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**From:** MASSON Maureen   
**Sent:** 29 October 2014 16:01  
**To:** BOAG George; PRITCHARD Colin; CALDER Robert; BROWN Jim; WILLIAMSON John; BROOK David  
**Cc:** STEWART Andrew; ARMSTRONG Ben; MATHIESON Caroline; MATHISON Anne  
**Subject:** FW: Estates Department Helpdesk

Dear George, Colin, John, Jim, Rab and David

Be helpful for this communication to be drilled down to the trades managers and teams if they are not already aware of the work that’s planned….and to David’s team as appropriate.

Thanks

Maureen

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**From:** JEBB Gary   
**Sent:** 29 October 2014 15:37  
**To:** ANDERSON David; ANGUS Tom; BAILEY Lauren; BAMFORD Krystelle; BARRACLOUGH Cliff; BEATTIE Ashley; BELL Graham; BOYCE Jo; BURGESS Magnus; BURNS Andrew; CHIAN Michelle; CRUICKSHANK Paul; DAWSON George; FUGGLE Tom; Furniture; GAMBA Garry; GOODALL Steven; HADDON Andrew; HANLEY John; HART John; JEBB Gary; JOHNSTON Jane; LAIDLAW Julia; LEHANY Peter; LEWTHWAITE Angela; MACLEAN Fiona; MASSON Maureen; MEYER-GLEAVES Shona; MOYES Lynne; NELSON Kirsten; PATTERSON Alan; POLIRI Steven; PRINGLE Jonathan; PRYDE Emma; REID Melissa; ROBERTSON Callum; ROSS-VUGTS Marije; STAMP Anna; STEWART Andrew; STEWART Vikki; THOMSON Malcolm; TORRANCE Elizabeth; WEAVER Jane; WILSON Keith; WOOD Janette; ZADROGA Alicja; ASKINS John; BARRATT David; BOAG George; BRANNAN Lynsey; BRANNIGAN Joe; BRODIE Jane; BROWN Jim; BRYDON George; BUCHANAN Shona; BURNETT Ian; BURNETT Derek; CALDER Robert; CAMERON Craig; CASEY David; CAVAYE Adrian; CHAVARO Jacob; CHAVASSE David; CHRISTIE Malcolm; CLOUGH Rachel; COMPTON Jason; CRAWFORD Martin; CUMMING Jim; DOCKING Dougie; DONALDSON Louise; Drysdale, Lisa; DUFF Gordon; DUNCAN Isla; DUNCANSON Cameron; DUNIGAN Richard; EATON Caroline; EELBECK Brian; FELL Ian; FLOCKHART Ray; FORD Ged; FORRESTER SMITH Alison; FORSYTH Euan; GORDON Roderick; HARPER Christine; HEATH Iain; HERCUS John; HILL Joseph; HUGHES Peter; JACK David; JACK David; LEITCH Sandy; LESUTIS Christopher; LEVEN Susan; MANN Richard; MARTIN Steven; MCEWAN Robin; MCGRATH Graham; MOORE Anne; MORGAN John; Muir, George; NICOLL Gillian; NUTTALL Chris; OZIMEK Wojciech; PALLESEN Hans; PEACH Jack; PRITCHARD Colin; RILEY Michael; ROBERTSON Kerry; SHIELDS John; SMITH Pauline; TAYLOR Allison; THOMSON-JACK Nicola; TONGE Graham; TURNBULL Geoffrey; TURPIN John; WILLIAMS Dougie; WILLIAMSON John; WOOD Georgina  
**Subject:** Estates Department Helpdesk

Dear Colleagues,

I am writing to make you aware of a project that has just started within the Estates Department to deliver a new look ‘Estates Department Helpdesk’. The project will replace the existing EBIS fault reporting/repair line system which been in place for a number for years. Whilst it is acknowledged that it has served us well during this time, there is now an opportunity to review and refresh our approach making use of new web technology.

This is an important project for the Department as the Helpdesk is one of the main ways we interact with our customers and stakeholders. The project will review how we have managed the helpdesk over the past few years, and the many positive aspects associated with that, but it will also give an opportunity for reviewing how we manage our services to ensure we continue to provide the best service that we possibly can.

A project team has been established and over the next few weeks a number of colleagues from across the Estates Department will be asked for their views which will help draw together a detailed specification of requirements. This may involve contributing to workshops or meetings which will be held in an informal manner. For any colleagues who are invited to participate an email invitation will be sent together with a communication to line managers to ensure that there is an awareness of the request, the time commitment and possible impact on work schedules.

As the project progresses the project team will be considering on how best to keep staff informed.

Regards,

Gary

Gary Jebb

Director of Estates & Buildings, University of Edinburgh, 9 Infirmary Street, Edinburgh, EH1 1NP

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