

## THE FACILITIES MANAGEMENT INFORMATION SYSTEM (FAMIS)

### Introduction

Facilities Management Information System (FAMIS) is a computerised information system designed to support the Government's Facilities Management (FM) arrangements.

The FM arrangements outsource the maintenance and minor construction works of government buildings to two FM service providers. Spotless Pty Ltd (Spotless) a private company, and DPTI Facilities Services (Facilities Services) a government entity.

The designated location assets covered by the arrangements are used by government agencies and are located within the greater Adelaide metropolitan area, stretching from Gawler in the north to Christies Beach in the south and Regional South Australia.

The on-line system is designed to provide information to both Facilities Management service providers and the government agencies that use the system. Both parties are able to track work requests from the time they enter the system until the work has been completed and the Facilities Management service provider has been paid, with the associated charge passed on to the agency that requested the work.

### Database Content

The information, which supports FAMIS, is sourced from three databases:

- A local database containing billing and budget details (FAMIS)
- The Strategic Asset Management Information System (SAMIS) database to supply the physical structure of a designated location
- The Maintenance and Construction System (MACS) database to record the work request, FM and agency details.

### Graphic User Interface Facilities

The Graphic User Interface (GUI) FAMIS software installed on the clients PCs provides the following access to FAMIS:

#### 1. Work Requests

Requests are entered through the GUI interface for work that must be completed in a relatively short time (unplanned), over an extended period (planned) or for a whole year (scheduled).

- Unplanned work requests are typically for breakdown services or structures and require response ranging from 30 minutes or up to 30 days.
- Planned work requests are usually for higher costs of work that include expensive equipment or construction work, which will take several weeks or months to complete.
- Scheduled work requests are typically for a complete year and involve the cleaning and security of buildings or testing of equipment at a regular time (daily, weekly or monthly, etc) and preventative maintenance schedules.

#### 2. Job Tracking

After the work requests are entered they can be monitored. The history of all requests for a site or building is available to an agency or FM service provider. The information available shows the type of work and a description of what this entails, plus other information including the person who entered the request and when it was entered. It also shows the associated billing information for each work request.

### 3. Approvals

When the work is completed the FM service provider will claim for the cost of the work against the agency, which requested the work. This is presented to the agency for their delegate to certify that work has been completed and approve the payment, or to dispute the claim based on unsatisfactory work or level of payment being requested.

### 4. Invoicing

On a regular basis, usually twice a month, the FM service providers ask for payment of all approved work request claims. This involves the FM service provider selecting all approved work request claims and assigning an invoice number to these claims. A tax invoice is presented to the FM through the FAMIS GUI interface. The tax invoice is authorised by the FM service provider to acknowledge that they accept the value to be paid, including management fees and GST.

Transactions are generated from FAMIS to the government accounting system known as 'Masterpiece'. These transactions are used to pay the agreed amount to the FM service provider and to bill each agency that has approved the payment of the work requests. Several supporting reports are produced and emailed to the FM service provider and agency to detail the work requests included in the period invoiced.

## Other Functions

There are several other functions available with the FAMIS GUI interface.

These include the following:

- Lists of all work request claims for a site or building
- Release of planned or scheduled work requests after an agency agrees to continue with the request
- A detailed display of the scheduled work requests
- Budget for planned and scheduled work requests.