

PP3-028 Project Handover Guidelines

The Project Handover Guidelines have been developed by the Water Services Association of Australia (WSAA) as an initiative of the WSAA Asset Management Program. The objective of the Guidelines is to help improve the handover of water industry assets from capital delivery to operating assets.

Background

WSAA members recognised issues being experienced by water utilities, contractors and service providers during handover of capital delivery projects, with subsequent impacts on asset operations and maintenance. In the context of these Guidelines, Project Handover is defined as the process of handing over the management and control of an asset from the asset creation/ acquisition phase to the asset operation and maintenance phase.

In the overall asset lifecycle, Project Handover represents a major project milestone. It signifies the completion of construction and commissioning in the asset creation phase. In practical terms, this involves the transfer of control of the physical asset from the Project Team, contractors and suppliers to the Asset Management Team (Asset Owner, Operations & Maintenance team). It also involves the transfer of important project information and data describing all aspects of the asset and its systems.

The most common reason for poor handover was the tendency for the task to get left to the end of the project, creating a bottleneck of tasks to complete when budgets are running out and key people are mobilising to the next project. This often results in incomplete and missing information and data, assets which do not meet project and performance objectives, projects which are not completed properly and knowledge which is lost.

Outcomes and benefits

The Guidelines identify the information and data to be completed and handed over to the water utility and covers information and data need, use, prioritisation, handover requirements and specification.

The deliverable also provides a process for Project Handover in an overarching flowchart which is broken up into separate elements including:

- Project Handover process steps
- Management & reporting
- Roles & responsibilities
- Quality assurance & verification
- Support systems & procedures
- Information & data management
- Knowledge management & lessons learned
- Stakeholder engagement & communications

Benefits:

A consistent approach to Project Handover through the availability and implementation of these Guidelines will have significant benefits to the water industry including improving efficiency and ensuring the asset can be managed to deliver lowest lifecycle cost outcomes.

The key benefits are listed below:

1. Optimised lifecycle costing of the assets
2. Assets meet the need of Asset Management Team
3. Reduced risk (Economic, environment, community, safety)
4. Knowledge retained
5. Improved regulatory compliance

How to purchase

This subscription project was funded by participating WSAA Member utilities. Non-participating WSAA Members and those without WSAA membership will be required to purchase the project deliverable. The deliverable will only be made available to water utilities. Prices will be calculated according to a utility's number of connections.

Participating members can access this project via the [WSAA Member Portal](#). If you do not have access to the portal please contact web@wsaa.asn.au.

Participating members: ACTEW, Barwon Water , Christchurch City Council (New Zealand), City West Water, Coliban Water , Gippsland Water , Gosford City Council, Goulburn Valley Water, Hunter Water, Mackay Regional Council , Melbourne Water, Queensland Urban Utilities, SA Water, Shoalhaven City Council, Seqwater, South East Water, South Gippsland Water, Sydney Catchment Authority, Sydney Water, TasWater, Unitywater, Wannon Water, WaterCare (New Zealand), Water Corporation

Third party: Jacobs (Formerly SKM).

Further Information

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