

# AGFMA FM SERVICES DASHBOARD – COVID-19 - STATUS UPDATE

## Update 4 – 22 April 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.

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 22<sup>nd</sup> April 2020.

	<b>Function</b>	<b>Example Services</b>	<b>Status Level</b>	<b>Status Comments</b>
1	AGFMA ICT Systems.	e.g. Hardware and software status / system functionality / system availability.  FAMIS / SAMIS / MACS / WMS / BMAS etc.	<b>Green</b>	All AGFMA IT Systems are operating normally.
2	AGFMA System Administration / <b>PM Technical Advice</b> Functions.	e.g. New Site creation / New user registration / Job cancellations / Reworks / Refix job price / Remove dispute requests etc.	<b>Green</b>	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.	<b>Yellow</b>	Line capacity issues on other Service SA inbound have reduced, however this may continue to periodically impact Hotline waiting times.

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. Supply chains generally remain able to supply.
	FM Service Delivery Regional.	e.g. FM Service Providers (FMSP) ability to receive jobs / dispatch jobs / Sub-contractor attendance.	Green	Small number of Projects slightly affected due to delays of building supplies.
	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 are impacting service delivery.

General Comments:

- COVID-19 information now live on AGFMA Website – ([Link](#)). Site access COVID – 19 Guide Note and DPTI CE letter to government’s valued delivery partners recently uploaded.
- Demand on AGFMA Hotline is low due to school holidays.
- Trades following strict guidelines when working in higher COVID 19 risk environments.
- All functions - state of heightened awareness and preparedness exists.
- FAMIS users must use FAMIS to log P1 and P2 jobs during business hours.
- Business Continuity Plan (BCP) modelling continues across all functions as new information available.

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.