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

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

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| * **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.
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|  **Project Update** |

* The latest version of Archibus has been successfully tested on the Test system and is now scheduled to go live over the period of 8th – 9th July.
* The majority of the issues associated with the new standard On-Demand Helpdesk system have been resolved.
* The standard system workflow process of assigning incoming work requests to the trades’ teams, and subsequently updating work orders via mobile devices has been successfully tested at a few locations throughout the University campus.
* In testing the standard work request /order workflow process a number of additional requirements for Estates have been identified and these are currently being investigated.
* The work to define the new Fault Type classifications involving TTM and MM’s is all but complete.
* Website – www.projects.ed.ac.uk/project/est080

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| **Next Steps…** |

* Work will continue on completing the first draft of the Fault Type data, aiming for completion by the middle of July.
* Enhance the standard workflow process to incorporate Estates requirements.
* Define and undertake more rigorous system testing.
* Plan system demonstrations within the Estates department.
* 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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| **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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