

AGFMA FM SERVICES DASHBOARD – COVID-19 - STATUS UPDATE

Update 2 – 2 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.

The effects of the pandemic and the Federal and State Government positions/advice and impact on the Arrangements are changing daily.

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 2 April 2020.

	<u>Function</u>	<u>Example Services</u>	<u>Status Level</u>	<u>Status Comments</u>
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.	Orange	Other Service SA inbound calls may continue to impact line capacity. Contingency plan to prepare for loss of ability to take inbound calls

				and manage via email to Hotline activated. P1 and P2 calls can now be logged direct into FAMIS
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	Projects only slightly affected due to delays of building supplies. Contractors performing mandatory maintenance to keep infrastructure compliant.
	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](#)).
- All functions - state of heightened awareness and preparedness exists.
- Business Continuity Plan (BCP) modelling continues across all functions as new information available.
- Excellent response from FM industry / rapid adoption of new working environments.
- AGFMA Service desk monitoring user response to activation of FAMIS user ability to now raise P1 & P2 jobs direct in FAMIS.
- Trend of Agency staff moving to working from home arrangements, continues to reducing demand for breakdown work requests across network.

Key: Status levels and definitions.

Green	Service delivery functions are operating normally with no current impact. State of awareness and preparedness exists.
Yellow	Slight impact on service delivery – e.g. Potential delays in Priority 3, 4 and 5's with resources switching to P1 & P2 job requests. Potential delays in Minor Works, Replacement / refurbishment / Small Construction Work.
Orange	Major impact 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	Severe impact 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.