# **Amenities Management**

The Amenities services department offers services for the repair and maintenance for FC Platinum Holdings and Customer facilities and, focusing on the delivery of high-quality maintenance. The Module handles the creation, Processing and Closure of all jobs that are to be performed by the Amenities under Engineering Services Business Unit and it works as a monitoring tool for jobs progression and material utilisation. 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
   * Job Order Logging
   * Jobs Tracking
   * Jobs Closure
   * Jobs Invoicing
2. Projects.
   * Projects Initiation
   * Project Implementation
   * Project Closure
   * Project Invoicing

## **Prerequisites**

1. Jobs
2. Transaction Types:

* Hour
* Expense
* Item
* Fee

1. Households (Service Objects)

Definition of serialized housing Units

1. Technicians

List of Technicians with different competencies to carry out service Tasks

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

### **Job order Initiation**

#### **Pre-Condition**

* Project number
* Receipt of Service request from Customer.

### **Process Description**

The process begins when FC Platinum/Customer Household tenant initiates a job order for repair or maintenance request. 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 then dispatched and a Job card is opened. The initial purpose of the technician is to attend assess the job as per the request to ascertain the nature of work and total material required for the job.



#### **Actors**

* Customer
* Amenities Clerk
* Amenities Foreman
* Technician
* Accounting Assistant Inventory

#### **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 customer

#### **Reporting**

* Number of Repairs/Reports Logged.
* Items consumed per reporting month by category, e.g. Plumbing, Electrical, Building, Painting and Carpentry, clearly stating customer reference and name
* Number of open jobs and the 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**

The technician having assessed the job requirements will request stock and have the Amenities Foreman Approve before proceeding to the Amenities Inventory Clerk at the Amenities Stores who will then issue consumables to carry out the job. 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 by the customer. The whole Job card can be closed and sent for Approval by the Amenities Foreman.



#### **Actors**

* Customer
* Technician
* Amenities Clerk
* Amenities Inventory Clerk
* 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**

After completion of the specific job, they will ask the customer to sign the job card in acknowledgement of the resources consumed as well as to approve that the task has been completed satisfactorily. The Technician will then send a completed Job card to The Amenities Foreman for final Approval (sign off). The Foreman will then approve the Closure of a Job card. The requirements of Job card Closure are:

* Fulfilment of initial Customer request to Customer’s satisfaction
* Compare Customer order with what was actually done
* The Amenities Clerk will receive supporting documentation from the Amenities Foreman to warrant closure of a job card.



#### **Actors**

* Customer
* Amenities Foreman
* Technician
* Amenities Clerk

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

* A Notification.

#### **Audit Trail Requirements**

* State Audit Trail Requirements
* Job Card

#### **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. The Accounting Assistant Inventory will post the Job and requisite stock items withdrawn if any. The Accounting Officer Revenue will then check for all closed and posted jobs that are ready for invoicing after processing by the Accounting Assistant Inventory. An invoice proposal will be made and posted against the relevant customer account..

The Billing should ideally capture the following costs.

* Item consumption
* Job Type
* Job Number
* Product
* Product Serial Number
* Quantity
* Unit Cost

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



#### **Actors**

* Accounting Assistant Inventory
* Accounting Officer Revenue
* Finance Superintendent

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

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

#### **Audit Trail Requirements**

* Invoice Number
* Job card Reference Number
* Technician Number

#### **Reporting**

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