



UNIVERSITY OF
LINCOLN

Support Desk Roadshow

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Background and Progress To date

- Consolidated supply chain to 2 key providers
 - Hard Services – Imtech Aqua
 - Soft Services – SPS
- 3 year contracts with opportunity to extend to 5 years.
- Completed implementation.
- Transition phase completes 30th July and we move into Transformation.

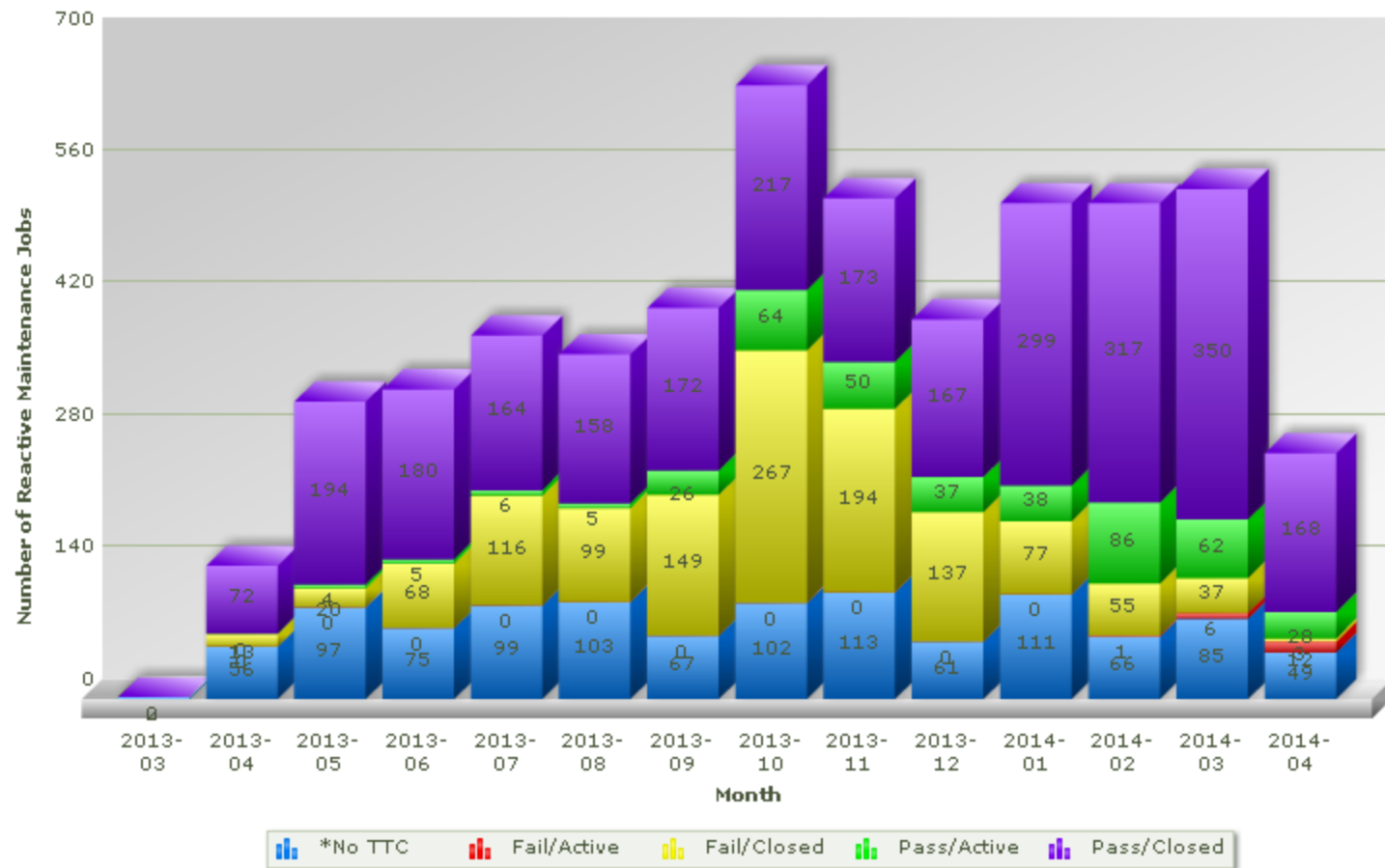
Highlights

- Customer and service provider workshop.
 - Identify key areas to develop through transition.
- Collaboration Group to promote collective success.
- Soft services integrated onto support desk.
- Alignment of new suppliers, Planon and the Support desk
 - Improved MI

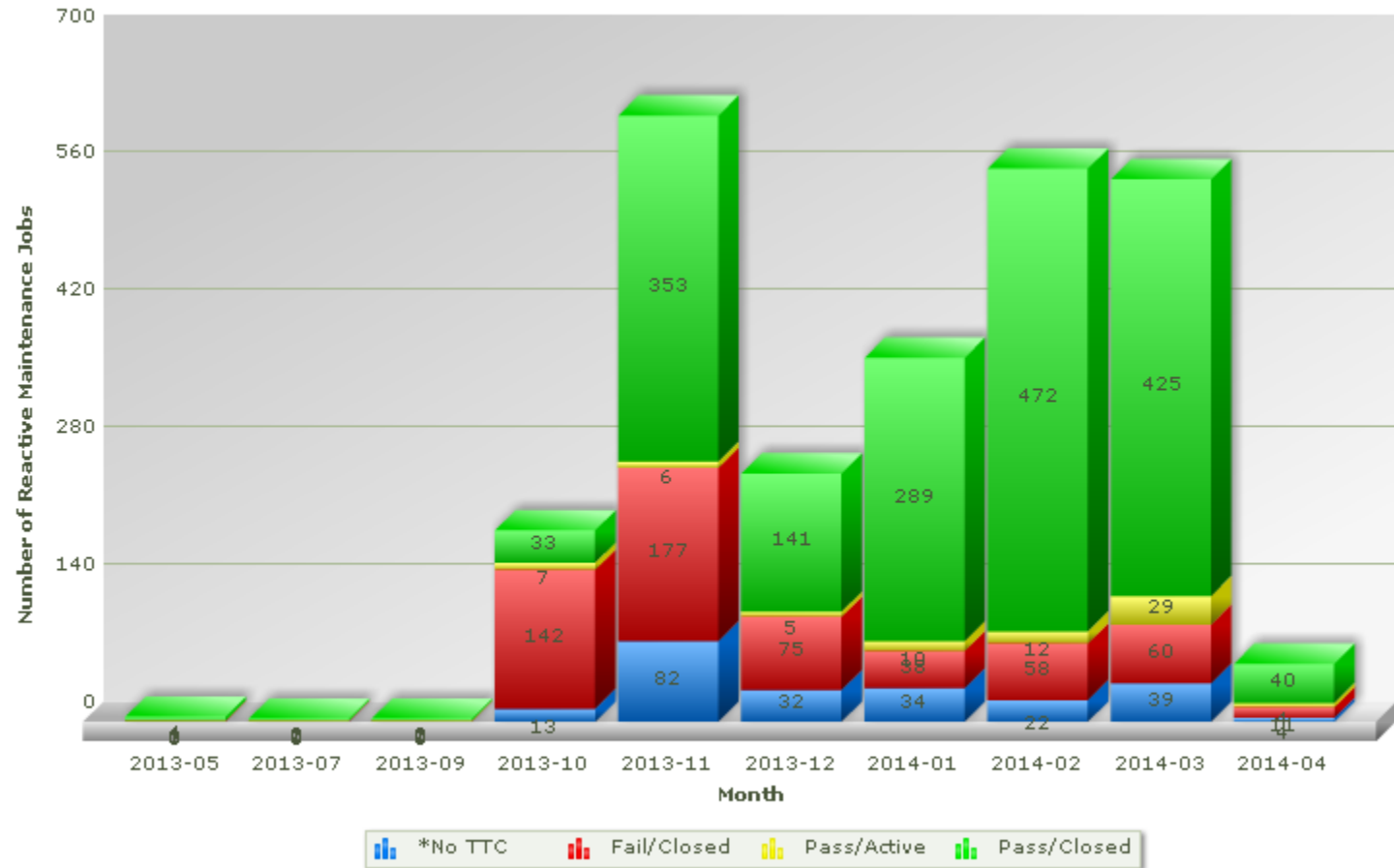
Roadshow

- Begin engagement with staff and students.
- Set expectations on specification and service levels.
- Promote support desk.
- Promote collaboration charter and customer workshops
 - Next workshop October 2014.

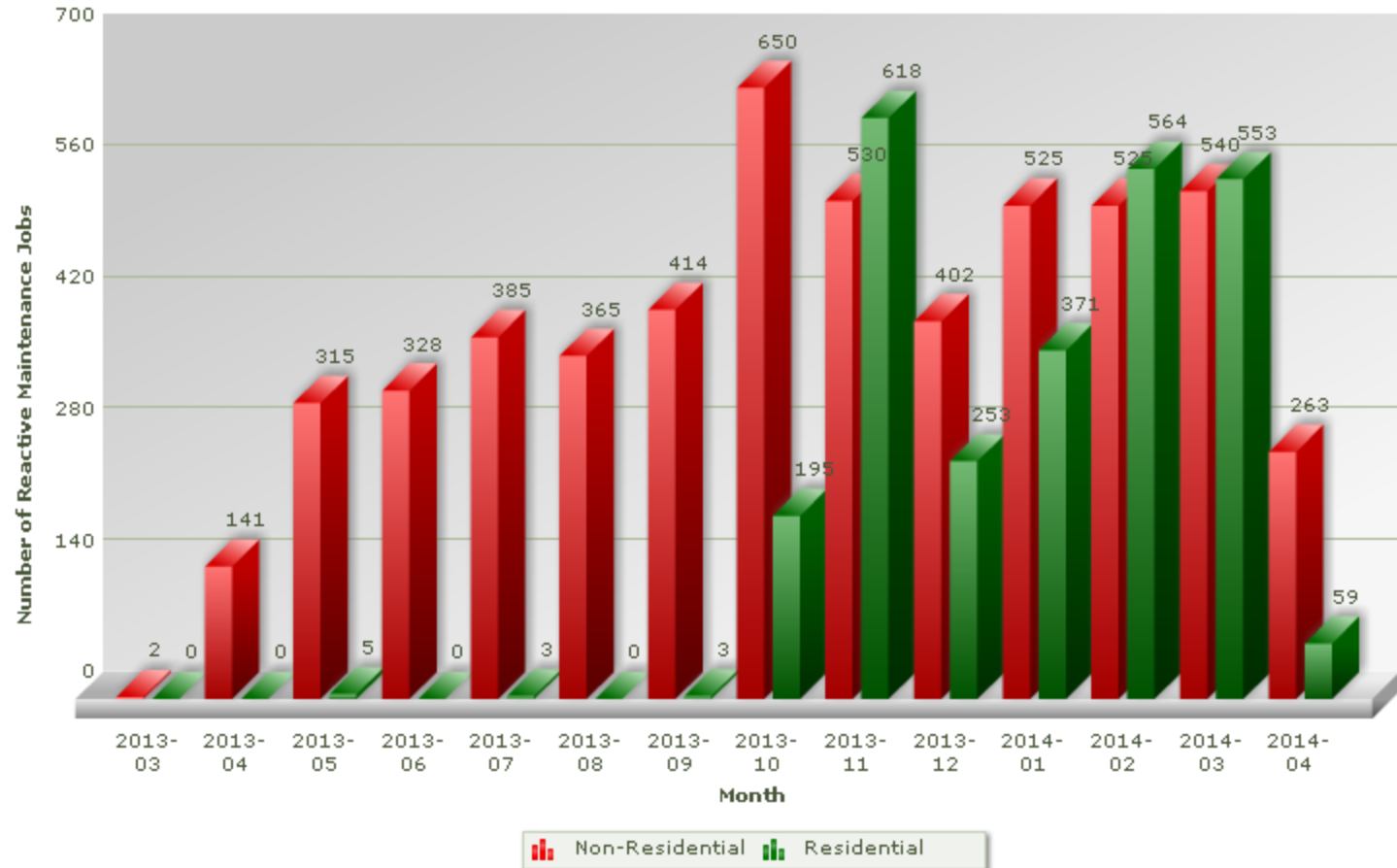
Reactive Maintenance SLA Completion Performance (None-Residential)



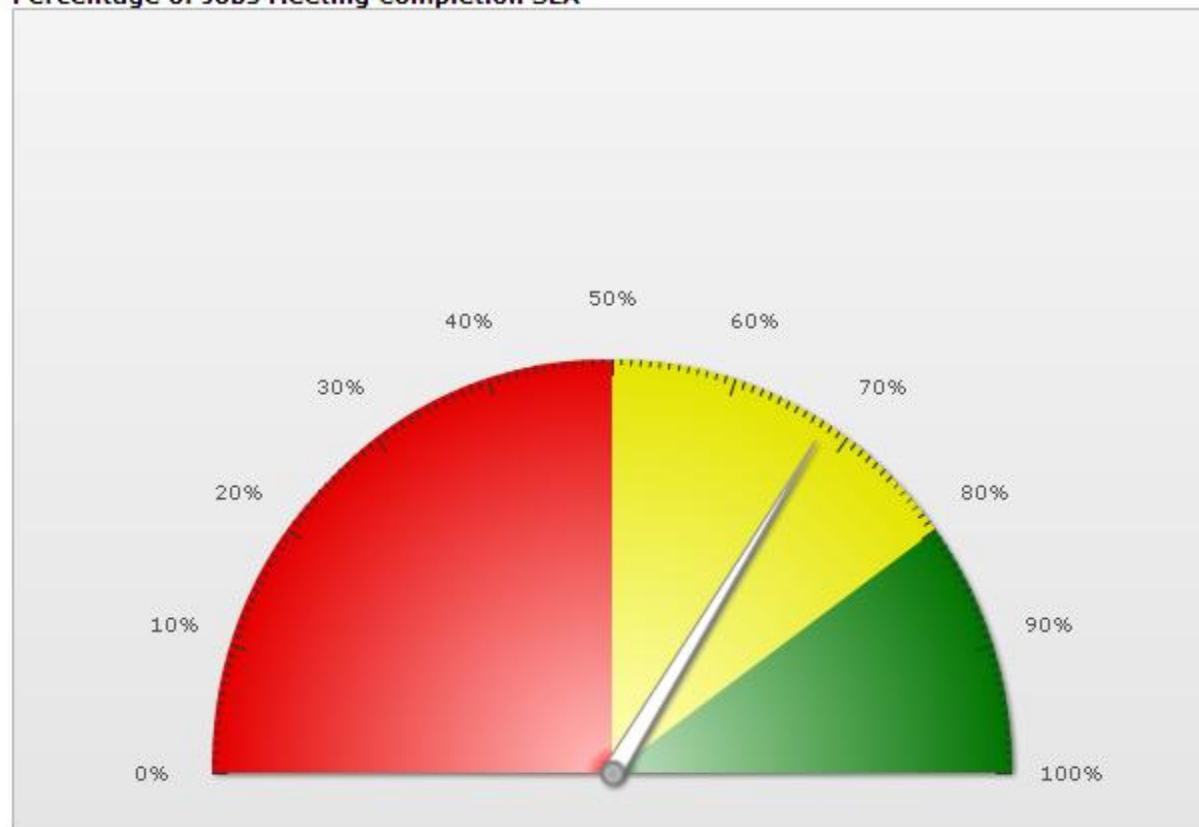
Reactive Maintenance SLA Completion Performance (Residential)



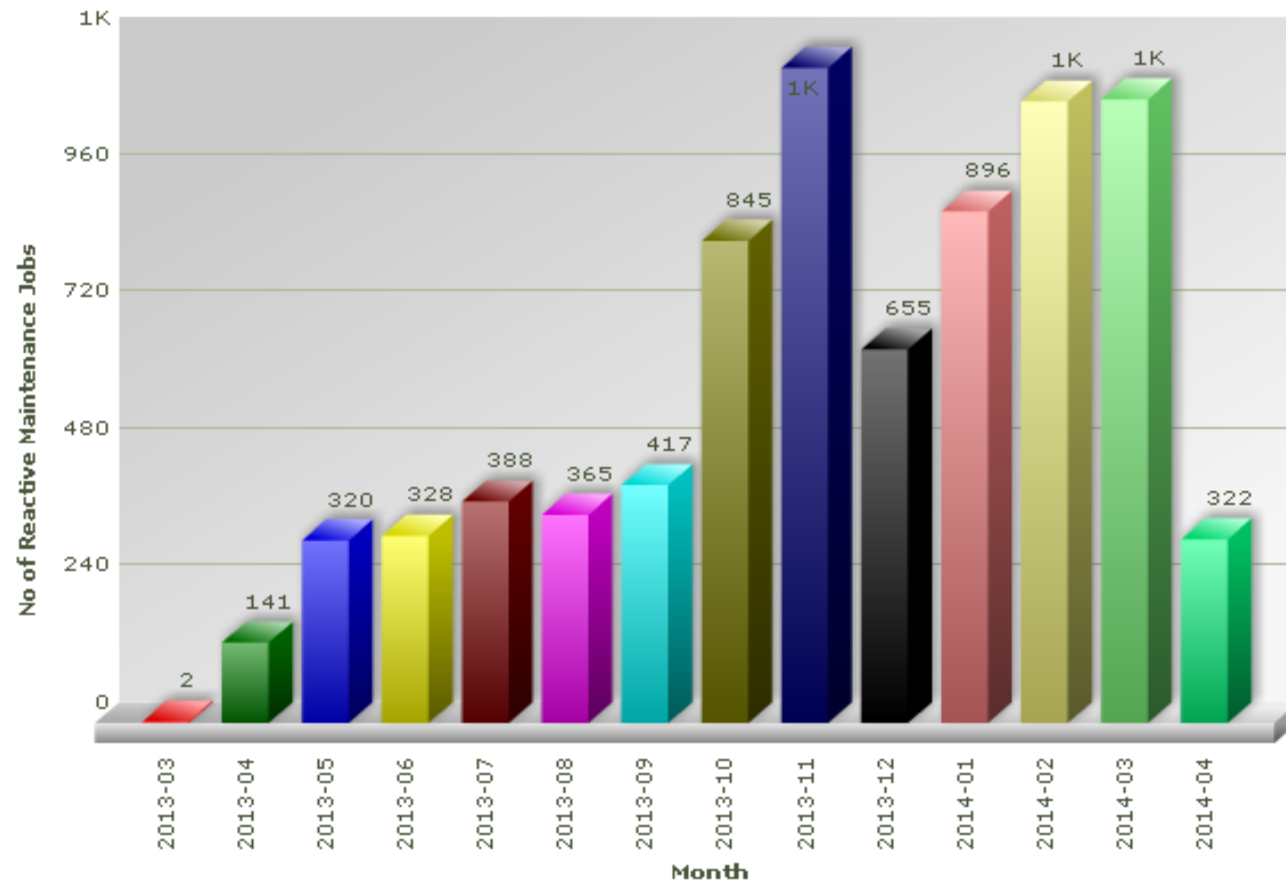
Number of Reactive Maintenance Jobs per Month (None-Residential vs Residential)



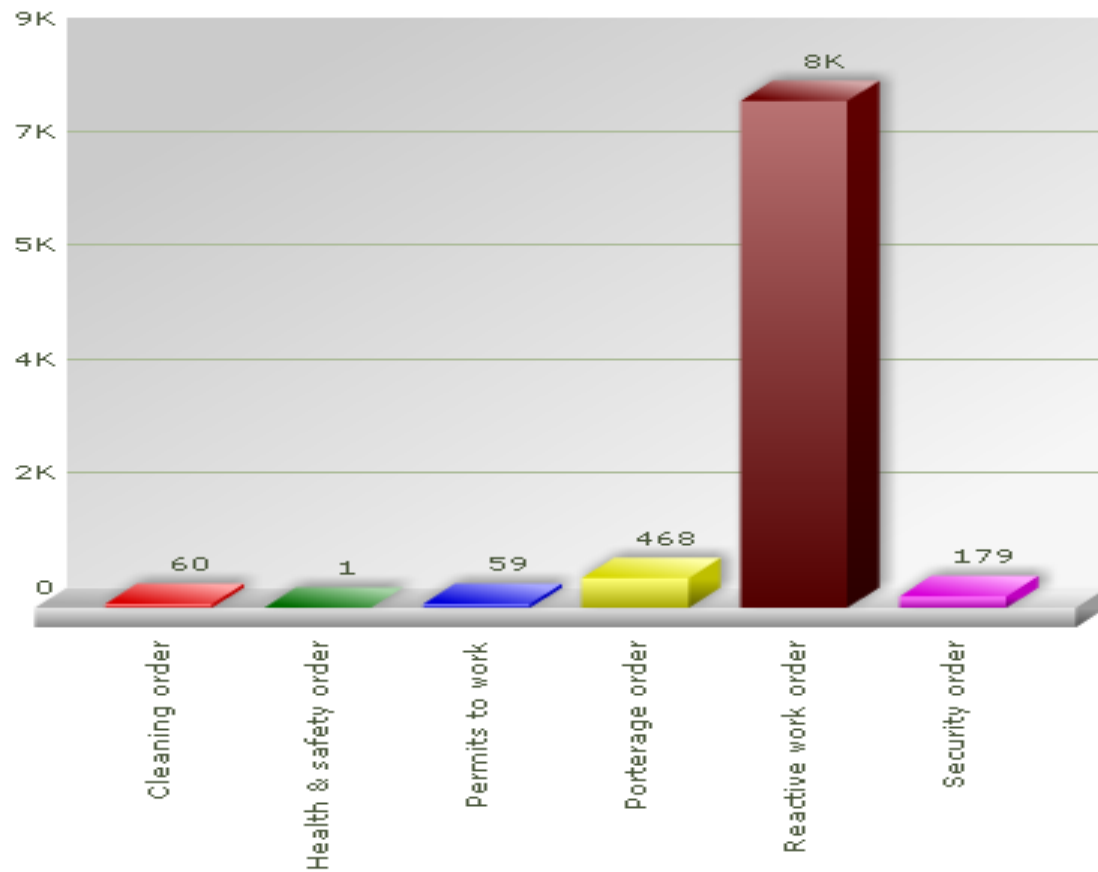
Percentage of Jobs Meeting Completion SLA



Reactive Maintenance Jobs per Month



Number of Jobs by Type



Number of Requests Dealt With by the Estates Support Desk by Time of Day and Source

