-DRAFT ONLY-

Hi Andy and Anne, further to this morning’s discussion…let me have any feedback…

I’ll plan to run this list of prompt questions past Colin Pritchard tomorrow, as something he could send out to participants ahead of the workshop.  These questions could also become the headings for each flipchart in the workshop itself to help validate and agree requirements and the ideal process.

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All,

In advance of the workshop, please take the time to consider the following questions in coming up with our ideal process and requirements:

For the customers of Estates from the schools, colleges and support groups who raise fault requests:

* By what method(s) would you like to raise a fault?  In what format?
* What information would you like to include in your request?
* What guidance would you like to have access to when raising your request?
* After submitting your request, what feedback do you wish to receive from Estates, and when, and does anybody else need feedback?

For colleagues working for Estates involved in reviewing and allocating new fault requests:

* By what method(s) do you want to receive fault requests?  In what format?
* What information do you require to assess a fault request?
* How should requests be prioritised?
* What guidance would you like to help review and allocate a request?
* By what method would you like to allocate work requests?
* Who would you like to re-allocate work requests to, where appropriate?
* What feedback would help customers, and how and when would you like to provide that feedback?

For colleagues working for Estates involved in resolving, updating and closing fault requests:

* By what method(s) do you want to receive work requests?  In what format?
* What job details would you like to update during a job, and how?
* What job completion details would you like to record, and how?
* How would you like to sign off completed work?
* By what method(s) do you want to update all this information on jobs?  In what format?

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**Ben Armstrong**