

WATER AND CLIMATE CHANGE

Balkans Joint Conference
and Exhibition

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SHUKALB
NACIONALNO VEŠTAČKO IZOBRAVNA AGENCIJA SRBIJE



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IT management during Covid19 - Home Office - Water 4.0 strategy - Development of MIRTUSZ2020



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Chief Information Officer

Budapest, 5.11.2020 10:55-11:55



Introduction of the topics:

1. Water 4.0 – strategy of BWW
2. Home Office – experiences
3. MIRTUSZ2020 project – Water 4.0 implementation

Water 4.0 – The strategy of BWW

M2M (e.g. MIRTUSZ2020 prijoot)

Signals from pipe network and facility sensors, controlling preventive maintenance network repair jobs

DIGITALISATION

Paper-free, online customer services and mobile app, Workforce Management, SAP, SCADA, GIS integration

RPA – Robotic Process Automation

UiPath software robot, managing consumer data, contracts, invoices – shorter lead times, less human resource demand

ONLINE Customer Services

Possibility of launching and tracking processes online

MOBILITY

The goal is recording data precisely, shortening lead times and minimising data entry time

TimeSheet

Measuring, evaluation of the work done in home office

For the core activities the availability of the IT systems have to be increased and the system failure risks have to be minimised.

If the central infrastructure fails, the operation of IT systems is ensured by a **Disaster Recovery Site**.

Home Office – Significance and relevance

Conditions

Creating paper-free processes, administration

IT asset – laptop instead of PC

Flexible, simple, clear regulation

Change in culture



Experience

Workforce retaining effect

Workforce attracting effect

More efficient operations

Increasing acceptance from employees

IT Background



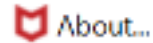
JobCTRL - Home Office project 2018

- Head Quarter move to a smaller office
- New property offers less space for white collar workers



- Cost reduction – less IT workplace
- BWW should be more attractive from employee aspects
- Keep employees in the company
- Split or full HomeOffice for 240 employees, reducing workplaces by 120
- According to a survey, 75% of the positions are proper for Home Office

Home Office – IT background



Home Office - Time administration alternatives

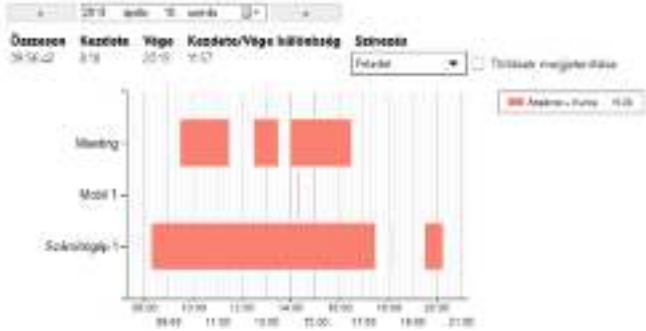


Time measure - JobCTRL

- Automated
- No time delay
- Accurate
- Paperless administration (presence sheet and off the office demands)
- Tool for management and HomeOffice

Home Office – The software alternative: Job CTRL

Munkaidő áttekintés



Előzetes megismerés a digitális helyi Munkaügyi szolgálat

10:00 10:00 10:00 10:00 10:00 10:00 10:00

Előzetes	Munkaidő	Állás	Feladat	Feladatválasztás
10:00	10:00	Állás - Munka		10:00
10:00	10:00	Állás - Munka		10:00
10:00	10:00	Állás - Munka		10:00
10:00	10:00	Állás - Munka		10:00
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10:00	10:00	Állás - Munka		10:00

Orsi 1044 Budapest, 1043 9 100
 (összesen 1 alkalommal)
 Összes idő: 52 perc

Események:

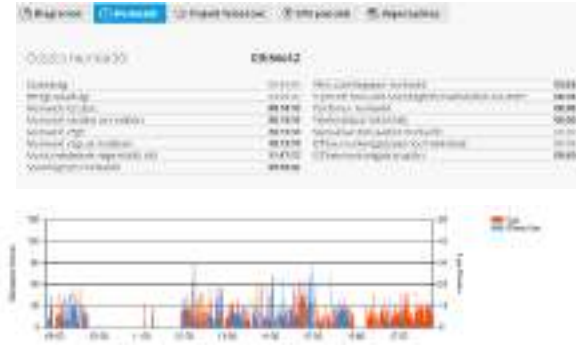
- 1. 2019. április 10. (szombat, 08:42 - 08:45:02 perc)
 Ugyanazon munkánál: Állás - Munka
- Megjegyzés: 2019. április 10. (szombat) Állás - Munka

Orsi 1011 Budapest, 1024 40
 (összesen 1 alkalommal)
 Összes idő: 41 perc

Események:

- 1. 2019. április 6. (szombat, 12:48 - 13:29:41 perc)
 Ugyanazon munkánál: Állás - Munka
- Megjegyzés: 2019. április 6. 12:49:03 ügyfélszolgálat megkezdésénél

→ **Események időrendben:**



JobCtrl - worktime

Számítógép

Fritsch Róbert (47)		   
Mai munkaidő:	9:56	
Havi munkaidő:	64:23 166:40	Δ 2:16

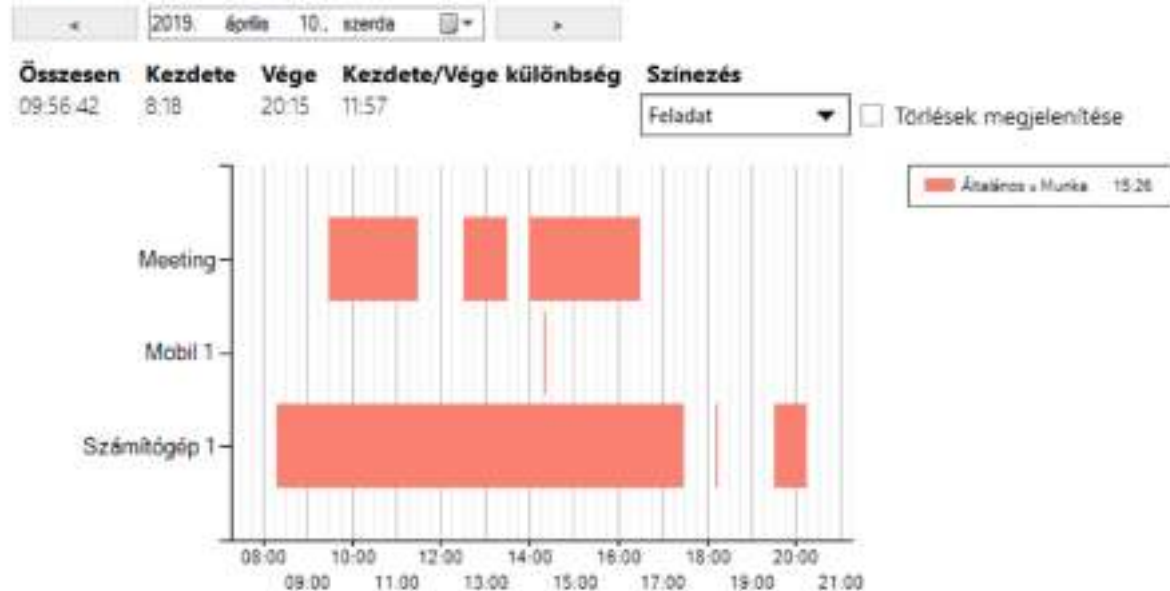


Általános »

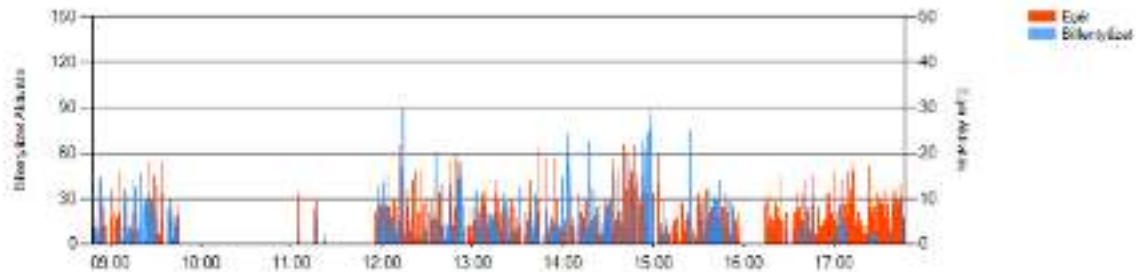
Munka

JobCtrl – accurate worktime data

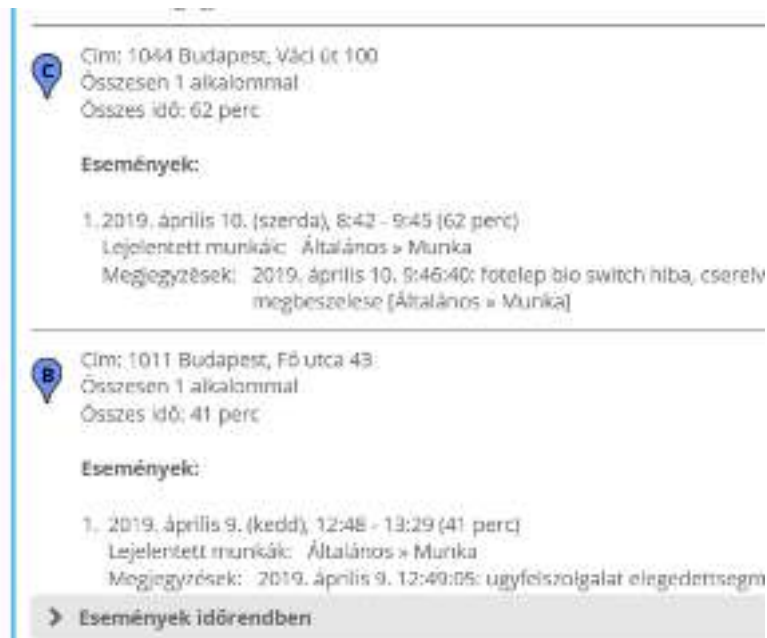
Munkaidő áttekintés



JobCtrl – automated measuring



JobCtrl – mobile client



JobCTRL - Real time activity

Időpontok megteremtése a dolgozók helyi időzónája szerint



10

oldal (összesen: 51 felhasználó)



Név	Státusz	Munkaidő	Aktív feladat	Feladatváltás óta eltelt idő
>		02:30 (08:20)	Általános + Munka	02:30:38
>		01:56 (06:00)	Általános + Munka	01:42:01
>		03:02 (12:40)	Általános + Munka	03:02:30
>		00:00 (08:20)		
>		08:20 (08:20)	Szabadság (2020.04.08. - 2020.04.09.)	
>		01:07 (08:20)	Általános + Munka	01:07:00
>		08:28 (08:20)	Szabadság (2020.04.09. - 2020.04.14.)	00:08:31
>		02:48 (08:20)	Általános + Munka	02:48:32
>		01:16 (08:20)	Általános + Munka	01:16:32
>		01:02 (08:20)	Általános + Munka	01:02:03

JobCTRL – group and individual productivity

Produktív idő (2%)	Munkaidő összesen	Elvart munkaidő	Munkaidő egyenleg (8%)	Aktív számítógépes idő (1%)	Inaktív számítógépes idő (1%)	Office idő (2%)	Mobil idő (1%)	Naptárbejegyzés idő (2%)	Munkán kívüli idő (1%)	Szüneteltetés és egyéni aktivitás
			90							
			85%							
			90%							

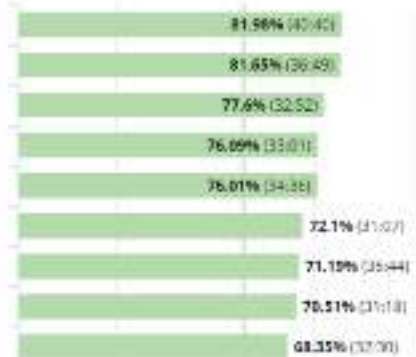
Produktív számítógépes munkaidő

Mai és előző 7 nap – Informatikai Osztály

Összesítő



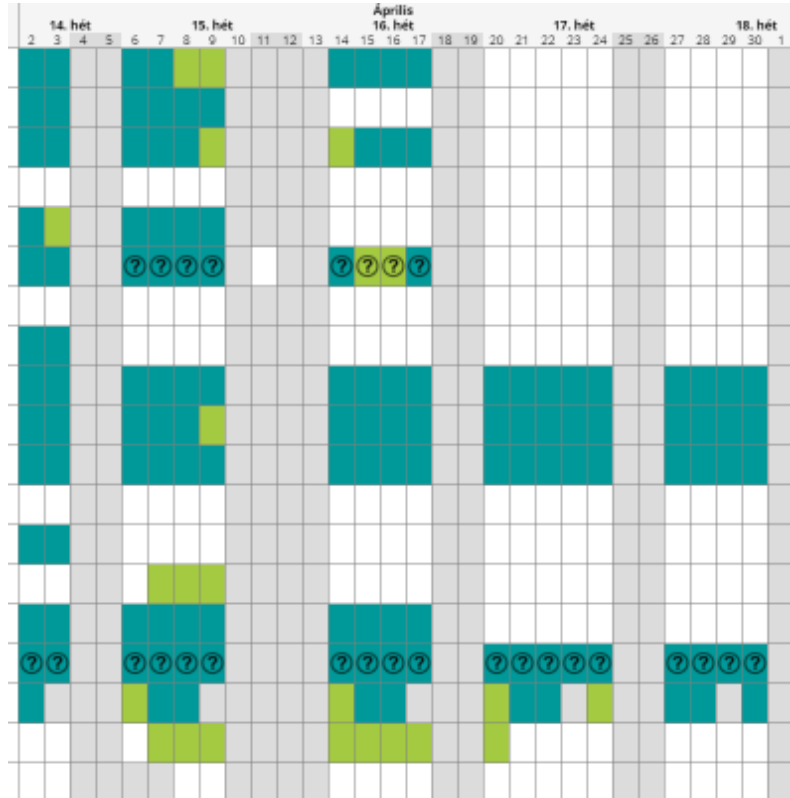
[Produktív számítógépes munkaidő](#)



Team >> Informatikai Osztály >> Támogatás Szolgáltatási Igazgatóság

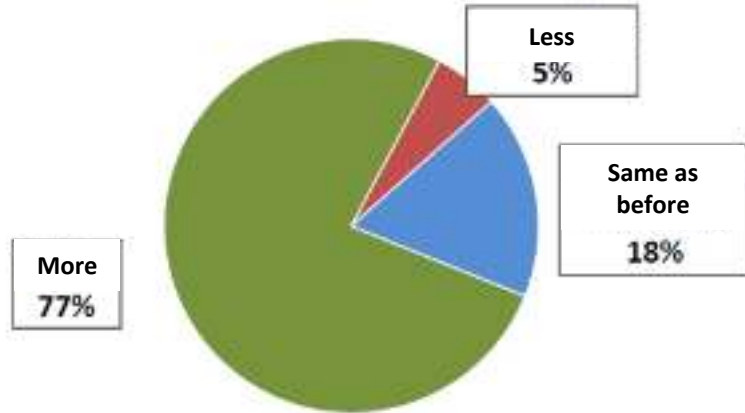
	31:46	30:00	106%	56%	42%	0%	0%	1%	0%	47
	44:23	41:40	107%	61%	39%	0%	0%	0%	0%	78
	42:21	41:40	102%	56%	44%	0%	0%	0%	0%	85
	40:35	41:40	97%	61%	39%	0%	0%	0%	0%	47
	46:28	41:40	112%	76%	22%	0%	0%	0%	0%	44
	45:43	41:40	110%	80%	19%	0%	0%	0%	0%	49
	44:27	41:40	107%	72%	28%	0%	0%	0%	0%	46

Off the office - calendar



Home office – Company survey

After the epidemic crisis, would you work more in HomeOffice than before?

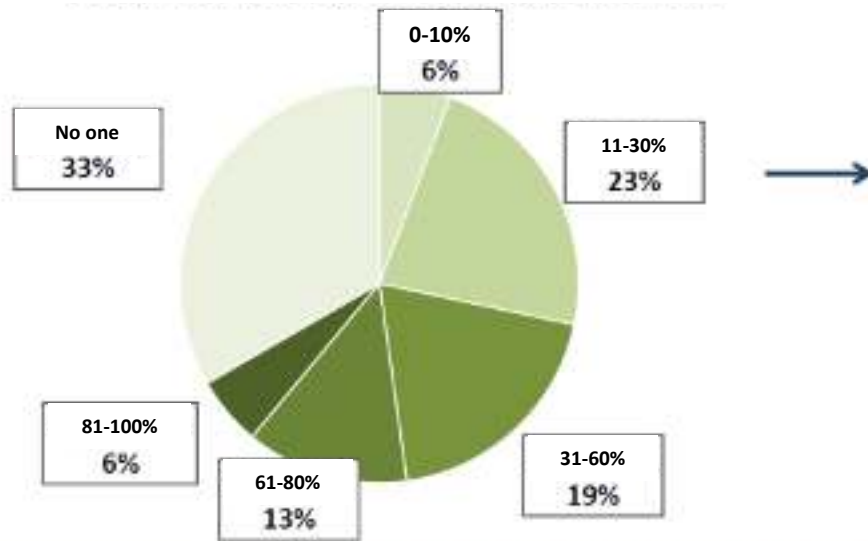


From employee side there's a demand for HomeOffice

A significant proportion of respondents (77%) would prefer to work more days from HomeOffice after the epidemic than before.

Home Office – Company survey

What proportion of your tasks can be solved more effectively in HomeOffice?



According to the respondents, it is also possible to work effectively in HomeOffice

66% of respondents believe they have a task they can do more effectively in HomeOffice.

RPA - What is it???

Example: Data recording process



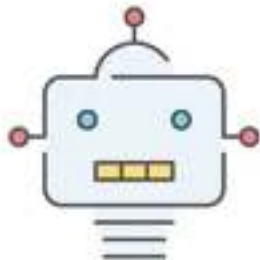
Data Entry Employee



Data from Multiple Sources



Aggregates them in Excel File



RPA - Market players



RPA - Automated pocesses

Implemented:

- e-invoice processing - 2009 pcs -
 Creating and upload SAP doocuments from e-mail requests
- Submeters delete - 24.600 pcs -
 (Termination of submeters agreement)
- Submeters contractor change - 620 pcs

In progress:

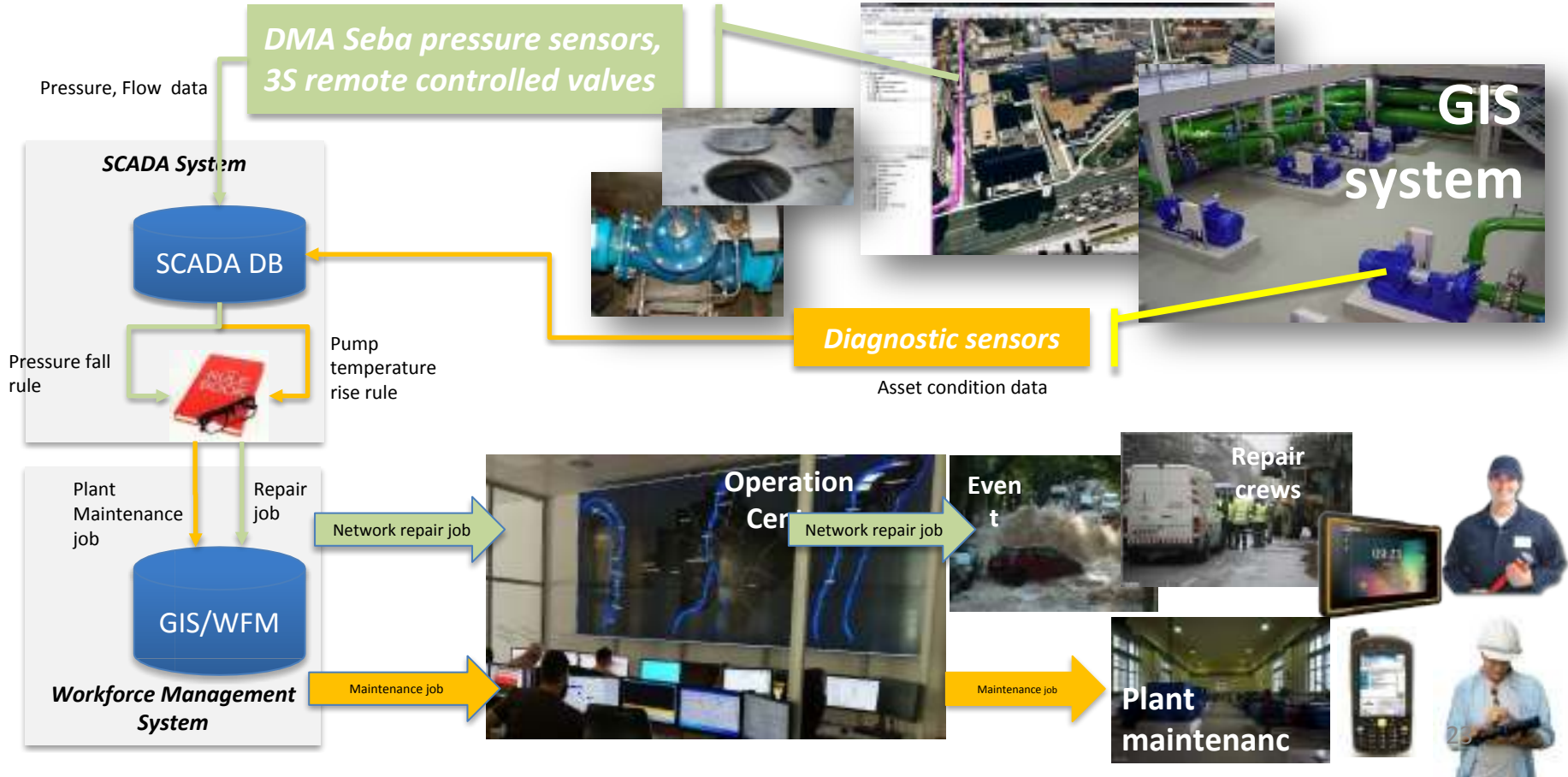
- Submeters contract filing
 (Managing data management statement, creating cutomer contact in SAP, filing and barcode, recording in SAP)
- Time administration from JobControl into SAP HR

MIRTUS2020 project

Goal: to implement some new technology components from the company strategy Water 4.0

- Pressure management - DMA (District Metering Area), Seba
- Sensors - SCADA - WFM system process automation
- Remote controlled (from operation center) 3S valves implementation
- Automated job scheduling at BKSZTT (Budapest Wastewater Treatment Plant)
- Data analysing by MSBI

Network repair & plant maintenance – Water 4.0

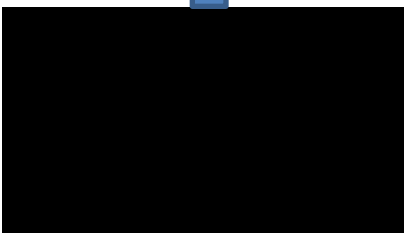


Remote controlled (from operation center) 3S valves implementation

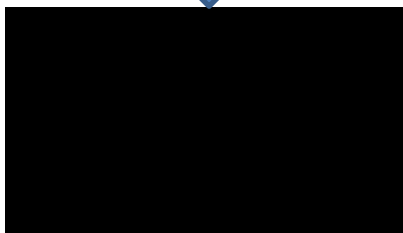


Pressure sensor data

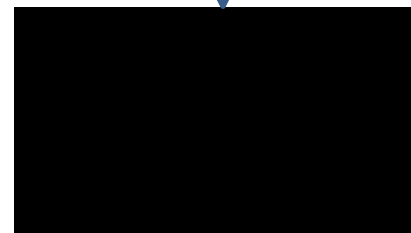
Pressure sensor data



Network monitoring



Automatic shut off



Remote control valve 24

Thank You for Your Attention

