

AGFMA FM SERVICES DASHBOARD – COVID-19 - STATUS UPDATE

Update 8 – 24 November 2020

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 24 November 2020.

	<u>Function</u>	<u>Example Services</u>	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.	Green	AGFMA Hotline delivering normal service levels.
4	FM Service Delivery Metro.	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.
	FM Service Delivery Regional.	e.g. FM Service Providers (FMSP) ability to receive jobs /	Green	

	dispatch jobs / Sub-contractor attendance.		
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 remains in place and impacting service delivery.

General Comments:

- FMSP uploading backlog of telephone job requests received.
- COVID-19 information can be found on AGFMA Website – ([Link](#)).
- FAMIS users must continue to use FAMIS to log P1 and P2 jobs during business hours.
- Trades continue to follow strict guidelines when working in higher COVID 19 risk environments.
- Site risk exchange must continue to include reference to COVID-19.
- All functions remain in state of heightened awareness and preparedness to change in circumstances.

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.