M N O

M

TERM	DEFINITION
Managed Date	Date from which services commence at a Building. This must be completed for a Building to show in Work Order creation process
Management Client	The Persons or Company for who a service is provided
Management Company	The Primary company responsible for instigating Resource, SRA's and Contracts on behalf of one or multiple clients
Manufacturer	Persons or Company responsible for the production of a piece of equipment/Asset
Max Description	This is a freeform field which allows you to enter a description for your maximum question
Max Weighting	This allows you to enter the Maximum weighting score
Mid Description	This is a freeform field which allows you to enter a description for your mid question
Min Description	This is a freeform field which allows you to enter a description for your minimum question
Min Selection	This is the minimum number of multiple choice selections which can be made
Min Weighting	This allows you to enter the Minimum weighting score
Mobile	This is the field in which you enter a contacts mobile phone number
Model Number (Asset)	The manufacturers alpha-numerical value associated to a specific equipment range
Monthly Review Frequency	Against a contract you can enter the frequency in which review meetings will happen to discuss this contract

N

TERM	DEFINITION
N/A Weighting (RFI)	This allows you to enter the weighting for any multiple choice question which is answered "n/a"
Negatives Allowed? (RFI)	When creating an RFI ticking this field allows negative values to be entered when answering the RFI
No Weighting (RFI)	This allows you to enter the weighting for any multiple choice question which is answered "no"
Noise Restrictions	A specific time/day where local authority, neighbouring residents/businesses or client have imposed a restriction on noise production at a specific Building. Typically late at night or early morning prevention of work occurs
Non-Op Fix SLA	This is the Service Level Agreement which is agreed for a fix on a non-operational Work Order
Non-Op Fix SLR	This is the Service Level Requirement which is agreed for a fix on a non-operational Work Order
Non-Op SLA	This is the Service Level Agreement which is agreed for attendance on a non-operational Work Order
Non-Op SLR	This is the Service Level Requirement which is agreed for attendance on a non-operational Work Order
Non-Op Temp Fix SLA	This is the Service Level Agreement which is agreed for a temporary fix on a non-operational Work Order
Non-Op Temp Fix SLR	This is the Service Level Requirement which is agreed for a fix on a non-operational Work Order
Non-Operational (Work Order)	Work Orders which have been classified as having a less urgent nature than Operational Work Orders
Not Managed Date	Date from which services cease at a Building. If this is completed for a Building it will not show in Work Order creation process
Notes	This is a freeform field to add any additonal notes and comments
Notice Period (Contracts)	This is the agreed notice period which must be given for cancelling the contract
Notification Type	When completing a contact for a Building, you can advise how they would like to be notified about issues with the Work Order. This is a choice of Email or SMS
Number of Periods	Each finance period can be split into numerous periods depending on how your finance system works

O

TERM	DEFINITION
Occupied	Denotes Building as being inhabited
Occupied Date	Official date of Building inhabitance. For Example, commencement of ownership date
Office	This is the field in which you enter a contacts office phone number
Official Building Name	Title of Building
Op Fix SLA	This is the Service Level Agreement which is agreed for a fix on an operational Work Order
Op Fix SLR	This is the Service Level Requirement which is agreed for a fix on an operational Work Order
Op SLA	This is the Service Level Agreement which is agreed for attendance on an operational Work Order
Op SLR	This is the Service Level Requirement which is agreed for attendance on an operational Work Order
Op Temp Fix SLA	This is the Service Level Agreement which is agreed for a temporary fix on an operational Work Order

Op Temp Fix SLR	This is the Service Level Requirement which is agreed for a fix on an operational Work Order
Operational Access	When creating login details for a contact, you will be asked to confirm what type of access to the portal they require. Operational access gives them the ability to see and manage Work Orders.
Operations/Operational	The reactive (break-down) element of works
Ostara Application	The system used for management of client data and Work Order services. Users would have access to areas of the application on a permission basis for all sites and clients
Ostara Portal	A web based system which is used by Resource to track Work Orders assigned to them, accept Work Orders and provide etas