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## Improved search facility opens up BP World

The growth of digital technology and the increasing power of the worldwide web has brought about a revolution in the way we create, store, share and use information. Only 20 years ago, standard practice was for information to be paper-based and stored in filing cabinets and reference libraries. Today, the internet brings a totally new and vastly more powerful way of processing and storing information.

With the creation of its own intranet site, BP World, BP has embraced the opportunities which the exchange of digital information can bring. Enabling people from every part of BP's global business to communicate, share and retrieve information, BP World is a vital resource and contains many millions of pages. The sheer scale has led to a team, headed by Tom Wolff, GPM&S senior research scientist/information specialist at Naperville, undertaking a major overhaul of the BP World search tool.

Tom explains that when BP and Amoco merged there was an obvious need to integrate the companies' intranets. At the same time, there was an issue with more and more information being added at a rapid rate. "We faced a major problem," describes Tom.

"While BP held vast amounts of potentially highly valuable material on the net, people simply couldn't find what they needed. We had information overload and



Tom Wolff

digital business project manager Debra Reiter, the digital business operations COE intranet services group, and external consultants Saltmine Solutions. The objective was to re-engineer BP World's search facilities with funding provided by BP's knowledge management team. The result has been a significant increase in the number of users who successfully identify data and are able to link to relevant intranet pages and websites.

The task, Tom explains, was two-fold: to clean the quality and integrity of the data which feeds the search, and to extend and improve the search interface and results page. This was a major task and the team is delighted by the feedback and results that have been achieved.

The success of the project has been a best-practice example of GPM&S working with business units to achieve a mutually beneficial goal. Since the improvements

no effective way of helping people find the data they were looking for."

As a result, Tom, a member of GPM&S's information resources team, began a project with Melbourne-based colleague Wendy Fortington, group

were introduced, traffic for the advanced search page has increased from an average of 8,400 visits per week to over 25,000, demonstrating an increased level of user appetite and satisfaction.

Tom, a PhD chemist and technical information specialist, concluded, "I see myself as an advocate for BP World users. When I moved into digital information, I could bring my skills and understanding of using and storing information to this new medium as well as understanding the challenges and frustration that users face. I'm grateful to my management team for the opportunity to commit time and resources to this project which has so many clear benefits to BP.

"I feel passionately about the importance of knowledge management and making sure we can make the most of our experience to work smarter in the future. The improved search facility is already showing its value and I hope we will continue to develop it. There are over 700 websites in BP World so there's a long way to go to ensure that BP is truly sharing and maximising its knowledge potential."

Tom manages BP's information resources site at <http://infores.bpweb.bp.com>, an indispensable tool for BP people across the globe to help access and retrieve data in support of their business activities.

## New look for 'Field First' sites

Alongside the major improvement projects for BP's landmark buildings and facilities like Naperville and St James Square, London, a team led by Chuck Cervas, design and construction, has been doing its bit for buildings at the smaller end of the scale. BP's operations centers at Amarillo and Plano, Texas, have recently been given a complete makeover. They are now providing workspace and environments which fit the BP brand and have been well received by occupiers.

"These centers," describes Chuck, "have historically been treated like children receiving hand-me-downs. If a building needed refurbishing, some older used furniture would be brought in from the major hubs which themselves were given new

furniture, fixtures and equipment. What we have achieved with the support of the business unit leaders is a different philosophy, whereby intended improvements or upgrades for major hubs have been deferred and the often-neglected field operations have been improved."

At Amarillo, the team was commended for its advice and understanding as well as its flexible approach to delivering the new work environments. So too at Plano, where former Arco offices were consolidated into new facilities, the team provided a detailed understanding and implementation of brand concepts and construction principles.

"These two projects," concludes Chuck, "have shown again the success of our partnering with Johnson Controls and local



New coffee bar facilities at Amarillo

professional support teams. I'm delighted that we were given the opportunity to work together and achieve results of real benefit to people working in smaller but nonetheless important locations for BP."

## Melbourne recycling drive hits the green

The BP/Castrol regional office in Victoria, Australia for the lubes performance unit, the specialised industrial business unit and fuel sales recently moved into new premises in St Kilda Road, Melbourne. The facility is one of the most environmentally progressive offices in the world and provides a detailed six-part waste treatment system to ensure the maximum re-use of waste materials.

From composting and the recycling of drink cups and cans, through to the recycling of paper, cardboard and printer cartridges, people are encouraged to treat waste responsibly. Materials for which no other use or value can be found are sorted for landfill.

The building's green commitments don't stop there, as it also has energy efficient sensor lighting and an enthusiastic green team devoted to minimising waste and reducing use of key resources like paper.

Over the coming months staff will be further reducing their paper and energy usage and converting to recycled office paper. The active green team will be working hard to ensure that the interest in, and commitment to, the green office program remains at current high levels.

Kerryn Schrank, sustainable development facilitator, says "People who have until now have never sorted waste

have fast become experts on how to dispose of a wide range of products, from paper towels and teabags (compost) to plastic and glass bottles (recycle) and magazines (paper recycle). Staff at the St Kilda Road offices have clearly demonstrated that a successful business like BP can run office operations in a very environmentally friendly way. They are proud of their achievements, and deservedly so!"

For more information about BP's green office initiative, check out the intranet site at <http://bpgreenoffice.bpweb.bp.com/>

<http://bpplaces.bpweb.bp.com/news/Exchange%204.pdf>