**Control and Dispatch System**

* *Why does the project need to be delivered?*

*To* records key data in real time, so you can have the information you need to make key decisions whenever you need to allocate tasks within the allocated SLA times and a smooth running of facilities task. To also help when we are the departments are understaffed. Or are you over staffed? Why does that one job always get held up? Inspect the data and spot trends to make changes you know will have a positive impact. To provide key data, KPI Reporting Tool to help you to track progress and ensure we can supply departments KPIs. Have a system that can perform all tasks within the helpdesk by using one system instead of a few

* *What are the project objectives?*

To improve and streamline the service, to enable the operators to entre tasks and distribute accurately and effectively, so the patients and staff have a better journey from start to finish, that includes if they need room cleaning, Fresh linen, Pantry and food order to patient movement. Having one system that logs jobs for all tasks that come through the helpdesk from Facilities to estates to pest control. To have the processes the same instead of having to adapt a process for different tasks different site to a different department. To communicate with staff who are working across all 3 sites using the same equipment and process and have it all unified. Having everything on one screen Plus, cost savings using one system for everything.

* *What will the consequences of not delivering the project?*

Slower response times, using a system that is not adequate for the needs of the service. Constantly having to flip between databases and screens. Still having issues with radio communications and tasks being delayed or missed, patients being affected and medical teams not being able to put the patients first.

* *Define the project outputs*

*One system to run the helpdesk.*

* *Identify timescales for each of the project deliverables*

*ASAP*

* *What is the impact of the project?*

*Better service for staff and patients experience, cost saving.*

* *What must the project deliver?*

*A software that can Follow a task from start to finish and has the same communications ability for all 3 sites and department requirements.*

* *Who will be affected by the project?*

Everyone who works for the Trust, and everyone who comes into the Trust either patient, Visitor.

* Identify the proposed benefits of the project

Cost saving, more streamline service that works across all 3 sites with the same communications routes.

* *System Requirement?*
* LOGGING OPERATIVES ON AND OFF SHIFT AND TAKING BREAKS
* SCHEDULING OPERATIONAL TASK VIA ROUTE AND ZONES
* ALLOCATING TASKS TO STAFF
* MONITORING PENDING,RECEIVED, ON ROUTE ONE JOB COMPLETED
* ADVANCED ALLOCATION OPTION
* PRE ALLOCATIING TASKS TO OPERATORS
* BOOKING MULITPUL TASK FOR SAME OPERATORS
* BOOKING ROUTES
* EDIT,CANCEL AND PAUSE TASKS
* SPERATE TABS FOR EACH DEPARTMENT AND SITE
* ESCALATION FEATURE FOR TIMED OUT TASKS
* GROUP COMMUNICATION FEATURE
* INDIVIDUAL COMMUNICATION FEATURE
* SLA REMINDER
* MANAGEMENT REPORTS
* LOOK BACK SEARCH ACCESS FOR CONTROLLERS
* ZONE FEATURE TO PROMP ALLOCATION
* GPS OF COMMUNICATION TABLETS TO ALLOCATE EFFECTIVLY
* PLATFORM FOR DEPARTMENT AND WARDS TO ENTER REQUIRED TASKS FOR ALLOCATION
* ARCHIVE TASK
* REPORT ON TASKS BOOKED BY CONTROLLER
* LOGGING ON AND OFF FEATURE FOR CONTROLLERS