



A GOVERNMENT TECHNOLOGY THOUGHT LEADERSHIP PAPER

Planning Smarter: Modernizing Government Asset Management

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Whether it is a water pipe, a public road or a school bus, when an asset breaks down, entire communities can be brought to a halt.

Many states and cities manage aging infrastructure that can impact service reliability and public safety. In many places, technology is as outdated as the assets: legacy tools used to track and maintain assets can be siloed within departments or teams, making it difficult for people to access the information they need.

“These challenges can no longer be overcome by putting point solutions on top of everything,” says Zen Zochniak, public sector industry strategist for Octave. “Organizations don’t need Band-Aids; they need an all-encompassing, organized approach.”

An integrated asset lifecycle management solution helps agencies handle everything from budgeting to planning to operations. With this tool, leaders can move toward data-driven, proactive asset management that increases efficiency, controls costs and maximizes the value of taxpayer-funded infrastructure.

Unifying Data in the Cloud

Managing data on government assets is one of the biggest hurdles for effective decision-making. Part of the challenge lies in the number of groups that might touch a single project. From design teams to construction crews to operations staff, many people contribute to equipment and infrastructure management.

“Throughout an asset’s lifecycle, you have handovers from one team to the next,” says Cynthia Gomes, executive industry consultant for Octave. “When disjointed teams use different tools to track data, key information can be lost.”

In addition, with every new election cycle, agency priorities may change. An agency might implement one solution under one elected official and a different one under the next. With each new solution comes the risk of data loss. “Elected officials with term limits might focus on implementing solutions that solve short-term problems but fail to address long-term goals,” Zochniak says.

A modern cloud-based tool can unify data across teams and serve as a long-term source of truth about the state of an organization’s assets. This technology can easily integrate with other solutions, streamlining collaboration across teams. Cloud tools are also scalable, so the tool can grow with an organization as it acquires more assets.

Cloud solutions also allow agencies to reduce cost of ownership as they no longer need to maintain on-premises legacy systems, rely on in-house IT specialists to manage tools and keep data secure, or build and manage their own data centers to store the information.

“Cloud technology equals faster deployment, new capabilities and increased security,” Gomes says.



**Cloud tools
can reduce
cost of
ownership
for agencies.**



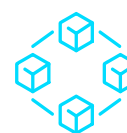
Predictive Planning

With asset information housed in one solution, teams can shift from reactive decision-making to predictive planning.

For example, a Swiss public transportation operator worked with Octave to replace fragmented systems with new asset management software. The new solution consolidates operations and maintenance data so that teams can get a clearer picture of the condition of vehicles and implement predictive maintenance strategies. This has led to efficient maintenance and use of vehicles, less downtime for assets and a more satisfied public.

Modern asset management solutions also help agencies make data-driven capital planning decisions. “With a better understanding of their assets, governments can make informed choices about which investments will provide the greatest benefit and the greatest risk,” Gomes says.

To shift to proactive planning, organizations need to make sure the data they put into any new solution is clean and accurate. Agencies should also look for a solution with an effective reporting tool that they can use to make decisions. “Even if you have clean data, it is meaningless without a reporting platform that can provide actionable insights to the right people,” Zochniak says.



Bridging the Gaps

Any new technology requires buy-in from the people who will use it. As agencies modernize, leaders should create opportunities for employees with different backgrounds and levels of experience to learn from one another.

Longtime staff may bring deep knowledge of assets, workflows and the history behind existing processes, while other employees may bring experience with newer tools and different approaches to getting work done. Mentorship and cross-generational collaboration can help agencies preserve critical institutional knowledge while building the skills needed to work effectively with new technology.

“Managers should strive to encourage these kinds of relationships,” says Zochniak. “Mentorship can help bridge knowledge gaps and drive adoption of a new solution.”

Government leaders should also emphasize to their teams that a modern asset management solution will not take away jobs but instead help people do their work more efficiently.

“Employees often fear a new tool will take over their job,” Gomes says. “But technology can be an opportunity to eliminate things like manual reporting and duplication of data entry. It can make the work experience better for everyone.”

The right tool doesn't replace jobs but enhances how people work.

Turning Asset Data into Better Decisions

With modern asset management technology, agencies can identify emerging problems earlier; prioritize maintenance based on risk and condition; and make more informed decisions about when to repair, replace or invest. Each inspection, work order and maintenance activity adds to the record on an asset, giving leaders better information for future capital planning.

For governments responsible for infrastructure that may remain in service for decades — and faced with retirement of experienced employees and a growing need to transfer institutional knowledge — that long-term visibility matters. Rather than relying on disconnected systems and individual expertise, agencies must take a holistic view across the entire asset lifecycle. Only then can taxpayer dollars be effectively directed toward the greatest asset needs.

This piece was written and produced by the Government Technology Content Studio, with information and input from Octave.



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