Future AGFMA Newsletter #5

Ventia Service Commencement Details

From 12:01am on Wednesday 1 December 2021, Ventia will 'go live' and start delivering maintenance services to your Agency under the Future AGFMA contract. Please see the important contact information below which will be essential for day one and beyond.

In the event that you are experiencing issues with logging a job in Panorama and or need access to the Panorama System, contact the Help Desk number below.

Help Desk

The Help Desk will be available 24/7 to receive and triage Priority 1 service requests and will also be the first point of contact for any support when using the Panorama system.

Phone: 1300 903 063

Email
AGFMA.helpdesk@ventia.com

Raise a Priority 1 Job	Phone: 1300 903 063 (Ventia Help Desk)
Raise a Priority 2,3 or 4 Job	Use the Panorama Service Request app (Panorama Mobile) on your mobile device or desktop computer (Contact the Help Desk if you need assistance)
Training Support	AGFMA.training@ventia.com
Rapid Global Log-in Issues	Rapid Global: 1800 307 595
Technical System Support (via URL)	http://Ventia.com/agfma-support
Operational Issues	AGFMA.helpdesk@ventia.com
Asset Management and Preventative Maintenance Queries	AGFMA.SAM@ventia.com
Project Management and Requests	AGFMA.PMO@ventia.com
Finance / Work Order Approvals Support	AGFMA.finance@ventia.com
Subcontractor Assistance	AGFMA.vendorhelp@ventia.com

Service Delivery Lead Contacts

For contact details of Venita's Service Delivery Team and the regions that they will be servicing, please refer to Future AGFMA – Ventia Update issue 8 – 29 November 2021

In Flight Works

A reminder that In Flight Works (works issued prior to 1 December 2021 that will be completed post 1 December 2021) will be managed through to completion by Spotless or DIT Facilities Services under the existing AGFMA.

If you need to enquire about a job raised in FAMIS before 1 December with Spotless and or DIT-FS, the current provider, please contact the AGFMA Service Desk (Opening Hours: 8am - 5pm (Mon - Fri) via phone: (08) 8343 2850 or email: DIT.AGFMAServiceDesk@sa.gov.au

Useful information and links

Further information can be found on the Ventia Website.

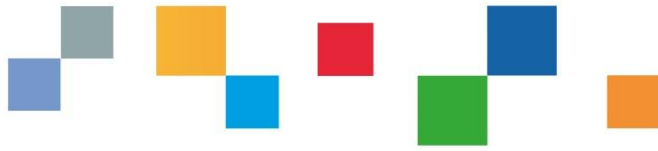For all previous updates, please refer to the following *Ventia* Newsletters:

- Future AGFMA – Ventia Update Issue 1 - 15 October 2021
- Future AGFMA – Ventia Update Issue 2 - 18 October 2021
- Future AGFMA – Ventia Update Issue 3 – 25 October 2021
- Future AGFMA – Ventia Update Issue 4 – 28 October 2021
- Future AGFMA – Ventia Update Issue 5 – 2 November 2021
- Future AGFMA – Ventia Update Issue 6 – 8 November 2021
- Future AGFMA – Ventia Update Issue 7 – 22 November 2021
- Future AGFMA – Ventia Update issue 8 – 29 November 2021

AGFMA Website

Please note that the Future AGFMA website will be decommissioned on 1 December 2021 and users will be directed to the AGFMA Website, which is being refreshed to reflect the content of the Future AGFMA model.

The updated AGFMA Website will go live on 1 December 2021 and includes key AGFMA documents as well as contact information for both DIT AGFMA Team and Ventia Team. All previous Future AGFMA Newsletters will also be available on the AGFMA website.

What to call the Future AGFMA when it goes live?

In all our correspondence about the AGFMA we have been referring to the **Existing AGFMA** (which involves Spotless and DIT Facilities Services), and the **Future AGFMA** (which involves Ventia).

Once we go live from 1 December 2021, you will start to see a change of language, in that we will refer to the **Former AGFMA**, and the **AGFMA**. The word 'Future' will be removed from correspondence moving forward.

Wrap up and Thank You

The Future AGFMA Team would like to thank all Agency representatives for their support and engagement, including through the Site Representative Surveys and Participating Agencies Future AGFMA Forum (PAFAF) which has been essential to achieving a successful transition to the Future AGFMA.

The Future AGFMA team (DIT.FutureAGFMA@sa.gov.au) remains available for the time being to support you should you have any concerns or queries.