

## Future AGFMA Newsletter #2

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 background about the Future AGFMA, refer to the [Future AGFMA Newsletter #1](#).

### Ventia Systems Training

The Future AGFMA includes a new and improved ICT system solution (Panorama) which will be provided to Participating Agency representatives and the engaged contractor network including many of the same contractors who work on the AGFMA today.

Ventia will commence training Participating Agency users from 1 November 2021. Training will be a combination of self-conducted training via online guides and videos, and Webinars with live instructions/answers. Invites and registration information will be provided to Participating Agencies during the week commencing 25 October 2021.

The following [Ventia](#) Newsletters also provide information on upcoming training:

- [Future AGFMA – Ventia Update Issue 1 - 15 October 2021](#)
- [Future AGFMA – Ventia Update Issue 2 - 18 October 2021](#)

The following Ventia system demonstration videos are also available for users to familiarise themselves with the new system:

- [Panorama System Overview](#): demonstrates the system capabilities within Panorama (Ventia's ICT solution);
- [Panorama – Create Service Requests](#): demonstrates how to log Service Requests (Maintenance Requests) with the Ventia Contact Centre.

### Fact Sheets

Fact Sheets are being used to provide information on key Future AGFMA topics. The following Fact Sheets have been published or updated on the [Existing AGFMA Website](#) and [Future AGFMA Website](#):

1. [Service Delivery Plan Continuation for 2021-22](#) <sup>NEW</sup> – provides information regarding the Service Delivery Planning (SDP) and Budget continuation from 1 December 2021 for the remainder of the 2021-22 service delivery year.
2. [ICT Security and Solution Evaluation](#) <sup>NEW</sup> – provides information regarding the Information and Communications Technology (ICT) requirements and security provisions required under Ventia's contract from late 2021.



3. [Existing AGFMA Systems](#) <sup>NEW</sup> – provides information regarding the management of the existing AGFMA Systems (FAMIS and SAMIS) pre and post 1 December 2021.
4. [Soft Facilities Management & Building Maintenance](#) <sup>UPDATED</sup> – provides information on work types categorised as Soft FM (Out of Scope) or Core Asset/Agency Nominated Asset Building Maintenance Services (In Scope) under the Future AGFMA as well as next steps for Participating Agencies and Sub-Contractors.
5. [Agency Participation](#) <sup>UPDATED</sup> – provides information regarding Agency Participation in the Future AGFMA.
6. [Data Validation](#) <sup>UPDATED</sup> – provides information on Data Validation process Ventia is undertaking from late 2021.
7. [Inflight Works](#) <sup>UPDATED</sup> – provides information regarding the logging of work request and subsequent management of Inflight Works during the transition to the Future AGFMA.
8. [Services Scope – Sites and Assets](#) <sup>UPDATED</sup> – provides information regarding sites and assets that are serviceable under the Future AGFMA.

More Fact Sheets are being developed, including:

- Future AGFMA Pricing for Services;
- RASCI (Roles and Responsibilities);
- Future AGFMA Priority Regime;
- Security Clearances and other Site-Specific Requirements;
- System Decommissioning;
- Ventia Long Term Planning Obligations for Participating Agencies (5yr, 20yr plans, etc.).

## Service Delivery Plans Process 2021/22

Ventia will deliver Participating Agencies' approved Service Delivery Plan (SDP) and Technical Data Sheets (TDS) from 1 December 2021 until 30 June 2022. Ventia will host and manage the existing SDP content in their system from 1 December 2021, and Participating Agencies should approach their Ventia contact for any alterations or enquiries from this date. For more information, please see the Fact Sheet - [Service Delivery Plan Continuation for 2021-22](#).

## Service Delivery Plan Process for 2022/23

From 1 July 2022, Ventia will be responsible for the 2022/23 SDP and Budget cycle and will be responsible for bringing and maintaining their own servicing schedules. There will be elements very similar to the current processes (annual plans etc.), however some aspects will be different (i.e., changes in asset terminology). Additionally, Ventia will develop long term SDPs, detailing strategies to optimise assets, using AGFMA data, and will be used to develop the annual plans.

The [Service Delivery Plan Continuation for 2021-22](#) Fact Sheet contains a section about the 2023-23 Service Delivery Planning process.





## Data Validation Program

Ventia has commenced a one-off Data Validation Program where it must visit all AGFMA In-Scope sites and validate the data. The purpose of this Program is to deliver more accurate and complete asset information. To deliver the Data Validation Program, Ventia will communicate with the nominated agency representative for the respective sites to confirm site access arrangements. For more information about this Program, please see the Fact Sheet - [Data Validation](#).

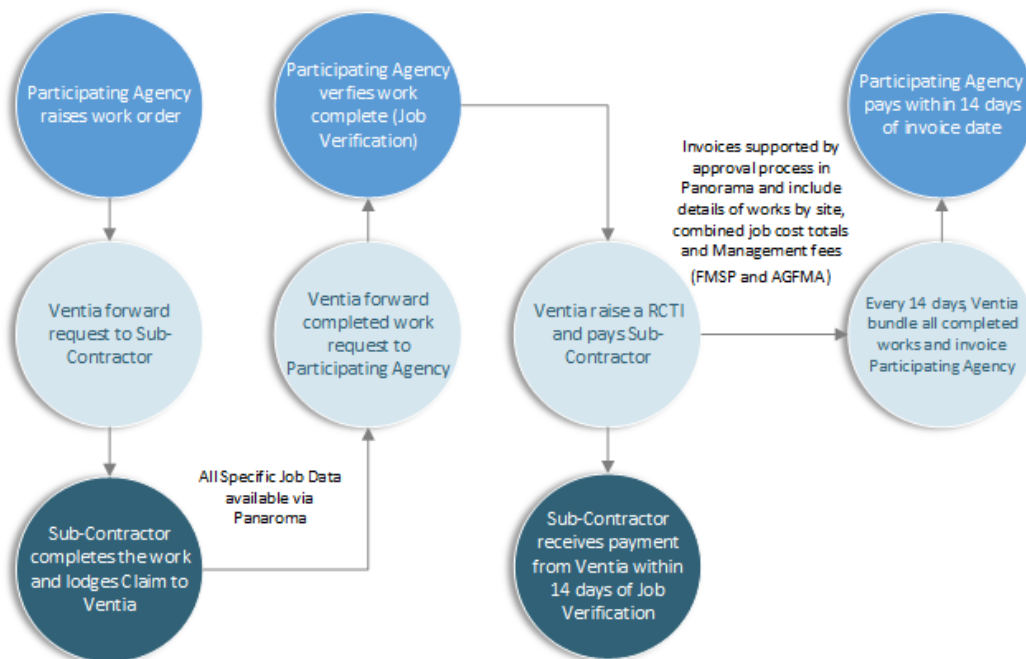
## Memorandum of Administrative Arrangement

Earlier this year, the Department for Infrastructure and Transport (DIT) executed a MoAA with Participating Agencies of the existing AGFMA. The MoAA replaced the Service Level Guideline (SLG) and addressed findings of various reviews and audits which identified that there were no signed agreements between DIT and Participating Agencies which clearly outlined roles and responsibilities of the Parties.

To underpin Cabinet's approval of the Future AGFMA and to support the new operating model, a revised MoAA has been developed to ensure continued transparency and agreement of roles and responsibilities under the Future AGFMA. The MoAA includes additional information on roles and responsibilities, Key Performance Indicators, the Priority Regime and Costing Model for each Participating Agency. The Chief Executive (or nominated Delegate) of all Participating Agencies will be invited to execute the MoAA from late October 2021.

## Billing and Invoicing Process

The Invoice process is detailed in each Participating Agencies' MoAA. The below image depicts the high-level process of raising a work order, and how these are bundled together in a consolidated invoice.



## Breakdown Priority Regime

The Future AGMFA includes a revised Priority Regime for Breakdown Maintenance. The changes for the new Priority Regime are outlined below.

Existing AGFMA		Change	Future AGFMA	
Priority Level	Response Time		Priority Level	Response Time
P1	< 45 mins	<ul style="list-style-type: none"> <li>Response time increase by 15 minutes</li> <li>Priority works with 2 hr response time have ceased (this is a minor change which only accounted for 3% of all previous work order requests).</li> </ul>	P1	< 1 hr
P2	< 2 hrs		P2	< 1 day
P3	< 1 day	<ul style="list-style-type: none"> <li>No change in response time</li> <li>No change in call out fee anticipated</li> </ul>	P3	< 5 days
P4	< 5 days	<ul style="list-style-type: none"> <li>No change in response time</li> <li>No change in call out fee anticipated</li> </ul>	P4	50% within 5 days 50% within 30 days
P5	< 30 days	<ul style="list-style-type: none"> <li>No change in response time</li> <li>No call out fee – no change</li> </ul>		

## Inflight Works

This concept was detailed in the [Future AGFMA Newsletter #1](#).

This is a reminder that Participating Agencies should continue to raise work orders for planned works (Minor Works, Replacement Refurbishment and Small Construction Work) as per normal processes for project/planned works.

DIT has established a Project Triage Team (PTT), and members meet weekly to assess inflight projects/works for appropriate allocation to a FMSP. During November 2021, the PTT will closely monitor works 'logged' in FAMIS, but which are 'not yet started' and will liaise with the relevant Participating Agency to reconcile jobs which can be closed/deleted.

In early December 2021, a final list of jobs raised in FAMIS which have not yet been actioned will be sent to Participating Agencies advising that the job will be closed/deleted. Where the job is still required, Participating Agencies will be required to raise the work order as a 'new job' in Ventia's ICT system.

For more information, please refer to the [Inflight Works Fact Sheet](#).



## Decommissioning of FAMIS/SAMIS

Please note that as of 1 December 2021:

### SAMIS access

- There will be limited read only access for a short period of time (end of January 2022); and
- All data will be archived and will be available in specific circumstances only.

### FAMIS access

- Access will no longer be available to raise jobs for Participating Agencies;
- Access will only be provided to close jobs; and
- Reporting will be made available to Participating Agencies.

A System Decommissioning Fact Sheet is being developed to detail this.

Further information can be found on the [Existing AGFMA Systems](#) Fact Sheet.

## Useful information and links

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

Agency Representatives are encouraged to [subscribe for updates](#), as more information becomes available over the coming weeks.