

**Reference Number:** FOI/2019/057  
**From:** Private Individual  
**Date:** 07 February 2019  
**Subject:** Computer Assisted Facilities Management system

Q1 Does your NHS Trust use a computer assisted facilities management system?

A1 Yes

Q2 If no, are there ongoing plans to purchase a computer assisted facilities management system in the future?

A2 Not applicable

Q3 What is the name of the computer assisted facilities management system (product name) and which company is it purchased from?

A3 Backtraq

Q4 Provide brief information on the process in use at the NHS Trust to manage reactive and planned maintenance work including how this is recorded and scheduled.

A4 Phone call or email comes into Helpdesk, this is allocated to Backtraq and then the individual trade. This comes up on the PDA of the technician. Once completed the completion date and time is recorded in Backtraq and KPI's

Q5 Value of the current contract, date of commencement and date of expiry.

A5 £5k for 1 year  
Start date: 01/04/2018  
End date: 01/04/2019

Q6 Who is responsible for ensuring the computer assisted facilities management system meets the NHS Trust's requirements?

A6 LHCH Senior Estates Manager