facility makes finding information easy.

Document Vault

The document vault provides secure storage and access to electronic documents and Media files. It has standardised procedures to create, edit and review documents, with full version control and extensive document search capabilities. An extensive range of file formats is supported.

Workflow

The workflow component allows automation of business processes across MoD and Industry boundaries. Following analysis to identify the optimum business rules, including authorisations and delegations, the process is captured and automated. Workflow reports are published directly to the portal pages, replacing paper-based processes.

Reporting

The comprehensive reporting capability has been integrated with Cognos, a leading Business Intelligence software application, to deliver KPI and performance management information. This capability monitors operational processes in near real time, presenting essential information on a 'digital dashboard'. 'Drill down' can be used to determine root cause, with exception-based reporting and presentation of a balanced scorecard also being available.

Existing deployments of CWE

There are currently 3000 seats of our CWE deployed across MoD and Industry. We are supporting over 30 CWE communities of practice. Each CWE implementation has been tailored to meet the individual customer's requirements. Deployments include:

- Submarine Support Enterprise
- Astute Project
- Transforming Submarine Support Design (TSSD)
- Future Submarines (Successor)
- Surface Ships Design Support Alliance – Platform Safety Management
- Surface Ships Class Output Management – Frigates, Amphibious, Hydrographic Ships.
- Supply Chain Support PMO (Andover)
- Hercules IPT (RAF Wyton)



“The CWE is not only the administrative nerve centre between the prime contractor, Babcock Marine and the SUB IPT, but also hosts the communications infrastructure linking Babcock personnel with MoD headquarters staff.”

CWE Features

- A secure single point of entry through a Web browser
- The home page can be tailored to meet the individual requirements of a project
- An open, consistent enterprise-wide view of information
- The user is shielded from the complexity of the source applications or databases
- Federation of existing data using e-business techniques that do not require changes to originating systems
- Effective change control and configuration management
- Incremental implementation – the portal and document management offer a quick and cost-effective entry
- Fully managed service - with helpdesk support

CWE Benefits

Incremental implementation

- Portal and document management – quick and cost effective entry
- Workflow – to capture and automate business processes

Provides Access to New Sources of Information

- Exploiting legacy databases & information sources
- Reduced information search costs
- Data ‘entered once – used many times’
- Improved information and knowledge management

Business Process Control

- End-to-end business management across the MoD and Industry boundary
- Connect the MoD to all industry partners & stakeholders via the MoD’s restricted network (RLI)
- Faster process turnaround timescales
- Provides full process metrics and auditable process performance

Drives Best Practice

- Reduction of duplication and administrative effort
- Best practice process management across an extended enterprise
- Cost effective information exploitation
- Improved enterprise working relationships
- Robust configuration and change management
- Improved data accuracy and integrity
- Reduced duplication and administrative effort
- Change management enabler!

Performance Management

- Use of Cognos Business Intelligence tools
- Measurable and auditable project performance
- Real-time digital dashboard
- Balanced scorecard
- Tailored executive reporting

