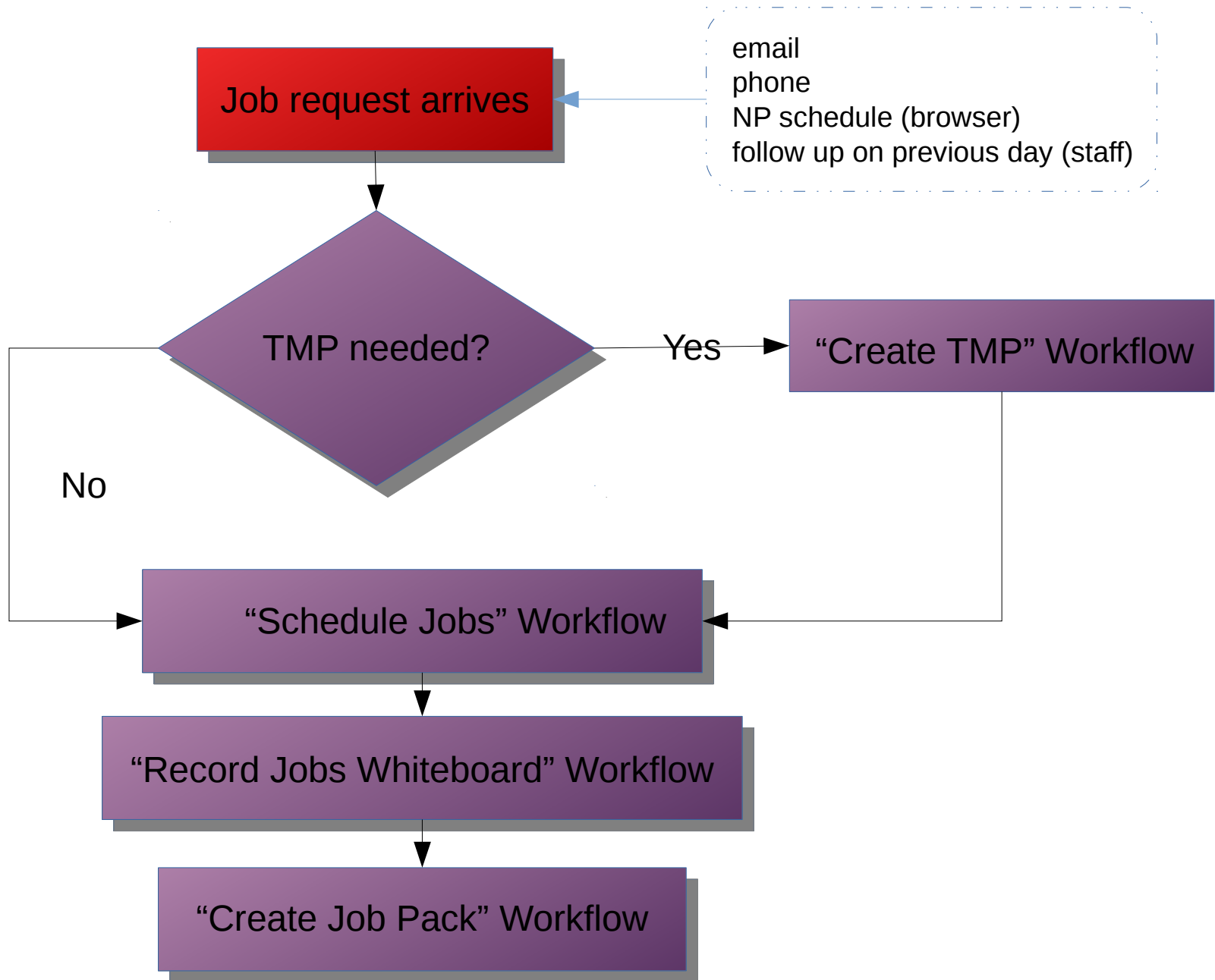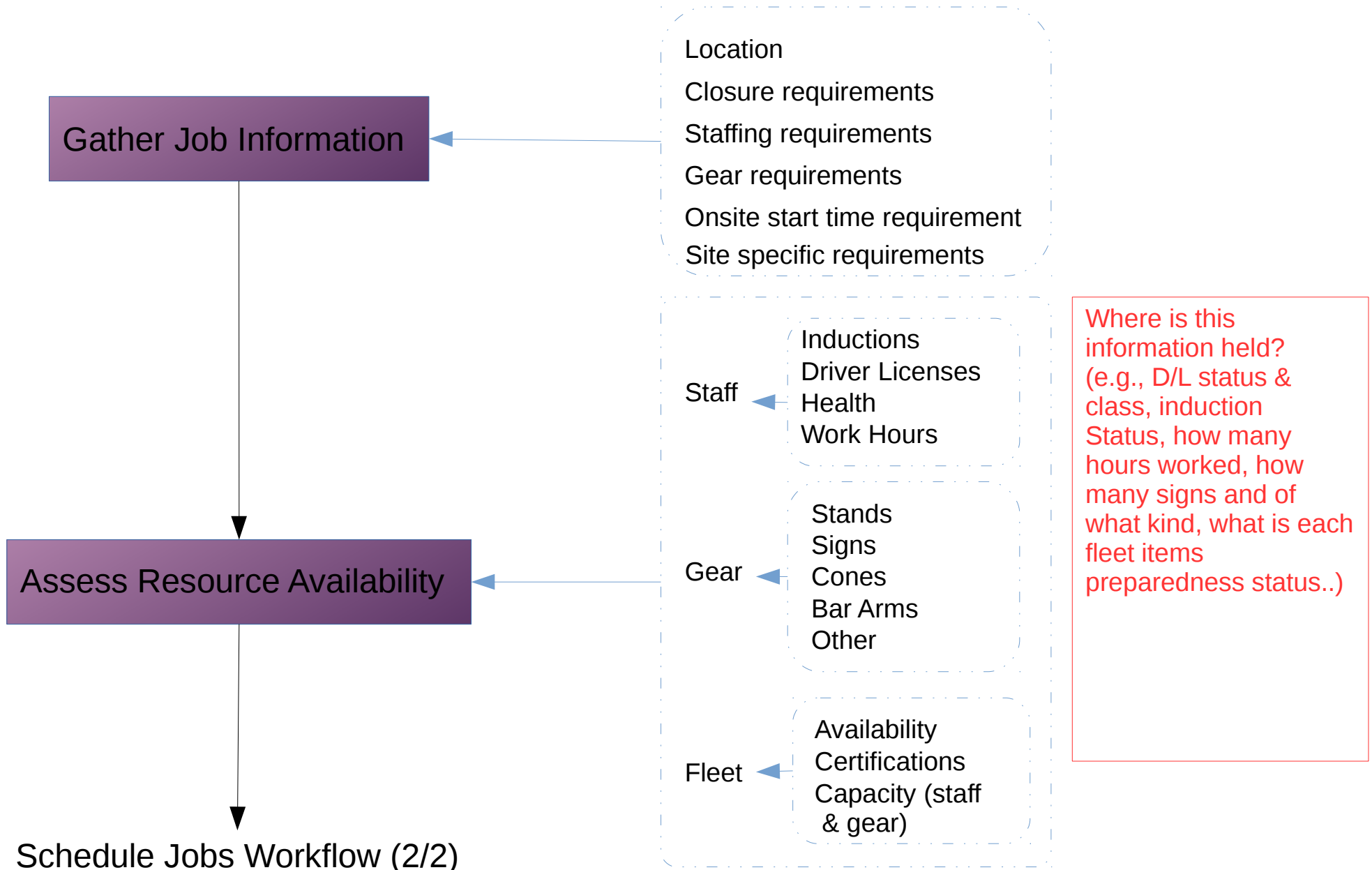# Workflow Analysis – TMNZ Wgtn

· Raise Job Workflow
· Schedule Jobs Workflow
· Track Support Requests Workflow
· Job Lifecycle (Timeline)

Raise Job Workflow

Job request arrives

email
phone
NP schedule (browser)
follow up on previous day (staff)

TMP needed?

Yes → "Create TMP" Workflow

No

"Schedule Jobs" Workflow

"Record Jobs Whiteboard" Workflow

"Create Job Pack" Workflow

Schedule Jobs Workflow (1/2)

Gather Job Information

Location

Closure requirements

Staffing requirements

Gear requirements

Onsite start time requirement

Site specific requirements

Assess Resource Availability

Staff
- Inductions
- Driver Licenses
- Health
- Work Hours

Gear
- Stands
- Signs
- Cones
- Bar Arms
- Other

Fleet
- Availability
- Certifications
- Capacity (staff & gear)

Where is this information held? (e.g., D/L status & class, induction Status, how many hours worked, how many signs and of what kind, what is each fleet items preparedness status..)

Schedule Jobs Workflow (2/2)

Schedule Jobs Workflow (2/2)

Schedule Jobs Workflow (1/2)

Allocate Job

Job Lifecycle (Timeline)

Request Arrives

Work Diaried

Job Pack Created

Job Recorded Whiteboard

Staff Attend Job

Site Paperwork Completed by STMS

STMS makes scheduled phone reports to office

STMS returns Paperwork To office

Return visit To site required

Job Completed