Change Task Type SLR's

💾 Wed, Jan 17, 2024 🛛 🖿 SRA Actions

Once the Equipment/Service Types have been committed, the main SRA - Pending Creation Screen will be displayed, and the Equipment/Service Types will now be visible. The Service Level Requirements for each of the task lines can now be set. If the SRA has been set for PPM Purposes Only the SLR's will not be able to be set as this will not apply to the SRA.

What is an SLR?

The SLR or Service Level Requirement is a pre-defined timeframe which represents the Clients' expectations for attendance and/or work completion. For example, if the Client has specified that all call outs for intruder alarm activations need to be responded to within 4hrs that would be the SLR. Within the SRA it is possible to define the SLR for Operational, Non Operational, Fix and Temp Fix down to each Equipment/Service Type if required as well as making it specific to each Building managed. Once the SLR criteria has been set and in the absence of a Contract this will filter through to the Work Order creation so the Helpdesk Work Page will be aware of the expectation as soon as a Work Order number is raised.

Example: Set an Op SLR to 4 hours, Op Fix SLR to 6 hours and Op Temp Fix SLR to 5 hours. If a Work Order is raised at 09:00 then the Attendance by will be 13:00, Fix By will be 6 hours after the Attendance time and the Temp Fix will be 5 hours after the Attendance time.

Why are SLR fields blue and black?

The SLR is always ultimately set at Equipment and Service Type level so the colour coding is there to make an immediate distinction between the Work Order/Sub Work Order Types and the tasks. All Work Order and Sub Work Order Types are highlighted in blue and the User will be informed that once a Work Order or Sub Work Order Type SLR has been set, it automatically filters down to all subordinate Equipment/Service Types in the list; don't worry if different SLR's are needed for each one, it's possible to go back and change any individual Equipment/Service Type.

Why do I need to add Work Order Types and Buildings?

By defining each Equipment/Service Type and Building any work order created, which meets the criteria, will automatically prompt to use the SLR's which have been set. This enables automatic awareness of the Client expectation for resolving this fault. These SLR's will be overridden by a Contract if that is subsequently associated to the SRA. These SLRs can also be overridden within the Helpdesk Work Page by the Agent. Once the SRA has been fully created, Users will also be advised within the Helpdesk Work Page which Resource this job should be allocated to.

To change the SLR's please use the following steps:

1. After adding the task to the SRA (the SLR's will all default to "Not Set"). The User will now need to set the SLR's. These can be set at Work Order Type level or Sub Work Order and Task Type level.

2. Highlight the Task line that is going to be changed.

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Work Order Types, Sub Work Order Types & Equipment/Service Types																			
WO Type	Sub V	Sub WO Type Task Type		Type C			Non-Op	SLR	Op Fix S	LR	Non-Op	Fix SLR	Op Temp Fix SLR		Non-Op Temp Fix SLR		Priority	-	
LIFT	Escalators and Travelators		Travelator		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	Less Abled Platform Lift				Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	Less Abled Platform Lift		Less Ables Platform Lift		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	T Lifts				4 Working Ho		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	Lifts		External Monitori	ng Line	4 Worki	ng Ho	Not Set		Not Set		Not Set		Not Set		Not Se	et .	Not Set		
LIFT	Lifts		Goods Lift		4 Worki	ng Ho	Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	Lifts		Less Abled Lift		4 Worki	ng Ho	Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	Lifts		Lift Consultancy Fee		4 Working Ho		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	FT Lifts		Lift Entrapment		4 Working Ho		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	JFT Lifts		Passenger Lift		4 Working Ho		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	Lifts		Stair Lift	tair Lift		4 Working Ho			Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	Moni	toring			Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT	Moni	toring	Redcare Line		Not Set		Not Set		Not Set		Not Set		Not Set 1		Not Se	Not Set			
Buildings																	Chang	e Building SLRs	
Number C	Client	Status	Name 🔺	Start Date		End Date		Op SLR		Non-Op		SLR Op Fix S		SLR Non-Op F		Op Temp Fix SLR	No	n-Op Temp Fix SL	
Filter F	Filter	Filter	Filter																
16763 D	Dr Explain	Trading	TFS16763	01/01/2015				4 Workin	ng Ho Not Se		t Not Set			Not Set		Not Set	No	t Set	
16763v2 D	Dr Explain	Trading	TFS16763v2	01/01/20	015	01/03/20)15	4 Workir	4 Working Ho		Not Set 1		Not Set			Not Set	No	Not Set	

3. Click the Actions button. This menu will be displayed:

Ta	Task Types									
	Add Task Type(s)									
Change Task Type SLRs										
Copy Task Type SLRs To Task Type(s)										
	Change Task Type Notes									
	Remove Task(s)									
Bu	Buildings									
	Add Building(s) to Task Type(s)									
	Copy Task Type Buildings To Task Type(s)									
	Remove Building(s) from Task Type(s)									

4. Click on Change Task Type SLR's this window will then open:

Change Task Type SLRs					
Op SLR	Not Set	₹	Non-Op SLR	Not Set	Ţ
Op Fix SLR	Not Set	₹	Non-Op Fix SLR	Not Set	₹
Op Temp Fix SLR	Not Set	₹	Non-Op Temp Fix SLR	Not Set	₹
Priority	Not Set	₹			
				ОК	Cancel

5. From here the different SLR's can be set by clicking on the drop down arrows. This window will then open:

Durati	on		
		Unit of time	
4.0	*	Working Hours	*
		ОК	Cancel

Please note: If the User has selected at Work Order level (blue) then anything set will replicate to Sub Work Order and Task levels automatically.

6. Use the up and down arrows to increase/decrease the time frame. The User can also double click in this field and simply overtype. Use the dropdown to choose whether the time frame is Not Set, Hours, Working Hours, Days, Working Days, Weeks or Months. The use of "Working" instead of hours/days means that this SLR will take into account the hours of availability set against the Resource. Clicking on "OK" will bring the User back to the previous screen in order to make any other changes to SLR's.

Change Task Type SLRs					
Op SLR	4 Working Hours	▼	Non-Op SLR	Not Set	-
Op Fix SLR	4 Working Hours	₹	Non-Op Fix SLR	Not Set	₹
Op Temp Fix SLR	2 Working Hours	₹	Non-Op Temp Fix SLR	Not Set	₹
Priority	Not Set	₹			
				ОК	Cancel

7. Once all changes have been made. Click on OK. The User will then be presented with an "Are you Sure" Message. Clicking Yes will save any changes, clicking No will return to the previous screen.

8. The SRA will then be populated with the times set.

Work Order Types, Sub Work Order Types & Equipment/Service Types																				
WO Type		Sub WO Type		Task Type		Op SLR		Non-Op S	SLR	Op Fix S	LR	Non-Op Fix SLR		Op Temp Fix SLR		Non-Op Temp Fix SLR		Priori	ty	^
LIFT		Escalators and Travelators		Travelator		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT		Less Abled Platform Lift				Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT		Less Abled Platform Lift		Less Ables Platform Lift		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		Not Set		
LIFT		Lifts				Various		Not Set		Various		Not Set		Various		Not Set		Not Set		
LIFT		Lifts		External Monitorin	ig Line	4 Working Ho		Not Set		4 Working Ho		Not Set		3 Working Hours		Not Set		Not Set		
LIFT		Lifts		Goods Lift		4 Working Ho		Not Set		4 Working Ho		Not Set		3 Working Hours		Not Set		Not Set		
LIFT		Lifts		Less Abled Lift	bled Lift		4 Working Ho		Not Set		4 Working Ho		Not Set		ng Hours	Not Set		Not Set		
LIFT	Lifts			Lift Consultancy F	ee	4 Working Ho		Not Set		4 Working Ho		Not Set 2		3 Working Hours		Not Set		Not Set		Ε
LIFT	Lifts			Lift Entrapment		4 Working Ho		Not Set		4 Working Ho		Not Set 3		3 Working Hours		Not Set		Not Set		
LIFT		Lifts		Passenger Lift		3 Working Ho		Not Set		3 Working Ho Not		Not Set	ot Set 2 Worki		ing Hours Not Se		iet No		Not Set	
LIFT		Lifts		Stair Lift		4 Working Ho		Not Set		4 Working Ho Not		Not Set	Not Set 3 Worki		king Hours Not Se		et N		Not Set	
LIFT		Monitoring			N		Not Set		Not Set		Not Set		Not Set			Not Set		Not Set		
LIFT	FT Monitoring			Redcare Line	Redcare Line			Not Set		Not Set		Not Set		Not Set		Not Se	t	Not S	et	Ļ
Buildings	Buildings Change Building SLRs																			
Number	Client	Statu	us	Name 🔺	Start Dat	e	End Date	e	Op SLR		Non-Op	SLR	Op Fix S	LR	Non-Op F	ix SLR	Op Temp Fix SLF	۲ N	on-Op Temp Fi	x SLI
Filter	Filter	Filte	er	Filter																
16763	Dr Explain	n Trad	ding	TFS16763	01/01/20)15			3 Workir	ng Ho	Not Set		3 Workin	ing Ho Not Set			2 Working Hour	s Not Set		
16763v2	5763v2 Dr Explain		ding	TFS16763v2	01/01/20)15	01/03/20)15	3 Workir	ng Ho	Not Set		3 Workir	ng Ho	Not Set		2 Working Hours		s Not Set	

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9. The above screenshot shows times set against the Work Order Type level (blue) and different times set for Sub Work Order and Task Type levels.

10. If it is required to copy this to other tasks, use the Copy SLR's functionality.

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