Implementing ARCHIBUS UQ Case Study

Gordon Scott • TEMC 2016 • Property and Facilities Division • The University of Queensland





Property & Facilities Division

About

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»Workers

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»Trades

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»Reports

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Welcome to WCC

For system support contact P&F IT on:

Phone: (07) 3365-7590

Email: computersupport@pf.uq.edu.au

Your password will expire on 16/02/2022

Your Applications

http://wcc.pf.uq.edu.au/

http://asbestos.pf.uq.edu.au/

http://adminmodule.pf.uq.edu.au/

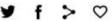
http://wccrequest.pf.uq.edu.au/

http://fireevacplans.pf.uq.edu.au

Welcome Darrell Naylor.

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TOP DEFINITION



ARCHIBUS •

Facilitites management software, providing a range of integrated modules to help UQ manage their space, real estate, fleet and infrastructure assets.

Cited as leader in Gartner Magic Quadrant for Integrated Workplace Mangement System

by Gordon Scott July 17, 2016







5.	Short listed vendors are invited to demonstrate their solutions and may be invited to take place in a formal evaluation.	***
6.	A Steering Committee is established of suitable senior staff and meets regularly throughout project to review project reports (incl. project risks) provided by the Project Manager.	***
7.	A Project Manager is appointed to manage the project, project staff and report regularly to the Project Steering Committee.	***
8.	The system owner is responsible for sign-off of the User Requirements Specification and ensuring User Acceptance Testing is undertaken prior to and final sign-off on satisfactory completion.	***
9.	That the Project Steering Committee with Legal Office input undertakes a review of a contract with successful/approved vendor to ensure that the University's interests are adequately protected.	***
10.	A formal contract is executed with the successful vendor.	****

Key: Control Effectiveness

Well controlled – no findings or recommendations Generally acceptable – some procedural or control deficiencies ***

Unacceptable – significant procedural or control deficiencies Non-existent – no procedural or managerial control

FINDINGS, RECOMMENDATION AND CONCLUSION

4.1 FINDINGS

Based on the assessment and discussions held with key Project staff, the key controls over the Project were found to be in place and operating development of the effectively.

4.2 RECOMMENDATIONS

Finding		Recommendation	Priority
1.	Nil	A7 7	2
	2		

Key: Priority of Recommendations

Serious weakness which exposes UQ significantly in its ability to achieve business objectives or financial results, or is a significant Priority 1 threat to its reputation Weakness in internal control or effectiveness, which if ignored, is Priority 2

likely to lead to undermining the internal control framework Weakness in procedure or business practice which would benefit Priority 3

the operation if corrected

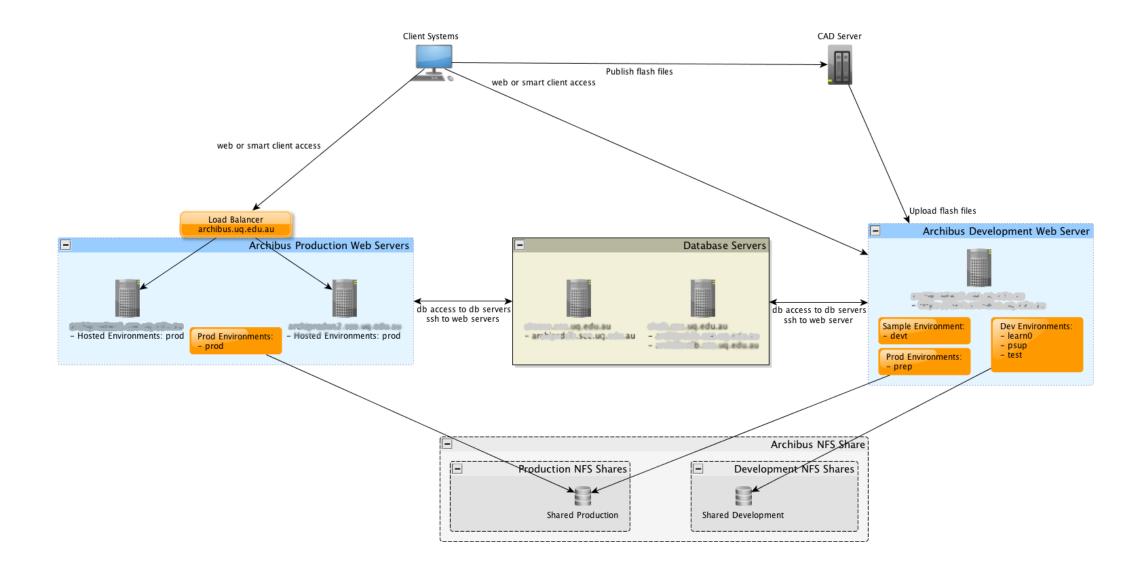
4.3 MANAGEMENT RESPONSES

Finding	Management Response	Agreed Resolution Date	
1.			

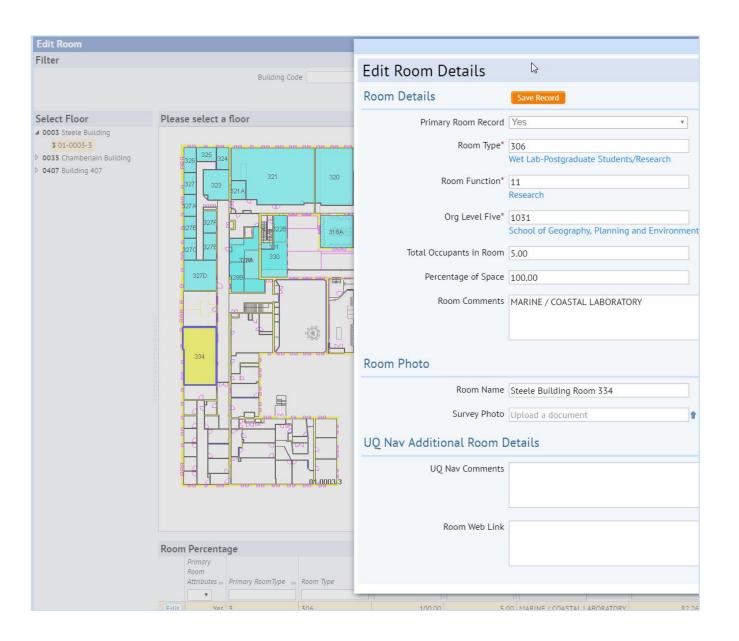
4.4 CONCLUSION

ARMS is satisfied that internal controls over the Project were adequate to ensure that due process was carried out.

Report no: 2011/35 Page 10 of 10



Space Management



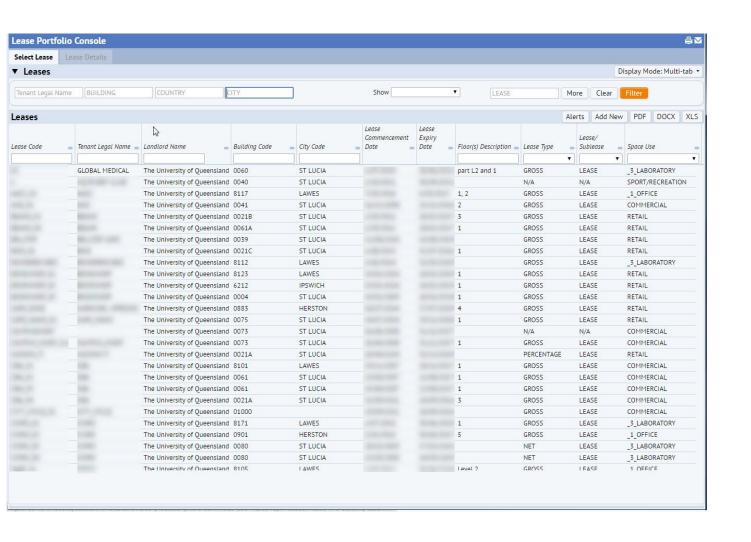
Issues

- Space editors unaware of room numbers
- Organisation structure
- Training University users

Worked Well

- Experienced Space Manager, user group
- Good data and processes

Property Management



Issues

- Poor Data
- Locating a lease
- Staff turnover

Worked Well

- No previous system
- Decisive staff

Fleet Management

Property and Facilities Fleet Report

Vehicle Report 01 January 2015 - 31 December 2015

Vehicle Registration: UQO11

Custodian: JOHN GRAHAM (UQJGRAHA)

Vehicle Make: TOYOTA

Vehicle Model: CAMRY HYBRID AVV-50R-DEXDBQ

Vehicle Body Type: HYBRID SEDAN

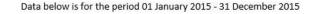
Vehicle Colour: WHITE

Fuel Type: UNLEADED

Organisational Unit: Fleet Services (Property and Facilities)

Date of Purchase: 30 April 2012 Cost of Purchase: \$26,424.00 Age: 3.7

Last Known Odometer Reading: 81,086



Cost Report

Service Cost: \$1,303.80

Fuel Cost: \$1,487.78

Registration: \$702.20

Sum Cost: \$3,493.78

Running Cost per K's: \$.17

Data Report

Kilometres travelled: 20,469

Start Kilometre: 50,309

End Kilometre: 70,778

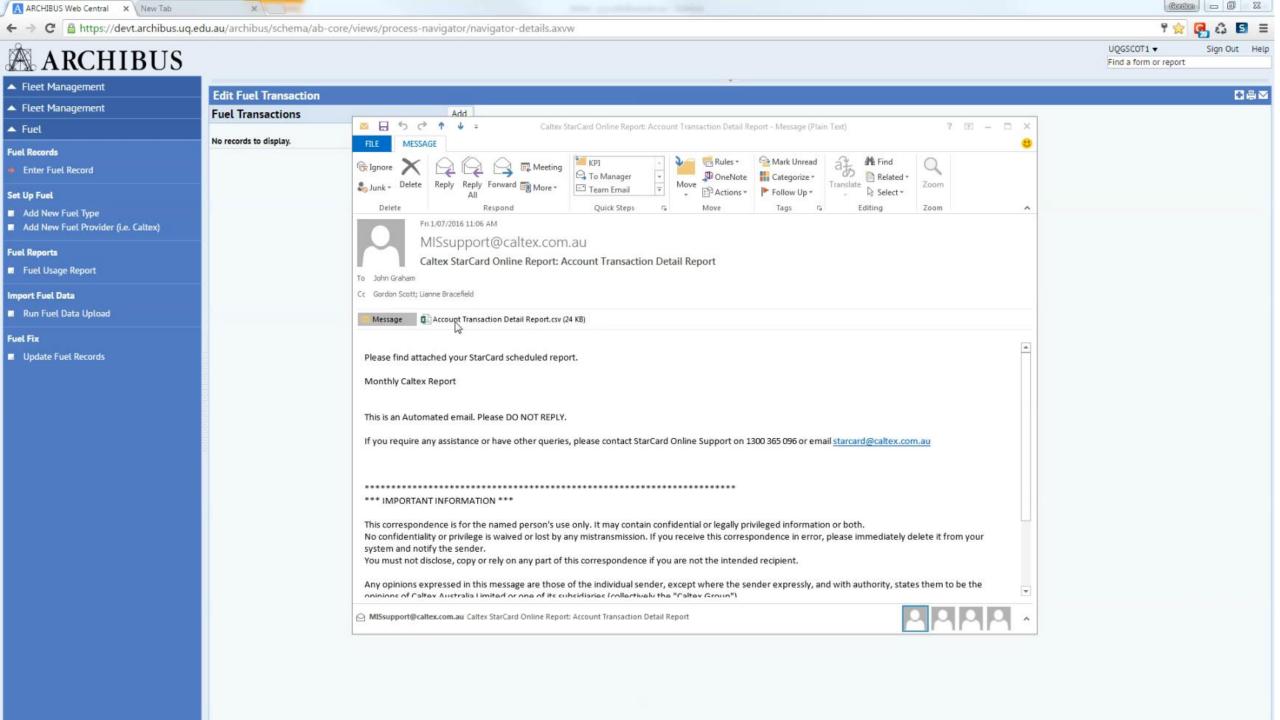
Total Days: 364

Kilometre per Day: 56.23

Fuel Litres per 100k: 5.73







MANCHIDUS

Show Clear Sign Out

Emergency Evacuation Plans and Diagrams

0020

0021A

Emergency Evacuation (EE) Plans denote the emergency evacuation procedures for buildings and all UQ sites.

Emergency Evacuation Diagrams show the location of fire equipment and exit routes for each building. These diagrams are placed in strategic areas within UQ buildings. The EE Plans and Diagrams are in compliance with the Building Fire Safety Regulations 2008 (Qld).

Global Change Institute Building

Union Building

	Site Code Site Name	Emergen	cy Plans	Building Code Building Name		
	Date Uploaded From			Date Uploaded To		
PDF						
Building Code	Building Name	Document Name	Description	 Date Uploaded 		0
0001	Forgan Smith Building	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0002	Duhig Tower	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0002	Duhig Tower	Emergency Plan	Emergency Plan	3/03/2016	View PDF	
0003	Steele Building	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0003	Steele Building	Emergency Plan	Emergency Plan	3/03/2016	View PDF	
0003A	Steele Hut Space Bank	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0003A	Steele Hut Space Bank	Emergency Plan	Emergency Plan	16/12/2014	View PDF	
0004	Bookshop	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0004	Bookshop	Emergency Plan	Emergency Plan	29/01/2015	View PDF	
0005	Richards Building	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0005	Richards Building	Emergency Plan	Emergency Plan	16/12/2014	View PDF	
0006	Physics Annexe	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0006	Physics Annexe	Emergency Plan	Emergency Plan	3/03/2016	View PDF	
0007	Parnell Building	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0007	Parnell Building	Emergency Plan	Emergency Plan	3/12/2014	View PDF	
0008	Goddard Building	Emergency Diagram	Emergency Diagram	3/02/2015	View PDF	
0008	Goddard Building	Emergency Plan	Emergency Plan	3/12/2014	View PDF	
0009	Michie Building	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0009	Michie Building	Emergency Plan	Emergency Plan	1/02/2016	View PDF	
0011	James and Mary Emelia Mayne Centre	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0011	James and Mary Emelia Mayne Centre	Emergency Plan	Emergency Plan	3/12/2014	View PDF	
0012	Duhig North	Emergency Diagram	Emergency Diagram	15/07/2015	View PDF	
0012	Duhig North	Emergency Plan	Emergency Plan	3/12/2014	View PDF	
0012A	Duhig Link	Emergency Plan	Emergency Plan	3/12/2014	View PDF	
0012A	Duhig Link	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0014	Sir Llew Edwards Building	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0014	Sir Llew Edwards Building	Emergency Plan	Emergency Plan	4/08/2015	View PDF	
0017	Learning Innovation Building	Emergency Diagram	Emergency Diagram	18/11/2014	View PDF	
0017	Learning innovation Building	Emergency Plan	Emergency Plan	17/12/2014	View PDF	

Emergency Plan

Emergency Diagram

3/12/2014

18/11/2014

Emergency Plan

Emergency Diagram

View PDF

View PDF

Find a form or report

Floor Plans Construction Floor Plan Report Print Building Floor Plan Report Room Type

Faculty/Institute/Division org2 School/Section org3 Sub Section org5 Dynamic Floor Plan Locate Room

Space Key Reports

Totals By

Site Bld Floor Room - GFA and UFA Organisation Unit - UFA and Rm Area

Multiple Selection

All Room Data - Multiple Filters All Building Data - Multiple Filters Theoretical Occpancy

Favorites

Drag a task here to add.

Space - PF Reports

Refurbishment Register

曲

Flood Level Data Building Information and Photo TEFMA Space Operational Control Report UQ Asbuilt Search (Drawview) Stack Plan Org Unit by Building Building Summary Report (3 per Page) Search and View Service Request

Process Metric Scorecard Bucket

Metric	Current	Change	Change Per Year	% of Target	Trend
Building efficiency TEFMA (UFA/TEFMA GFA)	78	0	78	78	
All GFA (by month)	919,783	7,154	919,783	108%	
TEFMA GFA (by month)	793,981	826	793,981	87%	<u></u>
Work Completed (by month)	2,438	106	279	98%	
Work Requested (by month)	2,542	150	158	102%	
Number of UQ Used Bldgs (by month)	631	3	631	631	
UQ Maintained GFA (by month)	874,438	0	874,438	109%	-

Dashboards

Faculty Level

Faculty Institute Division UFA Summary

School Level

School Section UFA Summary

Building

Building Summary

Stack Plans

Organisation Unit 5 Primary Room Type **Primary Room Function**

Other

Highlight Rooms org 2 and org 3

ServiceFM Service Request

Submit Service Request

Create Service Request

Managed Saved Service Request

User Funded

Approve User Funded Service Request

Search Service Request

Search and View Service Request



Request for Proposal

for

Supply and Delivery of Archibus On Demand software module with associated services to The University of Queensland

Dated: 19/03/2013



This document is strictly confidential to The University of Queensland. You must not disclose or provide this document to any person, other than to persons engaged in the preparation of your proposal. You may only use it for the purpose of responding to this

SERVICE FM

Client Feedback

- Bill shock user funded work
- No visibility of logged work requests
- If you need service from P&F don't know who to contact



Property and Facilities Division

Meeting Date: 31 January 2013

ISSUE - PF Assists role in logging, reviewing and assigning service requests

- ARCHIBUS has the ability to route work orders directly from the client to the Supervisor based on problem type and location.
- Maintenance requests are currently reviewed by PF Assist and requests generally require communication with the client if the information is inadequate or incorrect.

RECOMMENDATION

Service requests are to be routed from the nominated client user direct to the maintenance/services supervisor.

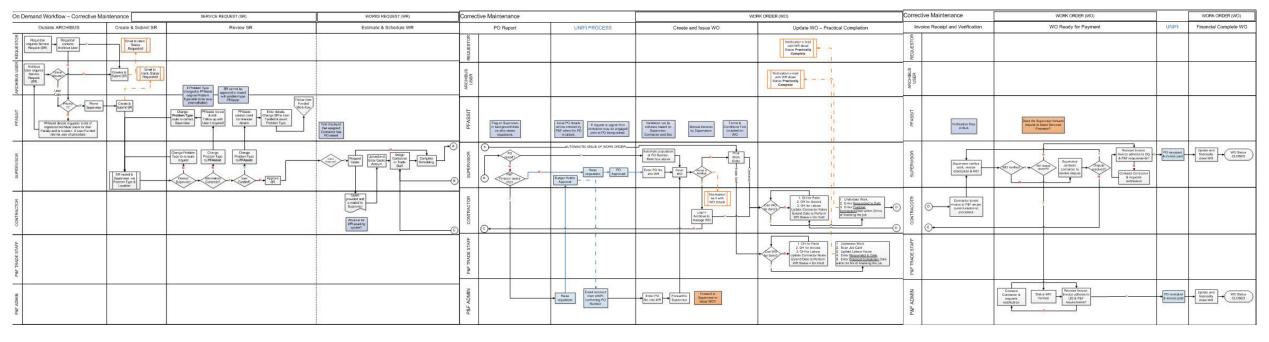
ACTION REQUIRED - To be added to Archibus Issues Register

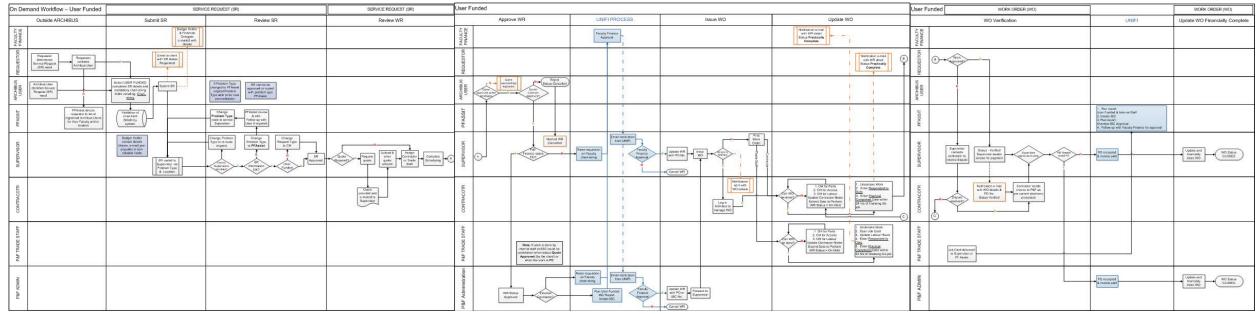
OPTION 1 - OPTION 1 - CORRECTIVE MAINTENANCE - STATUS QUO

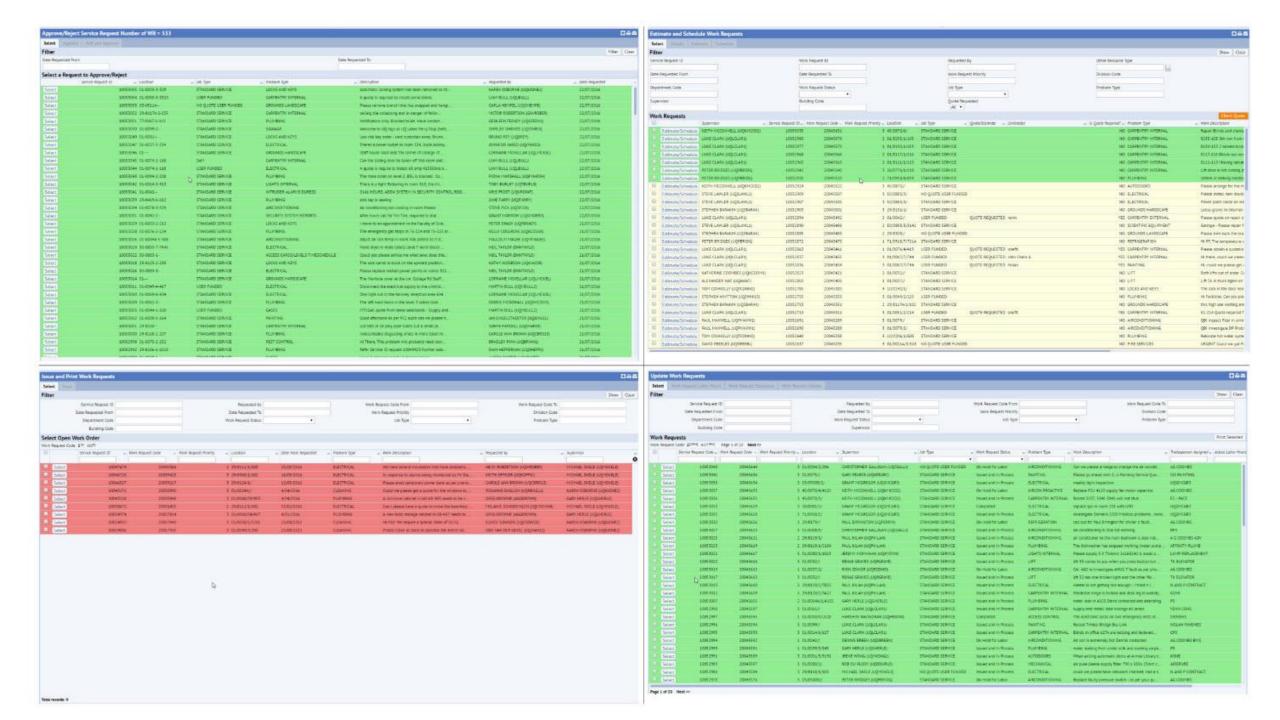
- PFAssist continue to log all service requests received by phone and e-mail and communicate with client if required.
- PFAssist continue to review the information in the works description for service request logged on-line and communicate with the client if further information is required.
 Use Archibus to assign all service requests to the Supervisors (Trade and Institutes) based on

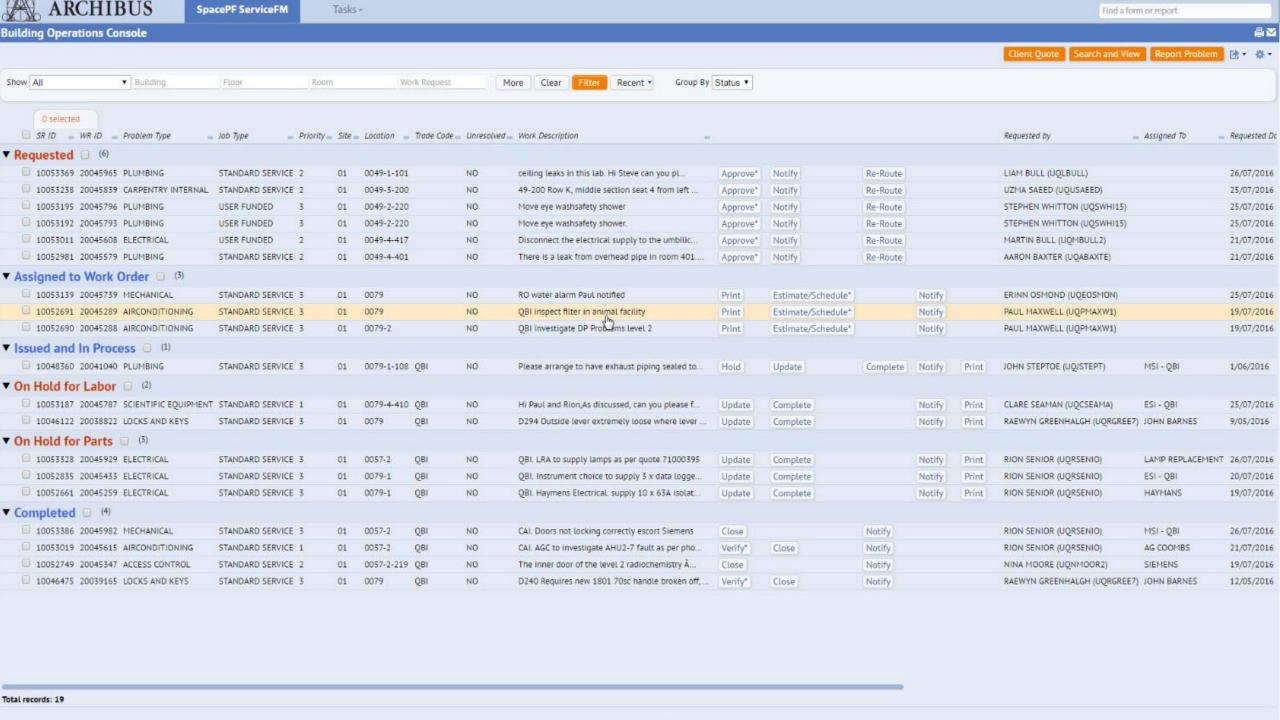
Use Archibus to assign all service requests to the Supervisors (Trade and Institutes) based on location and problem type. PFAssist continue to review service request information and select correct problem type and location which will automatically assign to correct supervisor.

Pros	Cons		
PFAssist continue in their current role as reviewer/editors of information received from the client. They are responsible for communicating with the client if the information is inadequate or incomplete. They remain the central point of contact with the clients and this work-load is not shifted to the Supervisors.	 The role of PFAssist will become broader and more complex as they deal with more direct client interaction. As such their work- load will increase and this may result in a delay of the service requests being logged in an efficient manner. 		
Using ARCHIBUS functionality to automatically route the service request based on location and problem type to the Supervisors will potentially reduce incorrect assignment of service requests. Location information should be easier to define, as floor plans are available during the submission of the service request.	This function is very dependent on PFAssist and the client knowing the exact location of the request and selecting the correct problem type. Training of ARCHIBUS clients will need to be conducted and training material readily available. Comprehensive definitions of problem types, work request examples and scenarios should be published on the P&F web page.		









Number of Clicks

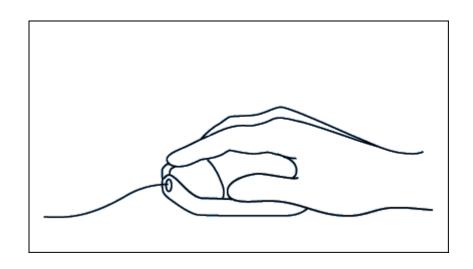
<u>Implementation</u>

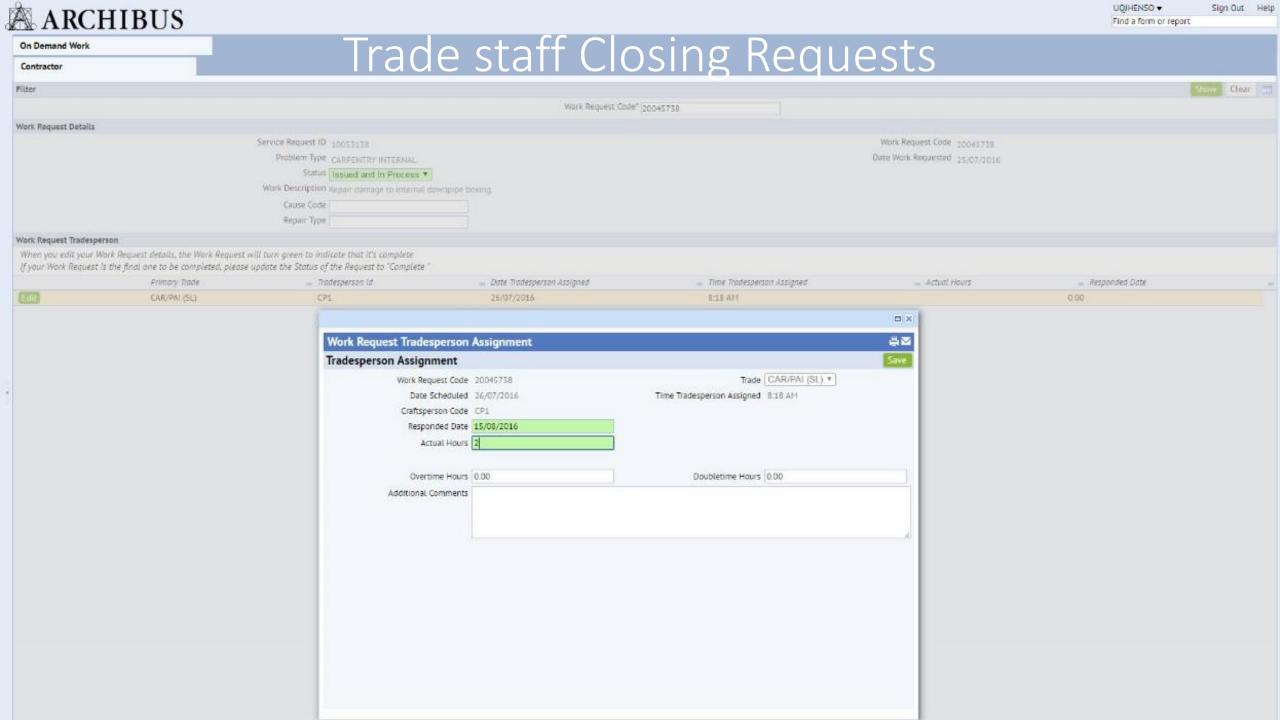
<u>Current</u>

Supervisor 17 clicks

Tradesman 5 clicks

Supervisor 7 clicks
Tradesman 7 clicks

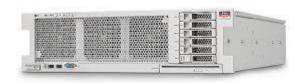




Improving Speed







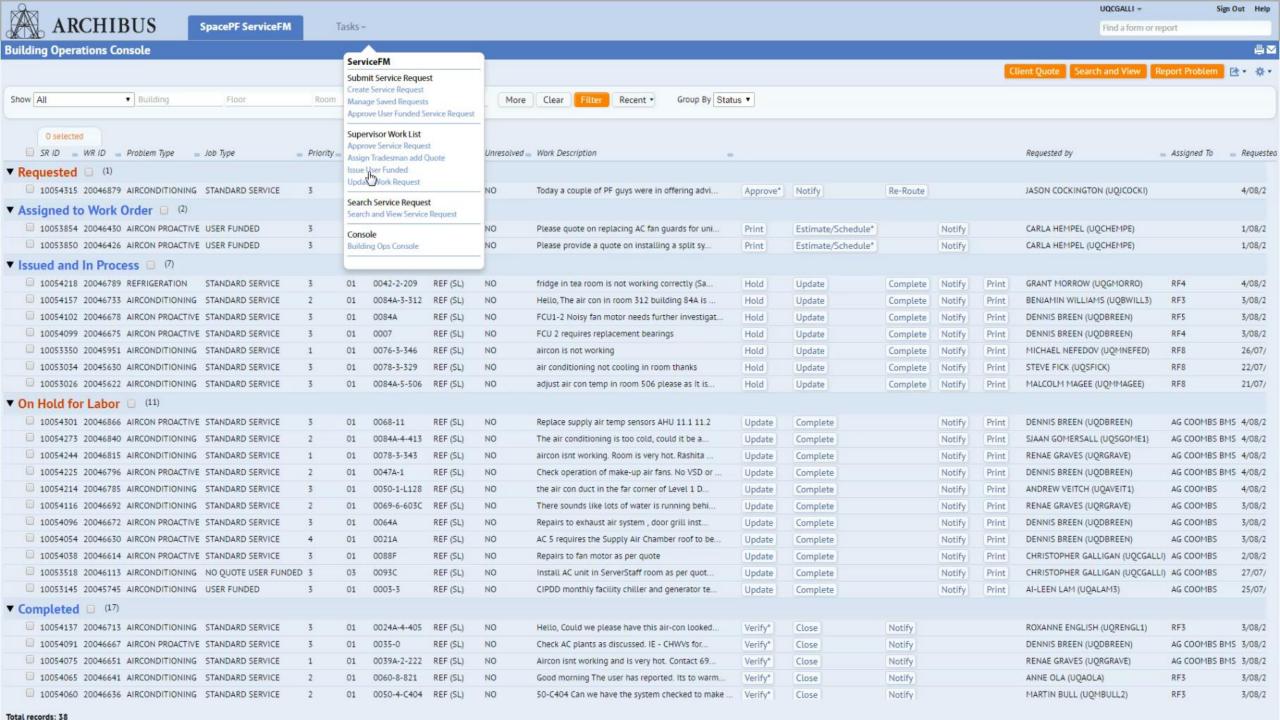






```
AND (
(wr.supervisor IS NULL AND wr.work_team_id IS NULL) OR
(wr.supervisor =${sql.literal(user.employee.id)} OR
(ur.supervisor IS NULL AND NOT ur.work_team_id IS NULL AND (ur.work_team_id IN (SELECT work_team_id FROM_cf WHERE cf.email = $(sql.literal(user.email)) AND cf.is_supervisor = 1)
OR wr.work_team_id IN (SELECT work_team_id FROM of WHERE of.email IN (SELECT of.email FROM em WHERE em.em_id IN
(SELECT workflow_substitutes.em_id FROM workflow_substitutes WHERE workflow_substitutes.em_id = em.em_id
AND workflow_substitutes.substitute_em_id = ${sql.literal(user.employee.id)} AND
(workflow substitutes.steptype or role= 'supervisor' or workflow substitutes.steptype or role= 'allroles')
AND (workflow_substitutes.start_date_unavailable IS MULL OR workflow_substitutes.start_date_unavailable <= $(sql.currentDate))
AND (workflow_substitutes.end_date_unavailable IS NULL OR workflow_substitutes.end_date_unavailable >= ${sql.currentDate}))))))
OR wr.supervisor IN (SELECT workflow substitutes.em id FROM workflow substitutes WHERE workflow substitutes.em id = wr.supervisor
AND workflow_substitutes.substitute_em_id = ${sql.literal(user.employee.id)} AND
(workflow_substitutes.steptype_or_role= 'supervisor' or workflow_substitutes.steptype_or_role='allroles')
AND (workflow substitutes start date unavailable IS NULL OR workflow substitutes start date unavailable <= $(sql.currentDate))
AND (workflow_substitutes.end_date_unavailable IS NULL OR workflow_substitutes.end_date_unavailable >= $(zql.currentDate}))
OR wr.wr_id IN (SELECT wr_id FROM wr_step_waiting WHERE wr.wr_id = wr_step_waiting.wr_id AND wr_step_waiting.step_type="verification" AND
(wr_step_waiting.en_id = ${sql.literal(user.employee.id)} OR wr_step_waiting.en_id IN (SELECT em_id FROM workflow_substitutes WHERE
workflow substitutes.em id = wr_step_waiting.em id AND workflow substitutes.substitute_em_id = $(sql.literal(user.employee.id))}
AND (workflow_substitutes.steptype_or_role=wr_step_waiting.step_type_or_workflow_substitutes.steptype_or_role='sllroles')
All foundations exhibitions start data marriable IS MILL OF modeling substitutes start data marriable /- Continuous Continuous
```

AND wr.tr_id in (select tr_id from uq_workteam where em_id ='\${user.employee.id}')







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UQGSCOT1 ▼ Sign Out Help

Find a form or report **Manage Assessment Items** Filter - Project Code: 2015-COND ASSESSMENT Show Clear Generate Assessment Records Site Code Building Code Building Status Precinct Code Equipment Code Assessed By Select Building **Building Details** Select Classification Code Clear Selection Building Code: 0[629] 1[50] 2[3] 3[1] 4[1] 5[1] 6[30] 8[362] All[1077] Page 1 D 01 Substructure Site Code 01 Site Name St Lucia Site Code Building Code **Building Name** D 02 Superstructure Building Code 0001 Building Name Forgan Smith Building D 03 Finishes Building Owner The University of Queensland Date Built 1/01/1949 D 04 Fittings 01 0001 Forgan Smith Building Number of Floors 7 Gross Area (GFA) m2 12,234.64 D 05 Services 01 0002 **Duhig Tower** Usable Area (UFA) m2 6,824.57 Building Status | Active Building | | D 06 Centralised Energy Systems 01 0003 Steele Building Building Photo 0001.jpg TEFMA Asset Services Yes * D 07 Alterations 01 0003A Steele Hut Space Bank D 08 Site Works Overall Building Comments Forgan Smith building was constructed in 1949 of concrete, masonry block and pre-finished with 01 0004 Bookshop sandstone cladding. The building has six levels and is currently active. It accommodates predominantly D 09 External Services 0005 01 Richards Building offices and teaching facilities, has high use and is functional for its current use. The building adaptability D 10 External Alterations 01 0006 Physics Annexe is good as it is generally adaptable for most alternative uses. 11 Statutory Compliance 01 0007 Parnell Building Externally. Forgan Smith building is in very good condition for its age with a well-maintained appearance. 01 0008 Goddard Building ARV 117,400,000.00 IRV 133,810,000.00 01 0009 Michie Building 01 0010 Great Court Tunnel & Cloisters 01 0011 James and Mary Emelia Mayne Ce 01 0012 **Duhig North** Assessment Items Add New Update Selection Assign Items to Assessor 01 0012A Duhig Link 0013 01 Steele Annexe (Demolished) Classification Risk Condition 01 0014 Sir Llew Edwards Building Assessed By Description Building Code Room Code Status Description Assessed Risk Likelihood Consequence Priority 01 0015 Credit Union Hut (Demolished) 01 0016 Radon Pavilion 01 0017 Learning Innovation Building 01 0018E Fred Schonell Fountain 01 0018F Weiss Fountain Hancack Fountain 00406 Page 1 of 11 Next >> Select Equipment

0001 - Forgan Smith Building



Forgan Smith building was constructed in 1949 of concrete, masonry block and pre-finished with sandstone cladding. The building has six evels and is currently active. It accommodates predominantly offices Fair and teaching facilities, has high use and is functional for its current use. The building adaptability is good as it is generally adaptable for most alternative uses.Externally, Forgan Smith building is in very Retification Stratergy good condition for its age with a well-maintained appearance. The oof of the west wing is being refurbished (2016). The roof of central tower and east wing are in poor condition. The internal finishes of the building are in very good condition. Electrical and data services Remaining Useful Life are modern in level 1 and up to date in other levels. There are three lifts in good condition. Plumbing services are generally in a very good condition, while the A/C system is good condition, resulting in a an efficient building with an average level of sustainability. The building is regarded as a critical asset to the University of Queensland and \$117,400,000 the level of service recommended is showpiece response. There are major concerns for the building. Possible interventions include fixing Level of Service of the roof on central tower and east wing or the addition of a new floor on east wing, replicating the addition on the western end and Showpiece replacement of the fire system.

Building Quality Rating



Renovation

24 years

Asset Replacement Value

Overall Condition Rating

Good

Sub/Superstructure Good Roof/External Finishes Good Internal Finishes/Fittings Good Water/Sanitary System Good Data/Electrical System Good Air System Good

Condition Backlog \$7,772,960 Functionality Backlog \$80,000 Quality Backlog \$200,000

Overall functionality Rating

Spatial Relationships Environmental confort Good Provision / Amenity Good Legislative Compliance Fair Fair Aesthetics Excellent Adaptability

0042 - Prentice Building



Prentice Building was constructed in 1961 of concrete and brick cladding with metal deck roof. The building has five usable levels and is currently active. It accommodates predominantly offices, has high use and is functional for its current use. The building adaptability is Excellent excellent as it is generally very adaptable, being easily modified for a number of uses. Externally, Prentice Building is in very good condition for its age with a well-maintained appearance. The roof is in very good condition. The internal finishes of the building are in very good Backlog Maintenance condition. Electrical and data services are modern. There is one lift in good condition. Plumbing services are generally in very good condition, while the A/C systems are in very good condition, resulting in an efficient building with a good level of sustainability. The building 18 years is regarded as a high priority asset to the University of Queensland and the level of service recommended is a comprehensive response. There are no major concerns for the building and no plan for near future interventions.

Building Quality Rating



Retification Stratergy

Remaining Useful Life

Asset Replacement Value \$36,650,000

Level of Service Comprehensive

Overall Condition Rating

Excellent

Sub/Superstructure Roof/External Finishes Internal Finishes/Fittings Excellent Water/Sanitary System Good Data/Electrical System Excellent Air System Good

\$6,842 Condition Backlog Functionality Backlog \$0.00 Quality Backlog \$6,842

Overall functionality Rating

Excellent

xcellent Spatial Relationships Excellent Environmental confort Provision / Amenity xcellent Legislative Compliance Good Aesthetics Adaptability

Excellent Good

0049 - Advanced Engineering Building



Advanced Engineering building was constructed in 2013 of concrete and metal deck roof. The building has seven usable levels and is currently active. It accommodates predominantly offices, lecture rooms and laboratories, has high use and is functional. The building Good adaptability is excellent as it is generally very adaptable, being easily modified for a number of uses. Externally, Advanced Engineering building is in very condition for its age with a well-maintained appearance. The roof is in very good condition. The internal finishes Backlog Maintenance of the building are in very good condition. Electrical and data services are up to date. There are three lifts in good condition. Plumbing services are generally in very good condition, while the A/C systems are in very good condition, resulting in an efficient building with good 54 years level of sustainability. The building is regarded as a critical asset to the University of Queensland and the level of service recommended s a comprehensive response. There are no major concerns for the building and no plan for near future interventions.

Building Quality Rating



Retification Stratergy

Remaining Useful Life

Asset Replacement Value \$132,570,000

Level of Service Comprehensive

Overall Condition Rating

Quality Backlog

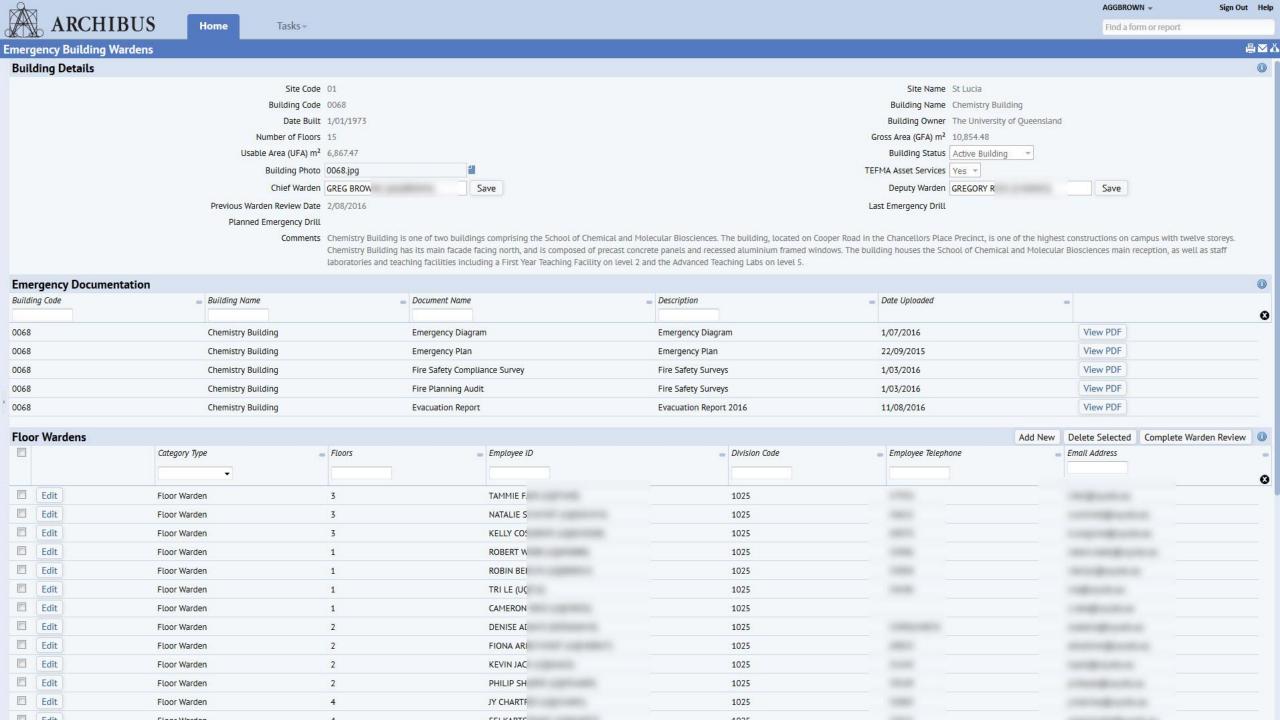
Excellent Sub/Superstructure Excellent Roof/External Finishes Excellen Internal Finishes/Fittings Excellent Water/Sanitary System Good Data/Electrical System Good Air System Excellent Condition Backlog \$591,509 Functionality Backlog \$557,357

Overall functionality Rating

Good

\$1,148,886

Spatial Relationships Good Environmental confort Good Provision / Amenity Good Legislative Compliance Good Aesthetics Excellent Excellent Adaptability

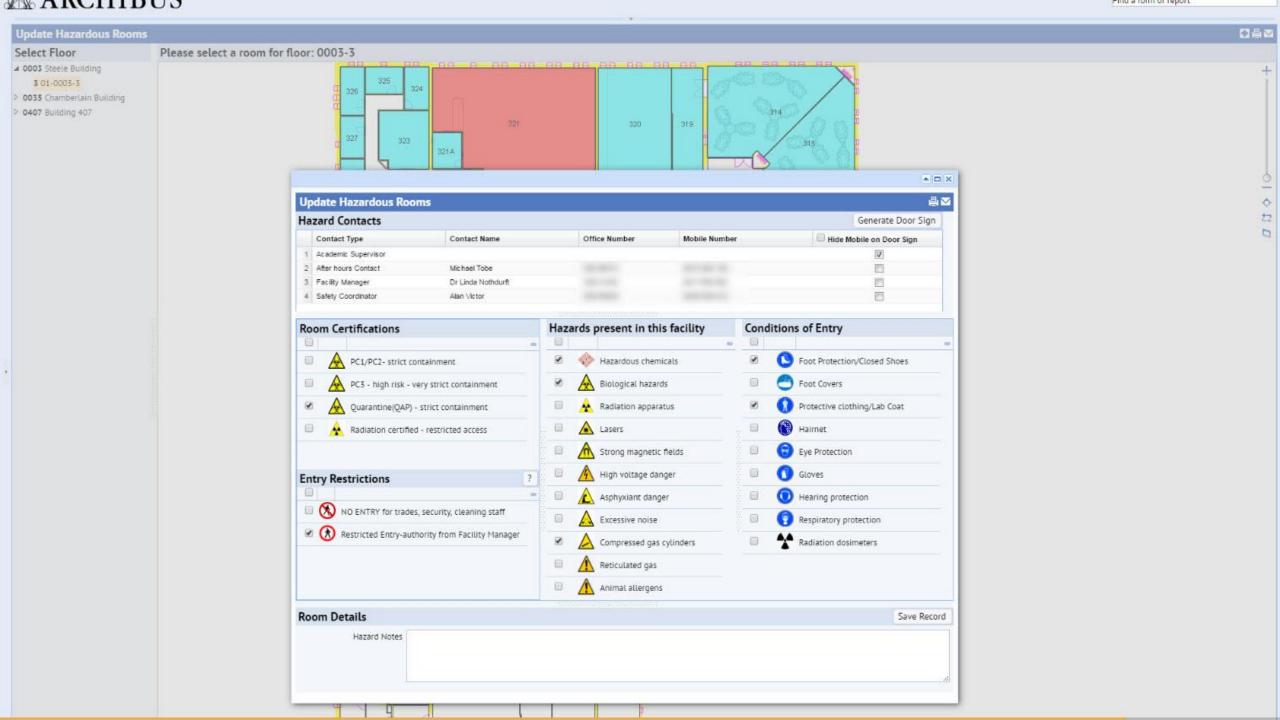


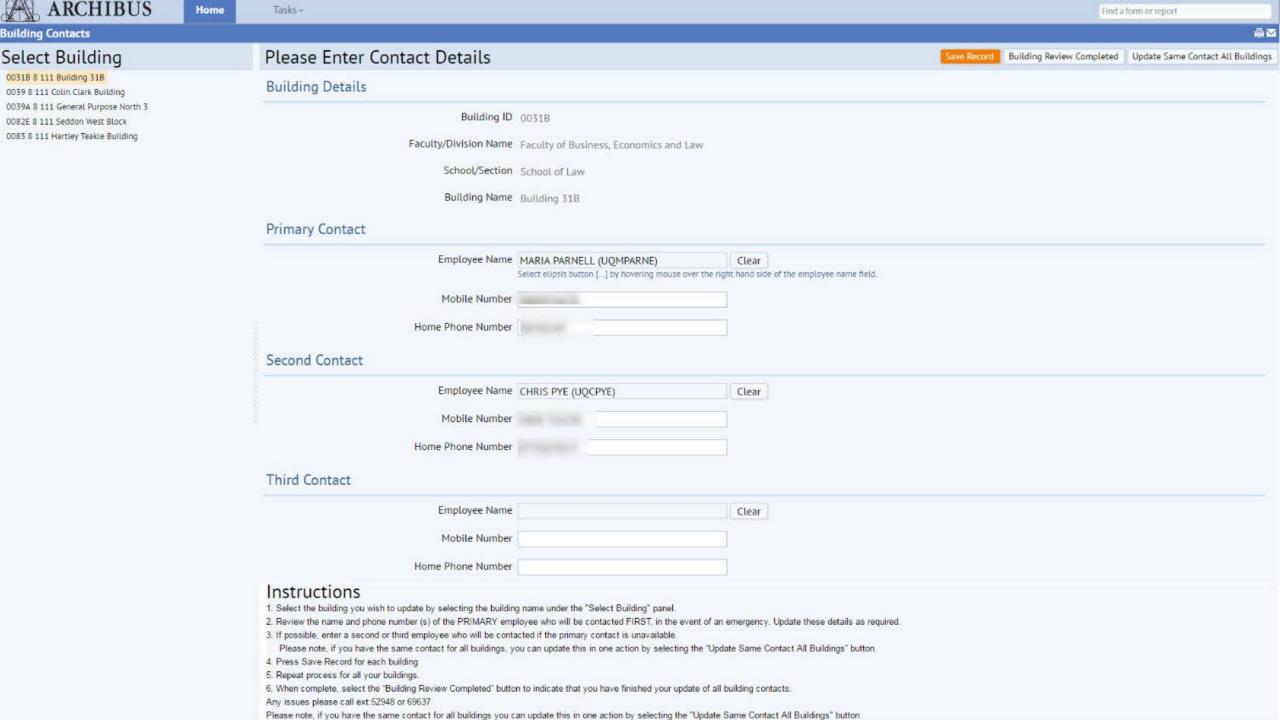


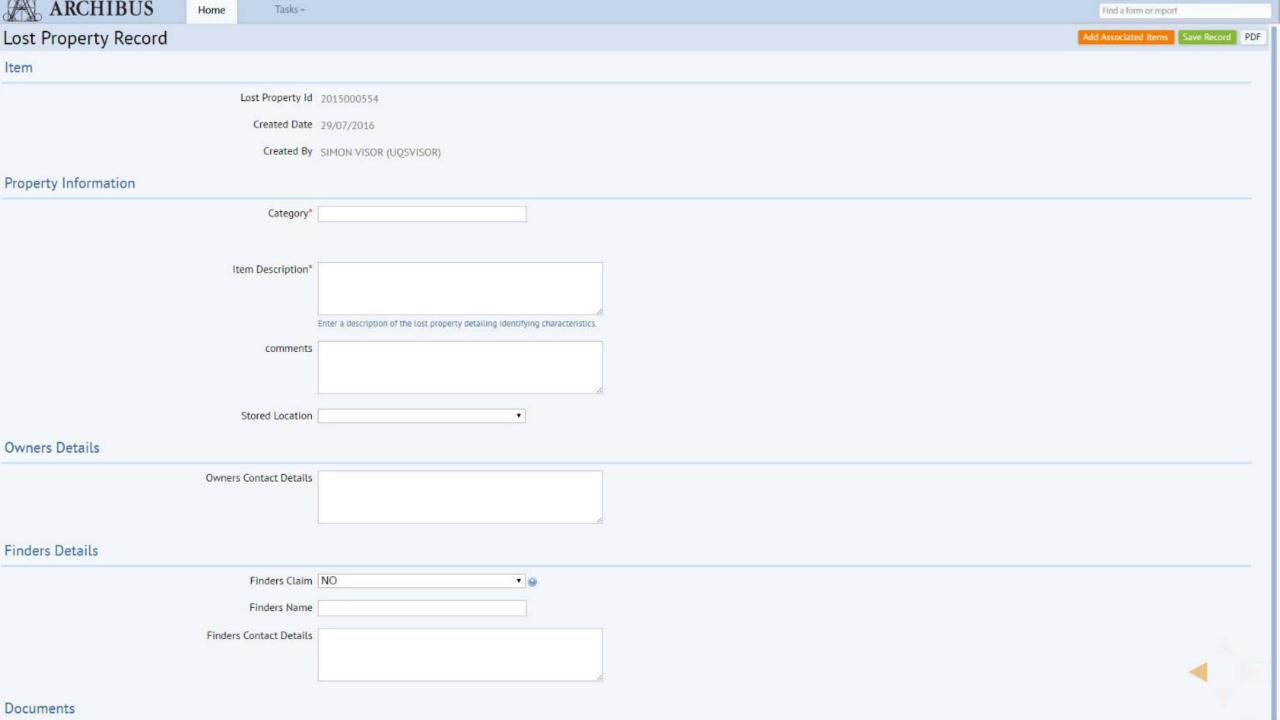
CAUTION

Room C	ertifications			
	Quarantine(QAP) - strict cont	ainment		
Entry Re	estrictions			
(Restricted Entry-authority fro	m Facility Manager		
Hazards	present in this facility	3		
	Hazardous chemicals		Biological hazards	
<u>A</u>	Compressed gas cylinders			
Conditio	ons of Entry			
(3)	Foot Protection/Closed Shoe	•	Prote	ctive clothing/Lab Coat
CONTACTS		0003-3-334		Room #0003-334
Facility Manager:		Dr Linda Nothdurft		P Z Z **
Academic S	Supervisor:			
Safety Coordinator:		Alan Victor		7.55
After hours Contact:		Michael Tobe		N 2028 W

Faculty of Science/July 2016 Building 0003















- Asbestos Clean Building
- Asset Management
- ESRI
- Asset Condition Assessment (Fire)

- Personnel and Occupancy
- Mobile
- Projects
- High Risk Keys

101 THE REAL PROPERTY. West of the