



retention research sales customer plan analysis planning implementation monitor project risk performance project impact risk strategy assessment data impact sales organization probability complex customer impact project sales management project risk performance project impact risk assessment data retention sales organization identification data retention customer impact project sales management project risk performance project impact risk strategy assessment data impact sales organization process impact risk sales opportunity management impact project project cost evaluation impact management research cost process performance cost

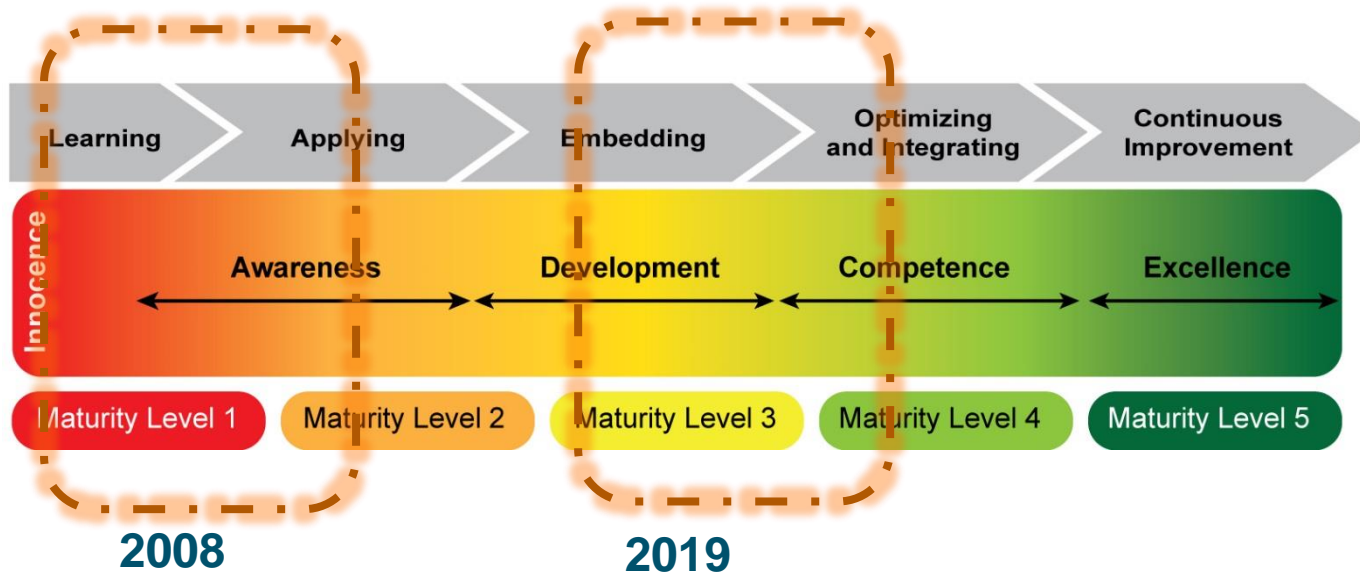
Asset Management

cost research impact evaluation project data management treatment retention impact strategy data research management plan impact project resources performance retention important organization project risk performance project context evaluation performance organization data scope

What Asset Management means to the Town of Oakville

A **culture** that will facilitate the developing a set of **planned actions enabling assets** to provide the **desired level of service** in a **sustainable way**, while **managing risk** at the **lowest lifecycle cost**.

Vision for the Future



Doing what is expected

- Checking the boxes
- Checking our pulse
- Creating Road Map

Not Coming Naturally

What's Missing?

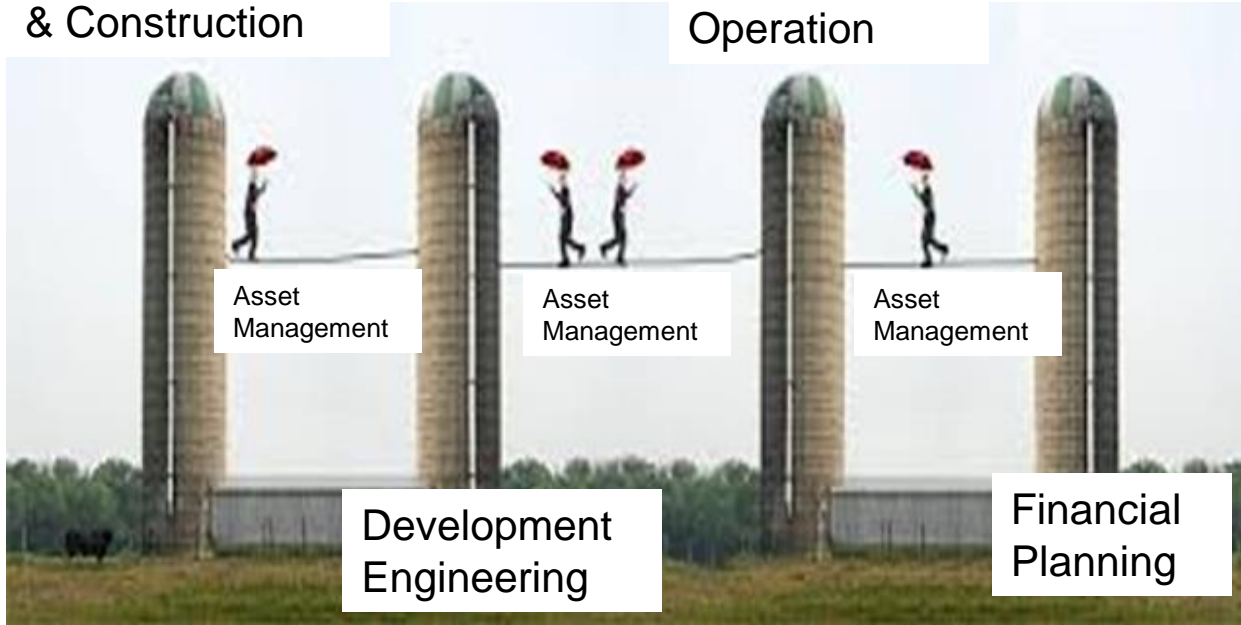
Asset Management Culture

The “Missing Link”

The Beginning

Engineering
& Construction

Works
Operation



Silos

- Insular structures that restrict the flow of information
- It makes it difficult to coordinate action and adapt to change

Two Options

Option 1 : Knock Down Silos



Option 2 : Create an Asset Management Culture



“Culture is simply a shared way of doing something with passion.”

Brian Chesky, CEO of Airbnb

Create an Asset Management Culture



- Good habitual behaviour
- Creates an accomplishment feeling
- Develops all inclusive environment
- Builds thinkers
- Instills passion

Starting Asset Management Culture at the Town of Oakville

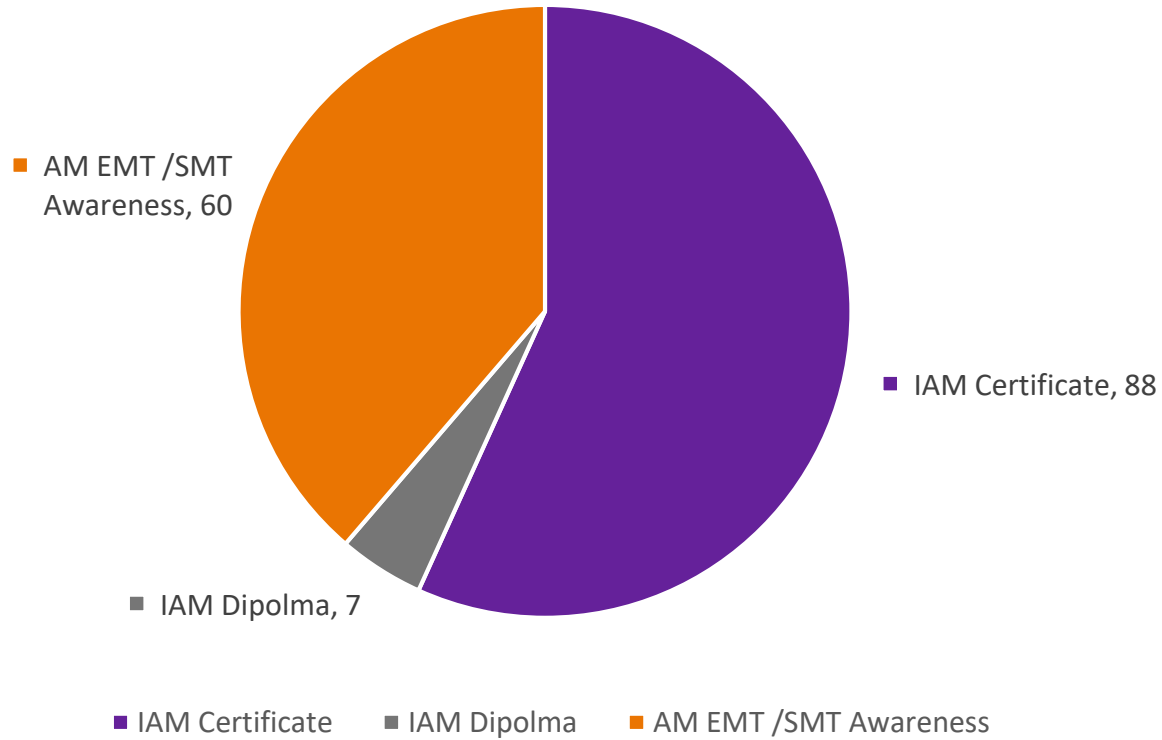
Step 1: Training of the mind

(Indoctrination/Education)

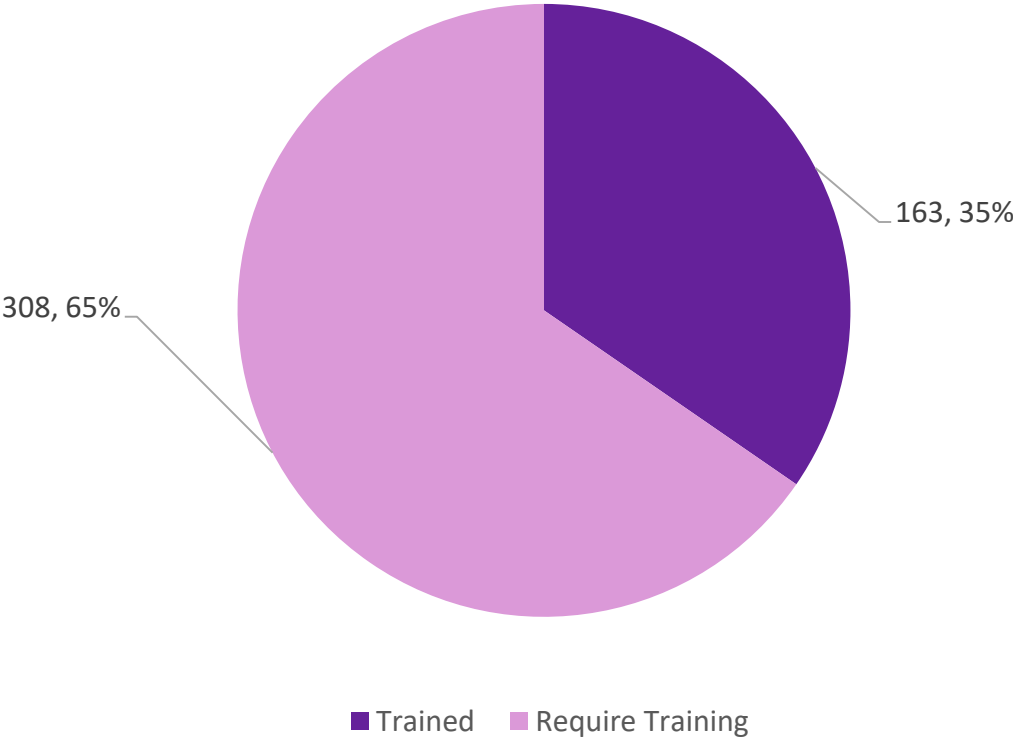
“Education means to bring out wisdom. Indoctrination means to push in knowledge”

Dick Gregory

IAM AM Training



Asset Training vs Total Position Count



Step 2: Applying Knowledge



- Vision clarity
- Natural
- Creates Efficiencies
- Infectious

Step 3: Change Management

- CAO driven
- Passionate Culture
- One Voice heard
- Accountability

Awareness Video

Policy Video #1

Awareness Video

<https://youtu.be/QDcpt-P6UF8>

Policy Video

<https://youtu.be/LCFkuNvkULU>

END