

A message from the Editor

Welcome. This issue provides an update on progress for rollout of the Real Estate module, taking us through the first deployment in Tullamore.

Our Guest Spotlight focuses on our Customer Relationship Manager, whose main responsibility is managing the NEIS Helpdesk.

This issue also contains overviews of two reporting tools; the IBM TRIRIGA Reporting add-on, which provides a user-friendly experience for all users, and Microsoft Power BI, which is being utilised by Operations & Maintenance Product Owners.

You can also read about the new estates library consisting of three distinct platforms of information freely available to all registered users, so be sure to sign up to this wonderful resource.

Finally, the NEIS timeline shows all we have accomplished, from the start of the first module in October 2021 and now, two years later, successfully completing the final TRIRIGA Module for Facilities (Space Management). A word of thanks to all the staff involved in helping to achieve this significant milestone.

Finally, I would like to wish you all a peaceful Christmas and a very happy new year.

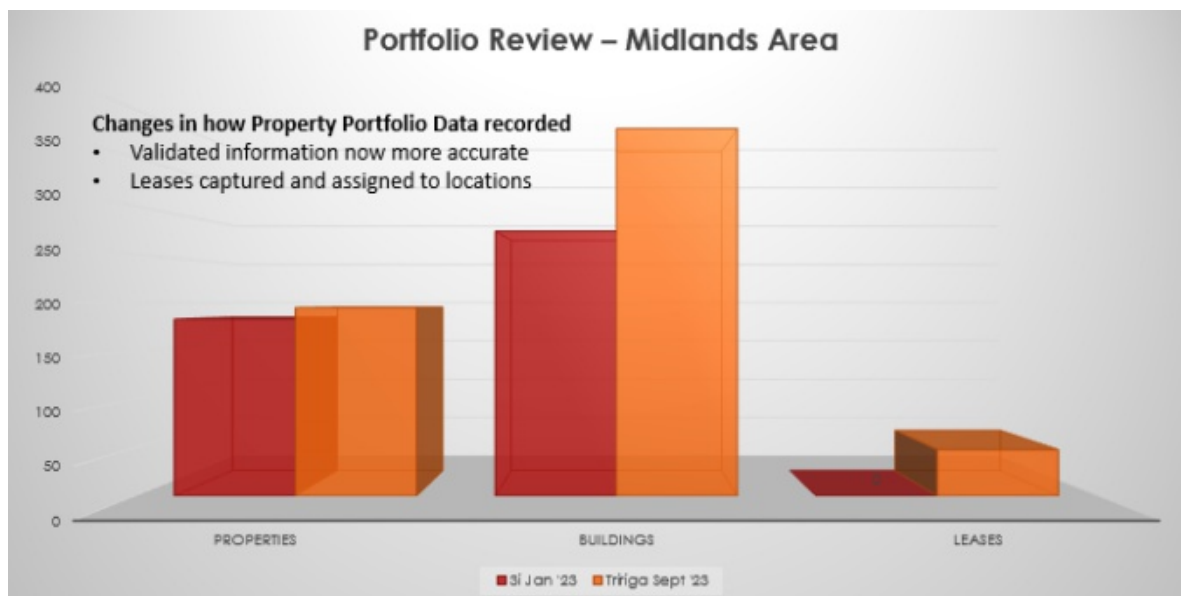
Bernard Pierce

NEIS

NATIONAL ESTATES INFORMATION SYSTEM

BULLETIN

Issue No. 8 - Winter 2023



Real Estate Module Update

Earlier this year the Real Estate (RE) Module of Tririga was deployed as a pilot to the Midlands HSE Capital and Estates (C&E) to trial the functionality of the RE module. This office has a broad portfolio with a wide range and type of RE transactions, enabling a robust test of the system.

To enable this deployment, initially a series of in-person meetings were undertaken with the local property personnel of the C&E office Tullamore to review the



Elaine Daly
Product Owner
- Real Estate

portfolio and ensure that the information currently held matched with that on Tririga. Given the volume of data and the format that Tririga holds information,

adjustments to the portfolio and associated leases records were undertaken together with my colleagues from the Portfolio Module and Data Team.

The positive engagement and feedback from the local office ensures that the midlands data is as comprehensive as possible. It provides a good baseline for the office themselves to now maintain and update the data going forward.

Continued on page two.

Real Estate Module Update

From page one.

- Subsequent reviews have also been undertaken via phone and MS Teams calls to support the office and this has centred on:
- Initial access and review of data by the users on the system,
 - Navigating around the system and accessing the relevant sections,
 - Enhancements, if any, required to ensure that system meets the needs of those using it.

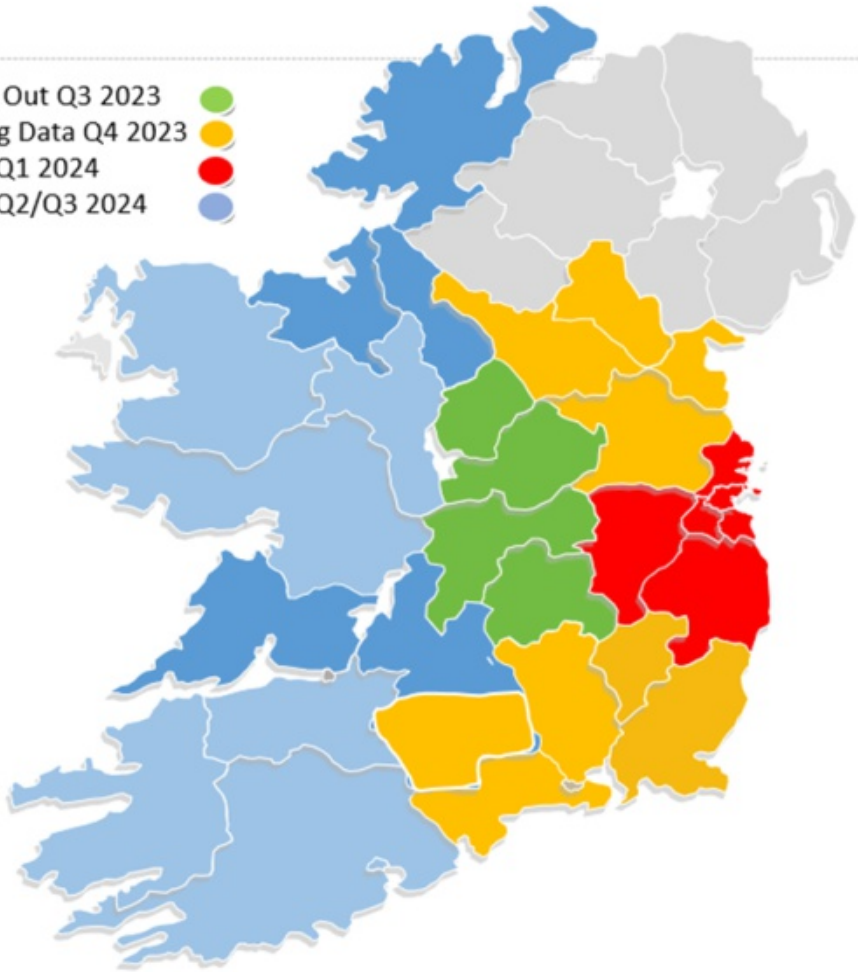
The local office will also be offered ongoing support through the helpdesk NEIS.Support.ie, the Guidance Manual and refresh training as required.

So far the module has been well received by the midlands office and engagement has been very positive.

It was noted that the review allowed for “a structured transfer of knowledge” between the Property Manager and the more recently appointed Assistant Property Manager and the impact on day-to-day workload was “minimal” once the initial review was undertaken.

In addition, enhancements to Tririga to capture unregulated leases/licences/ no formal agreements (“Shell

Pilot Roll Out Q3 2023
Validating Data Q4 2023
Planned Q1 2024
Planned Q2/Q3 2024



Contracts”) and fields to capture Property Services Regulatory Authority (PSRA) data, amongst others, were requested and will be delivered in the next release update. These will then be available to all offices in due course.

Once the pilot office has been fully deployed, it is intended to deliver the RE Module of Tririga to the North East and South East offices and then begin data validation in the Dublin region in Q1 2024.

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	January	February	March
HSE Estates Staff Training (PM)	Typically 5 x 2.5 hr sessions		5 x Sessions starting 19th Feb @ 10 a.m.	
DT/Contractor Training	Typically 2 x 2hr sessions – All except Proj init and Proj Review	10th & 12th Jan @ 10 am	9th Feb @ 10 am	6th & 8th March @10am
Project Initiation Training (EM,AND,PM)	1 x 2hr session- Fundamentals, Proj Init, Proj review	24th Jan @ 10 am		20th March @ 10am
End User Training (Service and Admin)	1 x 2hr session – Overview and how to view and reply to mail and mark up documents		28th Feb @ 10am	





NEIS Helpdesk is here for all your queries

GUEST SPOTLIGHT



Sharon Smith
- CRM Lead

I began working with the NEIS as CRM (Customer Relationship Management) Lead in December 2022. Previous to working with the NEIS Team I worked with Symantec as global queue manager for their IT department.

As CRM Lead my main responsibility is managing the NEIS Helpdesk to ensure we support our users resolving as quickly as possible any issues they may have using the Tririga and Aconex systems. The Helpdesk is the central point of contact for all NEIS users.

A typical day involves picking up cases which have been logged in the system, reviewing and categorising the case type and routing the case to the relevant support team as well as resolving certain ticket types.

In addition to the day-to-day ticket management, I create and provide reports to the management team. These reports provide an overview on the volume of tickets/applications/case issues and so on.

The figures also show the success of Tririga as we see more people accessing and using the system. The NEIS team set up the system to a high standard enabling end user to request support.

A mail sent to NEIS.Support@hse.ie will automatically create a ticket with a unique Case ID in the CRM Helpdesk. Through the CRM system we can keep the user informed of any updates and resolutions details. You can also call the Helpdesk on (057) 9357630.

Being part of the NEIS team is very interesting, working with the product owners and gaining an understanding of the various modules of the NEIS system.

NEIS TIMELINE

Phase 1A: Aconex Project Common Data Environment (CDE), Contract and Cost Management, October 2021



Phase 1A: Tririga "Projects" i.e. Capital Programme Management, October 2021



Phase 1B: Tririga "Operations" i.e. Maintenance incl. Medical Equipment, April 2022



Phase 2: Tririga "Real Estate" i.e. Property Management, October 2022



Phase 3: Tririga "Environmental" i.e. Environment & Substitutability, April 2023

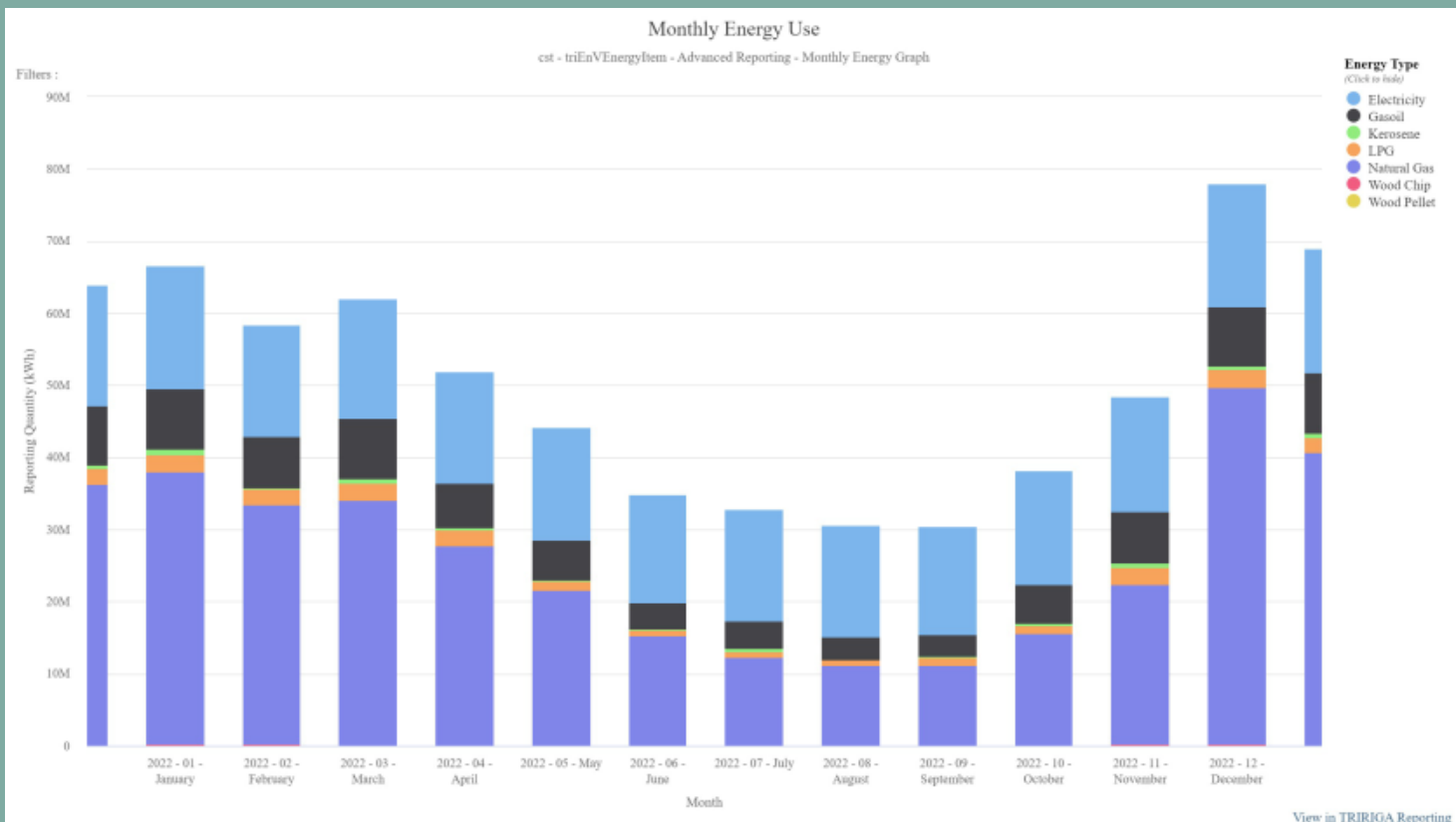


Phase 4: Tririga "Facilities" incl. Space Management, October 2023



JUST COMPLETED!





Advanced Reporting tool has become key to Tririga interface

A new feature that is becoming available to users of Tririga is the Tririga Advanced Reporting Tool.

The advanced reporting tool offers a range of charts and graphs that can be used to present the data stored in Tririga in a clear and compelling way. It allows users to present data in a way that is easy to understand and interpret.

The tool also offers interactive features, such as advanced filtering, that allow users to explore data in greater detail.

The visualisations can be added to reports and presentations as well as being displayed on the users Tririga dashboard.



Rachel Keating
Product Owner -
Environmental and
Sustainability

The reporting tool provides users with a quick and easy way to understand large amounts of data. Tririga Advanced Reporting offers real-time data updates, ensuring reports are always up-to-date and accurate with any new information that is available on Tririga.

For the Environmental and Sustainability (E&S) module the Advanced Reporting Tool is becoming a key function. The tool allows users to view energy consumption data and carbon emission data for the HSE's largest energy users, aligned with the bills that are received by sites on a monthly basis. E&S users can see all energy bills for a site of their choosing or they can choose to filter to only view one particular energy type to allow for detailed review of trends.

As we load additional data into Tririga we aim to grow the number of graphs with the goal of having waste and water consumption information available in this format.



Power BI Report Developed by O&M Product Owners



Larry Murphy
Product Owner
– Operations &
Maintenance



Aidan Cullinane
Product Owner –
Operations &
Maintenance

O&M Product Owners, Aidan Cullinane and Larry Murphy, have in recent times obtained licenses for Microsoft Power BI and undertaken training on the BI system.

BI reporting is a powerful business analytics tool that allows NEIS and wider HSE Capital and Estates teams to visualise and analyse their data in a meaningful and actionable way.

For the Health Service Executive (HSE), using BI reporting to generate detailed reports on building and asset maintenance delivery can provide numerous benefits, including:

- Increased efficiency, better resource allocation, and improved decision making
- The ability to quickly and easily gather data from multiple sources and present it clearly and concisely. BI reporting integrates with various data sources, including Excel spreadsheets, cloud-based services, and on-premises databases, allowing users to consolidate data from multiple sources into a single report. This can save time and reduce errors in manually gathering data from numerous sources.



- Real-time data analysis. BI reporting's interactive dashboards and visualisations allow users to drill into data and explore real-time trends and patterns. This can help identify areas where maintenance resources are being over or under-utilised and allow for more effective resource allocation.
- BI reporting's predictive analytics capabilities can also be leveraged to identify potential maintenance issues before they become significant problems. By analysing historical maintenance data, BI reporting can identify patterns and trends that may indicate potential problems with specific assets or systems. This allows maintenance teams to proactively address these issues

before they become significant problems, reducing downtime and minimising the impact on operations.

- Finally, more informed decision making. By providing real-time access to data and analytics, BI reporting allows our key decision makers to make more informed decisions about the allocation of resources, alongside issues like maintenance prioritisation, and overall maintenance strategy.

By consolidating data from multiple sources, analysing data in real time, leveraging predictive analytics, and enabling more informed decision making, BI reporting will improve the efficiency and effectiveness of building and asset maintenance operations.



Upgrades and Enhancements boosting the TRIRIGA system

Every month a TRIRIGA upgrade package is deployed via a release process. You may be aware of these from the downtime notifications you receive.

Each release contains a mix of new/ enhanced functionality and bug fixes.

Every change is tested thoroughly (System Integration Testing and User Acceptance Testing) before it is deployed by our team.

Recent releases have included:

- ❑ TRIRIGA platform upgrade from version 3.8 to 4.5. This included the 'Forgot Password' feature which allows users to change their own password.
- ❑ Space Management module.
- ❑ The ability to create Service Requests and link an Asset to the Service Request.



**Bhavani
Pedavalli**
- NEIS Test
Lead

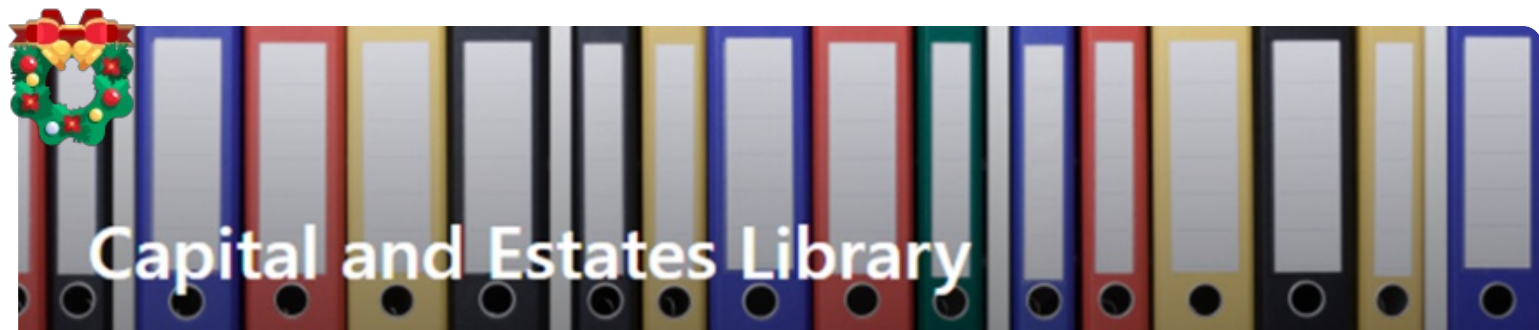
- ❑ Retired buildings are not displayed alongside active buildings, improving ability to easily locate active records.
- ❑ Primary Address section fields on portfolio Building/Floor/Space/ Land are inherited from parent property record, reducing duplication of effort as it auto-populates the LEA, province, county, country, town and GIS.
- ❑ The ability to record property occupancies where the



Kay Kelly
- IT Project
Manager

arrangement may mean ad hoc or informal arrangements, giving a more complete picture of the HSE's liabilities with regards to leases/licences/occupancies.

- ❑ For Commercial Lease returns, the Revenue Doc ID field will act as a reminder to property managers to submit PRSA returns and populate these fields with the relevant information.
- ❑ Security Enhancements in Operations and Maintenance module.
- ❑ Enhancements to Capital Projects module include form changes and the PAR Approval Process.
- ❑ A separate UX (user experience) application – 'Advanced Tririga Reporting' tool has been launched to view the data more easily and visually as charts and graphs.



The Capital and Estates Library is a central repository for documents and links to other sources of information in a standardised and approved format. The initial set up contains a range of documents and includes the following:

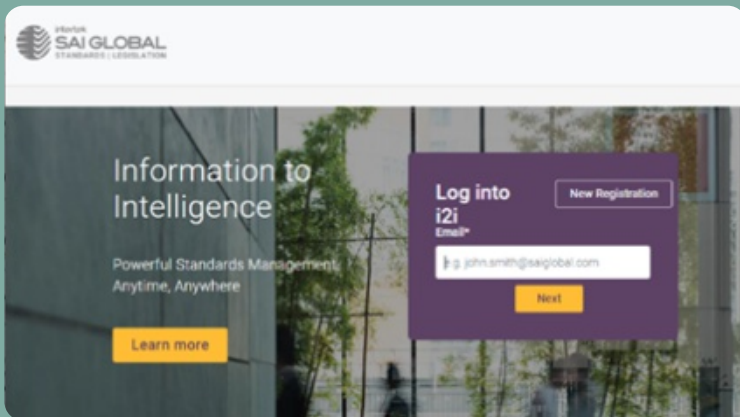
- ❑ HSE Capital Projects Manual and Approvals Protocol;
- ❑ Link to Capital Works Management Framework guidance notes;
- ❑ Link to HSE Employee Handbook;
- ❑ Some HSE engineering standards, e.g. general passenger lift specification.

Further documents will be added over time, and any user may propose specific items for inclusion, through a dedicated workflow process within the Library.

There are three distinct platforms that are available to all registered users of the C&E Library:

1

i2i



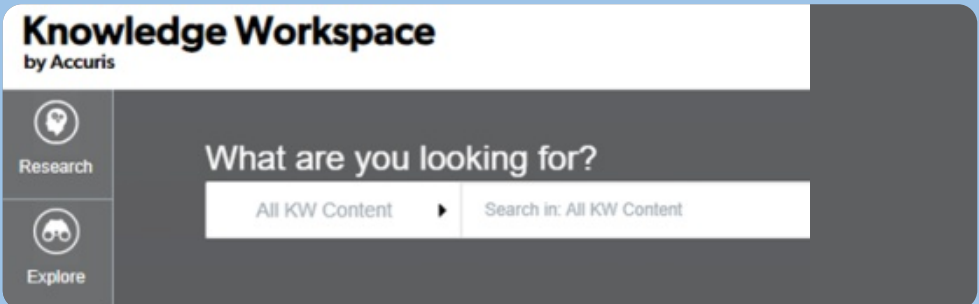
The first is i2i (Information to Intelligence) hosted by SAI Global, a distribution partner for the National Standards Authority of Ireland. The i2i platform gives access to the full collection of over 20,000 NSAI standards across different classification codes i.e. all Irish Standards, I.S., I.S. EN and I.S. EN ISO standards including historical versions.

Within the platform, there is a video series to help you make the best use of i2i and you can view tutorials for:

- Searching Standards
- Product Page
- Viewing Standards Online
- Purchasing Standards
- Watchlist and Alerts
- Comparing Standards

2

IHS Markit



The second is IHS Markit which provides access to all British Standards and 450 other publishers including CIBSE, NBS, BRE, BSI, HTMs and HBNs, RIBA, Architectural Press through:

- ❑ Knowledge Workspace by Accuris - relevant Standards and Construction related documents including catalogues
- ❑ Construction Information Service (CIS) - access to an index of standards, regulatory and advisory documents for the UK and Irish construction industries.

3 SFG20

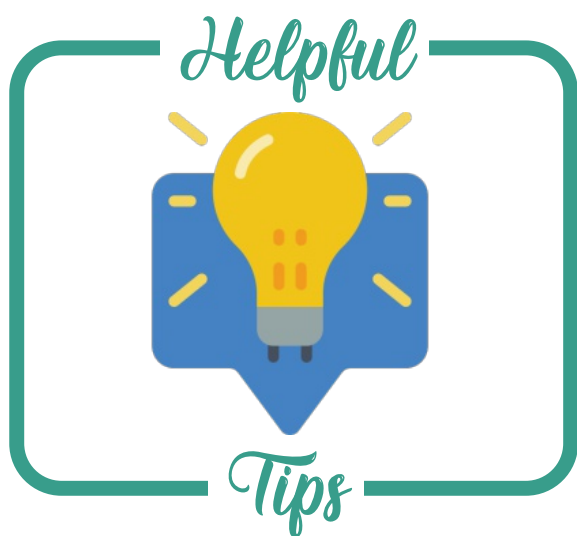
Finally, the third resource that is available is access to SFG20, recognised as the industry standard for building maintenance specifications.

Launched in 1990 by the Building Engineering Services Association (BESA), SFG20 is fully HTM aligned.

It provides access to a library of

more than 2,000 maintenance schedules that updates dynamically to reflect changes in legislation and health and safety regulations.

This makes it possible to create customised maintenance schedules that are designed for compliance whilst also saving you time.



Instructions on how to access all of the above are available within the C&E Library on Aconex – search the Document Register by Type “Information Document”.

All Capital and Estates and Maintenance staff can register for access to the C&E Library via the [Registration Link](#).

If you are already registered and want to refresh your memory on how to navigate the system, follow the link to the [NEIS Training Site](#) for Training Presentations and System Demo of the Capital and Estates Library.

Should you have any questions on the above, please do not hesitate to contact NEIS.support@hse.ie



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

Find out more about NEIS on www.hse.ie

