The Computerised Maintenance Management System (CMMS) shall be used to manage maintenance planning, delivery and reporting.

Key performance indicators shall be reported quarterly using the template provided and identifying actions to improve non-compliance.

A single asset identifier numbering framework shall be used for the effective identification and management of financial and maintainable assets.

Building and Infrastructure Maintenance Policy

Implementation Standard for Maintenance Information Management

1. Purpose
This Implementation Standard identifies the minimum requirements for the recording of asset information, use of maintenance information systems and maintenance reporting for buildings and supporting infrastructure to ensure all legislative requirements, government policy and best practice requirements are met.

2. Scope
This Implementation Standard applies to all Queensland Health service districts and corporate office divisions (who have building asset owning responsibilities), their employees, service providers and suppliers responsible for the management, operations and maintenance of Queensland Health owned or managed buildings and infrastructure.

This Implementation Standard applies to Queensland Health owned or managed buildings, infrastructure and equipment but does not apply to Health Technology equipment or Information Communication Technology equipment.

3. Supporting documents
Authorising Policy:
- Building and Infrastructure Maintenance Policy

4. Related documents
- Maintenance Management Framework (MMF)
- Capital Works Management Framework (CWMF)
- Non-Current Asset Policies for the Queensland Public Sector
- Financial and Performance Management Standard 2009
5. Requirements for Maintenance Information Management

5.1 Asset Maintenance Information Systems

5.1.1 Health service districts and corporate office divisions shall use the Asset Maintenance Information Systems (AMIS) to manage the provision of maintenance for all buildings and supporting infrastructure owned by Queensland Health.

5.1.2 The AMIS includes:
- Queensland Health Computerised Maintenance Management System (CMMS)
- I-Net Computerised Maintenance Management System (iCMMS)
- Decision Support System (DSS)
- Finance and Materials Management Information System (FAMMIS)
- Built Environment Materials Information Register (BEMIR), and
- Mobile Asset Management Tool (MAM).

5.1.3 Health service districts and corporate office divisions shall record maintenance expenditure in CMMS. The Building and Infrastructure Maintenance Key Performance Indicator (KPI) Report for CMMS Usage measures the usage of the CMMS by health service districts and corporate office divisions.

5.1.4 Health service districts and corporate office divisions shall update CMMS to include additions of new maintainable assets, as well as transfers and disposal of existing assets including equipment, buildings and supporting infrastructure.

5.1.5 Maintainable items are those which are to be:
- maintained to ensure the equipment, plant or building element is kept in good working condition over its useful life and/or to comply with legislation, Australian standards or Government policy frameworks, and/or
- recorded and tracked for effective whole of life asset management and replacement.

5.2 Reporting of Maintenance Key Performance Indicators

5.2.1 Health service districts and corporate office divisions shall report on the Building and Infrastructure Maintenance KPI:
- quarterly to Health Planning and Infrastructure Division (HPID)
- using the template provided by HPID, and
- identifying actions to improve any non-compliance.
5.2.2 Health service districts and corporate office divisions shall use their maintenance performance, improvement strategies and outcomes to provide direction for future maintenance planning, delivery and expenditure.

5.2.3 HPID shall consolidate and report Building and Infrastructure Maintenance KPI with recommendations on the maintenance performance of the building portfolio to the Health Infrastructure and Projects Executive Committee (HIPEC) on a quarterly cycle.

5.3 Single Asset Identification

5.3.1 Health service districts and corporate office divisions shall use the Queensland Health Single Asset Identifier (SAID) Policy and standardised numbering framework for asset identification and management.

5.3.2 The SAID numbering framework shall apply consistently to both financial assets (recorded for asset accounting purposes) and maintainable items (recorded for maintenance, tracking and/or replacement purposes).

5.4 Asset Commissioning and Handover

5.4.1 Capital works, minor new works, refurbishment and upgrade projects shall be commissioned (e.g. trialled and tested) prior to completion and handover to ensure that the assets, services and equipment are functioning, operational and ready for use in accordance with the Queensland Health – Capital Infrastructure Minimum Requirements.

5.4.2 Before project completion and handover:

- Technical information on all aspects of assets, services and equipment operation, including manuals, warranty information and specifications shall be provided to health service districts and corporate office divisions
- All asset information including lists of maintainable items with maintenance schedules shall be provided to health service districts and corporate office divisions
- All asset information and master data shall be uploaded in the required format into the CMMS by health service districts and corporate office divisions, and
- Operational training shall be provided to maintenance staff and system operators for all building infrastructure and systems.

6. Review

This Standard is due for review on: 30 June 2014.

Date of Last Review: New Standard
Supersedes: New Standard
7. Business Area Contact

Asset and Property Services Branch, Health Planning and Infrastructure Division
8. Responsibilities

<table>
<thead>
<tr>
<th>Position</th>
<th>Responsibility</th>
<th>Audit criteria</th>
</tr>
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<tbody>
<tr>
<td>Chair, Health Infrastructure and Projects Executive Committee (HIPEC)</td>
<td>• Endorsement of policy and implementation standards.</td>
<td>• Endorsement within governance arrangements.</td>
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</tbody>
</table>
| Senior Director, Asset and Property Services Branch, Health Planning and Infrastructure Division | • Policy custodian for policy and associated policy instruments.  
• Maintain the policy and associated implementation standards.  
• System management and administration of the Computerised Maintenance Management System (CMMS).  
• Maintain and control the Single Asset Identifier numbering framework for issuing of barcode and label identifiers.  
• Consolidate, report and recommend maintenance key performance indicators.  
• Regular and adhoc whole-of-government reporting  
• Lead, guide, and support health service districts and corporate office divisions in maintenance management activities. | • Policy developed and maintained in line with Policy Management Policy |
| Health service district CEO (or their delegate). Also: Corporate office division Deputy Director-General (or their delegate) who have building asset ownership responsibilities | • Use the CMMS as a maintenance management and information system.  
• Ensure accuracy and currency of CMMS data.  
• Ensure the SAID framework is applied to financial and maintainable assets.  
• Record commissioning and handover information.  
• Report maintenance key performance indicators. | • KPI reports |
9. Definitions of terms used in this policy and supporting documents

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition / Explanation / Details</th>
<th>Source</th>
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</table>
| **Commissioning** | **Building Commissioning** - completion for occupation by the contractor from a physical facility point of view such as successful running of all plant and equipment.  
**Operational Commissioning** - the preparation of a facility and its staff for commencement of operation such as equipping (the process of procuring and installing furniture, fittings and equipment for a Health Care Facility) and familiarising of staff with facility operation. | Australasian Health Facility Guidelines |
| **Computerised Maintenance Management System (CMMS)** | The CMMS of Queensland Health is a state-wide asset management system to identify, manage and maintain the buildings and associated infrastructure, and is a module within FAMMIS. | CMMS Business Case, 2001 |
| **Finance and Materials Management Information System (FAMMIS)** | FAMMIS is a computer based integrated business management solution which utilises SAP R/3 enterprise resource planning software and contains financial, asset accounting, materials management and maintenance information. | QHEPS web site for FAMMIS |
| **Single Asset Identifier (SAID) Framework** | Provides a unique asset identifier numbering framework for the effective identification and management of the Queensland Health asset base in regard to usage, planning, performance, monitoring and reporting. | Single Asset Identifier Policy |

10. Approval and Implementation

**Policy Custodian**
Senior Director, Asset and Property Services Branch, Health Planning and Infrastructure Division

**Responsible Executive Team Member:**
Deputy Director-General, Health Planning and Infrastructure Division

**Approving Officer:**
Deputy Director-General, Health Planning and Infrastructure Division

**Approval date:** 27 June 2012  
**Effective from:** 27 June 2012