LOGGING SLA FAULTS & ACTIONS ON IRIS

This guidance has three sections:

- 1. Logging a new fault call
- 2. Logging a client interaction:
 - a. Responding remotely
 - b. Attending Site
 - Logging a fix
- 3. Closing the fault

1. LOGGING A NEW INFRASTRUCTURE FAULT CALL

Anyone who takes a call from a client to log a fault will need to know how to do the following. This applies to all staff.

Open IRIS and select "CLIENTS"

	TODAY'S DATE: 08/02/2021	
CLIENTS	TES COMMUNICATION	PURCHASES
OPEN JOB	I EO SOLUTIONS	GIRI
PRODUCTS	WELCOME Wesley Shilton	
	TASKS	EXIT
	Your Tasks	
	You have 0 Actions that are still open, click Tasks to see them	
	TIMESHEETS	

Click "faults" to access the faults view

		^ [Create Customer Record 2 S	et Inactive					
on	Clients Man01		Search in View 'Customer\ Actir	Caorob	<u> Not indexed</u>				
•	Prospects Customers	ŀ	Name 👌	Contact	Email Address	Add 1	Add 2	Town	County
	Active by name Active by ref		3W NETWORKS FZCO	Cathy Atienza		Po Box 341184	Dubai Silicon Oasis	Dubai	United Arab Emirates
	····· All Customers ····· Maintenance Cust		A B Electrical Wholesalers Ltd	Mark Tombling		Bolckow Industrial Estate	Laing Close, King's Court	Grangetown	Middlesbrough
	····· SLA Snapshot ····· SLA Summary		A J Wood			Withy Trees Farm	Cumeragh Lane	Whittingham	Preston
	Inactive		Aarhus Fire Protection Ltd	Mel		4 Moss Lane	Whitefield	Manchester	Greater Manchester
Θ	Jobs		Active Business Communications	Darren Gildert		Active House	11 Bredbury Business Park	Bredbury Park Way	Bredbury
	By Job Type		Active Business Communications Ltd	Phil Hulme		Active House	11 Bredbury Business Park	Bredbury Park Way	Bredbury
	By Job No By Owner		ADT Fire & Security PLC	Lorraine Whitby		Accounts Payable ,	Mailpoint 1001	Po Box 3572	Stone
•	Faults - Open		AEGIS Defence Services	Will Wythe		84 Eccleston Square		London	
Ð	Actions calendar		Aero Engine Controls Age Concern	Dave Weaver		York Road 2-4 Chapel	Hall Green	Birmingham Chorley	Lancashire
•	RS1 BOM		Agri-Research Ireland Limited			Avon Business	Mill Road	Ballyclare	Co Antrim
	Quote Client PO RS2		Ainscough Crane Hire Limited	Accounts Payable		Bradley Hall	Bradley Lane	Standish	Gt Manchester, Lancashire
	Actions Timesheets	~	Ainscough Heavy Cranes Ltd	Payment Details - Kell	y	Unit U	Centurian Industrial	Centurian Way	Leyland

Click "New SLA Infrastructure Fault"

Not indexed

This will now show a list of all clients with maintenance contracts. Highlight the relevant client and click "ok"

Name 👌	Contact	Email Address	Add 1	Add 2	Town	(l	OK
First Manchester FAULTS	Allan Van Vuuren		Walshaw St	1	Oldham	^]	Cancel
G4S Care & Justice Services (UK) Ltd	Lyndsay Killoran		Accounting Service Centre	Carlton House, Carleton Roa	Worksop d		
GMBN FAULTS	Allan Van Vuuren		Hyde Road		Manchester		
Go North West	Marta Tari		Boyle Street		Manchester	e.	
Go North West Limited	Accounts Payable Department		3Rd Floor	41- 51 Grey Street	Newcastle Upr Tyne		
KEOLIS AMEY METROLINK LIMITED	Jen Mckinney		Evergreen Building North	160 Euston Road	London		
Midland Metro Ltd	Kevin Petty		Accounts Payable	16 Summer Lane	Birmingham		
MTCnovo Limited	Vicki.West@Londoncro	u.	5Th Floor	91 Waterloo Road	London		
Muller Dairy	Bryan Jones		Shrewsbury Road		Market Drayto		
Nakia kan Tana Kaluto	All		A	14/00.00	N - 441	~	

You will now see the fault record. Note: this looks different to a normal "job" record you may be used to.

This is because there are key questions to ask the client when they raise the fault.

The new fault screen will appear as below. Please enter as much info as you can, especially where the red stars are:

ustomer: 🗵	G4S Care & Justice	Services (UK) Ltd	Date: 09/02/2021 18	Do not ac	ljust
b Status:	^P Open				
уре:	C Sale C Accident C Complaint C NCR C Near miss	 OAR TES Internal Customer calibra Equipment calibra Maintenance 	C Repair SLA infrastructure fault tion C SLA Terminal Fault ation	> This will be p	ore-selecte
etails Actions CF	RS RS1 BOM Quote	s PO In RS2 PO Out Ti	mesheet Goods FDS FAT SAT Inv	oices Out Invoices In]
Job Title:	P . ★				
Reference Number	[New]				
	L				
Job Owner	🕇 『CN=Wesle	y Shilton/OU=Management/	/O=TES I Email Wesley.Shilton@tes	radio.com	
Sales Executive	🕇 『CN=Wesle	y Shilton/OU=Management/	O=TES		
Project Manager	🛨 『CN=Wesle	y Shilton/OU=Management/	O=TES		
Lead Engineer	🛨 『CN=Wesle	y Shilton/OU=Management/	O=TES I		
Fault Report Date		09/02/2021 16	Fault Report Time	12:54 O	
Fault Raised By (C	lient Contact Name)	° a ★	Direct contract number, preferably mobile	°	
Job Title of Above		° ★			
Description of faul	t	°. 🛨			
How long has the	fault been occurring?	Fu ★			
Has this happened	before?	°. ★			
Are there any acc	ess restrictions,	° a 🛨			
Comments for Clie	nt	[®] Your fault was resolved and provided information further queries	by the engineering team. We thank tho to help us resolve this issue. Please cor	se that reported the fault ntact TES if you have any	
		1			
General Notes					
*					

Please list "Lead Engineer" as the engineer who will be doing the initial response and the site visit. This will usually be the on-call engineer.

Click "Save".

Once you have clicked save you will see the job number appear on the job record.

If you are not the on call engineer you must create an action for them to contact the client.

Do this by clicking the "actions" tab then the "create action" button. See below:

		Status:	Open
Company Name:	G4S Care & Justice Service	es (UK) Ltd	open _
Job Status	Closed - Complete		
Action Owner: (Please select the name by clicking the small square icon)	[®] David Jones/Engineers/TES	Job Number:	J001872
Description	Contact Client Re:Inf Fault	1	
Action Type	O Arrange meeting	C Inspect goods inward	C Arrange SAT
	C Hold RS1	O Attend Site	O Submit SAT
	C Request BOM	Create FDS	O Seek signed SAT
	C Create Quote	O Seek signed FDS	O Invoice
	O Seek Customer Feedback	C Engineering Works	O SLA Pause
	O Seek customer PO	C Arrange FAT	 Other
	C Hold RS2	C Submit FAT	
	O Purchase goods	C Seek signed FAT	
Start Date	09/02/2021 16	End Date	09/02/2021 15
Start Time	13:18 ()	End Time	14:15 O

Click save.

If you are not the on-call engineer make sure they are telephoned immediately and made aware of the need to contact the client.

2. LOGGING A CLIENT INTERACTION

To keep things simple, client interactions are logged using a timesheet entry interface.

This is how it works:

Next to the New SLA fault button is a "Log SLA Client Interaction"

🚺 Di	iscover × 😳 Workspace ×	ŏ TE	S Home	page ×	<u> </u>	× dol 🏠 ×	🔥 New Action 🛛 🛛		
Â			New SLA	Infrastru	icture Fault	Log SLA Client Interaction	on E Close SLA Fault	SLA Snapshot	
\succ	on Man01	Se	arch in	View 'Ja	obs\ Faults By	Job No'			Search
	Prospects		architor	1					Search
	Customers	Ģ	Status	Cust	Job No	Job Type	Date	Time	Fitle
1	Active by name		± Open	d - Com	ploto				
1	Active by ref		L CIUSE		biete				
×.	All Customers								
دج	Maintenance Cust								

This will display a list of open faults. Select the fault and press ok:

Job 🗘	Customer	Job Type	Title	Status	(ок
J001645	AstraZeneca UK Limited	SLA infrastructure fault	Poor radio coverage at the security office	Open	
001657	St Helens MBC	SLA infrastructure fault	System Fault - No radios registering	Open	Cance
001737	Vivergo Fuels	SLA infrastructure fault	Trbonet failure	Open	
JOO1738	Vivergo Fuels	SLA infrastructure fault	Antenna Fault	Open	
J001742	PX Saltend Chemicals P	aSLA infrastructure fault	Investitate Coverage & possible interference	Open	
J001863	PX Saltend Chemicals P	SLA infrastructure fault	No call able to be made	Open	

Now complete the timesheet record, **IMPORTANT** take special note of:

- 1. Select the type of client interaction. It must be one of the three SLA interactions shown
 - a. Response to client
 - b. Site Attendance
 - c. Fix
- 2. Log the date and time of the interaction
 - a. If this is a response to client it will be THE START TIME THE CALL WAS MADE
 - b. If it is logging site attendance this will be **THE TIME OF ARRIVAL AT SITE**
 - c. If it is logging a fix this will be THE TIME THE FIX WAS ACHIEVED
- 3. Log the time you actually spent on the fault. Remember this will include return travel etc. and will be different from point 2.

TES TimeSheet			X
Timesheet			
Staff	[®] CN=Wesley Shilton/OU=Management/O=TES _ ■	Date 09/02/2021 18 Time 0	Save & Close
Job	J001645 💌		Add More
Туре	[®] A: Core Hours▼		Cancel
Work Type	C Commercial Eng: GIRI Eng: Maintenance Contract Eng: Other Workshop Activities Eng: Out of Hours Call Out Eng: Pre-Sale Eng: Pre-Sale	C Eng: Site Work (incl. travel) C Internal Task 1 C Project Management C SLA Fault: a. Log response to Client C SLA Fault: b. Log site attendance SLA Fault: c. Log fix	
Date work start	16	Time work start	
Time work end	16	Time work end	
Time spent on Job Mins		Time spent on Job Hrs	
Notes	2 2		

3. CLOSING A FAULT

Select the fault in question by "ticking" it (see below)

Click "Close SLA Fault"

1	New SL/	A Infrast	ructure Fault	2 Log SLA Client Interaction	Close SLA	Fault 💾 SLA Sn	apshot				
Se	Search in View 'Jobs\ Faults By Job No'										
Se	arch for										
	Status	Cust	Job No	Job Type	Date	Time	Title				
	🗆 Open										
		🗆 Astı	raZeneca UK	Limited							
(~			J001645	SLA infrastructure fault			Poor				
\sim		🗄 Blac	ckpool Trans	port Maintenance							
		± PX S	Saltend Cher	micals Park Limited FAULTS							
		🗄 St H	lelens MBC								
		± ST F	lelens MBC I	Maintenance							
		🗄 Vive	ergo Fuels								
	🗄 Close	d - Con	nplete								
			-								

This process will automatically close ALL actions on a fault and close the faut job overall.

As once you click the button you will see two prompts for comments. One will be for the internal job record and the other for the client SLA report.

An example of the CLIENT comment box is shown.

Close SLA Fault	? ×
Enter you client comments here	OK
Fault fixed at time of site attendance,	Cancel

WORKED EXAMPLE

This process was used for G4S call out to Altcourse by David Jones on 6-2-21.

Job number J001872, it can be found here:

					_	_	_		
	۱ <u>ا</u>	New SLA	Infrast	ructure Fault	Log SLA Client Interaction	Close SLA Fau	lt 💾 SLA Snap	shot	
Clients	6	arch in l	lion !!	lobe\ Foulte	By Job No!				
Man01	36	Barchin		IODS (Faults	By JOD NO				
	Se	arch for							Search
Prospects									
Customers		Status	Cust	Job No	Job Type	Date	Time	Title	
Active by name		🗆 Open	_						
Active by ref			🗄 Astı	raZeneca UK	Limited				
All Customers				ckpool Trans	port Maintenance				
All Customers			E St H	lelens MBC	inicals Park Linited FAULTS				
Maintenance Cust			± ST H	lelens MBC	Maintenance				
SLA Snapshot			± Vive	ergo Fuels					
SLA Summary		Close	d - Con	nplete					
Inactive			+ ADT	Fire & Secu	rity PLC				
Locations			± Blac	kpool Trans	port Maintenance				
Jobs				t Mancheste	r FAULIS				
By Customer			- 443	1001872	SI A infrastructure fault	06/02/2021	11:53:00	UPS (ault
By Job Tures			+ Not	tingham Tra	m Faults	00/02/2021	11100100	0.01	crone
By JOD Type			± PX S	Saltend Cher	micals Park Limited FAULTS				
By Job No			🗄 Salt	end Chemic	als Park Limited				
By Owner			± St H	lelens MBC					
Faults			± Vive	ergo Fuels					
Faults - Open			m wes	st midiand M	etro FAULIS				
Actions calendar									
		1							

This job required the new fault call to be logged, as per section 1 above, see:

Customer:	I G4S Care & Justic	e Services (UK) Ltd	Date:	06/02/2021	16
Job Status:	Closed - Complete				
Job Type:	 Sale Accident Complaint NCR Near miss 	C OAR C TES Internal C Customer calibra C Equipment calibra C Maintenance	C Repair C SLA in C SLA Te ation	frastructure fault erminal Fault	
Details Actions C	RS RS1 BOM Quot	es PO In RS2 PO Out Ti	mesheet Goods	FDS FAT SAT In	voices Out Invoices In
Job Title: Reference Numbe	UPS fault	đ			
Job Owner	"David Jor	nes/Engineers/TES 💵	Email	David.Jones@tesra	adio.com
Sales Executive	"Molly Bur	ke/Sales/TES 🖃			
Project Manager	[®] Adam Ra	nbow/Projects/TES			
		,			
Fault Report Date		06/02/2021 18	Fault Report Time	e	11:53 🔘
Fault Raised By (Cli	ent Contact Name)	[®] Client Operator (name not given)	Direct contract r mobile	umber, preferably	[°] 01515222000 J
Job Title of Above		[®] Facility Manager_			
Description of fault		^P After teting backup generators, UPS tripped. Did not restore after power test			
How long has the fault been occurring?		°<30 mins_			
Has this happened	before?	[₽] yes, cleint referred to fau	lt in Nov 2020 .		
Are there any access restrictions, are permits required?		P no.j			
Comments for Client " ^P Your fault was resolved by the engineering team. We thank those that reported the and provided information to help us resolve this issue. Please contact TES if you had further queries. Closed job at time of attendance as issue was fixed.			se that reported the fau ntact TES if you have an xed		
General Notes					

Then for a client interaction to be logged – firstly the initial response:

TimeSheet				
Timesheet				
Staff	[™] David Jones/Engineers/TES ☞	Date Time	06/02/2021 10	Save & Close
Job	J001872			Add More
Туре	[®] D: Time and Half Overtime			Cancel
Work Type	C Commercial C Eng: GRI C Eng: Maintenance Contract C Eng: Other Workshop Activities C Eng: Out of Hours Call Out C Eng: Pre-Sale C Eng: Programming, Configuration 8	C Eng: Site \ C Internal Ta C Project Ma SLA Fault: C SLA Fault: C SLA Fault: k Set Up C Training	Work (incl. travel) ask anagement a. Log response to Client b. Log site attendance c. Log fix	
Date work start	06/02/2021 18	Time work start	11:53 💿	
Time work end	06/02/2021 18	Time work end	12:00 ©	
Time spent on Job Mins	7	Time spent on Job Hr	rs 00:07	
Notes	ି Inital Call _ଥ			

Then the site visit:

Timesheet				
Staff	^P CN=Wesley Shilton/OU=Management/O=TES	Date [06/02/2021 18 14:45 O	Save & Close
Job	J001872 💌			Add More
Туре	[™] D: Time and Half Overtime			Cancel
Work Type	C Commercial C Eng: GRI C Eng: Maintenance Contract C Eng: Other Workshop Activities C Eng: Out of Hours Call Out C Eng: Pre-Sale C Eng: Programming, Configuration 8	C Eng: Site W C Internal Tas C Project Mar C SLA Fault: 1 C SLA Fault: 1 C SLA Fault: 1 SLA Fault: 1 C SLA Fault: 1	York (incl. travel) sk nagement a. Log response to Client b. Log site attendance c. Log fix	
Date work start	06/02/2021	Time work start	11:55 💿	
Time work end	06/02/2021 16	Time work end	15:30 💿	
Time spent on Job Mins	215	Time spent on Job Hrs	03:35	
Notes	$^{\vec{r}}$ Client site attended. Re-connected the time of arrival. $_{\vec{u}}$	the primary repeater. U	PS was back up and running by	/

This information inputted in this way means that the CRM could calculate the SLA performance and produce an SLA report. Expample as follws:

TES COMMUNICATION	Custome	Customer SLA Summary Log				
Customer	G4S Care & Justice Services (UK) Ltd					
Summary Created date	09/02/2021					
Job Number	J001872					
Job Title	UPS fault					
Job Status	Closed - Complete					
Job Owner	David Jones					
Comments for client Your fault was resolved by the engineering team. We thank those t reported the fault and provided information to help us resolve this i Please contact TES if you have any further queries. Closed job at t						
	attendance as is	sue was fixed.				
Date of Fault raised	06/02/2021					
Time of Fault raised	11:53					
Time to First Response	0	SLA First Response	2			
Time to First Site Attendance	2	SLA Site Visit	8			
Total Pauses	0	SLA to Fix	12			
Time to Fix	2					
Net Fix	2					