

Audit & Governance Committee

PAMS Implementation Update - Content

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Property Asset Management System (PAMS)

ATRIUM



Content....

- Background
- Timeline
- Progress to date
- Benefits so far
- Next steps....

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PAMS Implementation Update - Background

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Background

PAMS (Property Asset Management System) is designed to support and assist property management activities and events through the lifecycle of a property asset.

PAMS has been procured, and is being implemented, in partnership with Hampshire County Council.

The system selected through the tender process was Atrium, which is a web based system.

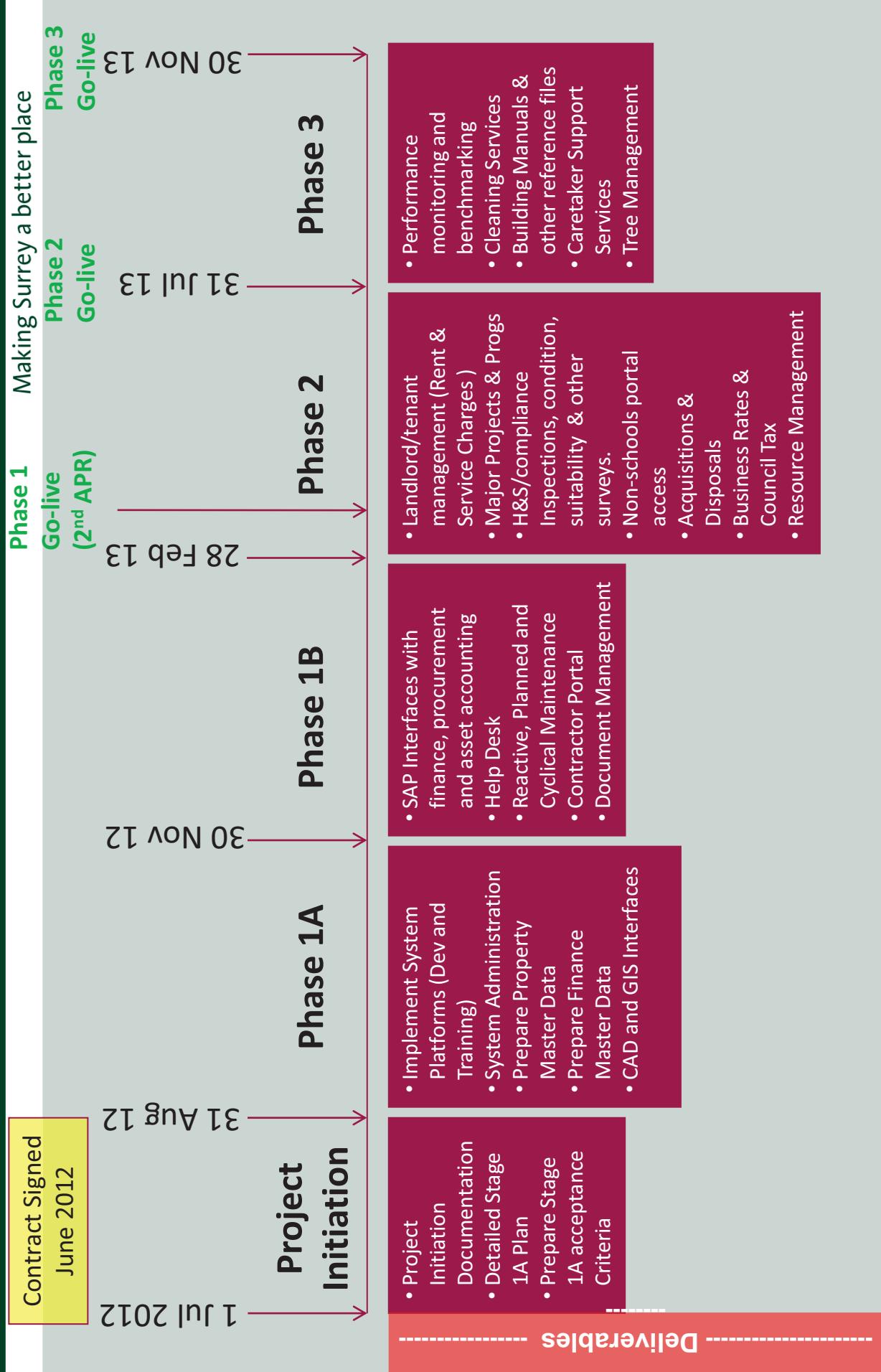
The contract is a Framework open to in excess of 50 public sector organisations in the southeast including all SE7 partners and associated district and borough councils.

There is a joint Project Board and Project Team that work collaboratively to design and implement the system modules.

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Phase 1

The system went live (Surrey CC only) on 2nd April in the following areas, as planned:

- Property master data – sites, buildings, land and room data
- Finance master data – capital & revenue cost collectors and GL codes
- Procurement master data – vendors
- System Administration – users set up on system with appropriate security levels
 - Property Helpdesk
 - Reactive Maintenance
 - Planned Programme Maintenance
 - Cyclical Maintenance
- Contractor Portal – high volume maintenance contractors using system
 - Document Management
 - Payments Interface with SAP
 - Training in new system

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Phases 2 and 3

With lessons learned from the go-live of phase 1, and knowledge gained of the system, the delivery of phases 2 and 3 is currently being re-planned with Hampshire CC and the supplier.

Phases 2 and 3 are progressing (details below) and it is estimated that the remaining system modules will be rolled out through the rest of the financial year. The additional time is required to train staff, adapt business processes and embed the system into business as usual.

Currently being implemented:

- Landlord/tenant management (Rent & Service Charges)
- Major Projects & Programmes
- H&S/compliance Inspections, condition, suitability & other surveys.
- Customer Portal (Schools and non-schools)
- Acquisitions & Disposals
- Rent payment and receipt interface with SAP
- Link to Geographic Information System (GIS)
- CAD Integration

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Benefits

Benefits are already being realised from the modules that have gone live so far and it is expected more will follow as processes are developed and refined around the system.

The following are some of the benefits realised so far:

- Greater financial control & monitoring of maintenance budgets
- A single system used by the main maintenance contractors giving greater visibility and status of works in progress
- Time saved for Helpdesk, Business Support and SSC Accounts
- Payable with move from manual and multi system processes
- In system alerts to users for hazards such as asbestos
- Electronic, and largely paperless, procure to pay process with contractors
- Workflow notification emails to relevant people at key process stages (inc. customers)
- User friendly system available to more users through a web browser

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PAMS Implementation Update – Next Steps....

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Next Steps....

- A full progress report will be prepared for Audit & Governance Committee in December
- A modular rollout and development of business processes will continue to the end of the financial year
- There will be continued development of the system to meet services evolving needs

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