

AGFMA FM SERVICES DASHBOARD – COVID-19 - STATUS UPDATE

Update 1 – 25 March 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 25 March 2020.

	<u>Function</u>	<u>Example Services</u>	<u>Status Level</u>	<u>Status Comments</u>
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	Calls to Hotline have periodically experienced longer waiting times than normal. Other Service SA inbound calls (Non AGFMA Related –

				<p>predominantly Health and Wellbeing) are impacting line capacity, and on occasions some Hotline resources are assisting with higher overall call volumes.</p> <p>Inbound call volumes for P1 / P2 request are normal, no spike in work requests experienced.</p>
4	FM Service Delivery Metro.	e.g. FM Service Providers (FMSP) ability to receive jobs / dispatch jobs / Sub-contractor attendance.	Green	<p>Jobs dispatch currently normal. Job attendance as normal. Planned and Breakdown work orders remain at normal levels. Supply chains generally remain able to supply – no shortages. (Note - medical quality stainless steel harder to acquire). Projects only slightly affected due to delays of building supplies. Restrictions when supporting Hospitals.</p>
	FM Service Delivery Regional.	e.g. FM Service Providers (FMSP) ability to receive jobs / dispatch jobs / Sub-contractor attendance.	Green	<p>Jobs dispatch currently normal. Job attendance as normal. Planned and Breakdown work orders remain at normal levels. Supply chains generally remain able to supply – no shortages. (Note - medical quality stainless steel harder to acquire). Projects only slightly affected due to delays of building supplies. Restrictions when supporting Hospitals.</p>
	FM Service Delivery Regional Isolated / Remote.	e.g. FM Service Providers (FMSP) ability to receive jobs / dispatch jobs / Sub-contractor attendance.	Yellow	<p>Strict criteria for entry to APY lands / Remote and Isolated areas are impacting service delivery. All contractors are having to sign a 'stat dec' - Awaiting further advice.</p>

General Comments:

- All functions - state of heightened awareness and preparedness exists.
- Business Continuity Plan (BCP) modelling continues across all functions as new information available.
- Specific FM communications out to all sub-contractor network.
- FAMIS Change – Testing to allow FAMIS users to log P1 and P2 jobs in FAMIS rather than phone Hotline, successful and deployment can be activated when required.
- Some Agency staff have moved to working from home arrangements, this is reducing demand for breakdown work requests.

Key: Status levels and definitions.

Green	Service delivery functions are operating normally with no current impact. State of awareness and preparedness exists.
Yellow	Slight impact on service delivery – e.g. Potential delays in Priority 3, 4 and 5's with resources switching to P1 & P2 job requests. Potential delays in Minor Works, Replacement / refurbishment / Small Construction Work.
Orange	Major impact on service delivery – e.g. P1 and P2 breakdown requests given priority. Triaging of work requests. Availability of trades reducing. Inability to finalise some projects.
Red	Severe impact 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.