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|  | | **PROJECT UPDATE** | |
| **ESTATES DEPARTMENT HELPDESK**  **Replacement of EBIS Fault Reporting System**   |  | | --- | | **Why are we doing this?** |   ISSUE 2 : 27 February 2015 | | |  | |
| * **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 customers’ 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 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. | Steven Martin – AS  Drew Dick – KB  Dougie Docking – MVM  Brian Donoghue – Central  They join the existing team of:  Colin Pritchard, Zone Manager  Maureen Masson, Estates Business  Pauline Smith – E&B systems  Jane Brodie – E&B systems  Anne Mathison – IS Project Manager Andy Stewart – IS Programme Manager  Ben Armstrong – IS Business Analyst   * Training has been delivered to the EBIS office to allow sample data to be setup in the test system. * Briefings underway to all Premises and Trades staff, including Technical Services and Landscape. * A number of system errors have been found as the new system starts to talk to our central database, however, these have been resolved. * Website – www.projects.ed.ac.uk/project/est080  |  | | --- | | **Next Steps…** |  * Setup test system with sample data. * Demo of the complete process from the initial fault report through to the completion of the work order to the project team. * Prepare a plan for wider demos * Start consultation with Trades Team representatives about the new fault reporting classifications and which trade they should be initially allocated to * Start talking to customers about the fault reporters list.  |  |  | | --- | --- | | **Any Concerns?**  If you have any concerns or require any further information, please contact any member of the project team.   |  | | --- | | Maureen Masson – Tel. 0131 650 9334  Colin Pritchard – Tel. 0131 650 2479 | | | | |
| |  | | --- | | **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.  |  | | --- | | **Project Update** |  * The following members of the Trades Team have been invited to join the project team: |
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