**Appendix 1 - Asset Management System Requirements**

| Modules | Functions | Essential | Desirable | Comments |
| --- | --- | --- | --- | --- |
| Stock Condition Survey | On site data collection |  |  |  |
|  | Survey Program/Scheduler |  |  | Manage five yearly rolling surveys. Integration with appointments, letters. |
|  | Retention of historical survey records |  |  |  |
|  | Near real time data exchange |  |  |  |
|  | Configurable component library and survey forms design |  |  | Define survey components (multiple field definitions) and ability to group component types into surveys |
|  | Component Costs |  |  | Standard or variable |
|  | Component image capture |  |  |  |
|  | Report against Decent Homes Standard and HHSRS |  |  | Age/Condition, Modernity, Thermal Comfort, HHSRS |
|  | Configurable rules engine to report against internal or other standards |  |  | Decent Homes Plus |
|  | 30 Year component replacement cost forecasting |  |  | Including repeat cycles |
|  | What-if modelling |  |  |  |
|  |  |  |  |  |
| Housing Health and Safety Rating System | Stock Condition Survey Links  Indicative or Full Risk Assessment |  |  |  |
|  |  |  |  |  |
| Planned Maintenance Module | Replacement years to drive programmes of work by property or work package or business area |  |  | Compliance activity included? |
|  | System generation of programmes/work packages |  |  |  |
|  | Order integration with Capita and Contractors |  |  | Programme orders and completions exported and bulk loaded into Capita as a minimum |
|  | Programme status/progress tracking |  |  | No-access, tenant decline management? |
|  | Approval process and update of component and energy data |  |  |  |
|  | Work phasing |  |  | E.g. two stage ordering linked to the return of the R&D survey |
|  |  |  |  |  |
| Energy Module | Automatic upload of EPC data from lodgement centres |  |  | Elmhurst link, others supported? |
|  | Data loading tools to update retrospective completed works |  |  | Boilers, Glazing, Insulations. Plus SAP Recalculation. |
|  | SAP Recalculation – Individual Property |  |  |  |
|  | SAP Recalculation - Portfolio |  |  | For SAP 10 upgrade, bulk programme works etc. Error/exception Report.  Calculated against data version or latest engine? |
|  | Programme Planning Scenario Tools   * Costs to meet specific SAP Targets * Fabric First v. Best SAP/£ * Bespoke work packages costing * Cost extrapolation by archetype |  |  | Or integration to 3rd party product |
|  |  |  |  |  |
| Compliance/ Servicing and Inspection Module | Configurable service components, intervals and costs. |  |  | e.g. Gas, Electric, Lifts, Water, CCTV, Solar, Variable costs. Group components into compliance categories. Treatment of multiple components |
|  | 1. Near real time update of servicing data/Contractor Data Integration/Contractor Portal |  |  | Including Orders/Payments. Links to planned maintenance? |
|  | 1. Certificate generation and automatic storage |  |  | In-house and contractor certificates. Corgi CDMS Compatible. |
|  | 1. Near and Expired Certificate Reporting and Escalation |  |  | BM – possible to track component history i.e. look at when it has been completed in previous years? Currently when date is rolled on, we lose sight of whether it was completed on-time or not, only whether it is currently compliant or non-compliant.  Sub-Status allocation to identify exceptions. |
|  | 1. Escalation Letter Generation |  |  | No Access attempts, record of injunction. |
|  | 1. Management of Big 6 Compliance Areas |  |  | RV – of which can be linked to relevant components and lifecycles |
|  | 1. Monitoring/Escalation of Actions |  |  | e.g. FRA Actions Monitor, Asbestos Management, Follow on works |
|  | 1. Gas MOT Style (Optional) |  |  |  |
|  | Full history of components including removed components |  |  |  |
|  | Automatic document management direct from handhelds to attached to individual jobs/components |  |  |  |
|  | Reporting system and capability to create own parameters for reports |  |  |  |
|  |  |  |  |  |
| 1. Asbestos Module | Asbestos Register |  |  | RV - As a minimum to include what we get from Capita re the register. Ideally all of the below too if they can be incorporated. |
|  | Risk Scoring |  |  | As per MDS |
|  | Asbestos Management According to Risk |  |  | Integration with appointments, letters. |
|  | Contractor Data Integration |  |  |  |
|  | 1. Works Orders Integration/Notification |  |  |  |
|  |  |  |  |  |
| Asset Options Appraisal | 1. NPV Model |  |  | Currently use third party product - obvious benefits if this is integrated but not showstopper. |
|  | 1. Configurable Social Measures and Scoring System |  |  | Scoring Categories (Property, Environment, etc.) and Bands 1-4. |
|  | 1. Disposal League Tables |  |  | Outputs to identify poorly performing stock. |
|  |  |  |  |  |
| IT/General | 1. Data Import/Export Tools |  |  | To enable bulk import and export of data due to external contractors providing updated data or to complete external data analysis. |
|  | 1. Dashboards/Reporting Tools |  |  | The solution should have its own pre-built reporting and dashboard to facilitate deep analysis of our assets.  Ideally the ability to integrate with corporate reporting tools which are currently Sql Server Reporting Services so that different data can be analysed from multiple systems in the same reports and included in corporate dashboards/KPIs. |
|  | 1. Data Security and Audit |  |  | If a SaaS solution is proposed then it should adhere to British standards such as ISO27001 and should be hosted in UK data centres. There should also be the ability to control access to specific devices/IPs and/or multi-factor authentication to protect our data.  Logs should be kept of user actions to enable audit. |
|  | 1. Interfaces to existing systems – Capita Open Housing Management System (May need to include others like Finance System depending on solution design) |  |  | 1. This is the biggest consideration when moving a part of our core data set into a new solution – design work needs to be done on the processes to fully understand what data needs to sit in which system before we know what an interface needs to do and how it needs to function. For example is an overnight batch ok or does it need to run on APIs in real time?   It is essential that we can link our HMS to the asset data. Assuming the HMS remains the master data set then the integration will need to maintain a list of current properties.  Integration may need to include contractors, job creation, Gas servicing, planned maintenance, Asbestos, some components such as Boilers to support repairs still being run from HMS, energy components updated from repairs etc. |
|  | 1. Ability to update data from mobile devices |  |  | We currently use Total Mobile and although the continued use of this solution is preferable we may need to consider alternative mobile solutions depending on integrations available from asset management system providers.  If we expect direct updates of asset data from a mobile device we will need to consider where the mobile visit is created from, at the moment this comes from the HMS. |
|  | 1. Modern scalable platform that support High Availability |  |  | If the solution is to be installed on premises it should run on a modern software platform that can be configured to run in a highly available manner.  If it is a SaaS solution then the same should apply for the service we are accessing |
|  | 1. Support service available Mon-Fri 8:30-17:00 |  |  | Access to a support service for both colleagues in Property Services and Technology Services |
|  | 1. Web based solution 2. OR 3. Ability to run in a multi user environment such as Citrix |  |  | If the solution requires client installation then it needs to support our current multi user environment |
|  | 1. Role based access |  |  | To ensure that users are only given access to data/functions necessary for their role  Do we understand what asset data needs to be available to colleagues outside of Property Services that they can currently access in the HMS. |
|  | 1. Single Sign on support |  |  | Ability to integrate with Active Directory for single sign on to reduce the number of credentials colleagues need to remember and promote better password hygiene. |
|  | 1. Ability to show asset data on customer portal / integrate with preferred portal supplier |  |  | Thinking about the customer contact project and the increased push for self service and empowering customers things like planned maintenance/expected replacement cycles may be something we want to be able to share with customers |
|  |  |  |  |  |
| 1. Other | 1. Report Library |  |  | Big 6 Compliance Reporting |
|  | 1. Tailored Reports |  |  | Ability self-serve data requests and create ad-hoc reports. |
|  |  |  |  | RV – a report that can be used as a baseline for the different reporting mechanisms (RAG, dashboard etc.). This would have already been vetted before being extracted (admin checks removed, management areas with no responsibility etc.) |