

Best Practices #3.9: Infrastructure Management





Table of Contents

1	Introduction.....	3
2	Goals for Infrastructure Management	3
3	Action Plan for Community Infrastructure.....	3
4	General Principles of Infrastructure Management	3
5	Infrastructure Improvement	4
6	Infrastructure Maintenance / Repairs.....	5
7	Risks Management and Challenges In Infrastructure Operation	5
8	Innovation In Selecting And Repairing Infrastructure	5
9	Infrastructure Management System.....	6
10	Allocation and Responsibilities In Infrastructure Management	6
11	A Guide to Dealing with Intentional Damage to Infrastructure	7
12	Infrastructure Report	7
13	Insurance and license.	7
14	Infrastructure Inspection	8
15	Guide to Selling and Removing Infrastructure For Use.....	8



1 Introduction

“Infrastructure” will refer to all physical necessities or requirements that need to be put in place to facilitate the management of a WMA. This also includes information and communication technology (ICT) infrastructure, road infrastructure, airports, buildings, and water infrastructure. Infrastructure management must take into account the entire life of the relevant infrastructure in use. “Management” on the other hand will refer to administrative, technical, and professional needs and guidelines used for the control and running of the WMA

The major constraints to WMA management have been the absence of an overall strategy for the infrastructure development and management system. Individual WMA have lacked

- Management guidance
- Adequate finance and manpower

2 Goals for Infrastructure Management

- Ensure the proper use of infrastructure within the WMA, effectively and economically
- Ensure the sustainability of current and future use of infrastructure
- Prevent incidents and manage and control incidents when they occur
- Manage the risks pertaining to such Infrastructure over its entire lifecycle, i.e., planning, design, construction, operation, maintenance, decommission, and abandonment.

3 Action Plan for Community Infrastructure

Each year the Manager must submit a report on the infrastructure resources available within the community and its conditions, new infrastructure agreements, as well as a work plan for the construction of new infrastructure and its budgets for approval by the relevant authorities. The annual report must include

- List of current Community infrastructure and values
- Statement of current infrastructure situation.
- Work plan to build or install new infrastructure.
- Operating costs of existing infrastructure such as maintenance and general maintenance.
- A plan to eliminate the use of resources and infrastructure that does not meet the criteria for continued use within the Community.

4 General Principles of Infrastructure Management

The following principles should be applied generally in the management of infrastructure and resources for guiding decisions in the procurement, operation, maintenance, and disposal of resources or infrastructure in use. In keeping with the current and future needs of certain infrastructure and in ensuring the sustainability of the WMA will ensure the following:



- Operate, make adjustments, and manage infrastructure in accordance with the specified standards and also make adjustments and ensure that the relevant infrastructure is in good condition at all times in support of the goals and action plan of the Community.
- Comply with all laws applicable in the operation or ownership of certain resources or infrastructure, as well as adhere to the rules, regulations, and policies of the Community in the use and ownership of the relevant infrastructure
- Monitor the standards of the relevant infrastructure or resources to ensure that they meet/support the goals of the WMA.
- Apply the relevant principles in making any decisions about infrastructure, taking into account the risks in terms of infrastructure use, operating costs as well as professionalism in operations.
- Compiling a list of all infrastructure In addition to providing an identification number, also ensure that the list is regularly updated.
- Develop a strategy to change or improve infrastructure using full cost regulations as well as the duration of the relevant infrastructure or resources.
- Demonstrate accountability in infrastructure management through information on the operational status of certain infrastructure or resources and ensure the implementation of this policy.
- Implement a sustainable policy improvement plan to ensure that infrastructure management meets the policy objectives.

5 Infrastructure Improvement

Infrastructure must be used efficiently and if necessary, to be redesigned or, where possible, removed from use if it does not meet the Community's strategic objectives, or operating costs have been higher than the cost of acquiring new infrastructure and also taking into account environmental, social, and economic impacts.

Where possible, changes or requirements for new infrastructure can be achieved by changing the use of existing infrastructure or by rehabilitating obsolete infrastructure instead of buying or building new infrastructure.

Pursuant to this policy, all areas of infrastructure construction, other infrastructure, and other resources belong to the Community and may be exchanged for use or relocated for better use that meets the strategic plan of the community in bringing about better development and use of infrastructure or relevant resources.

Allocation of any space for infrastructure development or allocation of certain infrastructure for Community use does not mean permanent unless such allocation is reviewed and re-evaluated in detail where the relevant infrastructure can be redistributed or re-used to ensuring efficient use of infrastructure.

Additional infrastructure can be leased for external use if analysis shows that such infrastructure is not required to be owned by the Community and its use is only temporary.



6 Infrastructure Maintenance / Repairs

Improvement of infrastructure and all community-owned assets must be done efficiently and effectively to ensure sustainable use, protect the safety and health of users of the relevant infrastructure as well as reduce potential costs due to short-term use of relevant resources or infrastructure compared to costs in general.

A strategic plan for repairs and maintenance must be in place and also fully followed, this includes prompt repairs in the event of a problem, repairs and regular repairs to prevent further damage, and basic repairs based on the manufacturer's instructions. The general maintenance process must be coordinated in a single maintenance plan system to ensure that infrastructure and other resources are maintained at the best possible level to prevent deterioration of the relevant infrastructure or resources.

There must be a good infrastructure reporting system where this system will also be used in prioritizing reforms.

The system must also be used to receive complaints from users of the relevant infrastructure or resources and also to provide feedback on planned adjustments where responses should not exceed seven days.

The manager should seek an audit of the problem and internal repairs if possible, failing which support from outside the community can be used in accordance with procurement policy and administrative and financial policies where applicable.

Any problem, malfunction, or infrastructure defect should be written in advance on the maintenance application form and submitted to the manager.

All unusual repairs, which may affect the work of the WMA, need to be approved by the Manager first.

7 Risks Management and Challenges In Infrastructure Operation

- Risks arising from or related to the ownership, use, and operation of certain infrastructures must be managed by identifying, evaluating, and mitigating risks using appropriate and cost-effective methods.
- Key infrastructure should be identified and also assess the potential risks posed by such infrastructure. It is also important to inspect the infrastructure and also to assess the risk or loss that may occur within the Community when the infrastructure fails.

8 Innovation In Selecting And Repairing Infrastructure

- All infrastructure and infrastructure installation should focus on accessibility, efficiency in energy use, efficiency in water use, impact on the environment and significantly promote sustainability.
- Innovation and installation or layout of infrastructure must take into account the flexibility in changing utilities or modifications.



- Infrastructure Management
- All infrastructure must be listed in the resource list where it must include important information relating to a property, identification number, equipment and machinery, date purchased or repaired, date of inspection or adjustment.
- Regular assessment of the state of the infrastructure must be carried out, the results of which should be kept in the resource and infrastructure register. infrastructure budgets.
- Information about all infrastructure leased from outside the community, or used by other organizations on a regular basis must be properly recorded and stored.

9 Infrastructure Management System

Resource management should be done using an integrated resource management system that will contain the resource and all the infrastructure of the Community. This system can be in the form of software or in the form of Microsoft Excel or google sheet. The implementation and maintenance of an integrated infrastructure management system will increase efficiency in operations and provide reliable, consistent, and up-to-date information on infrastructure management.

- The Accountant and/or manager will be responsible for managing the resources of the WMA Community. The guidelines outlined here should always be followed. Failure to manage resources as stipulated in this policy may result in disciplinary action against the employees concerned.
- All resources should have a unique tax/identification number listed in the resource register, a list of room equipment, and a permanent mark should be placed on each resource. The administrative officer should arrange for the employees, a periodic inspection to check that the resources are marked and distributed appropriately.

10 Allocation and Responsibilities In Infrastructure Management

The responsibility for the management of the various infrastructure facilities within the community must be given to a person with the necessary skills to carry out this. In general, the operation officer will be the regular inspector general of the state of community infrastructure and his report will be forwarded to the Community Manager.

- Proper records of WMA Community infrastructure should be maintained at all times. The resource register will be maintained by the Community Accountant. Information regarding the allocation and transfer of all resources will be handled by the Administrative Officer.
- Equipment is expensive. All staff members who have been provided with equipment should take appropriate action to ensure the proper use of equipment, handling, and safety; and not doing anything that will damage the device or damage the validity of the warranty. The equipment should be used for the work of the WMA Community and should not be used for unauthorized personal use or given to anyone without permission.



- Transfer of equipment for maintenance should be recorded. The administrative officer should ensure that efforts to expedite maintenance and, if possible, replace the device to enable employees to continue working without interruption. If possible, the warranty of the issued device should be used if it is still valid.

11 A Guide to Dealing with Intentional Damage to Infrastructure

- In the event of a loss, damage, or theft, the employee responsible or aware of the incident should write a clear, accurate, and self-sufficient description of the incident and submit it to the Manager as soon as possible.
- If the loss, damage, or theft is intentional, the Manager after evaluating the matter and involving the Administration, and satisfied, then is responsible for referring the matter to the police or other authorities and continuing to monitor it.
- An employee who has confessed to stealing, causing damage or intentional misconduct, or has been convicted by a court of law, must be subject to disciplinary action immediately in accordance with human resources policy and the country's criminal offenses law. The employee concerned is 100% responsible for reimbursing the costs of the device concerned, even if those costs may be paid in whole or in part in some way the court may declare otherwise.
- Managers in collaboration with the administration are forced to seek out the exact environment of the damaged infrastructure. When the circumstances of the loss or damage are identified it is not clear that the person responsible will not be dealt with.
- The manager, after consulting with the administration or other actors as the case may be, noting that the loss or damage of resources is due to negligence, misuse, or other unlawful use of the policy, the employee concerned shall be liable for all costs of purchase or repair.
- For an employee who is subject to disciplinary action, he or she has the right to appeal in accordance with the laws of the land.

12 Infrastructure Report

By agreement with the manager, the administration is required to report on the state of the infrastructure every six months. The report should contain receipts, problems, maintenance, resource allocation and performance, statistical evaluation, and details of major problems or differences.

Infrastructure records should contain important instructions such as type of infrastructure, date and registration number if available, license date and time, Business name, unique identification number, number, location, etc.

13 Insurance and license.

The WMA community infrastructure should be insured against fire, theft, loss, and damage as determined by the community leadership.



Insurance for non-infrastructure community assets is defined in administrative and financial policy. Also, other infrastructure such as airports and Along the radio communication system that requires an operating permit must be obtained such permits from the relevant authorities.

In the event of any damage or incident within the insurance, the administration should promptly prepare a report of the incident and submit it to the Manager with recommendations for action.

If the manager is satisfied, in conjunction with the administration, they should refer the case to the insurer, unless he considers that the cost of doing so is greater than the profit, and in that case refuses to submit the claim and record and keep the decision.

14 Infrastructure Inspection

Community infrastructure should be subject to periodic and emergency inspection as follows;

- The administration should inspect all infrastructure to ensure that it is in good working order, has no effect on the environment and users, and also to ensure proper organization, information, and holders from time to time.
- The administration will conduct a step-by-step review around the last day of the year, and this should be done with a sample inspection system to be conducted by the Accountant.
- The manager will appoint any staff member to take over the general inspection of the infrastructure before 30/06 / annually to prepare the infrastructure report.
- The manager may appoint any competent staff member to conduct a surprise inspection of the infrastructure where necessary.
- All infrastructure inspections and results should be carefully documented and submitted to the Manager.

15 Guide to Selling and Removing Infrastructure For Use

- Departures from the use of certain infrastructure shall be made by the community in the manner specified in the provisions of the community constitution.
- The sale of any Community property must take into account the conflict of interest as defined in WMA's administrative and financial policy.
- The sale of other non-infrastructure community assets is defined in the administrative and financial policy.