

Future AGFMA Newsletter #4

This Newsletter provides key updates and information regarding transition activities leading up to service commencement by Ventia on 1 December 2021. It has been developed specifically for Participating Agency representatives who support the facilities management activities of their Agencies. This includes any site representatives who coordinate facilities management works for individual sites.

For information provided in previous Future AGFMA Newsletters, please refer to the following links:

- [Future AGMFA Newsletter #1](#)
- [Future AGFMA Newsletter #2](#)
- [Future AGFMA Newsletter #3](#)

Ventia Systems Training

Ventia has commenced training with Participating Agency users on their ICT system solution (Panorama). Training consists of a series of online Training Modules complimented by Microsoft Teams Webinar Sessions. Training is being provided throughout the rest of November 2021 and will continue to be made available after service commencement on 1 December 2021.

Invites and instructions have been issued by Ventia to all Agency staff identified as users of Panorama as well as [Participating Agency Leads](#). The Future AGFMA team also provided instructions via email to FAMIS/SAMIS users on 17 November 2021. If you did not receive these instructions, these have been provided below:

- [Invitation to Training Modules](#), including instructions on how to self-register for RapidGlobal. Once logged in to RapidGlobal, the courses you are required to complete will be available under the 'Courses' tab. Your system user profile/persona determines which training modules you will need to complete as summarised here: [Training Modules for Users](#).
- [Invitation to Training Webinars](#), including instructions on how to register for a Webinar Session and the Webinar Schedule.

It is important that Agency staff complete all training modules applicable to their role. However, for those time poor and just needing to raise a service request (log a job), it is strongly advised that the following modules are completed prior to go-live on 1 December:

Panorama Overview and Navigation	Provides an excellent overview of our Panorama works management system.
Getting Access and using Panorama Mobile on your Mobile Device	Guides and instructs you on how to get access to the software on your mobile device or desktop.
Get the most out of the Service Request App	Explains the overall functionality of the Panorama Service Request App (Panorama Mobile).
Logging a Job (Panorama Service Requests)	Explains how to log a job.
Viewing a Job (Panorama Service Requests)	Explains how to view the job you have logged and the status of any others you have previously raised.



From this week, users will have access to the Panorama system in a near live environment as Ventia commence loading personas (user information) into the system. As users will have access to the live system, they will be required to follow specific instructions that will be issued by Ventia. This will include not logging jobs prior to 1 December.

Key Ventia Contacts

Ventia are best placed to answer any questions you may have regarding training or other general queries regarding service delivery by Ventia. The Future AGFMA team remains available to support you should you have any additional concerns or queries.

Training Support

For questions about the training program please contact: AGFMA.training@ventia.com

RapidGlobal Log-in Support

If you require any technical assistance while logging into Rapid Global to access the training, please contact the Rapid Instruct Client Services Team on 1800 307 595, 8.30am - 6pm (AEST) Monday – Friday.

General Queries

For other general enquires regarding service delivery by Ventia, please contact your assigned Ventia Contract Manager:

- Trish Gercovitch | Justice, Emergency Services and People and Service Agencies | Patricia.Gercovitch@ventia.com
- Steve Protopapas | Education Agencies | Steve.Protopapas@ventia.com
- Leonard Leyland | Health Agencies | Leonard.Leyland@ventia.com

For queries regarding the new Priority Regime, please check the [Breakdown Maintenance Priorities Fact Sheet](#) before contacting your Contract Manager.

Service Delivery Leads

Service Delivery Leads (SDLs) and their contact details will be provided by Ventia this week. SDLs will work across Agency portfolios and be located in both regional and metro locations.

Ventia Help Desk

The Adelaide-based Help Desk (Contact Centre) based at Ventia's Wakefield Street Office will be available to support Agencies from 1 December and available 24/7, supported by the National Contact Centre after hours.

From 'Go Live' on Wednesday 1 December from 12:01am:

- All urgent breakdown maintenance requests (P1) should be directed to the Ventia Help Desk on 1300 903 063.



- All other breakdown maintenance requests (P2- 4) should be raised through the Panorama Service Request App (Panorama Mobile).
- Any other queries should be emailed to the Help Desk (AGFMA.Helpdesk@ventia.com). Please DO NOT log service requests via the email address.

All calls to the former AGFMA Hotline or email correspondence to the existing AGFMA email will be directed to raise requests as per above. If you are needing to enquire about a job request raised prior to 1 December, please contact the current provider (DIT-FS or Spotless).

While the Help Desk's primary focus will be to look after service requests, the Help Desk will be the first point of contact for any support you may need while using the Panorama system. For issues with logging in, systems or processes, you can contact the Help Desk via phone or email.

Fact Sheets

The Future AGFMA team are continuing to publish Fact Sheets providing information on the key changes and transition activities for the Future AGFMA on the [Existing AGFMA](#) and [Future AGFMA](#) websites. The following Fact Sheets have recently been published:

- [Security Clearances and Site-Specific Requirements](#) ^{NEW}
- [Services RASCI Table](#) ^{NEW}
- [Breakdown Maintenance Priorities](#) ^{NEW}

The following Fact Sheets will be available soon:

- Future AGFMA Fee Structure
- Asbestos Management;
- Agency Engagement with Ventia; and
- Plans and Business Cases.

Decommissioning of FAMIS/SAMIS

As communicated in Newsletter #2, data from AGMFA legacy systems (FAMIS/SAMIS) is being transferred to Ventia's ICT systems which will replace these legacy systems under the Future AGFMA. Ventia will take a final data drop on the 30 November 2021, including Asset master data, associated documents (data, plans, drawings, TDS etc.) for all active assets.

Notifications have been added to all AGFMA systems advising of the change and a final communication to FAMIS/SAMIS users will be provided 2 days prior to service commencement on 1 December 2021.

Ventia have deployed preventative maintenance plans for December 2021 and all scheduled jobs from December onwards have been cancelled in FAMIS.

The following arrangements are in place to manage user access and data from 1 December 2021:



FAMIS

- From 1 December, Users will be unable to raise new work orders via AGFMA Systems - FRRS, FAMIS, MACS from 1 December 2021. All other access remains the same.
- Work Orders raised in FAMIS prior to transition, must be completed in FAMIS following usual business processes. Access to FAMIS will be provided to close jobs. Users will work from both Ventia and existing systems until such time the work orders raised in the legacy systems come to a natural conclusion (final invoice).
- The DIT Project Triage Team (PTT) will continuously review work orders in FAMIS which may not reach practical completion by 30 June 2022. For more information, please refer to the [Inflight Works Fact Sheet](#).

SAMIS

- In Newsletter #2 it was communicated that read only access will be available until end of Jan 2022. Unfortunately providing “Read-Only” access to this application for all users is more technically challenging than anticipated. To ensure business continuity, Participating Agencies have been asked to provide a reduced list of users who will continue to need access post 1 December.

The Future AGFMA team will continue work to determine the best method to decommission legacy systems to ensure the old applications are closed and archived correctly and available to personnel who require this information. The team is working to complete this by 30 June 2022, and as the solution unfolds, it will be communicated to interested parties

Please note GEH is not moving to the New AGFMA arrangement and will continue to use the legacy systems for GEH assets until further notice.

For more information, refer to the [Existing AGFMA Systems Fact Sheet](#)

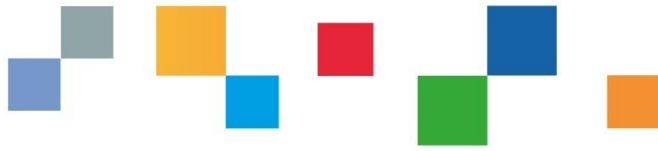
AGFMA Website

The Future AGFMA website, created to provide key information on the changes and transition activities for the Future AGFMA will be decommissioned and all users will be automatically redirected to the new redesigned existing AGFMA website from 30 November 2021.

The redesigned AGFMA will align with the Future AGFMA model and provide user friendly information to all participants of the AGFMA including:

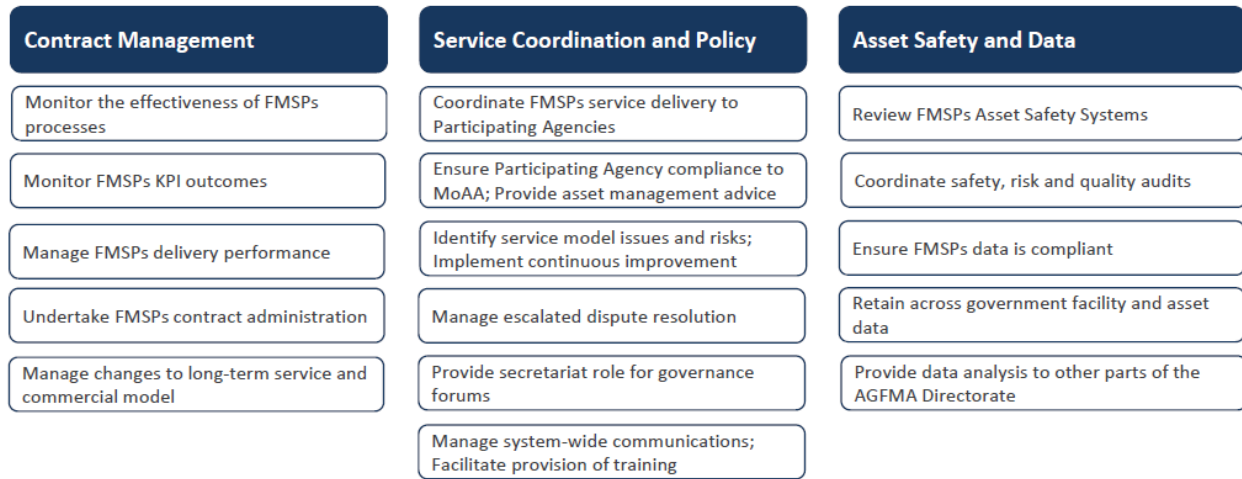
- Links to Ventia systems and Guidance Materials
- Key AGFMA documents including Frameworks, Guide Notes, Fact Sheets and Technical Data Sheets
- Contract information for both DIT AGFMA Team and Ventia Team.





Future AGFMA Directorate Structure

The Future AGFMA operating model involves considerable changes from the existing AGFMA and as such, the Future AGFMA Directorate structure reflects the requirement for DIT to undertake new functions and shift the focus of existing functions. The diagram below illustrates the high-level functions of the Future AGFMA Directorate.



Recruitment for roles in the Future AGFMA Directorate is underway with senior roles now appointed:

- Michael Conroy, Director, AGFMA
- Francisco Lacar, Senior Contract Manager
- Lam Vuong, Asset Safety and Data Manager
- John Thrippleton, Service Coordination and Policy Manager

Useful information and links

Further information can be found on the [Ventia](#) and [Future AGFMA website](#).

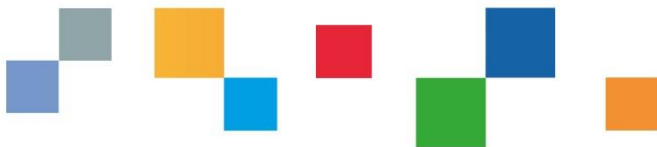
For all previous updates, please refer to the following [Ventia](#) Newsletters:

- [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](#)



FAQ for answers to common questions about the transition to the Future AGFMA:

- [DIT Future AGFMA Participating Agency FAQs – October 2021](#)
- [Ventia Future AGFMA Participating Agency Frequently Asked Questions – 5 November.](#)



Future AGFMA Newsletter #1

Welcome to the first publication of the Future AGFMA Newsletter. This Newsletter is important as it will provide key updates and information regarding transition activities leading up to service commencement by Ventia on 1 December 2021.

It has been developed specifically for Participating Agency representatives who support the facilities management activities of their Agencies. This includes any site representatives who coordinate facilities management works for individual sites.

What is the Future AGFMA?

The Across Government Facilities Management Arrangements (AGFMA) is a Cabinet approved framework for the provision of facilities management services to Government Agencies across the South Australian public sector.

In June 2020, Cabinet made the decision to progress to a fully outsourced service delivery model for the Future Across Government Facilities Management Arrangements (Future AGFMA), commencing 1 December 2021, with all administration and works co-ordination to be entirely met by specialised external Facilities Management Service Providers (FMSP).

On 7 July 2021, the South Australian Government entered into a contract for the performance of the administration and works coordination roles the Future AGFMA with Ventia Australia Pty Ltd (Ventia). We look forward to Ventia becoming a trusted partner of Government working with the Participating Government Agencies, the Department for Infrastructure and Transport (DIT) and local contractors including Small and Medium Enterprises (SMEs) to achieve optimal facilities management outcomes. Please refer to this newsletter for a message from Ventia regarding the award of the Future AGFMA contract.

The AGS Reform Directorate of DIT is responsible for the delivery of the AGFMA Reform Program and the transition to the Future AGFMA Operating Model. DIT, Ventia, and Participating Agencies will each have roles for transition to the Future AGFMA model. To support this a Participating Agency Future AGFMA Forum (PAFAF) has been established with nominees from each Participating Agency taking on the engagement lead roles who will in turn nominate key contacts to support specific transition activities.

Site Representative Workshops

Thank you to all that attended the Future AGFMA Site Representative Workshops with Ventia and the Future AGFMA Team. Over 15 workshops were held across regional and metro South Australia from August to September 2021. The Workshops were an opportunity for Site Representatives to meet the Ventia team and find out more about what to expect leading up to service commencement on 1 December 2021.

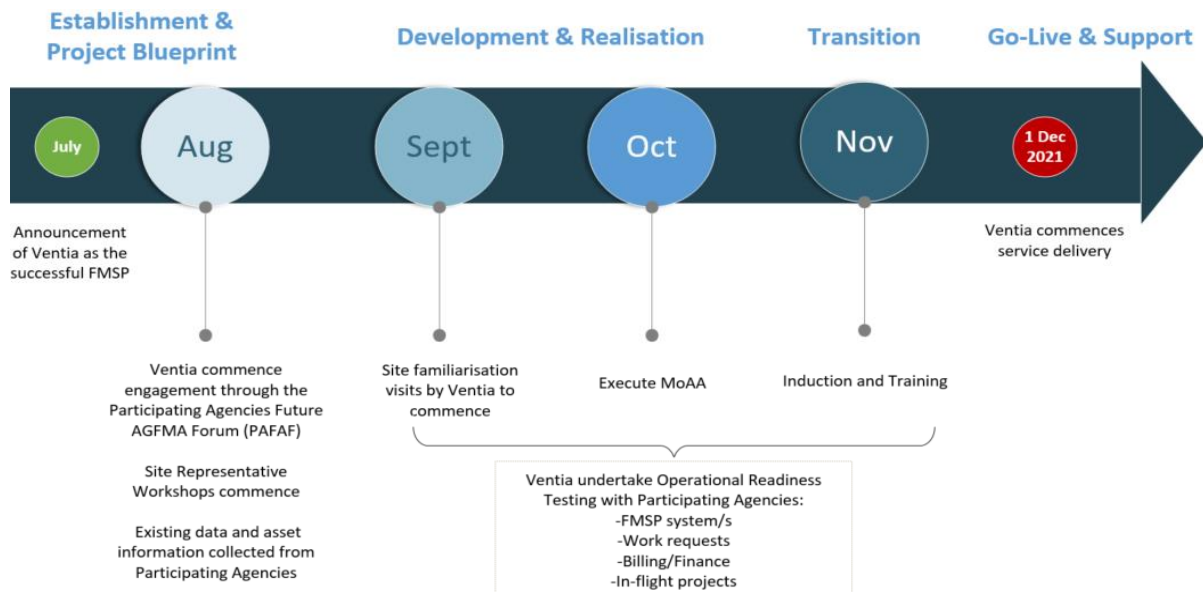
The presentation and additional information can be found on the dedicated Agency page on the Future AGFMA website here: https://dit.sa.gov.au/future_agfma/future_agfma/agencies





Future AGFMA Timeline

Transition to the Future AGFMA is complex and will involve various Transition in and out activities with the timeline below outlining some of the significant agency engagement milestones including site visits and training. Further information on systems training will be provided in future newsletters.



Business as Usual

It is important that continued service delivery is maintained and that the existing AGFMA continues to meet the delivery requirements of all Participating Agencies during the transition.

Your existing FMSPs will deliver the FM Services from 1 July 2021 until 30 November 2021. Agencies should continue raising work orders for planned works (Minor Works, Replacement Refurbishment and Small Construction Work) in line with current processes for project/planned works. Works will continue to be delivered by either Spotless or Facilities Services and their existing contractors until 30 November 2021.

Some existing service delivery activities will need to be temporarily maintained to ensure business continuity and Transition-In activities are supported. To achieve this two multi-disciplinary project completion teams will be provisionally established. The teams will be responsible for ensuring that any in-scope projects and works are managed to completion or to a stage that will allow for a risk managed approach to handover.

Ventia will deliver services from 1 December 2021. Ventia will deliver your approved Service Delivery Plan (SDP) from 1 December 2021 until 30 June 2022. Further information regarding the SDP process for 2021-22 will be available shortly.



Existing

Business as Usual (BAU) until 30 November 2021

All functions continue (e.g. FS managing Preventative Maintenance plans, AGFMA Directorate contract managing Spotless contract, AGFMA Hotline (Services SA) logging work orders, IT team supporting FAMIS system, AGFMA continuing advisory services and auditing) until **30 November 2021**.

Transition

Ventia July – November 2021

Commencement of transition activities in readiness for 1 December 2021. Transition Activities will include high level asset assessments, system implementation, consultation, information sessions/roadshows and training.
No BAU Works: only set-up activities

Future

Commencement of services by Ventia

1 December 2021

**NB: Ventia to deliver current Service Delivery Plans (SDP) and accept all works
New Service Delivery Plans not introduced until 2021/22**

In-flight Works

Until close of business on 30 November 2021, Participating Agencies will continue to submit new requests for work ('work orders') via existing channels/systems. Please do not 'fast track' or delay raising of work orders during the period up to 30 November 2021. Please refer to the [Inflight Works](#) Fact Sheet which provides information regarding the logging of work requests and the subsequent management of Inflight Works and delivery of facilities management services during the transition to the Future AGFMA.

Fact Sheets

The following Fact Sheets have been published on the Existing AGFMA Website and Future AGFMA Website:

1. [Agency Participation](#) - provides information regarding Agency Participation in the Future AGFMA.
2. [Data Validation](#) - provides information on Data Validation process Ventia is undertaking from late 2021.
3. [Service Scope – Sites and Assets](#) (v2) - provides information regarding sites and assets that are serviceable under the Future AGFMA.
4. [Soft Facilities Management and Building Maintenance](#) - provides further detail on those services excluded from the scope of the Future AGFMA and delivery options post Future AGFMA service commencement on 1 December 2021.
5. [Inflight Works](#) (v2) - refer above.





Message from Ventia



Ventia has been awarded the Across Government Facilities Management Arrangement (AGFMA) by the Government of South Australia. Ventia will provide asset management services for all participating agencies and look forward to working with each agency to establish strong customer centric relationships that will benefit agencies and the community alike.

Ventia will be responsible for the contract over an initial term of five years and seven months, with the potential for three two-year extensions (up to 12 years). We are confident that through innovation and facilities management expertise agencies will see the benefits of the service delivery partnership.

David Zensea the dedicated Ventia Future AGFMA Project Director said he was pleased to be working on one of the company's most important contracts.

"Ventia is one of the largest essential services providers in Australia and New Zealand," Mr Zensea said.

"We deliver the services that keep infrastructure working for our communities and pride ourselves on being client-focused, innovative and sustainable.

Ventia Operational Delivery and Planning Lead Wayne Steed has been meeting agency representatives and subcontractors interested in working on the contract at information sessions held in August and September all over the state.

Mr Steed said the sessions were going well and they were a great opportunity to meet stakeholders and get their input and answer questions about the new arrangements.

“With a diverse and proud heritage, we have a proven track record of delivering the best results for our clients and the communities in which we operate. I look forward to working with DIT and the agencies we will serve over the course of the contract.”

"Ventia is looking forward to partnering with government employees and local small-to-medium businesses to help us deliver services for the contract and keep investment and employment in South Australia," Mr Steed said.

"Ventia is also passionate about providing apprenticeships in various trades, as well as ensuring our employment opportunities deliver a diverse and inclusive workforce, including careers for Indigenous Australians.

"The information sessions I have attended have provided valuable insight from current employees and subcontractors, as well as an opportunity to outline what Ventia has to offer and how they can join our team to deliver a high-quality service to the people of South Australia."

