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|  | **ESTATES Department** |
| **ESTATES DEPARTMENT HELPDESK****PROJECT UPDATE**ISSUE 1: 17 December 2014  |  |
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| **Why are we doing this?** |

* **To provide a modern Estates Helpdesk using new web technology** - it’s been over 10 years since the EBIS fault reporting system was introduced, and as a department it is important that we move with the times ensuring we continue to offer a viable service that meets customer’s needs in years to come.
* **To improve customer service** - a new system will look to improve how our customers report faults in, improving the quality and consistency of that information, which in turn, will provide better information for our for trade’s staff, and create consistent feedback options for customers.
* **To provide better reports and a more efficient process –** the new system will be able to use improved information gathering to provide more relevant measures of productivity and value for money. While this is good business practice, it is important we can demonstrate how effective we are in providing a maintenance service, and currently the management tools available fail us. We will also be considering the role of handheld technology as part of this.
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| **How will this affect you?** |

* A new system will be rolled out across the University and will affect all customers, premises and trades teams and administrative support.
* Staff from all trades areas will be involved in the setting up and trialling of the new system, including handheld devices.

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| **What are the timescales?** |

* We anticipate the system will be delivered be the spring of 2015.
* In the New Year, work will begin to agree the set of requirements that are needed for the new system. Trades Team Managers and customers will be involved in this.

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| **Any Concerns ?**If you have any concerns or require any further information, please contact the following members of project team representatives by email or discuss in person

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| Maureen Masson – Tel. 0131 650 9334Colin Pritchard – Tel. 0131 650 2479  |

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| **What are the benefits?** |

* Better quality information from customers, including location data, will help pinpoint problems more quickly, the work that has to be done and the trades and parts needed to do the job.
* The quality of information will be improved; there will be less duplication and improved scheduling of jobs and improved reporting on building defects will help to identify recurring faults and reduce maintenance costs.
* If introduced, handheld technology will cut down on paper administration through the life of a work order
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