-----Original Message-----  
From: PRITCHARD Colin   
Sent: 16 January 2015 10:53  
To: DONOGHUE Brian; DICK Andrew; MARTIN Steven; DOCKING Dougie; WILLIAMSON John; CALDER George; CALDER Robert; BROWN Jim; joe.hill@ed.ac.uk; CUMMING Jim; FEENEY David; CRAWFORD Stuart; WATT David; LACKIE Kenneth; GRAHAM Gary; FLEMING Craig; ROBERTSON John; RUSSELL Scott; RAE Andrew; ALLAN Vincent; CLARKE Thomas  
Cc: STEWART Andrew; MASSON Maureen; ARMSTRONG Ben; MATHISON Anne; BOAG George; DUNCANSON Cameron; BRYDON George; BARRATT David; TONGE Graham; SMITH Pauline  
Subject: New Estates Helpdesk Project - replacement of EBIS fault reporting

All,

As noted at the recent Zone Managers meeting, I am involved in a project to replace the fault reporting part of EBIS, with a new online Helpdesk system, called Archibus Web Central. This will significantly improve the quality of information captured through fault reporting, allowing better reporting on productivity and fault types, while improving our service to customers. During the initial information gathering stage we held a workshop where a selection of staff and customers who use EBIS were able to give their views on the current system, and discuss what they would like to see in the new. From the trades teams Drew Dick, Brian Donoghue, and Dougie Docking were involved.

We are now entering the design stage, and the project team agree it is imperative that we involve trades staff in that process, to ensure the nuances specific to each zone are captured, and we get the right approach to communication, testing, and implementation. To that end, we would like to invite Stevie Martin, Drew Dick, Brian Donoghue, and Dougie Docking (one manager from each zone) to join the project team. Currently there is a weekly progress meeting, but more time will be required as the project develops.

This project will represent a challenging but positive change for the department and its customers, so it is appropriate the right amount of time is committed.

As part of the communication plan, we will be visiting the trades bases and introducing the project to all staff, furthermore we will produce a monthly bulletin for the trades team noticeboards, first draft attached for your information. We will also consider similar communications for Zone Managers and Premises Teams going forward.

Brian/Drew/Stevie/Dougie - I have spoken to the other Zone Managers and they're supportive of your involvement and the value you can add, however, if you have any concerns about taking part please contact me direct so we can talk it through. An update presentation will be provided to bring you fully up-to-speed on progress since the workshop, and give you an idea of what is involved. A diary invite will be issued in due course for this.

Many thanks

Colin