

# Lower Murray Water's Vision for Infor User Adoption

Improving user adoption with learning in the flow of work

Presenters:

- Kym Foster – LMW, IPS Applications Portfolio Administrator
- Vanessa Smith – Infor UAP, Principal Product Specialist



1800 808 830

[www.lmw.vic.gov.au](http://www.lmw.vic.gov.au)



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WATER

# Agenda

- Introduction to Lower Murray Water
- The Present
- The User Adoption Challenges
- The Solution – Infor User Adoption Platform
- Learning in the flow of work
- The Vision
- Questions?



# Introduction - Mildura Main Office Complex



## Introduction – Where we are located



# Introduction - Mildura Water Treatment Plant



# The Present - LMW Technology Uplift Program underway



## Technology Uplift Program

The Technology Uplift Program is a series of initiatives that will enable LMW to create operational efficiencies and deliver better outcomes for customers and staff.



### Core Platform Uplift

Uplifting our current systems to the latest and most up to date technology and cloud service.



### Foundational IT Capability

Implement core system functionalities which will create new ways of working, automations, streamlined workflows and tracked tasks.



### Internal Process and Governance Enhancement

Improve business processes to deliver best practice service for internal and external stakeholders.



### Service Excellence

Understanding the customer journey to provide effective customer service from the time a customer contacts us to when a task is completed.



### Improve Customer Experience

Providing customers with online access to their accounts, self-service, and the ability to lodge requests via the customer portal.



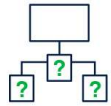
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## The Present – User Adoption & Learning Areas

- Infor Cloudsuite Public Sector Implementation (includes CRM, Billing, Rhythm for Civics and Dynamic Portal, uplift Assets and Works Management to Cloud)
- Technology One to SaaS (Finance, Human Resources, Payroll, Performance and Planning)
- New Starter Induction (onboarding)
- Mandatory Health and Safety training in Beakon

# The User Adoption Challenges

## Business



Decentralized projects and inconsistent training



High training costs



Audit and Compliance



Growing help desk calls



Low user adoption

## End Users



Learning content scattered across different locations



User frustration and turnover



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# The Solution - Infor User Adoption Platform (UAP)

One stop shop to create, manage and deliver learning

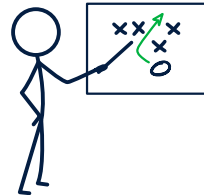
## Create



### Accelerate authoring

Quickly create new content in multiple formats or reuse existing content from other sources

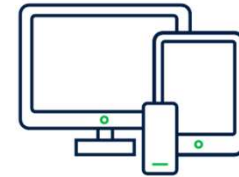
## Manage



### Manage projects at scale

Keep up with the pace of growth and change with rapid updates to learning content

## Deliver



### Deliver at the speed of need

Distribute learning, communicate changes and monitor engagement from a central repository repository

## The Solution



### **Infor User Adoption Platform (UAP)**

*A digital Learning platform providing learning that is timely, relevant, and functional in the flow of work.*

- Supports the full project and software lifecycle – from planning, inception to post go-live
- Matches LMW's applications – no more generic content
- Quickly handles content changes
- Multi-media/multiple learning styles
- Assesses user competency
- Rapid content creation, editing and deployment
- LMW enterprise-wide solution for all business systems



# Infor User Adoption Platform (UAP)

Rapidly and consistently create content reflecting the LMW's Systems and Processes

The screenshot displays the Infor User Adoption Platform (UAP) interface. The top navigation bar includes 'LMW Homepage', 'OS', 'Public Sector', and user information 'KYM FOSTER'. A green banner indicates 'Migrated Data from 4th April 2023'. The main menu includes 'Asset Management', 'Inventory', 'Work Management', 'Use Permits', 'Customer Service', 'Cashiering', 'Billing', 'Resources', and 'System'. The 'Create Building' form is visible, with fields for 'Building ID\*' (MDAOFFICE), 'Asset Description' (MILDURA OFFICE), and 'Building Address' (Flat #, House #, Street Name, Type, Address, Cross Street, City, State, Postcode). A 'Location' field is also present. A red circle highlights a recording window titled 'Infor User Adoption Platform (UAP)' which contains a list of steps for recording a process:

- 1. Click the Asset Management menu.
- 2. Click the menu item.
- 3. Click the Create link.
- 4. Type MDA in the control.
- 5. Click the Building ID field.
- 6. Type in the Building ID field.
- 7. Click the Building ID field.
- 8. Type OFFICE in the Building ID field.
- 9. Click the Asset Description field.

As easy as:

1. Record
2. Edit
3. Publish

# Infor User Adoption Platform (UAP)

Rapidly and consistently create content reflecting the LMW's Systems and Processes.

The screenshot displays the Infor User Adoption Platform (UAP) interface. The title bar reads "Create a new LMW Asset in IPS New ID.udc - Infor User Adoption Platform (UAP) Author powered by uPerform®". The interface includes a ribbon menu with tabs for "Document", "Simulation", and "Screenflow". The "Simulation" tab is active, showing a list of steps on the left and a simulation view on the right. The simulation view shows a navigation menu with "Asset Management" selected. A red callout box points to the "Asset Management" menu item with the text "Click the Asset Management main menu." A blue callout box contains the following text:

**Description:**  
Use this process to create a building asset in IPS for LMW

**Navigation Path:**  
Asset Management > Assets > Facilities > Create

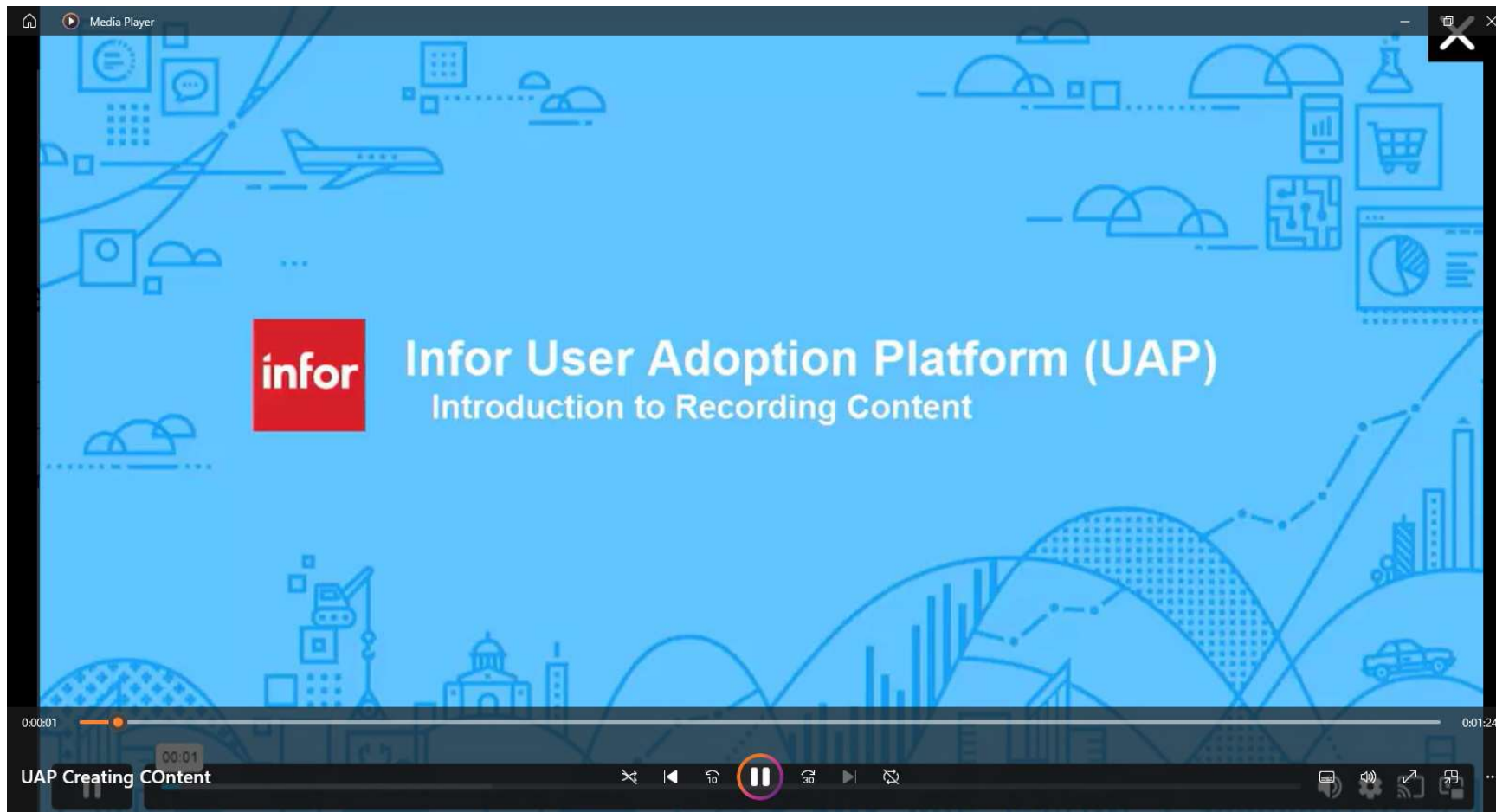
Press **any key** to continue.

As easy as:

1. Record
2. Edit
3. Publish

# Infor User Adoption Platform (UAP)

Rapidly and consistently create content reflecting the LMW's Systems and Processes



# Infor User Adoption Platform (UAP)

Record & edit once – publish to multiple formats (**simulation**, .mp4, .pdf, html etc)

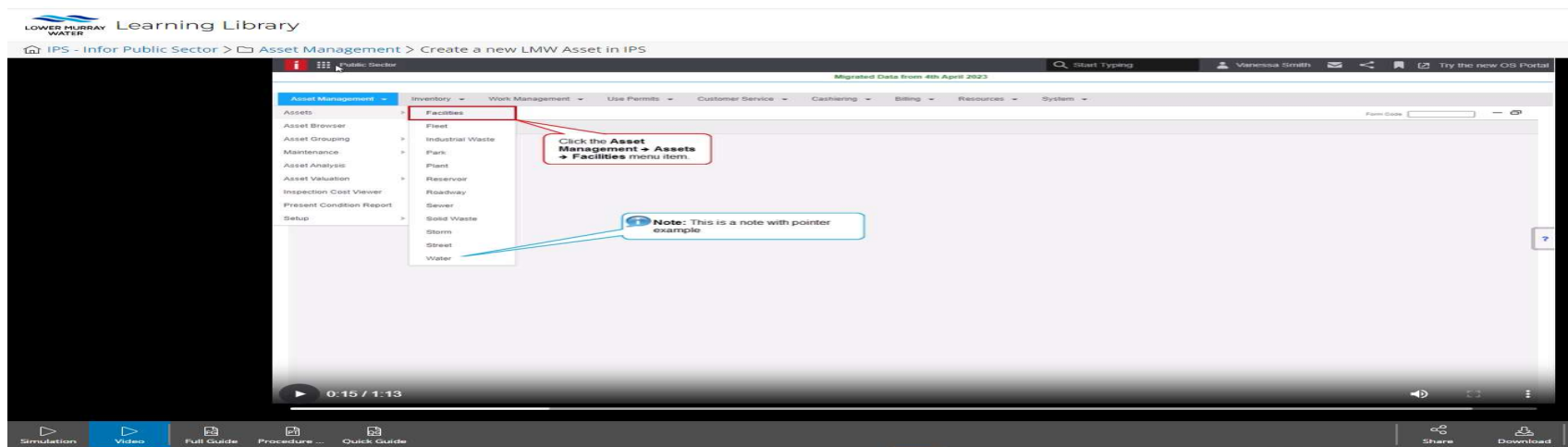
The screenshot displays the Infor User Adoption Platform (UAP) interface. At the top left, the 'LOWER MURRAY WATER Learning Library' logo is visible. The top right shows a search icon and the user name '@ Vanessa Smith'. The breadcrumb trail indicates the current page is 'IPS - Infor Public Sector > Asset Management > Create a new LMW Asset in IPS'. The main content area features a blue overlay with the title 'Create a new LMW Asset in IPS' and three white buttons: 'SHOW ME', 'GUIDE ME', and 'CHECK MY KNOWLEDGE'. Below the buttons, a 'Description' section states: 'Use this process to create a building asset in IPS for LMS'. The background of the simulation is an aerial view of a water treatment plant with circular tanks and surrounding greenery. At the bottom, a navigation bar includes icons for 'Simulation', 'Video', 'Full Guide', 'Procedure ...', and 'Quick Guide'. On the right side of the navigation bar, there are icons for 'Share', 'Download', 'Feedback', 'Info', and 'More'.

As easy as:

1. Record
2. Edit
3. **Publish**

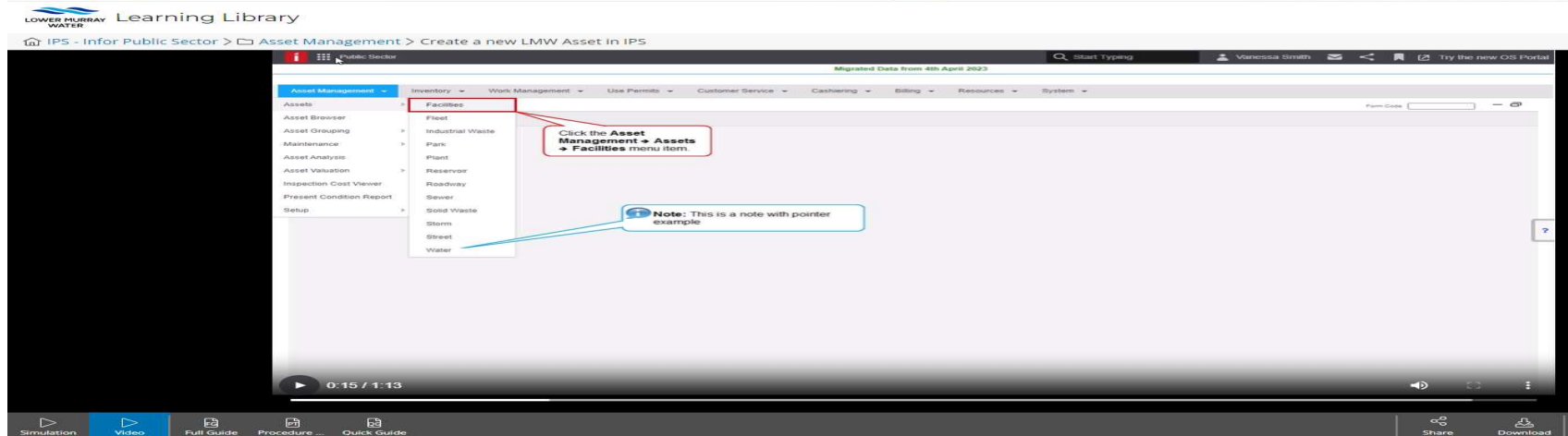
# Infor User Adoption Platform (UAP)

Record & edit once – publish to multiple formats (simulation, .mp4, .pdf, html etc)



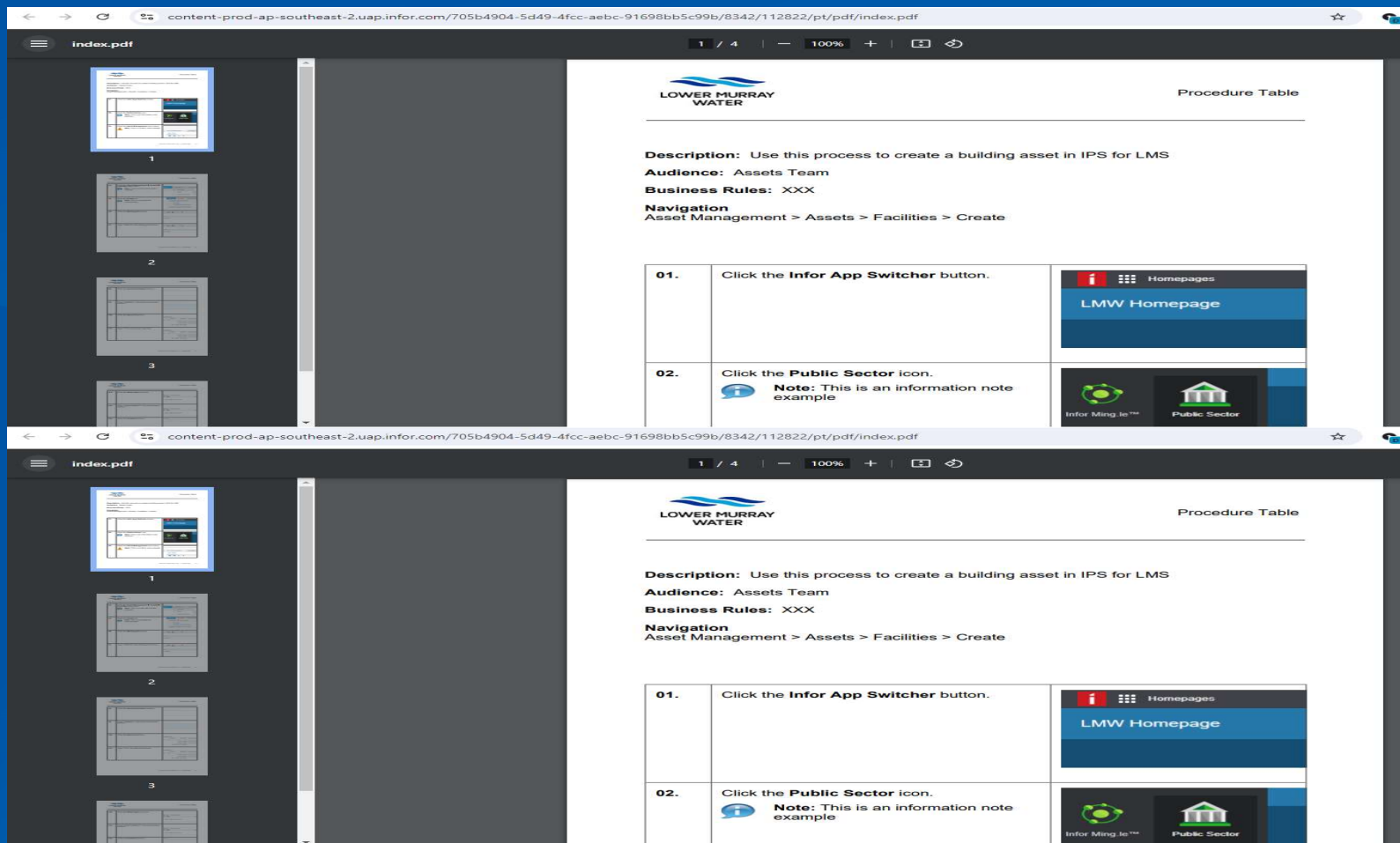
As easy as:

1. Record
2. Edit
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# Infor User Adoption Platform (UAP)

Record & edit once – publish to multiple formats (simulation, .mp4, .pdf, html etc)



As easy as:

1. Record
2. Edit
3. Publish





# Infor User Adoption Platform (UAP)

Record & edit once – publish to multiple formats (simulation, .mp4, .pdf, [html](#) etc)

As easy as:

1. Record
2. Edit
3. Publish

The screenshot displays the 'Learning Library' interface for 'LOWER MURRAY WATER'. The breadcrumb trail is 'IPS - Infor Public Sector > Asset Management > Create a new LMW Asset in IPS'. The page includes a description, audience ('Assets Team'), business rules ('XXX'), and navigation path ('Asset Management > Assets > Facilities > Create'). A table with two columns, 'STEPS' and 'ACTIONS', is shown. The 'ACTIONS' column contains five steps with associated icons: an information icon for steps 1 and 4, and a warning icon for step 3. A bottom navigation bar includes options for Simulation, Video, Full Guide, Procedure, and Quick Guide, along with Share, Download, Feedback, and Info buttons.

STEPS	ACTIONS
1.	Click the <b>Infor App Switcher</b> button.
2.	Click the <b>Public Sector</b> icon. <b>Note:</b> This is an information note example
3.	Click the <b>Asset Management</b> main menu. <b>Note:</b> This is a critical note example
4.	Click the <b>Asset Management → Assets → Facilities</b> menu item. <b>Note:</b> This is a note with pointer example
5.	Click the <b>Create</b> link.

This screenshot is identical to the one above, showing the same 'Learning Library' interface and 'STEPS' table. It highlights the consistency of the content across different views or stages of the platform.

STEPS	ACTIONS
1.	Click the <b>Infor App Switcher</b> button.
2.	Click the <b>Public Sector</b> icon. <b>Note:</b> This is an information note example
3.	Click the <b>Asset Management</b> main menu. <b>Note:</b> This is a critical note example
4.	Click the <b>Asset Management → Assets → Facilities</b> menu item. <b>Note:</b> This is a note with pointer example
5.	Click the <b>Create</b> link.



# UAP Delivers - In Application Help

Providing learning that is timely, relevant, and functional in the flow of work

- Infor Smart Help is turned on by default in the Infor OS
- UAP Learning content delivered via Infor Smart Help panel

The screenshot displays the Infor Smart Help panel on the right side of the Infor OS interface. The panel is titled "Smart Help" and contains a "Training Materials" section. A red arrow points to a question mark icon in the top right corner of the panel, which is used to access help content. Below the "Training Materials" section, there is a "1 Topic" section with a link titled "Create a new LMW Asset in IPS". The main interface shows a navigation menu with options like "Asset Management", "Inventory", "Work Management", "Use Permits", "Customer Service", "Cashiering", "Billing", "Resources", and "System". The "My Infor" section is active, and the "My Responsibility, Resolved Service Requests" section is visible below it. The top of the interface shows the user's name "KYM FOSTER" and the role "TRN".

Request #	Resolved Date	Request Date	Prio...	Request	Resoluti...	Address	Responsi...	Completed
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# UAP Delivers - In Application Help

Providing learning that is timely, relevant, and functional in the flow of work

- Any web application via a web browser extension
- Available for all LMW's web-based enterprise applications

The screenshot displays a web application interface with a dark header bar containing navigation elements like 'LMW Homepage', 'OS', and 'Public Sector'. A notification banner at the top indicates 'Migrated Data from 4th April 2023'. The main content area shows a 'My Infor' section with a 'Form Code' field and a 'My Responsibility, Resolved Service Requests' table. A 'Learning Library' help overlay is open, titled 'Create a new LMW Asset in IPS'. The overlay includes a search bar, a 'View in a different format' link, and a list of steps: '1. Click the Infor App Switcher button' and '2. Click the Public Sector icon'. Below the steps are two note boxes: an information note and a critical note. A red arrow points from a question mark icon in the right sidebar to the 'Public Sector' icon in the instructions.

# UAP Delivers - In Application Help

Providing learning that is timely, relevant, and functional in the flow of work

- LMW's UAP enterprise-wide user adoption – includes Geocortex web mapping application

The screenshot displays the Geocortex web mapping application interface. The main map shows the Lower Murray Water region, with labels for VIC and NSW, and various towns like Mildura, Renmark, and Renald. A search bar at the top left contains the text "I want to...". The left sidebar shows a "Layers" panel with a search bar and a list of layers, including "LMW Assets - Urban Water", "LMW Assets - Urban Sewer", "LMW Assets - Rural Irrigation", "LMW Assets - Rural Drainage", "LMW Departments", "General Assets and Topography", "Boundaries", "LMW Property and Data", "Local Government", and "Aerial Photos". The right sidebar shows a "Learning Library" panel with a search bar and a list of search results. The first result is "JB Search a Geocortex Address" with a link to "https://vertigis.lmw.vic.gov.au/ and 1 more page - Work - Microsoft Edge". Below the search results is a list of steps: 1. Click Open Layers, 2. Click the LMW Assets - Urban Water check box, 3. Click the LMW Assets - Urban Sewer check box, 4. As required, complete/review the following fields: Type your search terms, 5. Click Magnifying Glass or press Enter, 6. Click the Address 15 PEARSE COURT MILDURA 3500 text box. A red circle highlights a question mark icon in the Learning Library panel, and a red arrow points to a note box that says "Note: This is a note to take note of".

# UAP Delivers - In Application Help

Providing learning that is timely, relevant, and functional in the flow of work

- LMW's UAP enterprise-wide user adoption – includes CiA for Human Resources

HOME MENU cia Enterprise Search

LOWER MURRAY WATER

Home LMW Employee 1

Home

My Reports

LATEST REPORTS

No data available

My Tasks

Tasks Filters Search

No data available

My Leave

REQUEST HISTORY

1 day - 2/08/2024 Appro

4 days - 9/07/2024 Appro

Part day - 8/07/2024 Appro

+ I was sick yesterday

Learning Library

How to do a timesheet in CiA  
Document  
Published 2024-04-15T23:17:34.321Z

How to apply for part day leave  
Document  
Published 2024-04-15T06:08:56.788Z

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1

# The Vision

## Achieving LMW's Technology Uplift Goals

### Core Platform Uplift

Uplifting our current systems to the latest and most up to date technology and cloud service

### Foundational IT Capability

Implement Core System functionalities which will create new ways of working, automation, streamlined workflows and tracked tasks

### Internal Process and Governance Enhancement

Improve business processes to deliver best practice service for internal and external stakeholders.



Infor User Adoption Platform (UAP)



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# The Vision

A just in time learning and support platform for our internal stakeholders

## Software Users

- Just in time training, learning in the flow of work
- Empower users with role-based support
- Accelerate adoption and reduce time spent in training
- Centralize all learning materials in a single repository
- Greater employee satisfaction

## Learning Content Developers & Subject Matter Experts

- Quicken content creation and reuse existing content
- Centralise training content management and delivery
- Ensure content standardization and compliance

## Project & Training Managers

- Success of Infor and other technology uplift solutions
- Training can start closer to the go live date because of the just in time & blended learning approach
- Monitor user engagement and content effectiveness
- Decrease training costs
- Reduce number of calls to the help desk



Infor User Adoption Platform (UAP)



# Questions?

Kym Foster – [Kym.Foster@lmw.vic.gov.au](mailto:Kym.Foster@lmw.vic.gov.au)

Vanessa Smith – [vanessa.smith@uperform.com](mailto:vanessa.smith@uperform.com)



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[www.lmw.vic.gov.au](http://www.lmw.vic.gov.au)



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