Olympic Village Management System Prevails as First Olympic Athletes Arrive in Sydney

5 September 2000- The drama of the upcoming 2000 Olympic Games came another step closer as the first of the Olympic athletes arrived in Sydney this weekend. Sunday marked the first welcome ceremonies for the 199 teams who will stay in the Olympic Village. The arrival of nearly 3,500 athletes and their support staff members put to the test the Olympic Village Support Operations' facility management system, based upon technology from Bentley and implemented by property management expert, Quantum Leap.

History's largest Olympic Village is being managed with the help of Bentley's ActiveAsset software and a customised Work ORDer System from Bentley MVAR and facility management specialist, Quantum Leap. For the next thirty days, this temporary village will house more than 15,000 people, accommodating their equipment, furnishings and all their special needs, in addition to related facilities. More than 10,000 staff members will be required to operate the Olympic Village over a 24-hour period, with over 4,000 working at any one time. The facility management system is making the operations of the colossal Village manageable.

Marc Klein, program manager for the Olympic Village Support Operations, is charged with managing the space and building asset demands of the massive Village. He selected the system, based on ActiveAsset, with some very demanding requirements in mind. "All the pieces have to be put in the right room in the right place in a very short space of time for us to operate," Klein says. "And, whilst we know all the countries, we don't know who will qualify in each sport in each country…until they actually show up; then we can count heads. When the athletes show up, I need to be standing at the door with the right keys and the right inventory."

Explains Klein, "one of my first steps for the project was to look for a way to integrate all of these details into one package or one system. I wanted to take the input at one end and feed accurate output to all parties who require it at

the other end. I wanted this same tool to allow me to build the village. What we are really talking about is building all the inventories of assets, then managing them, getting them all moved around, then changing ownership, all within in a two-week timeframe. We also need to manage them while we're in operation and then move them all out again. So we are really managing the complete life cycle of the asset."

"It was predicted this would be the toughest single test of the customised Bentley AAP software and the integrated Work Order system developed by Quantum Leap. Our staff was on call, but their services were not required," said Quantum Leap Principal Marc Forestieri after the "trial-by-fire" test of the system. "SOCOG staff handled the event without any assistance, testifying not only to the strength of the solution but to its ease of use. This is no small feat, and an improvement over the systems used in the Olympics of the past."

The Sydney Morning Herald reported on the athlete's first impressions of the facilities. "The $590 million village, the first in summer Games history able to accommodate every competitor in one location, received early approval from the team chefs de mission yesterday, with the British and United States chefs de missions praising both the standard of accommodation and the food."

Reportedly, in addition to visiting Sydney's attractions, many athletes spent the weekend reading fan E-mail in the IBM Surf Shack, a special feature of this year's Village. Other popular Village activities for the athletes included getting free haircuts at the Village's International Zone.

Read more about building and managing the colossal Olympic Village

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