# **Amenities Management**

The Amenities services department offers services for repair and maintenance for FC Platinum Holdings houses as it focuses on delivering the quality of service of household maintenance which is the Service. The Module handles the creation, Processing and Closure of all jobs that are to be performed by the Amenities department. The following processes have been identified as part of the Functional Requirements Document (FRD) and are explored in detail in the document:

1. Customer Services
   * Help Desk
   * Jobs Tracking
   * Jobs Closure
   * Jobs Invoicing
2. Projects.
   * Projects Initiation
   * Project Implementation
   * Project Closure
   * Project Invoicing

## **Prerequisites**

1. Jobs
2. Households
3. Technicians

## **Amenities Services- Repairs and Maintenance**

### **Job order Initiation- Help Desk**

#### **Pre-Condition**

* Availability of a project number
* Receipt of Service request from Customer Services.

### **Process Description**

The process begins when FC Platinum Household tenant initiates a job order for repair or maintenance request with Helpdesk. The Request is recorded and captured and a job card is opened. A reference number is issued for the purposes of tracking the request. A technician is the dispatched together with a Job card to go and attend to the job as per the initial request. Tenant has to confirm with Helpdesk that in deed Technician has arrived on site.



#### **Actors**

* Household tenant
* Desk Consultant
* Amenities Manager
* Technician

#### **Workflow & Notification**

* A Notification to be sent to Relevant FC Platinum Engineer on Fault Details.

#### **Audit Trail Requirements**

* Resource who generated job card
* The time the call was logged
* Arrival time
* Departure time
* Phone calls both from technicians and from Helpdesk to technician and tenant

#### **Reporting**

* Number of Repairs/Reports Logged.
* Number of open jobs and they age analysis per functional department, customers, per branch and capability to drill down to equipment at branch.
* Number of closed jobs per:
* specified period
* Per department
* Tenant
* Age analysis service jobs

### **Execution of Job Card**

#### **Pre-Condition**

* Generation of Repair/Maintenance Reference number.
* Receipt of Item to be Serviced into Stores Warehouse
* Run of Scheduled Service Job.

#### **Process Description**

Once a Service Order is opened and the Job card is created the amenities Department will have to Track the Status of the Job. The Service order Header will contain Repair Lines, Service Objects and actual Service Lines. As the Service is Progressing the Servicing Technician would have to Track each Predefined stage of the repair Job recording all stage reasons, Activities and Item Requirements of the Service order. Amenities department requires a provision to create and maintain service stages for each service job defined in the system.

Predefined System Job Types are defined are:

* Repair
* Audit
* Service
* Maintenance
* Checks

Once all the Service Phases have been completed and signed off. The whole Job card can be closed and sent for Approval by the Services manager.



#### **Actors**

* Customer
* Technician
* Customer Services Consultant
* Functional Manager

#### **Workflow / Notification requirements**

* A Notification to the relevant unit/Persons on the Completion of a Job card.
* Notification on all assessment Jobs that are still open.

#### **Audit Trail Requirements**

* Record stages of Job card and Time for specific tasks.

#### **Reporting**

* Open Jobs
* Closed Jobs
* Analysis of Jobs by Engineer/By Customer /By Job Type /By tenant /By Location

### **Job Card Closure**

#### **Pre-Condition**

* Completion of all Pending Tasks on an open Job card.

#### **Process Description**

The process begins with the Technician sending a completed Job card to The Services manager for Approval (sign off). The Service Manager will then approve the Closure of a Job card. The requirements of Job card Closure are:

* Fulfilment of initial tenant request to tenant satisfaction
* Compare tenant order with what was actually done
* The Customer Services Consultant will receive supporting documentation from the Service Manager to warrant closure of a job card.



#### **Actors**

* Customer
* Services manager
* Technician
* Customer Services Consultant

#### **Workflow / Notification requirements**

* A Notification.

#### **Audit Trail Requirements**

* State Audit Trail Requirements

#### **Reporting**

* List Required Reports
* Open orders and age analysis

### **Invoicing**

#### **Pre-Condition**

* Closure and Posting of a Previously Open Job card.

#### **Process Description**

After a Job card has been successfully closed and posted the Accounting Officer Revenue will then collects all completed job cards and generates and captures invoice details then post invoice for Billing Purposes to Mimosa.

The Billing should ideally capture the following costs.

* Item consumption
* Job Type
* Job Number
* Product
* Product Serial Number

A billing for Repairs/Maintenance will be sent to Mimosa for Settlement.



#### **Actors**

* Accounting Officer Revenue

#### **Workflow / Notification requirements**

* A Notification to the relevant unit/persons on Pending Invoice.

#### **Audit Trail Requirements**

* Invoice Number
* Job card Reference Number

#### **Reporting**

* + - 1. Closed jobs pending invoicing and their age analysis