

LEVEL OF SERVICE WORKSHOP

OVERVIEW

As a result of Marmak's relationship with **MFOA**, **OGRA**, and **ORFA** this Level of Service Workshop will provide an opportunity for participants to gain and share practical knowledge.

The LOS workshop is designed to benefit anyone regardless of their understanding of asset management. Our goal is to elevate the understanding and adoption of Asset Management.

LOS comprises of a technical and customer component. The technical consists of engineering technical data identifying probability and consequence of failure. The customer component requires citizen engagement complete with financial ramifications.

CLASS MATERIAL

Participants will be asked to prepare sample Inventory data in an excel format. This data will be uploaded and used in a practical exercise highlighting the value of accurate and structured data in relationship with LOS.

WORKSHOP

- Learn about existing municipal standards and knowledge base.
- Understand the need and value of an integrated data repository.
- Establish Probability and Consequence of Failure matrixes.
- Establish LOS utilizing lifecycle events and associated costs.
- Understand how to establish a LOS relationship between various assets categories.
- Generate asset management updates and council reports.

RESULTS

- Participants will gain practical knowledge utilizing their own sample data, create a LOS framework, and establish a road map to achieve technical independence.
- Participants will gain an understanding on how to prioritize municipal work.
- Marmak will provide ongoing support and access to various provincial associations' standards and web based tools.



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