

Collaborative Working: Changing the culture

A Holistic approach to people, process and technology

Collaboration in the Defence environment – Why collaboration?

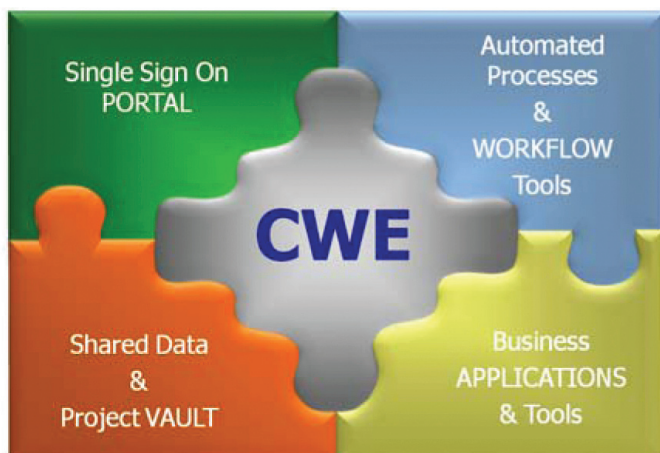
- Partnerships and collaboration can bring added value;
- Collaborative working is not just an IT problem: change must be managed;
- Phased implementation can bring early benefit, reduce risk and ease user acceptance;
- A Programme should be regarded as an ‘Enterprise’ comprising MOD and Industry partners;
- With incentivisation, all players have a vested interest in achieving the common goal;
- Effective and auditable communication is crucial;
- Enterprise data and information should be shared;
- Successful processes exploit the talents of all participants.

A proven solution

LSC Group’s Collaborative Working Environment (CWE) suite of products enables our customers to integrate often highly dispersed stakeholders from across an extended enterprise using one simple to use system, whilst retaining contractual and intellectual propriety. Our experience gained from several implementations has been that true success depends upon an holistic approach involving people, process and technology: ‘changing the culture’. As a result LSC Group has developed a powerful CWE methodology to ensure early success—enabling effective collaborative working across the extended enterprise.

Our experience in delivering collaborative solutions across the MOD includes Microsoft Office SharePoint Services (MOSS) which are being rolled out across the MOD via the DII Programme.

Our existing CWE can integrate seamlessly with MOSS – using SharePoint as the ‘Portal’ – allowing you to maintain full functionality of your existing CWE solution whilst integrating with SharePoint technology.



How can I collaborate more effectively with my extended enterprise, including Industry?

How can I share documents in a secure environment?

I need to ensure my processes are followed and fully auditable, how can I do this in the most efficient way?

I need to improve collaboration, will implementing a new Technology solution enable me to achieve this?

How can I improve the way I search for information?

I need greater visibility of performance, how can I improve my business reporting?

Benefits of collaboration

Access to new sources of information:

- Data federation: exploit legacy databases and information sources;
- Reduced information search costs;
- Enter data once—use many times across the Enterprise;

Business Process Control:

- Seamless stakeholder integration;
- Available across global RLI;
- Faster process turnaround;
- Greater process adherence;
- Auditability;
- Provides an administrative ‘spine’ between contractors, PTs and MOD agencies;
- Ability to run bottleneck reports;

Drives best practice:

- Reduction of duplication and administrative effort;
- Cost effective information exploitation;
- Robust configuration management;
- Reduced support costs;
- Rapid engineering decisions, based upon evidence;
- Process consistency and repeatability;
- Automated data distribution;

Performance Management:

- Business Intelligence tools;
- Measurable and auditable project performance;
- Real-time digital dashboard;
- Balanced scorecard
- KPI Reporting.

The LSC Group Technical Solution

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 provides the basic platform for collaboration and delivery of business applications and solutions. This includes a suite of tools that is providing the MOD with a complete toolkit for managing projects and teams – including Through Life Management Planning (eTLMP), Fleet Planning, Financial Management and Release to Service (RTS) Capability.

The solution stack:

- **Portal:** the 'hub' of the CWE, providing secure, single sign-on, 'community' announcements, links to other sites, search capability and role-specific access to shared project information, discussions and documents;
- **Document Vault:** providing secure storage and access to electronic files. Standardised procedures to create, edit and review documents. Version control and extensive document search capability—making finding information easy;
- **Workflow:** automates business processes across the Enterprise, reflecting business rules and authorisations/delegations of users. Can exploit existing or external data stores and include digital signatures for online approvals;
- **Reporting:** via the integrated Business Intelligence tool delivering KPI and other performance management information. Presented on a 'digital dashboard' with drill-down available to determine root cause. Advanced data mining and exploitation tools allow crucial information to be extracted in near real time from multiple disparate data sources and federated legacy applications;
- **Technology:** An Application Service Provision (ASP) model provides a fully managed service via a desktop browser from a secure data vault. Included in the ASP model is the provision of remote access, with helpdesk support, user management, backup services and disaster recovery planning available 24*7;
- **Provision:** Availability-based contracting for in-service equipment and platform support has been adopted in contracting IT services. Information Management (IM) capability and availability may be contracted as a 'turnkey' through-life service provision for a particular platform or programme. This model moves information management services into the area of KPIs.

Submarine Operating Centre

The UK MOD Submarine Operating Centre performs a critical role in maintaining availability of the Royal Navy's fleet of nuclear submarines, and is responsible for delivering refit programmes. In 1999, the Submarine Operating Centre needed to prepare for the first major refit of HMS Vanguard, requiring greater collaboration with all MOD and Industry refit partners.

The MOD and its Tier 1 industry partner, Babcock Marine, teamed with LSC Group to establish a fully functional Collaborative Working Tool, incrementally expanded over time to improve information sharing and assist with a number of business processes. Currently with over 3000 users, the CWE is enabling the Submarine Operating Centre to reap significant benefits including reduced support costs, improved visibility of business performance and the creation of a truly enterprise wide collaborative culture.

Hercules TriStar Project Team (PT)

The Hercules TriStar PT is responsible for the management and support of all Hercules and TriStar aircraft. With increasingly dispersed supply chains and changing demands on the fleet, the team recognised the need for better, more efficient means of communication.

Working with the team since 2002, LSC Group has implemented a Collaborative Working Environment (CWE) as a continually evolving toolset. The CWE now includes fleet planning, financial management and Release to Service (RTS) applications.

The CWE is now a key part of the PT's operation and is deemed business critical – enhancing its overall effectiveness.