

Future AGFMA Participating Agency Frequently Asked Questions

AUDIENCE

All Participating Agency Stakeholders who are involved with and or support the facilities management activities for agencies under the Across Government Facilities Management Arrangements (AGFMA).

The below includes general questions divided into topics. These have been raised by Agency Representatives by email and at the Ventia introduction roadshows held in August and September 2021.

SYSTEM / TECHNOLOGY

Q1. What systems will Ventia be introducing?

Ventia's Works Management System is a comprehensive system that provides Asset Management capability across many functional areas including:

- Logging of service requests;
- Monitoring of service requests;
- Contract Centre service request triaging and allocation of service requests to Sub-Contractors;
- Works Management functionality for Sub-Contractor administration and allocation of service requests;
- Mobility App for the receipting and completion of jobs in the field;
- Works Management functionality for Sub-Contractor administration for billing of service requests back to Ventia;
- Reporting functionality;
- Asset Management functionality for planned/preventative works;
- Life-cycle Asset Management capability; and
- Small Construction Works (Capital Projects) management.

The system is a single source of truth and provides a one stop shop for all requirements.

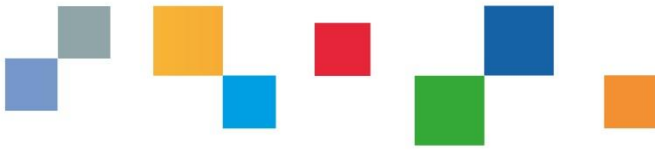
The system is SAP based.

A video is available in the below link that provides an overview of the Panorama system.
<https://vimeo.com/599915523/6fa2f78e4e>

Q2. Will live dashboard activity be able to be viewed from a portal and mobile application?

Yes, a series of real time reports will be able to be viewed. Further system functionality information will be provided by Ventia during the training. There will be further videos





detailing specific aspects of the Panorama systems provided over the next week. Please keep a look out for them.

Q3. Will the new system be a combination of data repository, performance reporting, work order management, financial reporting?

Yes, the detail is included above.

Q4. Does it have the historic FAMIS/SAMIS data?

Asset Data currently located in FAMIS and SAMIS has been provided for the Ventia system. In addition, DIT is archiving all historic data if it is required at any point in time.

Q5. Will I have access to multiple sites in the system? How is user access managed?

Agencies will determine which sites users (site representatives) will have access to in the system, including where a user needs access to multiple sites in the system. This level of access will be determined by your 'persona' (e.g. logging jobs, approvals, financial etc.). Access can be managed at Agency, customer or site(s) level, as nominated during the data collection. Changes in user access will be managed through Ventia by Business-As-Usual processes that will be communicated in the training in November.

TRAINING

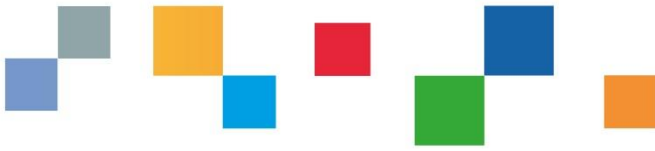
Q1. When will system training commence and what will it look like?

Training on systems will commence from 1 November 2021. Training sessions will be based on the user access requirements, from 'How to Log a Work Request', to 'How to Monitor a Work Request', to 'Using the Panorama Reporting Platform'. Importantly, the systems are very intuitive.

The training provided will be a mix of online sessions involving step-by-step slide presentations and videos. System users will have access to the training materials, designed as a quick reference guide, to help users walk their way through the steps as they learn the system. Refresher sessions will also be conducted during November and into December to provide continued support. Further, materials will remain available for new user as the AGFMA continues to operate.

In addition, the contact centre is available as part of the Future AGFMA and can be used where required.





AGENCY PRIORITIES

Q1. Will a priority system still be in place?

All maintenance jobs will be classified into a Priority Level (1 – 4) based on the criticality of the job at the time the request is logged into the Ventia system called 'Panorama Mobile'. A Fact Sheet will be made available on the Future AGFMA website to provide further information on the new priority system. Importantly, this fact sheet will include examples on how the Priority System works in practice.

Q2. How will priorities be managed?

Critical or urgent requests (Priority (P1)) will also be able to be placed over the phone via Ventia's contact centre or using the system as detailed above. Once the maintenance requests are received, Ventia's contact centre staff and operations team will review the request and allocate the work to the most appropriate Sub-Contractor to attend and complete the maintenance work in the timeframe agreed.

SERVICE DELIVERY

Q1. Will we still have access to local Facilities Managers? And will they be dedicated Agency leads?

Ventia's Facilities Managers will be known as Service Delivery Leads (SDL's). You will have access to this team, they will be assigned and aligned to specific Agencies/Agency Groups.

Q2. Will we have visibility and or notification of when Sub-Contractors are on site?

Yes, this will occur through the system detailed above.

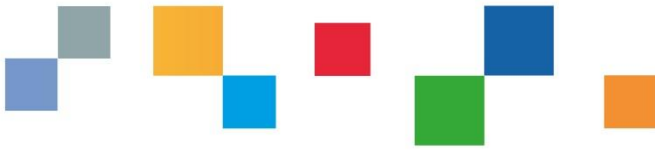
Q3. Will work orders be bundled to manage site attendance more appropriately?

Yes, where possible, work orders will be bundled. Priority Jobs (P1's and P2's) will need to be responded to immediately based on the KPI response times for these work orders, however Ventia will ensure that as much as possible, bundling occurs for P3's, P4's, Preventative Maintenance and Project works.

Q4. Will we have oversight of future work schedules?

Planned/Preventative Maintenance work schedules will be shared with the Agencies/sites via the system detailed above.





ASSET MANAGEMENT

Q1. Are the mandated and non-mandated services being revised?

Yes, under the Future AGFMA, assets will be categorised into the below categories:

- Core Assets,
- Agency Nominated Assets or
- Out of Scope Assets.

Q2. Will the current preventative maintenance schedules (Service Delivery Plans – SDLs) continue past 1 December 2021?

Yes. The current Service Delivery Plans will remain in place until June 2022. Ventia will deliver the current preventative maintenance schedule until this time and develop new Service Delivery Plans with you from early 2022 to come into place for the 2022/2023 service delivery year.

Q3. How will assets be identified?

Through QR codes that will be applied to all assets through a Ventia led Data Validation Program completed over an 18-month period from 1 December 2021. The Data Validation activities have commenced early, with audit teams on site from 5 October 2021. Agencies and their Site representatives will be contacted to make arrangements for access to facilities based on the Data Validation Program that has been completed for the initial 3 months through to 31 December. This Plan will continue to be developed and rolled out progressively over the 18-month period.

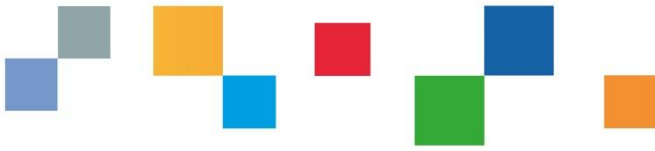
Q4. Can Participating Agencies list non AGFMA assets (out of scope assets) on the system to be provided by Ventia?

Yes. This is an option, the process for scoping these requirements will occur between Participating Agencies and, during the Transition-In phase of the Future AGFMA (or at any time required). This register will need to be solely maintained by the Participating Agency if this service is elected.

Q5. What about Agencies that are creating their Asset Management policy and framework now?

That work can and is expected to continue. The presence of an effective Agency Asset Management Strategy will be extremely important for all benefits of the Future AGFMA to be realised. DIT is currently working on a number of improvements to the Strategic Asset Management Framework (SAMF), which will be communicated once finalised. As part of the Future AGFMA Ventia will provide support and data that will assist in the development of Agency Strategic Management Plans.





Q6. Will the Technical Data Sheets/Schedules (TDS) be maintained?

Ventia will introduce similar service schedules to ensure that quality works occur, and legislative standards are met. The existing DIT led TDS will remain in place until the end of the 2021/2022 service delivery year at which point from then on, Ventia will be required to maintain service standards.

PROJECT DELIVERY

Q1. How are projects managed?

Ventia will manage projects in line with their Project Management Framework. A feature of the Future AGFMA is that Ventia have a dedicated Project Management Office which is designed to manage higher value/complexity (as it related to the AGFMA) projects. In addition, there are a series of strict KPI's relating to project delivery in the overarching contract.

Q2. How are projects logged?

Projects will be logged through the Ventia system.

SUB-CONTRACTORS

Q1. Will it be easier for local (regional) suppliers to be used?

Ventia must ensure, as far as reasonably practicable, that work is completed by local Sub Contractors. This is a contractual requirement.

Q2. Can agencies still request preferred contractors?

Sub-Contractors can be recommended by Agencies. The Agencies recommendation will be taken into account along with elements from the Ventia contractor ranking system which includes an assessment on contractor capacity, capability, previous performance, prices, skill base and knowledge of the asset or location to which the work order relates.

Q3. Will new suppliers have opportunities to join Ventia?

Yes, Ventia is actively encouraging new suppliers, with many already registering to become pre-qualified and a part of the future service delivery arrangements. Ventia needs to understand the final outcome of the pre-qualification for existing suppliers and will supplement the service delivery model with new suppliers.

SOFT FM SERVICES

Q1. How will soft FM services be managed in the Future AGFMA?

Agencies are encouraged to refer to the 'Soft FM and Building Maintenance'.

