



# Case Study

## VR technology

### Introduction

This case study provides a summary of our project with Melbourne Water. The Confined Space Entry (CSE) Simulator was analysed using the InnoWise™ framework and tools at the Critique phase.

The CSE simulator aimed to address the safety issue related to entering the sewer network without adequate consideration of risks. The solution was an interactive, virtual reality (VR), simulator to change the way people perceive mandatory training. Melbourne Water partnered with Deakin University to design and build the CSE Simulator. The simulator was developed and tested by Melbourne Water in a pilot. They were ready to move to the next phase of its development and wanted to ensure it would be a success by asking the right questions.

### Method

A workshop was held with key stakeholders involved in the project's development and deployment. The Knowledge Pulse™ survey was utilised in a live format to get instant responses to the questions and to enable discussion to occur as a group.

The questions were designed to understand how the CSE simulator was tracking at the Critique phase for two aspects: to elicit feedback on the process used, and to gain awareness of the new knowledge that had been created.

### Results

1. The project's key benefit was in demonstrating a new way of training using VR
2. A formal feedback process for all stakeholders was needed
3. Focus was needed on developing appropriate knowledge objects
4. The solution required attention to make it robust and easier to use
5. The next step was to develop a plan on how to increase the level of adoption, internally and externally to Melbourne Water and to address potential road blocks
6. Having a University partner on board strengthened the trust for the solution
7. Having a strong driver, like safety, provides sufficient energy to develop and implement the solution.

*"Using the framework focus' attention on capturing knowledge through the innovation lifecycle. It introduces new concepts .. eg: trust, energy, knowledge, collaboration etc. ...feedback [is] received in a constructive manner, .. opportunities for improvement"*