Government of South Australia

Department for Infrastructure and Transport

AGFMA • FACT SHEET

Breakdown Maintenance Priorities

Audience

| ✓ | Participating Agencies | ✓ | AGFMA FMSP | ✓ | Contractors |

Purpose

This Fact Sheet provides information regarding the Breakdown Maintenance Priority Regime for the Across Government Facilities Management Arrangements (AGFMA).

Overview of the Priority Regime

Ventia, as the government appointed Facilities Management Service Provider (FMSP), will be undertaking breakdown maintenance in line with the Priority Regime included in the AGFMA services contract. The Priority Regime has been simplified with the number of Priority Levels reduced to four (rather than five), and greater definition and guidance provided on the use of each Priority Level. A summary of the Breakdown Priority Regime is provided at **Table 2**.

The process of managing Breakdown priorities is divided into 3 phases – Response, Resolve and Restore. In summary,

- *Response* measures the time to commence work;
- *Resolved* measures the time taken to make sure the item or site of the Breakdown is safe, and may include the implementation of work arounds if all work cannot be completed due to circumstances such as availability of materials; and
- *Restored* measures the completion of all works linked to the Breakdown.

Detailed definitions are provided in **Table 1.**

Table 1: Definitions

Term	Definition
Response Time	The time from when Ventia becomes aware of the Incident to when work commences on resolving the Incident on site.
Resolve Time	An Incident is resolved when work has been carried out to a satisfactory standard to allow safe use/services to resume.
	For example, an Incident might be Resolved through implementation of a temporary work around or isolation to allow safe use of the plant or site. A timeframe to fully Restore will then be agreed with the Participating Agency.
Restored Time	An Incident is Restored when the work directly linked to the Incident is completed and, in the case of recurring Incidents, including rectification of any identified underlying problems.

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Term	Definition
Metro & Regional Centres	A Location within 120 kilometres of the boundary of a South Australian urban centre with a population of 10,000 or more people.
Remote Location	A Location that is 120 kilometres or more from the boundary of a Metro and Regional Centre but is not an Isolated Location.
Isolated Location	A Location that has a drive time of more than three hours from the boundary of a Metro and/or Regional Centre.

Table 2: Summary of the Breakdown Priority Regime

Priority Level Definition	Priority Level 1	Priority Level 2	Priority Level 3	Priority Level 4
Impact on business service delivery	Immediate and urgent risks to health, safety or Agency service delivery is, or could soon be, seriously impaired	Elevated risks to health, safety or Agency service delivery is impaired	Participating Agency service delivery is not impacted but Participating Agency Representative elects a faster (than P4) resolution	Participating Agency service delivery is not impacted
Interim status update timeframe (If/where agreed)	15 mins then hourly	30 mins then every 2 hours	Online from log of job	Online from log of job
Incident management timeframes	<u>Metro & Regional Centres</u> Response within 1 hour Resolved within 4 hours Restored within agreed timeframe	<u>Metro & Regional Centres</u> Response within 1 Business Day Resolved within 3 Business Days Restored within agreed timeframe	<u>Metro & Regional Centres</u> Response within 5 days Restored within agreed timeframe	<u>Metro & Regional Centres</u> 50% Response within 5 days and all Responded to within 30 days Restored within agreed timeframe

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Priority Level Definition	Priority Level 1	Priority Level 2	Priority Level 3	Priority Level 4
	Remote Response Time within 4 hours Resolved within 8 hours Restored within agreed timeframe	Remote Response Time within 3 Business Days Resolved within 5 Business Days Restored within agreed timeframe	Remote Response within 5 days Restored within agreed timeframe	Remote 50% Response within 14 days and remainder Responded to within 30 days Restored within agreed timeframe
	Isolated Response within 1 Business Day Resolved within 2 Business Days Restored within agreed timeframe	Isolated Response within 5 Business Days Resolved within 7 Business Days Restored within agreed timeframe	Isolated Response within 14 days Restored within agreed timeframe	Isolated 50% Response within 14 days and remainder Responded to within 30 days Restored within agreed timeframe
Examples[1]	• Uncontrolled sewerage • All lifts failed • Person(s) trapped in a lift • Uncontrolled, exposed live wiring • Electrical mains outage • Uncontrolled water leak where water to site must be isolated • Uncontrolled gas leak • Fire systems fault/failure (e.g. fire panel outage, fire main burst) • Building access systems outage	• Lighting system outage • Roof leak causing rainwater ingress • HVAC system outage – central station system affecting whole or multiple buildings • HVAC system outage impacting computer room • Broken window where there is a security risk • Exit light out • Security system out. • High-risk equipment failure • One of multiple lifts out of order	• Damage to fence or non-critical gates • Civil works pot holes etc • Replacement of AC as quoted • Minor wall damage • Leaky tap/toilet • Tree pruning • Minor AC repair • Flickering Lamp • Low-risk equipment failure • Built in furniture and fittings failure • Internal door failure	• Damage to fence or non-critical gates • Civil works pot holes etc • Replacement of AC as quoted • Minor wall damage • Leaky tap/toilet • Tree pruning • Minor AC repair • Flickering Lamp • Low-risk equipment failure • Built in furniture and fittings failure • Internal door failure • Gutter failure

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[1] Examples are a guide only. The Priority Level is ultimately determined by the Agency and should consider wider impact. For example, instances where the circumstances could cause a potential safety or health issue or could disrupt services.

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Priority Level Definition	Priority Level 1	Priority Level 2	Priority Level 3	Priority Level 4
	rendering building inaccessible or un-securable • FMSP Software unavailable (excluding period of approved planned maintenance)	• FMSP Software unavailable (excluding approved planned maintenance) or performing unsatisfactorily for a Location	• Gutter failure • Drinking water unit replacement • Windows cracked • Carpet repair • Clean gutters • FMSP Software issues having minor impact on a user	• Drinking Water Unit replacement of unit • Windows cracked • Carpet repair • Clean gutters • FMSP Software issues having minor impact on a user

Note: The timeframe for *Restore* will be agreed with Participating Agency site representatives.

While Ventia may provide guidance to Participating Agencies on the level of priority to apply when logging priority/breakdown jobs, it is ultimately the requesting Agency's decision as to which Priority level the job is raised and actioned, noting that call-out fees will apply to Priority Levels 1 to 3.

For More Information

Contact the AGFMA Team - DIT.AGFMASC@sa.gov.au