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|  | | **PROJECT UPDATE** | |
| **ESTATES DEPARTMENT HELPDESK**  **Replacement of EBIS Fault Reporting System**   |  | | --- | | **Why are we doing this?** |   ISSUE 4 : 22 June 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 – MVM  Brian Donoghue – Central  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   * Progress has remained 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, but this work continues. * Latest version (2015 update) of Web Central now installed. * Work is progressing on Fault Type data involving TTM and MM’s. * Website – www.projects.ed.ac.uk/project/est080  |  | | --- | | **Next Steps…** |  * Work will continue on creating Fault Type data, aiming for completion by end of June. * 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, once critical errors have been resolved. * 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.  |  |  | | --- | --- | | **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** |  * Project team remains as follows –   Steven Martin – AS  Drew Dick – KB |
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