



AGFMA • FACT SHEET

Service Delivery Planning

Audience



Participating Agencies



AGFMA FMSP



Contractors

Purpose

This Fact Sheet provides information regarding the Participating Agencies' Service Delivery Plans, including Annual and Long Term Planning processes.

Service Delivery Planning

The Service Delivery Plan and Budget (SDP&B) cycle is an annual process whereby the Participating Agency and AGFMA's Facilities Management Service Provider (FMSP) plan and agree on the facility management services to be delivered for the next financial year. An Agency representative with appropriate delegation is required to approve the final SDP&B to ensure alignment with the Agency's Long Term Service Delivery Plan, or other relevant Agency plans and policies that need to be taken into consideration.

The key objective of the AGFMA facility management activities is to ensure that operational life of in-scope Assets is optimised in terms of efficiency and cost, remain operable and safe for use. For example, preventative maintenance activities need to be scheduled by the FMSP in accordance with legislation, associated regulations and standards, operating manuals and the approved agency asset maintenance profile.

The FMSP is required to work in partnership with the respective Participating Agency representative to develop the Agency's annual SDP&B.

Annual Service Delivery Plan & Budget

The Annual Service Delivery Plan & Budget (ASDP&B) outlines the provision of planned preventative maintenance services and other deliverables including budget estimates by the AGFMA FMSP to the Participating Agency for the current financial year, which include:

- the services to be provided for each of the Participating Agency's Locations and in-scope Assets during the upcoming financial year
- the Agency's scope of agreement which identifies the core Assets for mandatory inclusion and the Agency's nominated Asset service levels
- the estimated cost of each preventative maintenance service by agency Location
- the total estimated cost for preventative maintenance services, breakdown maintenance services and project services
- a total cost of delivering all of the services
- the frequency of each service to be provided.

For more information on service scope including core and agency nominated assets please refer to the following Fact Sheet [Services Scope - Site and Assets](#).



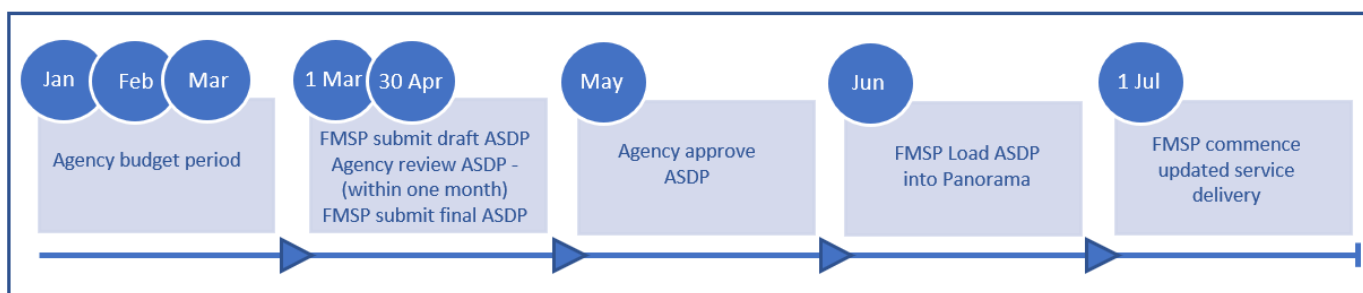
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The ASDP&B is to be developed in collaboration with Participating Agencies and includes detail on services to be provided, the estimated costs and the planning schedule with reference to available supporting Asset Management documentation including from the previous year. The process includes discussion and agreement on the Agency's scope of agreement for agency nominated Assets. The objective of the planning cycle is to develop plans that maximise the useful life of Assets and reduce whole of life ownership costs.

The planning process aligns Agency budgets, covering maintenance and project works, and includes:

- review of Agency Strategic and Asset Management Plans
- trend analysis of historical spend for optimisation
- alignment of Agency Strategic Objectives to Asset Management best practice; and
- Agency review and approval.

In March, the FMSP will provide Participating Agencies with draft ASDP&Bs for review and discussion. A final draft plan will be provided to Participating Agencies by the end of April, for a final review, and approval prior to the end of May. The FMSP will then provide each Participating Agency with a copy of their approved ASDP&B.



The ASDP&B is developed with reference to the Long Term Service Delivery Plan, to maximise the useful life of Assets and reduce whole of life costs.

Long Term Service Delivery Plan

The Long Term Service Delivery Plan (LTSDP) means the plan in relation to the long term planning, management and maintenance of Assets and provision of the related services by the AGFMA FMSP.

Each long term plan outlines the asset management requirements including major periodic maintenance refurbishments, capital asset replacement activities and the works program for each location for a 20-year period.

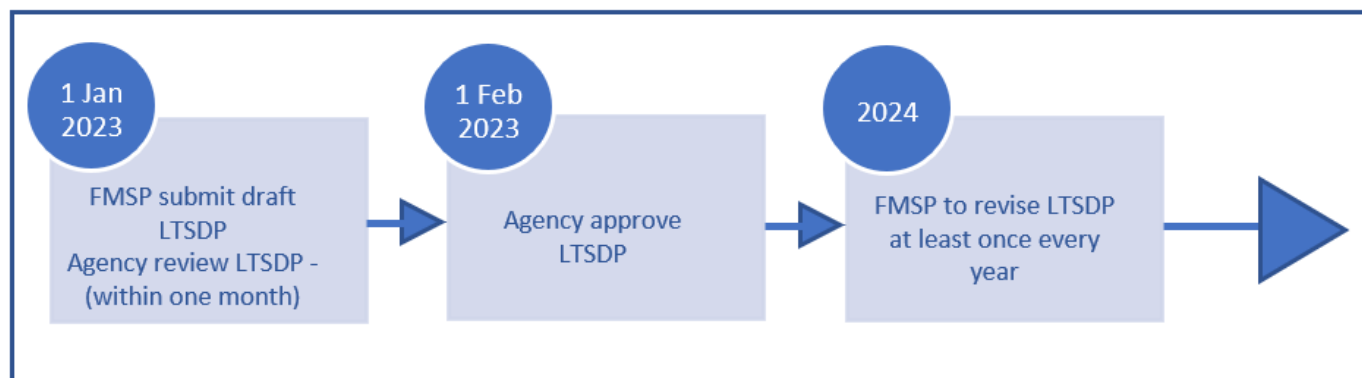
The FMSP will make data-driven recommendations to Participating Agencies on Asset replacement, supporting any recommended changes with business cases to demonstrate the effectiveness and value for money of the changes. This information informs agencies as to the work required to be done in the immediate future and assists in the development of longer term plans and budgets.

LTSDPs are updated annually for each Location.



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From January 2023 the FMSP will develop a LTSDP for a period of 20 years, to provide long term insight of the Locations for each Participating Agency detailing strategies to optimise assets.



For More Information

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