NEIS

Overview of CRM

**Sharon Smith -
CRM Helpdesk**
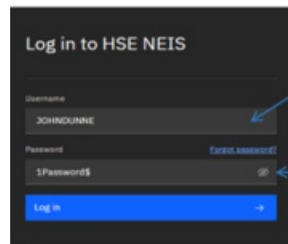
With a significant increase in the numbers of NEIS Tririga Accounts being activated we are seeing increased activity in our CRM (Customer Relationship Management) Microsoft Dynamics 365. This provides the NEIS Team with the following features which allows us:

• Ticket routing.
• Ticket creation submitted by users via email/Phone
• A case resolution path for support
• Manual ticket reassigning and escalation
• Key ticket information (e.g., ticket subject and Unique ID, case categorisation) and

additionally tracking case-related information (e.g., emails received, follow-up requests, notes)

Using the information from Dynamics 365 we can measure resolution times, identify any trends with the submitted tickets and any support issues, all of which enable us to ensure we continually improve our customer service standards.

Included below is some support information around 2 of the most commonly Logged NEIS IT Issues.

Passwords: Tririga users reporting that their existing/ newly issued password will

not allow access. The Common issues we see are where the Username is incorrect or there can be a typing error with the password. (See fig. 1 above)

If both of these fields are correct and you are still having issues you can request a new temporary password from the Log In page.

Click on **Forgot password?** And a new temporary password and instructions will be emailed to you.

Update on the NEIS Common data environment (CDE)

**Mark Egan
- Aconex Administrator**

It has been while since the NEIS had the opportunity to give an update on the NEIS Common data environment (CDE). The NEIS have been focused on reviewing different aspects of the CDE with regard to system configuration, Capital Submissions, Training, Support as well as enhancements to the system.

The NEIS currently have 144 projects on the CDE which include standard Construction projects while also including Metering, Tusla, Decarbonisation and PPP projects.

All Capital Submissions are now submitted through the NEIS and at the turn of the year NEIS created new Capital Submission container projects to reflect the new regions ie 'PI-DSE 25-30' which is Dublin Southeast container. The older container projects are still available but all new submissions should be submitted through your regions new container project so please ensure you have access.

Along with the configuration of the system NEIS are reviewing our training deliver model. Training delivery sessions going forward will be a maximum of 30/40 minutes. Shorter, concise and targeted topic focused sessions which are delivered to specific stakeholders on the system modules and functionality they will utilise. Example is to cover the Mails or Documents module in a 30 minute session. More step by step user's guides and short videos will also be created and available to users going forward and a new open training support "project" is being developed in Aconex for every Aconex user through the NEIS.

As projects numbers increase so does the Support and training volumes the NEIS receives, as a result NEIS has re-structured our Helpdesk desk by increasing the numbers working on to support the Helpdesk manager. When support tickets are sent in using our support email NEIS.Support@hse.ie , a CRM ticket is created which is then assessed and assign to the appropriate personnel to deal with the issue.

With regard to having your project created on the NEIS CDE, please reach out using our support email above as NEIS would be delighted to support your project up on the system and organise Aconex training for your project team.

Over the past couple of weeks, the NEIS have been working on an additional block of work with regard to Information Handover. NEIS have working alongside Oracle and the NEIS O&M product Owner to develop a standardised national digital O&M and safety file management approach. This consists of a structured folder hierarchy for consistent project data handover and clear metadata requirements for all handover documentation.

This work will ensure consistency across all projects and significantly improve our ability to access and manage critical information during the operational phase.

HSE NEIS delivering a more holistic approach to training

Kevin O'Flynn & John Duggan - NEIS Trainers

Within the HSE NEIS team we deliver 'holistic' training for all of our Tririga and Aconex users both within the HSE and our External users. But what does that mean?

It means we have developed your training to give you an understanding not only of your particular role when you use the HSE NEIS systems but how your role feeds into and affects the other areas of the system. It focuses on the whole, explaining the way the systems are interconnected and aims to provide you the user with an awareness of the systems in an operational environment.For example:

A Service Requestor is also given an understanding of the importance of the quality of the information they submit. How this can affect the reaction time to a Request and to the tracking of asset reliability, by the Maintenance and Estates Teams.

A Property Manager is also shown that their management of the real estate in their RHA/IHA can also have an impact on Maintenance teams and Capital Projects.

We are also reviewing our Aconex Training. Focusing on delivering targeted point-focused topic sessions,

which can be delivered Quickly, Precisely and is immediately usable.

To achieve this we carry out a comprehensive assessment of the Systems and of the Roles which will be using the NEIS platforms. This allows us to map out the various processes and how they fit together. We then develop an integrated training program, which not only provides Role specific training but also promotes collaboration across the roles.

As the NEIS system regularly evolves with user and system enhancements, we are continuously monitoring these improvements to the systems. Reviewing and evaluating the current training provision and improving it to explain these new requirements.

Some new additions include Enhanced Service Request process for the NCH, Planned Maintenance Training, Environmental Incident Forms and BMS fault generation.

If you are a HSE employee, looking for refresher training or a quick reminder and you are on the Healthirl network, you can access SharePoint and find all the Training material on our dedicated NEIS Training Site: https://healthireland.sharepoint.com/sites/NEISTrainingSite?e=1%3A3eab13b577814b0f8105ec31f536a82c

For External users or users without SharePoint you can request any refresher training via our Help Desk neis.support@hse.ie

Overview of CRM

Alternatively email NEIS.Support@hse.ie and include in your email a new Tririga password is required.

**Need Access to Tririga:**
The NEIS Access Request Form is available from the NEIS training SharePoint page: https://healthireland.sharepoint.com/sites/NEISTrainingSite?e=1%3A3eab13b577814b0f8105ec31f536a82c

This form enables us to capture the necessary details for account set up and route to the relevant maintenance team for approval. Once your account request has been approved your account username, temporary password and instructions will be emailed to you.

The NEIS Access Request form is available https://eu.jotform.com/form/231504710352343#preview

*Use your HSE windows/network credentials if prompted for a login. You must be on the healthirl.net network
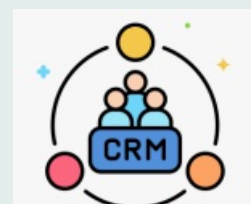
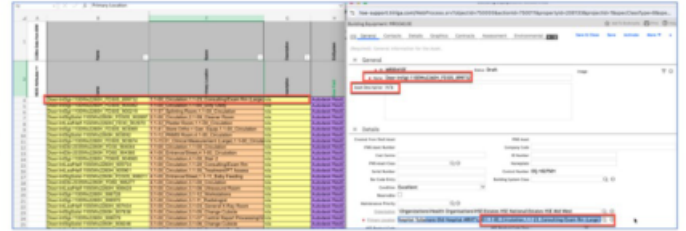# IBM Tririga BIM Integration: Transforming Asset Management

**Aidan Cullinane -
Product Owner Capital &
Construction
Management**

Display COBie Data in TRIRIGA

Mock-ups Only

➤ COBie Data that is transferred from Revit Model to TRIRIGA are displayed on the Relevant TRIRIGA Records viz. **Building, Floor, Space & Assets**

➤ Some Data is mapped to existing TRIRIGA Fields such as Name, Description etc and

➤ All other Data will be displayed on a Separate Custom Build Tab called **COBie Data** on the respective TRIRIGA Records viz. **Building, Floor, Space & Assets**

➤ **Note:** The **COBie Data** Tabs **are not yet built** and are being tracked under NEIS Support JIRA ticket #NEIS-1458

The NEIS has effectively implemented several transformative digital solutions that have significantly improved our asset management capabilities:

• The IBM Tririga BIM Integrator
• COBie data mapping.

The Revit Plugin for IBM Tririga, which has been recently deployed, is a significant development in our digital asset management capabilities. This digital integration tool establishes a direct connection between our Integrated Workplace Management System (IWMS) and our BIM models, thereby dismantling conventional information silos. Design teams can transmit comprehensive asset data directly from Revit models to Tririga without requiring manual re-entry, ensuring data integrity throughout the asset lifecycle.

The plugin makes this possible. Our novel COBie implementation, which includes a dedicated COBie section within Tririga, complements this integration and represents a significant breakthrough in operational asset management. This

novel method revolutionises the process of transitioning building information from construction to operations, establishing a new standard for digital asset transfer. Our advanced bidirectional mapping establishes intelligent connections between Tririga's operational database and standardised COBie documents.

Data reliability is significantly enhanced by the automated verification processes that identify inconsistencies before integration, ensuring that each COBie field is precisely mapped to its corresponding Tririga attributes.

Maintenance managers can import and validate COBie data packages, visualise relationships between assets and spaces, monitor information completeness, identify documentation gaps, and generate comprehensive asset registers automatically due to the purpose-built COBie interface within Tririga. By doing so, COBie is transformed from a static handover document to a dynamic operational instrument. The conventional "information cliff" at project handover transfer is

eliminated by this direct integration.

Maintenance teams now have immediate access to comprehensive asset information without delays or data loss. The methodology facilitates the execution of predictive maintenance strategies informed by precise manufacturer specifications, warranty information, and maintenance requirements recorded in the COBie data.

These implementations provide considerable advantages, including eliminating duplicate data entry, enhanced data accuracy, streamlined handover processes, better maintenance planning with detailed asset specifications, and enhanced asset lifecycle management.

The NEIS has demonstrated the potential of standardised data formats to provide demonstrable operational benefits and lifecycle cost reduction within HSE Capital and Estates by developing this innovative BIM & COBie-Tririga integration.

Viewer Feature within IBM TRIRIGA

> The 3D View of the Model is available under the Viewer Tab of the BIM Model Management
> Use the Viewer Features such as Rotate / Pan, Zoom etc to review the Model

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I now want to provide a brief update on several additional & key developments in our digital asset management capabilities & BIM requirements which have been developed through the NEIS.

Aconex CDE:
Aconex is now fully available as our Common Data Environment (CDE) and a digital construction management platform. This enterprise-level solution standardises our project information management across all minor & major capital projects, providing:
•Centralised document control
•Streamlined workflow management
•Enhanced collaboration capabilities
•Comprehensive audit trails
•Secure information sharing

Digital Integration:
We have implemented a new Revit Plugin for NEIS that enables the direct transfer of asset data from BIM models to our system. This streamlines the asset information workflow from design through operations while also providing full BIM viewing capabilities in NEIS.
•Direct integration between Revit and NEIS through a dedicated plugin, enabling seamless data transfer from BIM models
•Automated mapping of asset information from Revit models to NEIS asset management system, reducing manual data entry and potential errors
•Supports standardised Construction

Operations Building Information Exchange (COBie) data exchange, ensuring consistent asset information transfer from design and construction to operations
•Real-time synchronisation capabilities between BIM models and Tririga, maintaining data accuracy and integrity throughout the asset lifecycle

Digital Handover Process:
A standardised national approach to digital O&M and safety file management has been developed. This features:
•A structured folder hierarchy for consistent organisation
•Standardised document naming conventions
•Automated transfer of relevant information from the project module to operational modules (i.e. Operations & Maintenance, Environment & Sustainability, etc)
•Clear metadata requirements for all documentation
•Simplified search and retrieval capabilities
This development will ensure consistency across all projects and significantly improve our ability to access and manage critical information during the built environment's operational phase.

Asset Information Requirements (AIR) Templates:
Asset information capture templates are now available for both new and existing assets. These templates:
•Align with our NEIS system
•Include comprehensive asset-

specific data requirements
•Feature structured preventive maintenance scheduling information
•Incorporate detailed inspection procedures
•Support direct upload to Tririga for maintenance compliance

The templates are organised in three key sections:
1. Asset-specific technical data and classifications
2. Planned maintenance schedules
3. Inspection procedures and maintenance checks

Over the last few months, the NEIS team has been working with our colleagues in HSE Capital & Estates, Design Teams, and construction teams to review the NEIS Common Data Environment in terms of functionality and project delivery. NEIS team members are also reviewing Helpdesk logs to identify areas where we can enhance our solution to ensure you, your teams, and vendors have the best possible experience.

The NEIS and CHI teams have recently delivered significant additional functionality on NEIS for CHI, which is also available to all HSE Maintenance teams nationwide.

If you, your teams, vendors, DT, or contractors have projects requiring setting up on NEIS or any operational module queries, please email Neis.Support@hse.ie.

Managing Space is key to Full Utilisation of the Built Environment

NEIS has configured Space Reservations functionality as part of the Space Management module. This functionality can be deployed across all HSE buildings, as required. Space Reservations allows users to:

• Create bookings for Individual Spaces, for example Offices, Meeting rooms, Clinical examination spaces

• Create bookings for Work Spaces – for example desks, cubicles and similar single person spaces

Users can avail of an on-the-go mobile App for reserving spaces, or can use their desktop or laptop. Functionality has been configured to be easy to use, with a similar look and feel for desktop, laptop, tablet and mobile device users.

Larry Murphy
Product Owner –
Operations &
Maintenance
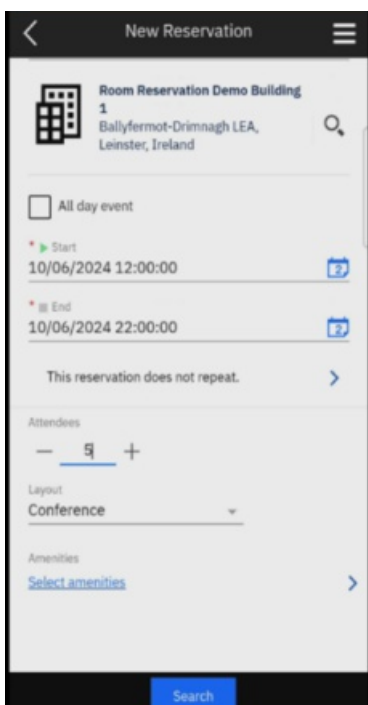
All spaces can be configured to be freely reservable, to have an approval

step, and/or to be visible to as many or as few people as required. Space reservations for each space can be individually programmed to mimic your business use, thereby allowing spaces to be reserved as you want them to be.

Parameters such as
• Space Accessibility
• Space Capacity
• Pre and advance booking periods
• Allow or not allow series reservations/ bookings
• Equipment available in the Space e.g. network connections, IT Equipment, etc
• Check-in Required
• Confirmation emails for reservation and approval step
can all be set on a per space basis.

The calendar periods the spaces are available to be reserved within can also be set up as required, for example 08.00-18.00 Hrs Monday to Friday, or whatever calendar suits your use case for each space.

You might want to ensure perhaps that no spaces are reservable during a particular period of the day. We can accommodate that. Once a space booking is confirmed, an email with a calendar invite attached is sent to the Reservation Requestor.

Space reservations functionality has 3 roles:
• Reservation Requestors – those that need to make reservation bookings
• Space Owners – A person or persons that approve reservations made by others (in cases where the approval step is required).
• Reservation Co-Ordinators - A person or persons that manage spaces they are responsible for.
This may extend to determining when a space is reservable and/or when it is not available, amending space parameters, reviewing space bookings made for a space or group of spaces, running Reservations reports.

Care has been taken to ensure these roles are as user friendly and uncomplicated as possible, saving you time and making the use of Space Reservations a positive experience.

There is no requirement to install additional equipment in the building to use NEIS Space Reservations. The NEIS Team will assist and guide you in the on-boarding process, and will configure your spaces for reservations functionality. If you would like to explore Space Reservations functionality further, please email NEIS.support@hse.ie
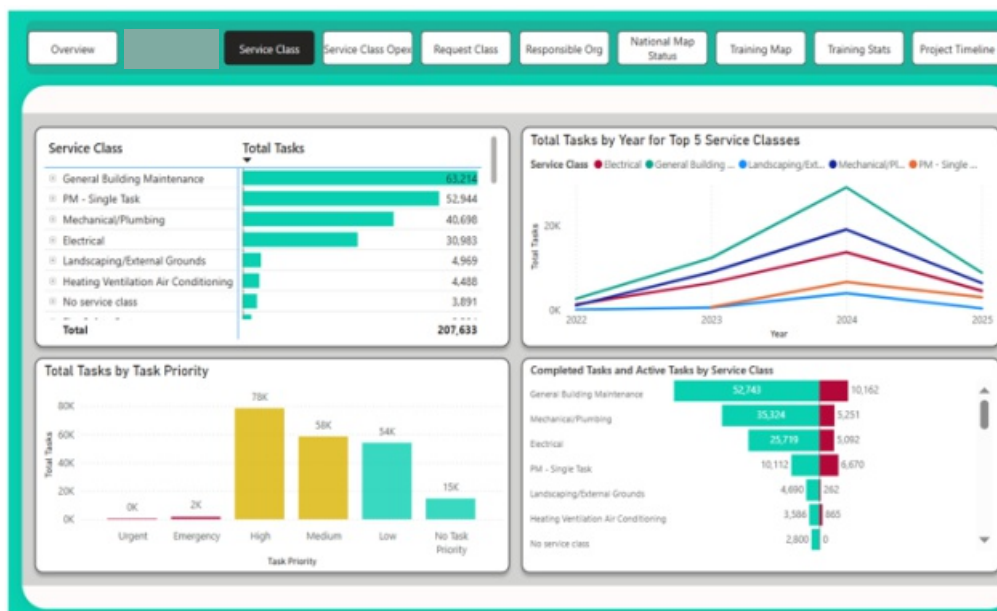
Data Quality

John Hung - Data Manager

I've been with HSE Capital & Estates for more than four years now. I started as a Data Analyst within NEIS, progressing to Data Manager in 2023. As the project continued, the responsibilities have increased over the years, from receiving data, transforming it and loading into IBM Tririga, one of our major systems, to generating custom reports using Tririga Advanced Reporting & Power BI, to managing data workflows through a centralised infrastructure (Microsoft Fabric). To that end, data quality has always been our main focus.

Data quality is the cornerstone of effective decision-making and operational efficiency. In an era where organisations rely heavily on data-driven strategies, the accuracy, completeness, and reliability of data directly influence outcomes. Poor data quality can lead to misguided conclusions, wasted resources, and missed opportunities, while high-quality data empowers people to act with confidence.

Inaccurate, incomplete or inconsistent data distorts reality, possibly leading to suboptimal decisions. High-quality data, on the other hand, ensures that insights are trustworthy, enabling capital & estates to allocate resources

effectively. One key reason data quality matters is its impact on decision-making. Reports generated based on good quality data can help capital & estates to better understand the business at a glance with user-friendly charts and graphs.

A Power BI dashboard showing national work task breakdown by service class, task priority and task status

Operational activities efficiency also hinges on data quality. For example, having the correct key information such as locations, people and assets, means that work tasks can be logged and assigned to the right people for the right assets/ locations, detailed description of the task is provided, so that maintenance work can be carried out with confidence. Clean, consistent data streamlines processes, reduces errors, saves money and accelerates output for all HSE stakeholders.

Finally, data quality fosters trust. Stakeholders, whether employees, end-users, or regulators, need assurance that the information they rely on is credible. Poor data can damage reputations and lead to ethical challenges, while a commitment to quality builds accountability and credibility.

The NEIS data team have been undergoing digital transformation. The changes within the team, how we adopted the various systems, and the experience we gained over the years have allowed us to deliver higher quality data.

Various processes including extracting, transforming and loading data into end systems have been carefully designed to ensure improvement in the data that was collected.

In short, data quality is not a luxury but a necessity. It underpins sound decisions, efficient operations and trust, making it a critical asset in today's information-driven world. Investing in data quality is investing in success, this is what the NEIS stands for, Better Data, Better Decisions, Better Outcomes.
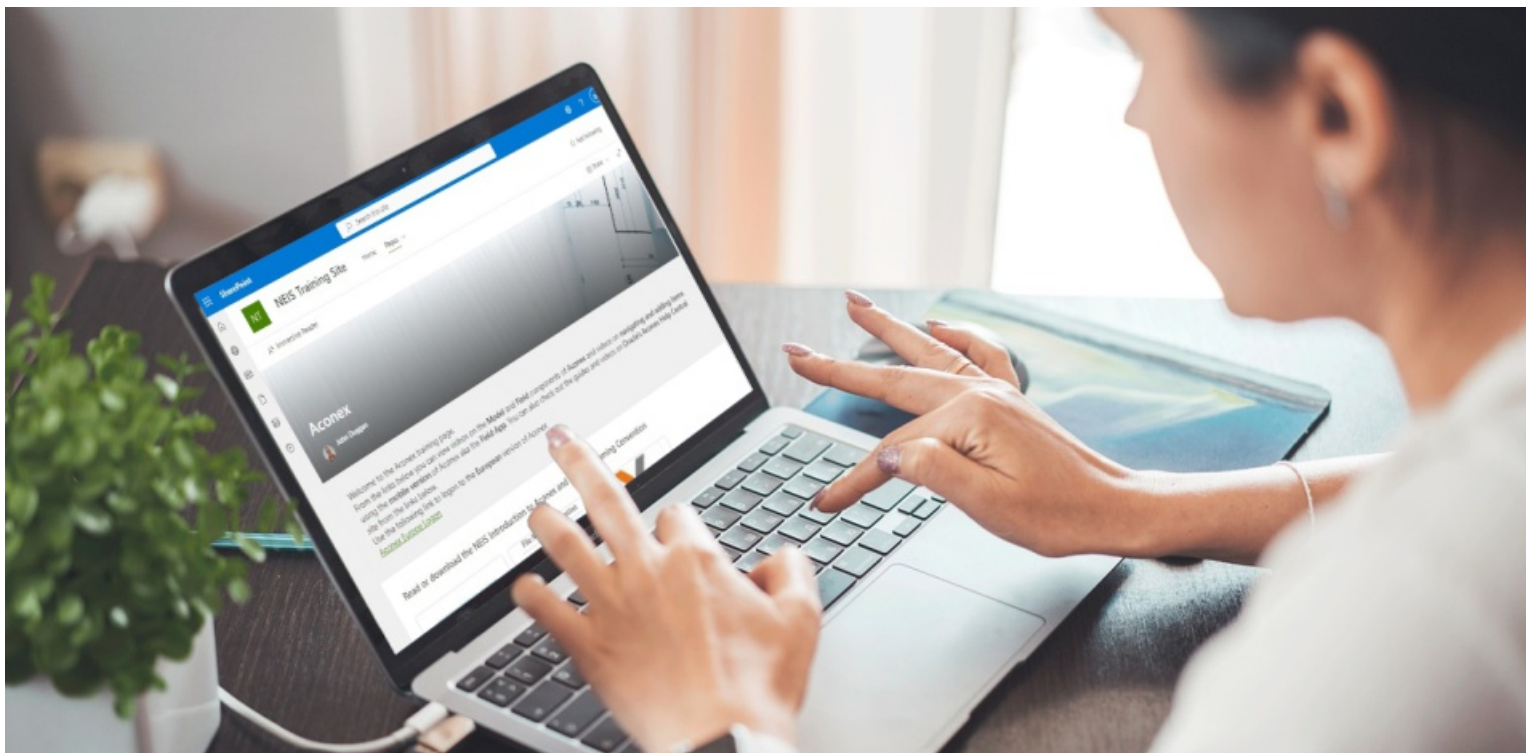
Get to know Aconex with specialist training

CPD Opportunity! Aconex Training continues, as per the schedule below.

If you would like to be included in any of the training sessions which will be facilitated online, please send an e-mail to NEIS.Support@hse.ie with "Aconex Training" as the subject and details of which session(s) you would like to attend.

Training	Format	June	July	August
HSE Estates Staff Training (PM)	Typically 1 x 2 hr sessions	(NEXT	SESSION	SEPTEMBER)
DT/Contractor Training (DT/C)	Typically 1 x 1hr sessions – incl. Project initiation	4th June @10am		
Project Initiation Training (EM,AND,PM)	Typically 1 x 1hr sessions – incl. Project initiation	18th June @ 10am		27th August @ 10am

Find out more about NEIS on www.hse.ie

NEIS training SharePoint site for HSE C&E staff https://healthireland.sharepoint.com/sites/NEISTrainingSite?spStartSource=spappbar

Have any questions?
Contact us on our dedicated email address
✉ **NEIS.support@hse.ie**

HSE