Dear Colleagues,

This email is an update on the Archibus Implementation Project, UQ’s Enterprise Facilities Management System.

Property & Facilities Division (P&F) is responsible for the effective management of the University’s estate and to improve related systems and processes the University has purchased “Archibus”.

Archibus will provide a high quality platform that will include a range of integrated modules for the management of space, real estate, fleet and assets.

We are currently implementing the Service FM module which will manage not only maintenance work requests but also any requests for other Property and Facilities services including cleaning, pest control, waste and furniture. Please refer to the attached document which outlines the process and benefits of this module.

As part of this implementation process, we are establishing a system of nominated users for each organisational unit who will be responsible for logging service requests. This system of nominated users will also be established in all faculties and schools.

To this end, can you please review the attached spreadsheet and allocate who you require to be the Nominated User/s for your organisation unit and/or physical location. For each Nominated User/s, please include their name, UQ user name, e-mail address and phone number. These details will be published on the ARCHIBUS project website.

**Role of Nominated Users**

- Will log all service requests for the organisational unit
- Approve user funded service requests
- Act as Organisational Unit communication point for service requests

Training sessions will be provided to all Nominated Users at the beginning of 2014 and administered through UQ Staff Development.

Can you please review and send through any updates to Christina Balmori via e-mail, c.balmori@pf.uq.edu.au, by 19 August 2013.

For more information on the ARCHIBUS project please click on the link for [project website](#).

Kind regards,

*(Christina Balmori on behalf of)*

Geoff Dennis  
ARCHIBUS Project Director  
Deputy Director, Property & Facilities Division
Dear Colleagues,

In our recent meeting regarding the implementation of ServiceFM, the ARCHIBUS module that will replace our current work order system, we discussed the process of Nominated Users who will be responsible for coordinating and logging service requests for each organisational unit.

As part of this implementation process, we are reviewing the existing system users within your organisational unit and their physical location. Attached is a spreadsheet listing these users and the space.

To this end, can you please review the attached spreadsheet and allocate who you require to be the Nominated User/s for your organisation unit and/or physical location. For each Nominated User/s, please include their name, UQ user name, e-mail address and phone number. These details will be published on the ARCHIBUS project website.

**Role of Nominated Users**

- Will log all service requests for the organisational unit
- Approve user funded service requests
- Act as Organisational Unit communication point for service requests
- Please also refer to the attached document which outlines the process and benefits of the Service FM module

Training sessions will be provided to all Nominated Users at the beginning of 2014 and administered through UQ Staff Development.

Can you please review and send through any updates to Christina Balmori via e-mail, c.balmori@pf.uq.edu.au, by 19 August 2013.

For more information on the ARCHIBUS project please click on the link for project website.

Kind regards,

*(Christina Balmori on behalf of)*

Geoff Dennis
ARCHIBUS Project Director
Property and Facilities Division will replace its existing work order system, PROFIT, with the ARCHIBUS Building Operations module, ServiceFM. The ServiceFM module links to UQ’s existing ARCHIBUS Space and Property modules utilising location and employee data. ARCHIBUS web central allows users to create and manage service requests anytime, anywhere. Internal and external service providers will have the ability to access, update and close out their work orders.

Benefits

- More transparent work request process.
- Improved tracking of work request status.
- Workflows that can be customized to allow work requests to be prioritized, authorized or routed based on client, location or problem type.
- System identifies same issue work requests to avoid duplication.
- Attach documents to requests.
- Ability to view and/or mark floor plans with more information.
- Better management reporting across UQ building portfolio.
- Ability to identify reoccurring defects in the same location.
Service Requests

Service requests that will be processed in ARCHIBUS will include:
- Maintenance
- User Funded Requests
- Locks and keys
- Electronic security
- Cleaning
- Pest control
- Furniture
- Minor works projects.

Nominated Users

Property and Facilities Division will restrict access to ARCHIBUS web central system only to nominated users to allow them to create and track service requests using the web portal. UQ currently has an extensive network of staff within the University who raise and manage service requests on behalf of their organisational units.

The benefits of nominated users include;
- Direct routing – requests can flow directly to trade supervisors for processing, bypassing review stage.
- Increased control of user funded requests – P&F will accept user funded work only from nominated users reducing likelihood of unapproved work and incomplete documentation.
- Improved tracking of service requests – view requests raised by nominated users, building and organisational unit.
- Efficient raising of service requests – ARCHIBUS retains user information including contact details, work location and organization unit, so there is no need for user to re-enter.

Nominated users will be trained in ARCHIBUS in;
- How to create a service request,
- Identify the correct problem type,
- Correctly describe the problem,
- Recording the problem location,
- Check status of open service requests
- What is defined as user funded maintenance work and user funded workflow.