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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 5 : 20th August 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 Manager* Test system now working, allowing a work order to be raised and worked through to completion, including successful use of a handheld.
* Work is now underway by Mass to make system changes to suit our processes
* Defined scenario testing has been mapped and will commence upon delivery of system, changes.
* Meetings with key customer groups are underway to introduce the new system.
* Work is complete on Fault Type data involving TTM and MM’s. Small piece of work on-going with other areas of Estates i.e. Fire Safety & Furniture.
* Website – www.projects.ed.ac.uk/project/est080

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| **Next Steps…** |

* Continue to work through system issues with MASS our supplier. This is progressing well.
* Revisit and redraft project programme including wider demos.
* Upon delivery of system changes, continue user acceptance testing and start scenario testing.
* Start reviewing system options for management reporting.

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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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