Module Owner Management

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Agenda

- Role of Module Owners

- Knowledge Management

- Managing change

- Impacts and Outcomes

Role of Module Owners

- Represent business units in liaison with ICT

- Manage one or more Pathway modules through access to parameters

- Coordinate first level support to users

- Coordinate UAT testing

- Initiate changes through corporate change control processes

- SMEs for module functions and processing

- Custodians of corporate knowledge

Knowledge Management

- The way that modules operate differs from area to area, council to council, state to state. Documentation and understanding of specific uses in a business context is critical to council operations.

- Councils need to determine how this knowledge is captured, managed, updated and disseminated.

- Loss of knowledge leads to loss of opportunity, breakdown in system usage and potentially reduction in service delivery.

Managing Change

- Managing this corporate knowledge needs to be user independent

- It needs to be accessible to all in a format that enhances system use

- It needs to be "owned" by the business

- It needs to be kept up to date

- Module Owners should be delegated this role as part of having the higher level of access.

- Handovers should be included in any off-boarding / on-boarding

- Module Owners should not be position specific, but based on experience

Impacts and Outcomes

- There are many models used throughout Pathway sites

  - ICT centric

  - Business centric

  - Written into Position Descriptions

  - Volunteer

- Handled in a more formalised manner councils will reduce the impacts caused by loss of Module Owners

Thank you

City of Ipswich