

AGENDA

**FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO
BE HELD ON 17 JUNE 2025 AT 6.30PM**

**IN LITTLE PARA CONFERENCE ROOMS, SALISBURY COMMUNITY HUB,
34 CHURCH STREET, SALISBURY**

MEMBERS

Cr S Reardon (Chairman)
Mayor G Aldridge (ex officio)
Cr L Brug
Deputy Mayor, Cr C Buchanan
Cr K Grenfell (Deputy Chairman)
Cr M Mazzeo
Cr S McKell

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
Deputy Chief Executive Officer, Mr C Mansueto
General Manager City Infrastructure, Mr J Devine
General Manager City Development, Ms M English
A/General Manager Community Development, Ms C Giles
Manager Governance, Mr R Deco
Governance Support Officer, Ms M Prasad

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Committee Meeting held on 20 May 2025.

REPORTS

For Information

6.2.1 Field Services Field Tablets - Operational Digitisation.....7

QUESTIONS ON NOTICE

There are no Questions on Notice.

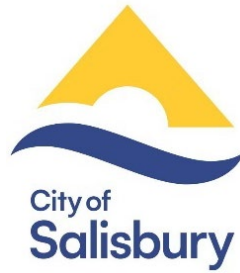
MOTIONS ON NOTICE

There are no Motions on Notice.

OTHER BUSINESS

(Questions Without Notice, Motions Without Notice, CEO Update)

CLOSE



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING
HELD IN LITTLE PARA CONFERENCE ROOMS, SALISBURY COMMUNITY HUB,
34 CHURCH STREET, SALISBURY ON**

20 MAY 2025

MEMBERS PRESENT

Cr S Reardon (Chairman)
Mayor G Aldridge (ex officio)
Deputy Mayor, Cr C Buchanan *via MS Teams*
Cr K Grenfell (Deputy Chairman)
Cr S McKell *via MS Teams*

STAFF

Chief Executive Officer, Mr J Harry
Deputy Chief Executive Officer, Mr C Mansueto
General Manager City Infrastructure, Mr J Devine
General Manager City Development, Ms M English
A/ General Manager Community Development, Ms C Giles
Manager Governance, Mr R Deco
Governance Support Officer, Ms M Prasad

The meeting commenced at 6.30pm.

The Chairman welcomed the Elected Members, members of the public and staff to the meeting.

APOLOGIES

Apologies have been received from Cr L Brug and Cr M Mazzeo.

LEAVE OF ABSENCE

Nil.

PRESENTATION OF MINUTES

Moved Cr K Grenfell
Seconded Mayor G Aldridge

The Minutes of the Innovation and Business Development
Committee Meeting held on 18 February 2025, be taken as read
and confirmed.

CARRIED

REPORTS

Nil.

QUESTIONS ON NOTICE

There were no Questions on Notice.

MOTIONS WITHOUT NOTICE

There were no Motions on Notice.

OTHER BUSINESS ITEMS

(Questions Without Notice, Motions Without Notice, CEO Update)

There were no Other Business Items.

ORDERS TO EXCLUDE THE PUBLIC

6.4.1 Project Connect - Update

Moved Mayor G Aldridge
Seconded Cr K Grenfell

That the Innovation and Business Development Committee :

1. *Orders that pursuant to Section 90(2) and (3)(d)(i) and (d)(ii) of the Local Government Act 1999, that it is necessary and appropriate to exclude the public for the consideration of Item 6.4.1 Project Connect – Update with the exception of the following persons:*
 - *Chief Executive Officer*
 - *Deputy Chief Executive Officer*
 - *General Manager City Development*
 - *General Manager City Infrastructure*
 - *A/General Manger Community Development*
 - *Manager Governance*
 - *Governance Support Officer*
 - *Manager Strategic Development Projects*
 - *Manager Urban, Recreation & Natural Assets*
 - *A/Manager Community Experience*

On the basis:

- *it relates to commercial information of a confidential nature (not being a trade secret) the disclosure of which could reasonably be expected to prejudice the commercial position of the person who supplied the information, or to confer a commercial advantage on a third party; and*
 - *commercial information of a confidential nature (not being a trade secret) the disclosure of which would, on balance, be contrary to the public interest.*
2. *In weighing up the factors related to disclosure,*
 - *disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations**the public's interest is best served by not disclosing the **Project Connect - Update** item and discussion at this point in time.*

CARRIED

The meeting moved into confidence at 6.32pm.

The meeting moved out of confidence and closed at 6.34pm.

CHAIRMAN.....

DATE.....

ITEM	6.2.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	17 June 2025
HEADING	Field Services Field Tablets - Operational Digitisation
AUTHORS	Mark Purdie, Manager Field Services, City Infrastructure Michelle Collins, Manager Technology and Digital Solutions, Business Excellence
CITY PLAN LINKS	4.1 Our council's services are delivered in an effective and efficient manner 4.2 Our council is a great place to work 4.3 Our council is recognised for delivering exceptional community experiences and quality outcomes
SUMMARY	This report provides a history of the digitisation of Field Services operations in the field, explains the current state challenges and limitations of field tablet devices allocation by work team, and presents an improvement opportunity with substantial benefits for issuing a field tablet device to each employee position within Field Services as standard equipment to undertake their duties. This includes the purchase and allocation of 30 additional field tablet devices funded from existing capital works budget provisions that will provide improved efficiency and productivity to field-based operations.

RECOMMENDATION

That Council:

1. Notes the report.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Field Services Tablet Devices - Photos

1. BACKGROUND

- 1.1 In 2016, Council endorsed the Asset Management Improvement Program business case to digitise field services operations and improve the collection and treatment of asset data.
- 1.2 Tablet devices were first rolled out to Field Services teams for operational use as part of a significant change project associated with this program in late 2018.
- 1.3 The functionality of the tablets was formally reviewed in 2022 when the devices were due for renewal.

- 1.4 Over time and through continual improvement in systems and processes, additional functionality and features have been added to the field tablet platforms, such that the devices are now an integral part of day-to-day operations in the Field Services division.
- 1.5 The field tablets are due for renewal every 3 years and are due to be renewed this financial year. This report provides an improvement opportunity to move to a 1 field tablet per person/position operating system to deliver multiple benefits.

2. EXTERNAL CONSULTATION / COMMUNICATION

- 2.1 Nil.

3. DISCUSSION

- 3.1 There are currently 115 field tablet devices issued to the Field Services work teams.
- 3.2 The devices are used for a wide variety of purposes from accessing work orders and customer requests, entering asset data, completing training, access corporate systems and customer data, and completing a variety of safety and risk requirements.
- 3.3 Benefits of moving to the tablets have included:

Efficiency

- 3.3.1 Allocation and recording of inspections and jobs in the fields
- 3.3.2 Improved data accuracy and understanding
- 3.3.3 Accessing required information in the field
- 3.3.4 Enabling asset-based costing and data collection
- 3.3.5 Training completion via e-learning modules

Improved Customer responsiveness

- 3.3.6 Raising asset defects and customer enquiries
- 3.3.7 Accessing customer information and data in the field

Risk reduction and improved safety

- 3.3.8 Site-based risk assessments
- 3.3.9 Access to, and use of, safety systems
- 3.3.10 Vehicle inspections
- 3.3.11 Access to useful APPS (e.g weather, Alert SA, IResponda etc.)
- 3.4 Field tablets are currently issued to all Team Leaders, Coordinators and Technical Officers – “on a position-based approach”, and to “field staff on a work group approach”.

Current Constraints and Limitations

- 3.5 Shared tablet usage by multiple users increases the risk of unauthorised access to sensitive information or data leakage as it is dependent on the user logging out of applications and browsers where the user may have saved passwords.
- 3.6 Multi Factor Authentication has been introduced to help protect the user's identity and the organisation's data. However, when using shared devices each user must log in and out frequently, which can reduce efficiency.
- 3.7 The user experience for a shared and dedicated device can be very different as the shared devices lack the ability for personalisation making it very difficult for users to effectively use M365 solutions such as Outlook or MS Teams.
- 3.8 Currently field team members access asset information in the field via a team-based login. This is not best practice from a compliance and auditing perspective.
- 3.9 Tablets are currently issued on work team (crew) basis. This provides limitations for larger teams that utilise multiple machinery in relation to the ability to undertake pre-task vehicle inspections. For example – the Civil team currently has 3 field tablets – as they generally run in three work crews. However, if they need an additional backhoe for a job, the entire team needs to return to the Operations Centre to undertake the backhoe vehicle inspection.
- 3.10 Online training requirements have increased substantially over recent years with greater use of e-learning platforms that use single sign on. Currently most field members return to the Operations Centre and hire spare laptops to complete e-learning.
- 3.11 Access to important corporate information and corporate systems from the field is currently limited due to the current field tablet operating methodology.
- 3.12 When inclement weather is called, staff return to air-conditioned facilities and many are sent home, when e-learning and/or training could be undertaken should sufficient access to IT/tablets be available.
- 3.13 Communication channels to a large workforce are limited to all staff. Issuing tablets to all staff could enhance engagement for all.

Improvement Opportunity

- 3.14 An assessment of all roles within Field Services has been undertaken and it is proposed to provide a Field Tablet device to all field-based positions (including trainees and apprentices) as standard equipment to undertake their duties.
- 3.15 This would mean a change from work team-based device allocation to position based, whereby a tablet device becomes a standard issue

Benefits of Moving to 1 Field Tablet per Field based position (Field Services Staff)

- 3.16 There are numerous benefits to moving to a Field Tablet per person operating methodology in Field Services, including but not limited to:
- 3.16.1 Improved efficiency for vehicle inspections for large teams with multiple pieces of plant
 - 3.16.2 Improved efficiency for e-learning in the field to complete training requirements. Additionally, e-learning could be scheduled during inclement weather to improve productivity
 - 3.16.3 Improved security - single point of access (single sign in) to IT technology, for enhanced cyber security
 - 3.16.4 Access to timesheets (many staff use personal mobile phones to do work required for timesheets)
 - 3.16.5 Improved access to safety systems
 - 3.16.6 Access to CoS intranet including access to Emergency Wardens/First Aid officers, People & Performance portal, IT Support Portal, news alerts & updates, staff noticeboard, job opportunities, Council agenda, corporate plans etc.
 - 3.16.7 Access to emails and calendars
 - 3.16.8 Access to Microsoft Teams to enable:
 - Onsite MS Teams (virtual) meetings to avoid excess travel & enhance time management
 - Access to corporate/teams working documents
 - 3.16.9 Access to fleet and equipment registers to book plant & equipment repairs/faults to workshop, access service bookings electronically etc.
 - 3.16.10 Access to Council infrastructure information, maps, and underground services for enhanced service delivery

Additional benefits include:

- 3.16.11 One person responsible for tablet/device (lost/missing/damaged etc) – improved ownership and care for corporate equipment.
 - 3.16.12 Potential for livestream tracking for emergency contact and notifications.
 - 3.16.13 Improved accountability and equity - everyone is responsible for their actions (ie access to Corp info) and learnings and would have the same access to corporate information.
 - 3.16.14 Continual empowerment/self-development for field staff using electronic platforms to reduce/eliminate IT gaps.
- 3.17 The main change impact associated with this proposal is a change in operating methodology in the Asset System for Work Orders in the field, moving from a team-based login to individual based login.

- 3.18 It is proposed that tablet devices will continue to be stored and charged in the bulk charging pods within the operations centre.

4. FINANCIAL OVERVIEW

- 4.1 The renewal of existing allocations of field tablet devices is funded from the capital works program.
- 4.2 Analysis of positions within Field Services has determined that a further 30 field tablets would be required to enable each Field position to have a dedicated device and allows for 4 spare devices to be placed in the store for breakdown / back ups.
- 4.3 The cost to supply and equip 30 devices as follows:
- 4.3.1 Purchase of 10-inch Samsung device - \$1,200 ea = \$36,000
 - 4.3.2 Purchase of protective and ergonomic cover - \$300 ea = \$9,000
 - 4.3.3 Purchase of additional charging station - \$4,000
- Total capital cost \$49,000.**
- 4.4 The capital cost for the purchase of the additional tablets can be funded from the current capital budget line for IT equipment.
- 4.5 Any additional maintenance costs associated with breakdowns or accidents would be funded from recurrent budgets within the business area (Field Services operating budget).

5. CONCLUSION

- 5.1 There are currently 115 field tablet devices within the Field Services Division, allocated on a work-team basis.
- 5.2 The current operating model of team-based allocation of the devices has delivered efficiency, customer service and risk reduction improvements, but a number of constraints and limitations that impact user experience, hinder access to corporate information, and has the potential to create cyber security concerns.
- 5.3 The next step of improvement for Field Services crews is to move from team-based allocation to position-based allocation whereby all field-based positions within Field Services, including trainees/apprentices, would be issued a field tablet device as standard equipment.
- 5.4 This will require purchasing 30 additional devices at a cost of \$49k funded from existing capital budget provisions and would provide significant benefits of improved security, improved access and usage of corporate applications and information, improved efficiency for vehicle inspections and training, and improved field productivity.

Field Services Field Tablets – Operational Digitization

Field Tablet Device - Example



Operations Centre – Bulk Tablet Charging Stations

