



Work Instruction

Requesting Scheduled Attendance Breakdown Maintenance

Scheduled attendance breakdown maintenance is a new category of breakdown maintenance which allows the Agency Representative to specify the date and time at which the designated location will become available for the FM Service Provider to access and perform the required breakdown maintenance service.

It is preferred that these jobs are raised as priority 5, for attendance by the FM Service Provider between 6 and a maximum of 45 days after the job is raised. However, the date and time of attendance specified can fall within the regular priority 3, 4 or 5 response times. The FM Service Provider must attend the designated location at the date and time specified; it cannot attend earlier or later should the requested date and time of attendance fall within a regular priority 3, 4 or 5 response time.

Schedule Attendance requests will incur a higher callout fee if the attendance time was met by the FM Service Provider. These requests can only be raised for designated locations zoned in a metro, urban or outer region. Schedule attendance requests cannot be raised for designated locations in remote or isolated zones.

For further information about scheduled attendance breakdown maintenance please refer to the *Agency Work Procedure Manual*.

To request scheduled attendance work in FAMIS, complete the following steps:

1. Select an Asset from the Asset List pane.
2. Select the Work Request tab. (**Note:** A new work request form will be displayed (defaulting to “Breakdown” and displaying the new Sched Att check box, date/time fields). Schedule Attendance jobs may ONLY be selected for Breakdown jobs).
3. Complete the applicable fields from the work request tab. Available fields may differ depending on business requirements.
4. The Sched. Att check box will not be selected by default.
 - a) Tick the Sched Att check box (**Note:** a message will display advising that higher call out fees may apply).
 - b) Click the OK button on the message.
 - c) Click in the Date field and select a Sched Att date from the calendar.
(**Note:** a date that occurs in the past cannot be submitted).
 - d) Click in the Time field and enter in the required scheduled attendance time.
(**Note:** time is in 24 hour format (hh:mm). If the time is not entered in the correct format, a red box will appear on the time field and the Submit button will remain deactivated). Additionally, the time must be equal to or greater than a P3 time from the time the job has been submitted i.e. in the metro region the scheduled time cannot be less than 2 hours from the time the job was submitted
 - e) Complete the remainder of the form.



Requesting Scheduled Attendance

Note: the job priority field cannot be amended. The job priority will be determined by the system, based on the AGFMA business rules, when the request is submitted,

5. Click the **Submit** button to complete the request. (**Note:** Once a Scheduled Attendance job has been submitted the Scheduled Attendance date and time cannot be amended. If a new date/time is required then the job will need to be cancelled and a new one raised)

Refer to example below

The screenshot shows the 'Work Request' form in the FAMIS tstagecy system. The 'Work Request' tab is highlighted with a red circle. The form is divided into several sections: 'Payment Details', 'Job Details', and 'Site Contact Details'. The 'Job Details' section is the primary focus, containing fields for Job Type (BREAKDOWN MAINTENANCE), Sched Att, Date, Time (24hr hh.mm), Work Description, Cost Category, Account Code, Required Trade, and Job Priority (5). A 'Vandal' checkbox is also present. The 'Asset List' on the left side of the screen is annotated with a red box and the text 'Select an Asset from the Asset List'. The 'Submit' button at the bottom is annotated with a red box and the text 'Click the Submit button to complete'. Another red box with the text 'Complete the required fields' is placed over the 'Work Description' field.

Select an Asset from the Asset List

Complete the required fields

Click the **Submit** button to complete

Requesting Scheduled Attendance

Example: For a Scheduled Attendance Breakdown Maintenance job, a request can be entered as per below:

The screenshot shows the 'Work Request' form in the FAMIS tstagecy system. The form is titled 'Payment Details' and includes the following sections:

- Payment Details:** Customer: TRA0000 - DPTI (Use Last), Local Id: 8815, Agency Ref, General Ref (Use Default).
- Job Details:** Job Type: BREAKDOWN MAINTENANCE, Sched Att: (highlighted with a red circle), Date: Thursday, 30 July 2015, Time: 15:30, 24hr hh:mm.
- Work Description:** Last work request.
- Cost Category:** ELECTRICAL (EXT OR MINOR WORK).
- Account Code:** (empty).
- Required Trade:** ELECTRICIAN.
- Job Priority:** 5.
- Vandal:** .

The left sidebar shows a list of assets, with 'ADEL 77 GRENFELL S...' selected. The bottom of the form has buttons for 'Save As Default', 'Submit', and 'Cancel'.