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|  | **PROJECT UPDATE** |
| **ESTATES DEPARTMENT HELPDESK****Replacement of EBIS Fault Reporting System**

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| **Why are we doing this?** |

ISSUE 3 : 24 April 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.
 |  Dougie Docking – MVMBrian Donoghue – CentralColin Pritchard, Zone ManagerMaureen Masson, Estates BusinessPauline Smith – E&B systemsJane Brodie – E&B systemsAnne Mathison – IS Project ManagerAndy Stewart – IS Programme ManagerBen Armstrong – IS Business Analyst* Progress has been slow this month, as system errors persist. This is because of difficulties in linking our new system to our central database, which has been heavily customised to interact with EBIS.
* A number of these errors are being resolved in discussions with MASS and Archibus.
* Project team demo showing W/O being raised through to completion on handheld has taken place, but there remain workarounds that need to be resolved before wider demos take place.
* Website – www.projects.ed.ac.uk/project/est080

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| **Next Steps…** |

* Start work on fault type database for live system involving operational staff – First meeting W/C13th April
* Continue to work through system errors with MASS our supplier.
* Revisit 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 and plan for these as soon as technical issues are sorted.
* Start talking to customers about the fault reporters list.

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| **Any Concerns?**If you have any concerns or require any further information, please contact any member of the project team.

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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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| **Project Update** |

* Project team remains as follows –

Steven Martin – ASDrew Dick – KB  |
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