

AGFMA FM SERVICES DASHBOARD – COVID-19 - STATUS UPDATE

Update 3 – 9 April 2020

AGFMA will be providing updates to all FAMIS Users on the COVID-19 Pandemic, as it relates to delivery of FM Services through the AGFMA.

The effects of the pandemic and the Federal and State Government positions/advice and impact on the Arrangements are changing daily.

This Dashboard reflects the status level of four main functions that are involved in the delivery of FM Services; AGFMA IT Systems, AGFMA System Administration, AGFMA Hotline and FM Service Delivery (Split between metro, regional and isolated / remote regions).

DASHBOARD

Please find below a status report on the various Functions that support the delivery of FM Services through the AGFMA as at the 9 April 2020.

	Function	Example Services	Status Level	Status Comments
1	AGFMA ICT Systems.	e.g. Hardware and software status / system functionality / system availability. FAMIS / SAMIS / MACS / WMS / BMAS etc.	Green	All AGFMA IT Systems are operating normally.
2	AGFMA System Administration Functions.	e.g. New Site creation / New user registration / Job cancellations / Reworks / Refix job price / Remove dispute requests etc.	Green	AGFMA System administration team are actioning Agency requests within normal timeframes.
3	AGFMA Hotline.	e.g. Resource levels / Receive calls to log P1 / P2 jobs / Respond to email requests to log P3, P4 & P5 jobs.	Yellow	Other Service SA inbound calls may continue to impact line capacity.

4	FM Service Delivery Metro.	e.g. FM Service Providers (FMSP) ability to receive jobs / dispatch jobs / Sub-contractor attendance.	Green	There are some metro site with site access issues that are impacting on project delivery and preventative maintenance completion.
	FM Service Delivery Regional.	e.g. FM Service Providers (FMSP) ability to receive jobs / dispatch jobs / Sub-contractor attendance.	Green	Planned and Breakdown work orders remain at normal levels. Job attendance at normal operating levels. Supply chains generally remain able to supply. Small number of Projects slightly affected due to delays of building supplies. In some cases equipment being sourced from overseas is being held up - clients have been advised.
	FM Service Delivery Regional Isolated / Remote.	e.g. FM Service Providers (FMSP) ability to receive jobs / dispatch jobs / Sub-contractor attendance.	Yellow	Strict criteria for entry to APY lands / Remote and Isolated areas are impacting service delivery.

General Comments:

- Signs that FAMIS User adoption of new functionality to raise P1 & P2 jobs direct in FAMIS early response, these figures are now flattening! **ALL Priority 1 and 2 requests should be made via FAMIS online, to reduce pressure on Hotline provider Service SA.**
- Increase in requests for new FAMIS User access.
- Revised site access procedures must be in place to address COVID-19 risks and allow FM Service to continue.
- COVID-19 information now live on AGFMA Website – ([Link](#)).
- Excellent feedback from Sub-contractor base / trades and their willingness to respond to all job requests. Willing and able to undertake work in COVID-19 environment.
- Trades following strict guidelines when working in higher COVID 19 risk environments.
- All functions - state of heightened awareness and preparedness exists.
- Business Continuity Plan (BCP) modelling continues across all functions as new information available.
- Reminder - New Agency Asset Reports, showing Asset likelihood of failure, available from SAMIS for download. Particular attention to be given to critical Plant and Equipment in COVID-19 environment and BCP.

Key: Status levels and definitions.

Green	<u>Normal</u> service delivery - Service delivery functions are operating normally with no current impact. State of awareness and preparedness exists.
Yellow	<u>Slight impact</u> on service delivery – e.g. Potential delays to logging job through Hotline. Potential delays in Minor Works, Replacement / refurbishment / Small Construction Work.
Orange	<u>Major impact</u> on service delivery – e.g. Call volumes exceeding capacity. P1 and P2 breakdown requests given priority. Triaging of work requests. Availability of trades reducing. Inability to finalise some projects.
Red	<u>Severe impact</u> on service delivery - Priority given to P1 / P2 jobs on critical Government Agencies including hospitals and key public safety and justice facilities. Preventative Maintenance reduced to critical infrastructure only. Cessation of works other than breakdown P1 & P2.