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## QFM User Group – 22<sup>nd</sup> March 2018: Q&A

### Asset Lifecycle:

**Q: *The replacement cost for an asset - is this based on the cost at the time? Because the cost in 10 years will be different.***

**A:** Currently this is the 'as is' cost without indexation. However, there are plans to add the impact of indexation next year.

### Resource Scheduler:

**Q: *How does the system determine skills?***

**A:** QFM associates the work-type set-up and skills required when selecting an engineer. Required skills are derived from the service matrix. Operatives are assigned skills they may perform and there is the ability to restrict which of an operative skills may be used at any site.

**Q: *What about jobs that require multi-skills?***

**A:** This is a complex area that is partly supported. The system does not currently support the concept of a single visit requiring multiple skills. If a job is set up with multiple skill requirements then a visit will be created for each. The assumption is that a different task is required for each skill. These will be allocated to operatives who have the required skill in the usual way. There is no functionality currently to assign both tasks to the same operative if they have both skill sets. However using manual scheduling within the resource scheduler then these sorts of scenarios can be sorted out – visits can be cancelled or re-assigned to appropriate operatives.

**Q: *How does the system raise a work order?***

**A:** Express Events logged on mobiles get set up in QFM and notifications / worksheets are sent from there in the usual way.

**Q: *Is there still an option to cancel a job?***

**A:** Operatives can 'accept' or 'reject' jobs dispatched to the mobile. The resource scheduler sees these and may choose to re-assign or cancel the visits. You can also set-up a default email so you're notified when a job is dropped off.

**Q: *Can data scoping be based on site, contractor, and access for outside contractors?***

**A:** Data can be scoped to the current users permissions so you can have jobs assigned to outside contractors so that they can only see jobs that are assigned to them or in their region.

### Asset Barcoding:

**Q: *Is Asset Barcoding designed for internal use or third party contractors?***

**A:** You could use it either for internal purposes or for a third party contractor to go around and do the asset audit for you. Third parties could be given access to the App to perform asset barcoding. Named users would need to be set up and managed in QFM so that the system recognises them.