

Terminal Presentation

System and Process Overview

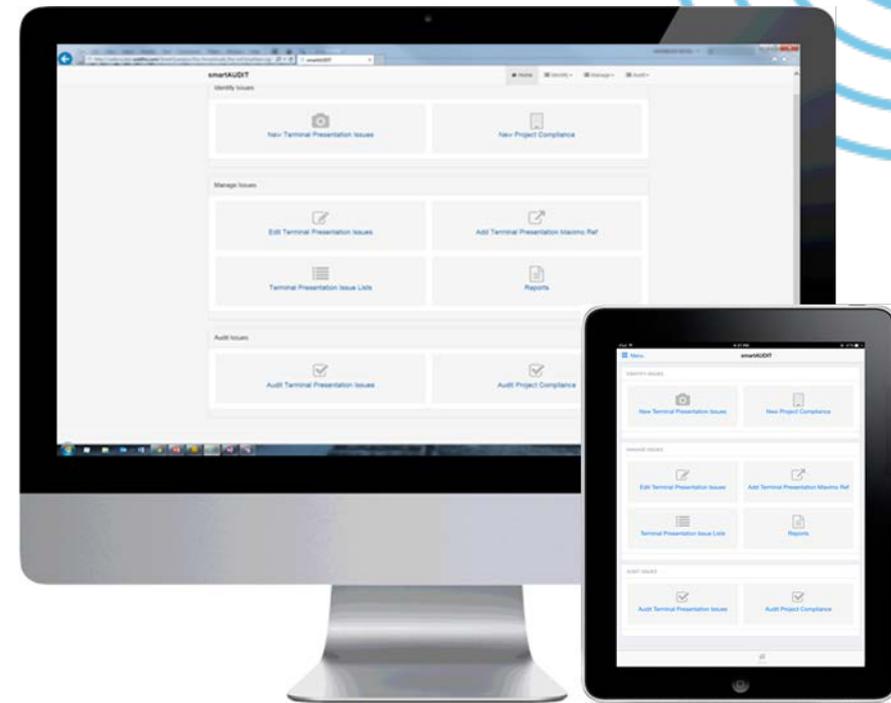
Agenda

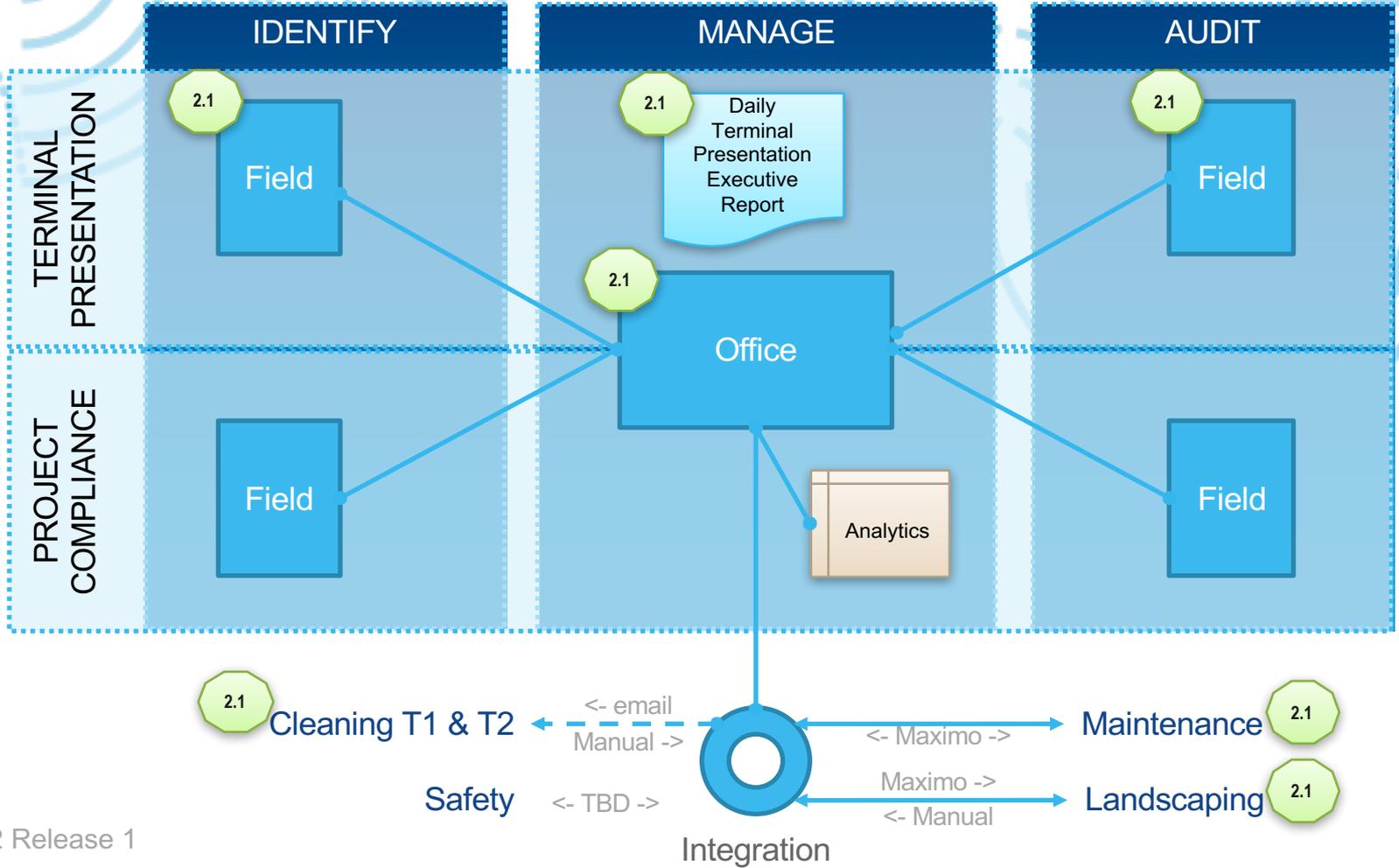
- Terminal Presentation
Phase 2 Release 1 Scope
- Using the smartAUDIT app
- Supporting Materials



THE APPLICATION

- Designed specifically for use by the Sydney Airport Compliance Team.
- Capture issues in real time using an iPad while performing compliance checks in the airport
- Desktop access for issue management and reporting functions from your desk.
- Full auditing of issues with “before and after” photos.





smartAUDIT Setup

iPad Home Screen Shortcut

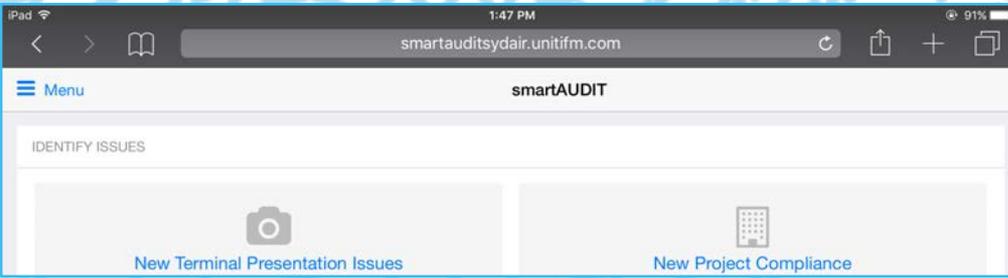


T1 Departures			Local Time: 13:09		
Airline	Flight	To	Departs	Gate	Status
malaysia	MH122	Kuala Lumpur	1500	56	
KL M	KL4104				
CATHAY	CX100				
virginianonic	VS201				
QANTAS	VA700				
NZ	NZ718	Auckland	1530	55	
australia	DJ183	Tonga	1535	63	
UNITED	UA870	San Francisco	1545	61	Gate Open
UNITED	UA887	San Francisco	1545	61	Gate Open
QANTAS	QF113	Auckland	1600	37	

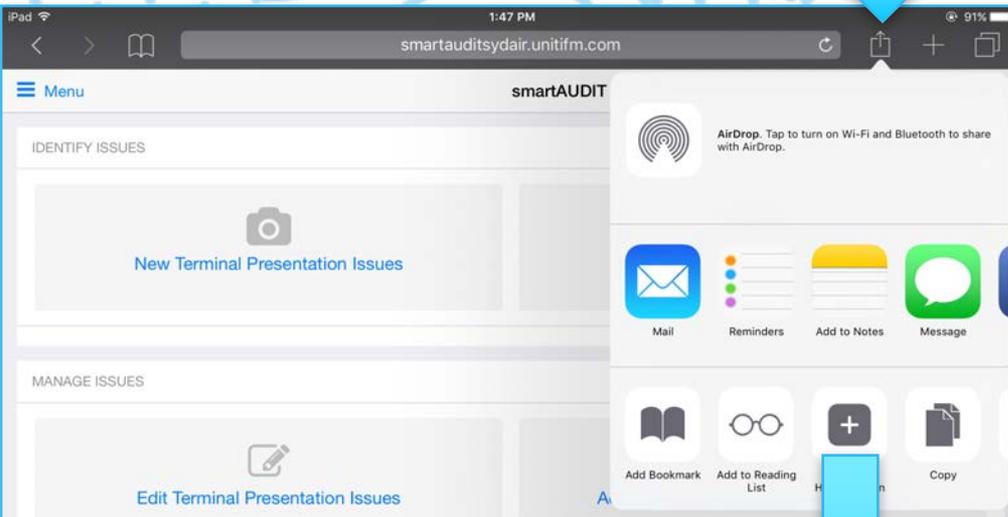
Sydney Airport 

Check-in H-K

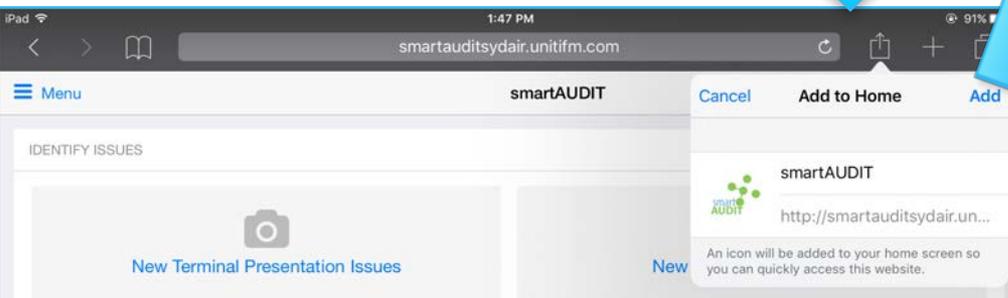
iPad Setup



1. Go to the smartAUDIT Homepage in Safari.

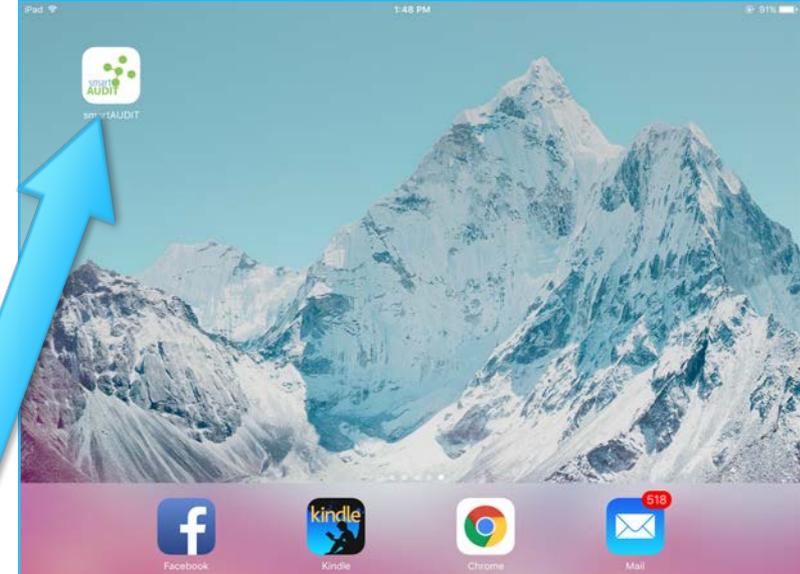


2. Select the "+ Add to Home Screen" button.



3. Select "Add".

4. A smartAUDIT icon will now be on your Home Screen.



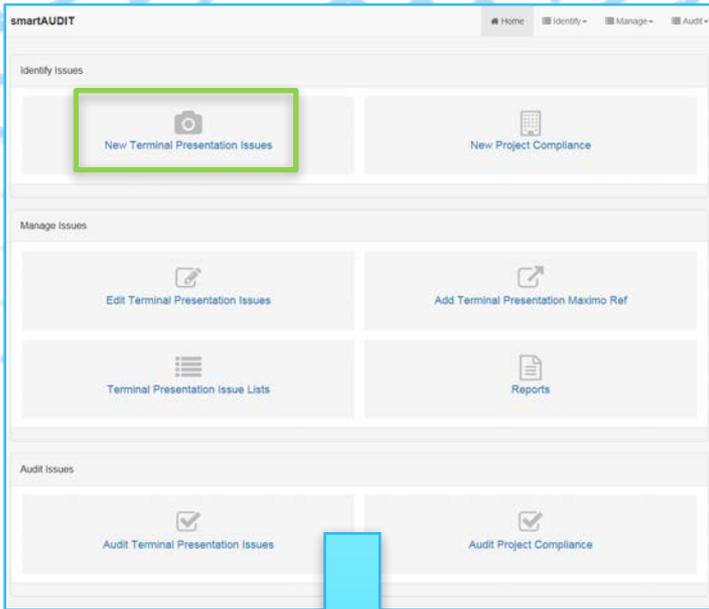
IDENTIFY

Entering a New Terminal Presentation Issue



New Issues

1. Select “New Terminal Presentation Issue” from the Homepage.



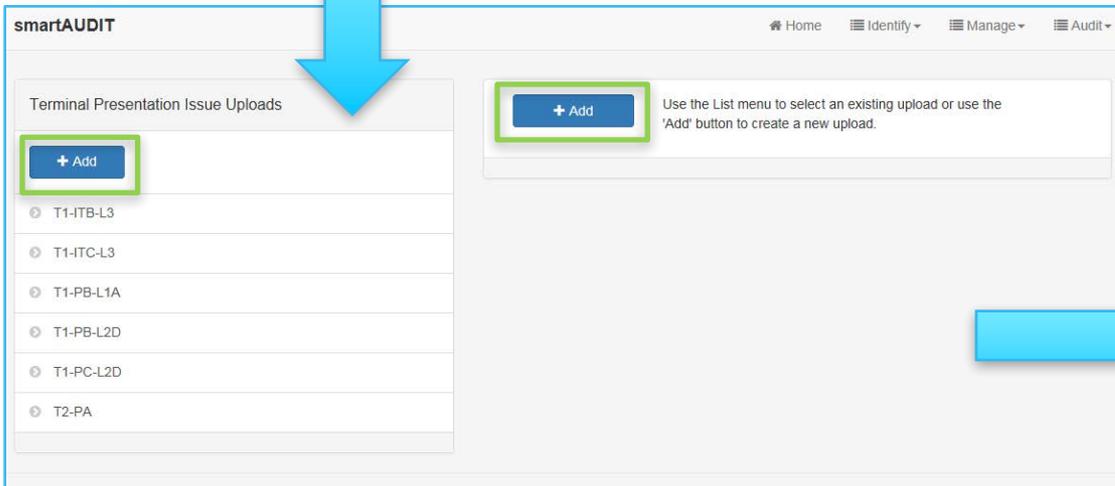
3. Complete the form and hit “Submit”.

A screenshot of the 'Terminal Presentation Issue' form. The form has a title bar with 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted with a green box. The form contains the following fields:

- Logged By:** Will Court (dropdown menu)
- Date:** 2016-06-15 (text input)
- Company:** Sydney Airport Terminal Presentation (text input)
- Issue Description:** Section of LED light dead. Needs replacing. (text input with a clear button)
- Asset System Affected:** BUILDINGS (dropdown menu)
- Issue Area:** T2 Pier A (dropdown menu)
- Location Detail:** T2 Concourse. Pier A, near gate 34 (text input with a clear button)
- Work Type:** Maintenance (dropdown menu)
- Project Related?:** NO (toggle switch)
- Is it a safety hazard?:** NO (toggle switch)

At the bottom of the form, there is a photo of a ceiling light fixture with a 'Select Image' button below it.

2. Select “+Add” to launch the Terminal Presentation Issue form.



Project & Safety Hazard Recording

Within the Terminal Presentation Issue form, you can indicate if the issue relates to a **Project** and/or if it presents a **Safety Hazard**.

If the issue is a Safety Hazard, you will be asked to confirm if it can be made safe and provide additional details

✕ Cancel
Terminal Presentation Issue
✔ Submit

Logged By

Date

Company

Issue Description

Asset System Affected

Issue Area

Location Detail

Work Type

Project Related? YES

Is it a safety hazard? YES

Can it be made safe? YES

Additional safety hazard detail



↶
↷

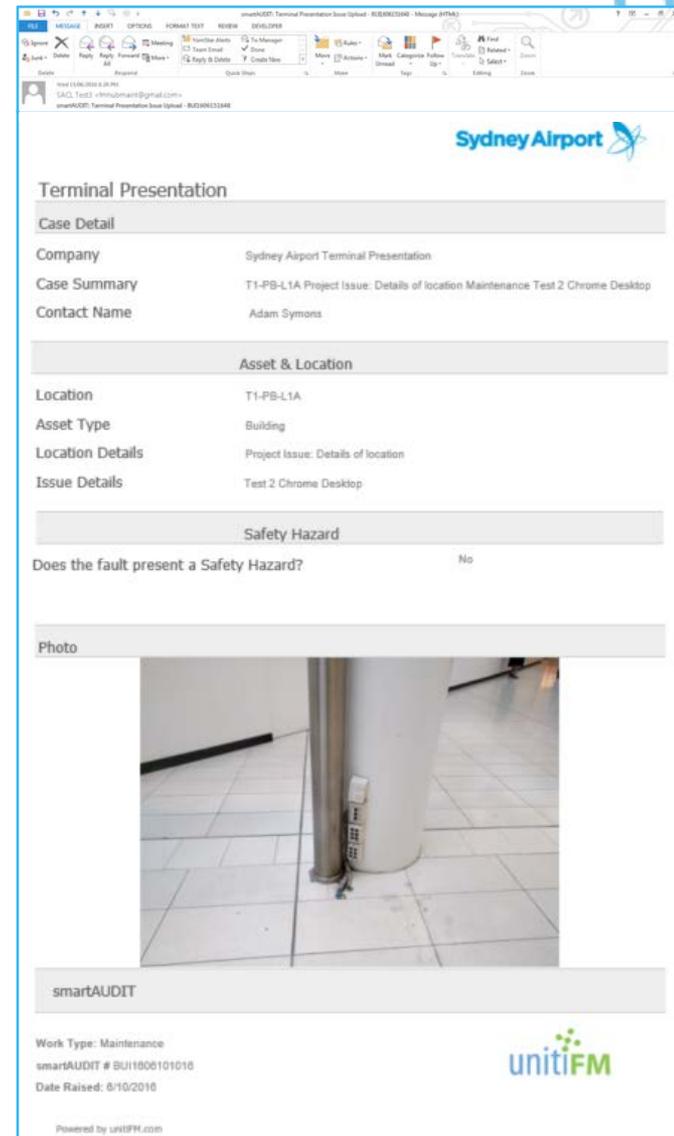
Select Image

Issue Notifications

When a new Terminal Presentation issue is submitted, a notification is generated and sent.

Maintenance and Landscaping issues will go directly into Maximo.

Cleaning issues will be emailed to the T1 or T2 cleaning teams based on the location specified in the issue form.



The screenshot shows an email interface with the following content:

Sydney Airport

Terminal Presentation

Case Detail

Company: Sydney Airport Terminal Presentation
 Case Summary: T1-PB-L1A Project Issue: Details of location Maintenance Test 2 Chrome Desktop
 Contact Name: Adam Symons

Asset & Location

Location: T1-PB-L1A
 Asset Type: Building
 Location Details: Project Issue: Details of location
 Issue Details: Test 2 Chrome Desktop

Safety Hazard

Does the fault present a Safety Hazard? No

Photo



smartAUDIT

Work Type: Maintenance
 smartAUDIT # BU11606101016
 Date Raised: 6/15/2016

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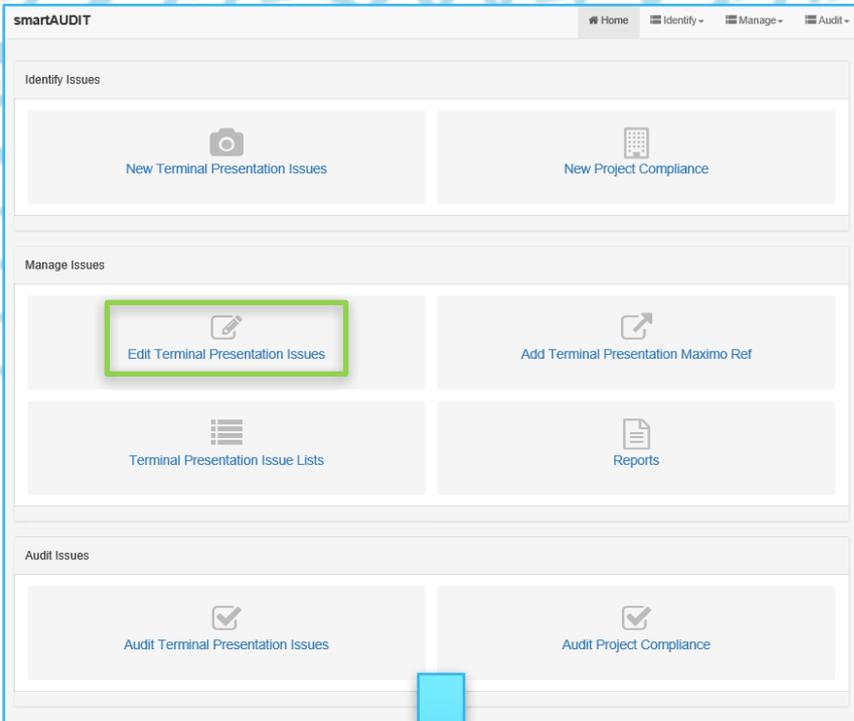
MANAGE

Reviewing, Updating and Reporting on
Terminal Presentation Issues



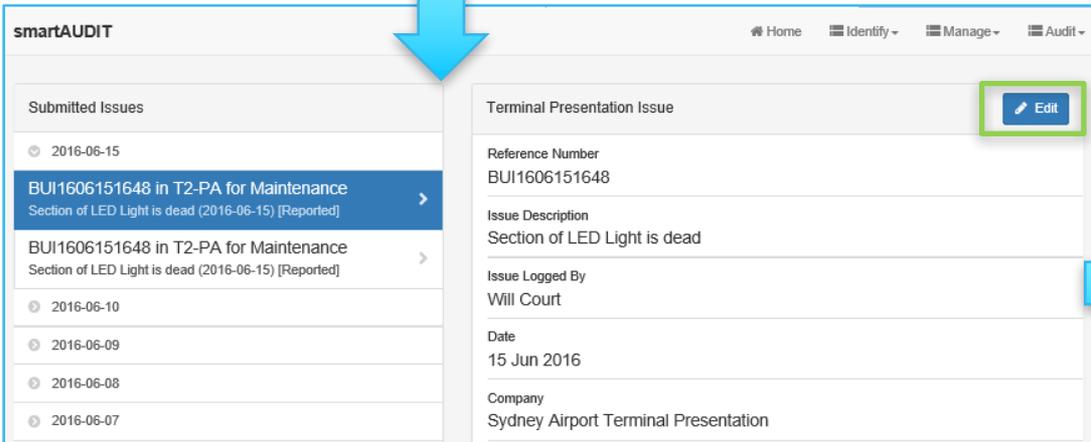
Editing Issues

1. Select “Edit Terminal Presentation Issues”.



3. You can edit any fields that you may be required to and save your updates.

Issue Description	Section of LED Light is dead
Issue Logged By	Will Court
Issue Date	2016-06-15
Company	Sydney Airport Terminal Presentation
Asset System Affected	BUILDINGS
Issue Area	T2 Pier A
Location Detail	T2 Concourse, Pier A, near gate 34
Work Type	Maintenance
Project Related?	<input type="checkbox"/> NO
Is it a safety hazard?	<input type="checkbox"/> NO
Crew Responsible	
Indicative Completion Date	2016-06-15
Maximo Reference Number	123456
Maximo Status	Reported
Has Follow-up?	<input checked="" type="checkbox"/> YES
Follow-up Status	Audit Required

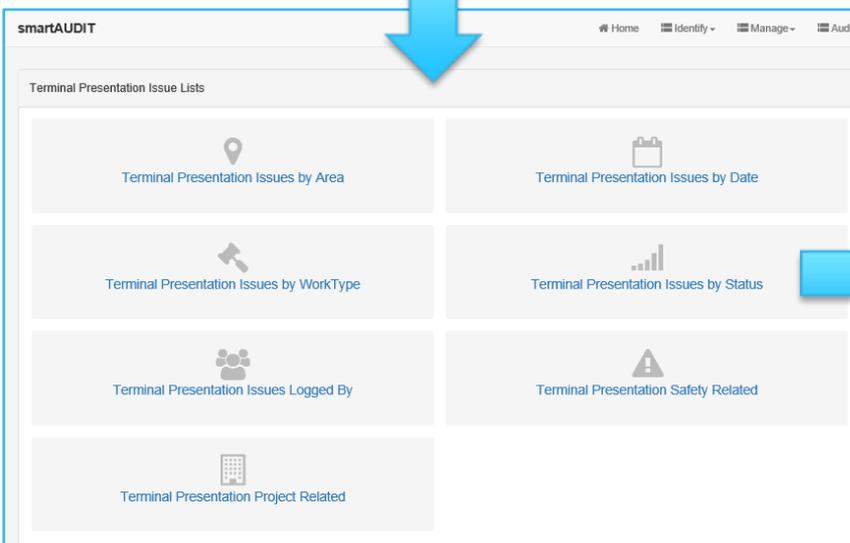
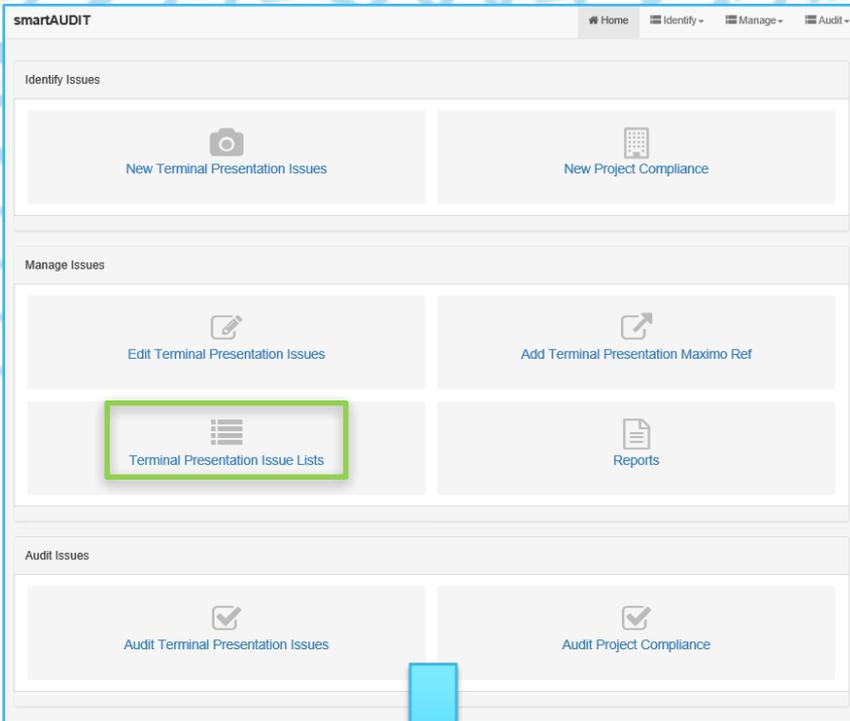


2. In this screen you can review all submitted Terminal Presentation Issues. They are listed in date order. To edit an issue, select “Edit” from the issue in question.

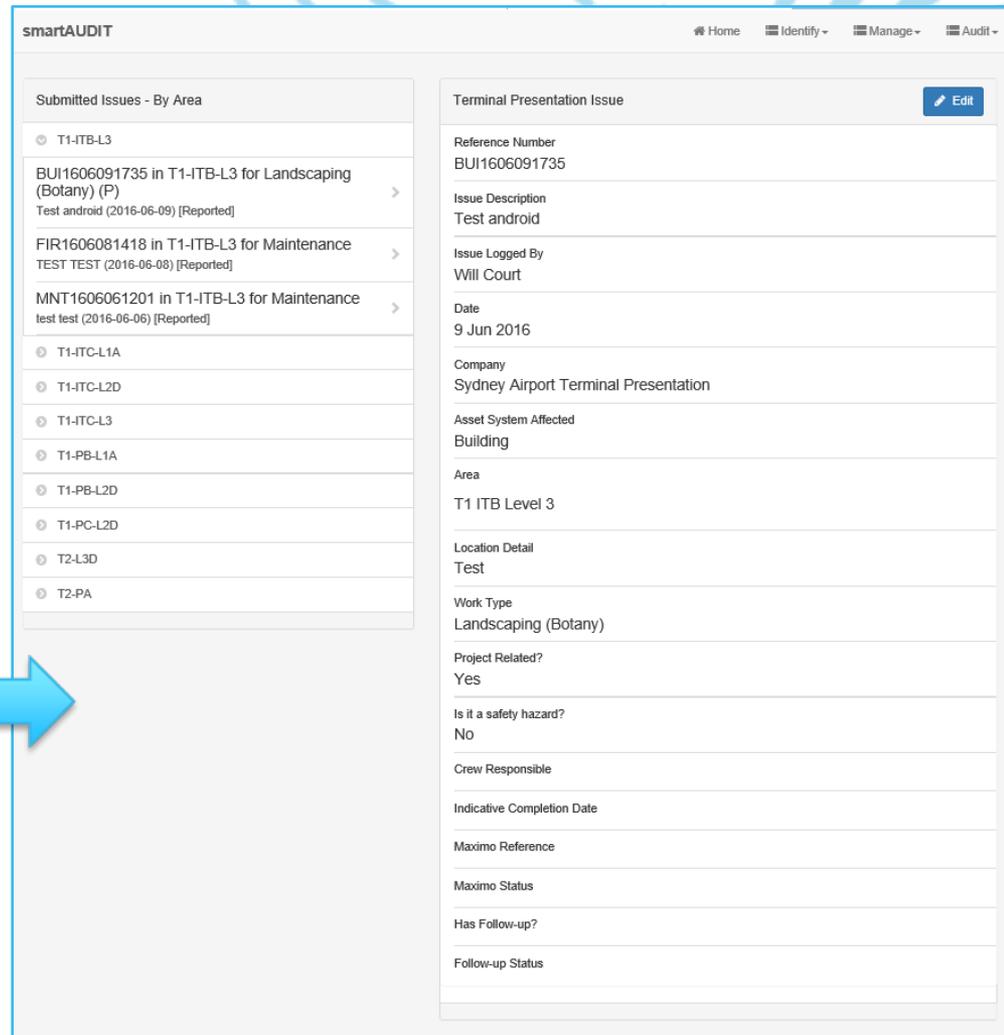
Reviewing Issues

1. Select "Terminal Presentation Lists".

3. If needed, you can select "Edit" and update the issue from here.

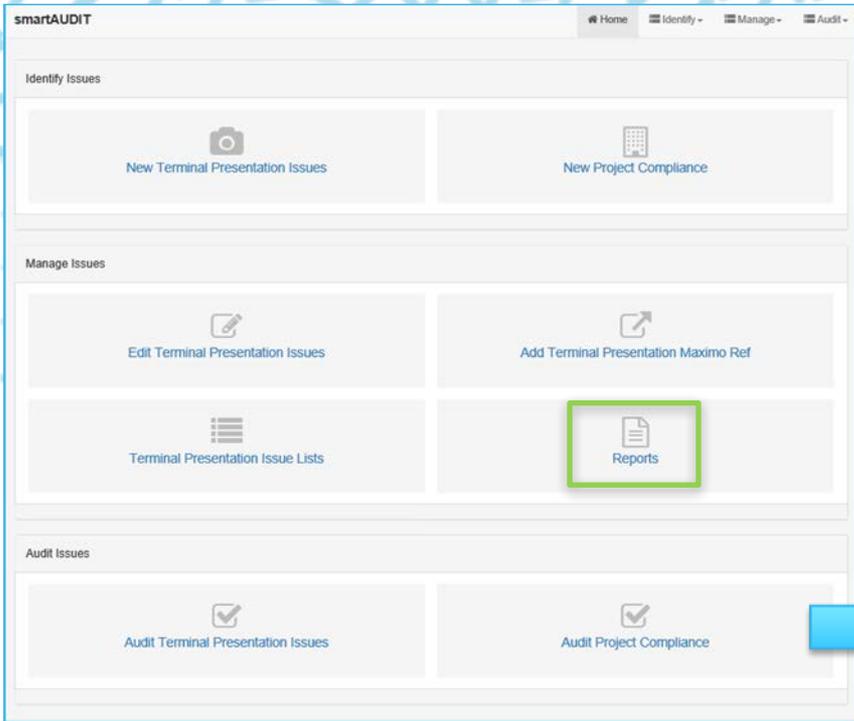


2. Select how you want the Issues to be grouped.

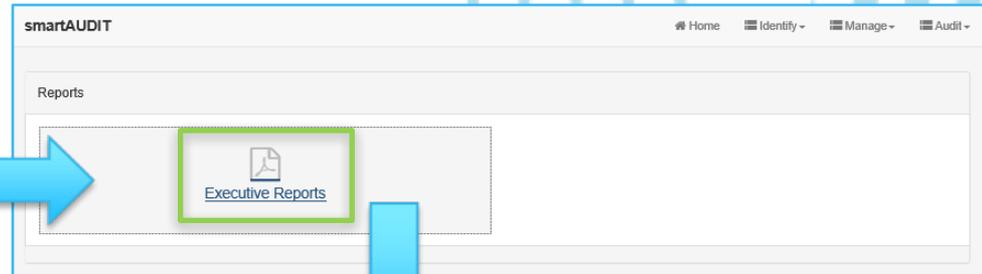


Reporting on Issues

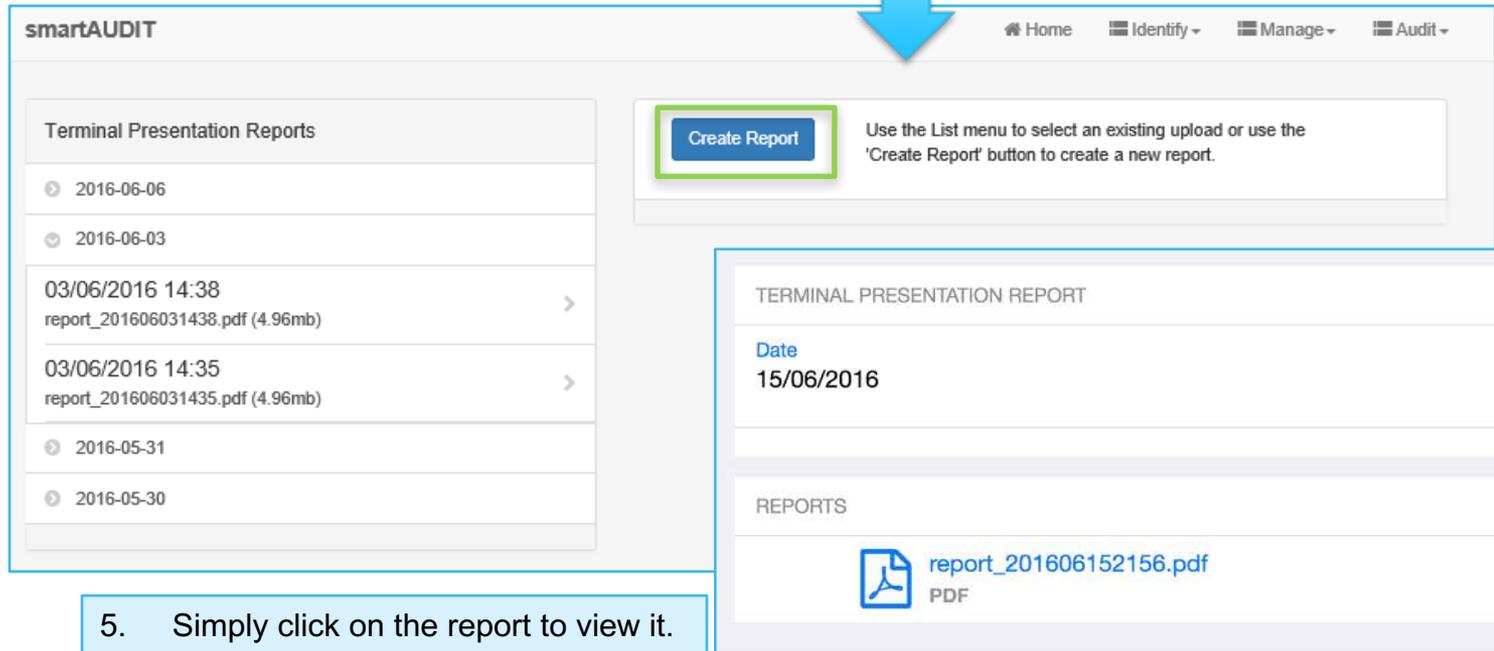
1. Select "Reports".



2. Select the type of report you want e.g. Executive Reports.



- 3. From the list on the left you can select any previously created report to review and save.
- 4. Create a new report by clicking on the "Create Report" button.



5. Simply click on the report to view it.

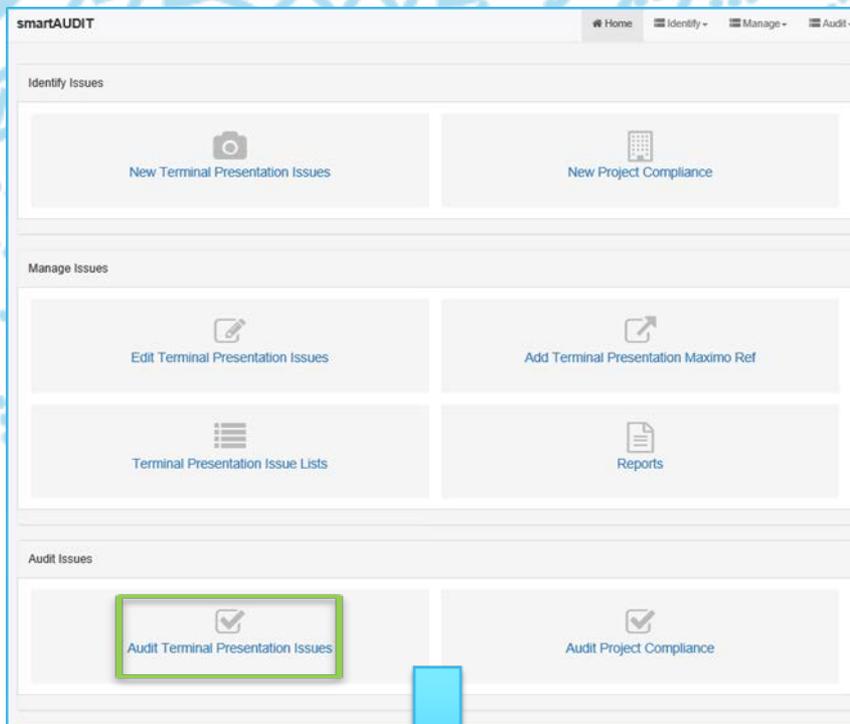
AUDIT

Tracking Completion of
Terminal Presentation Issues

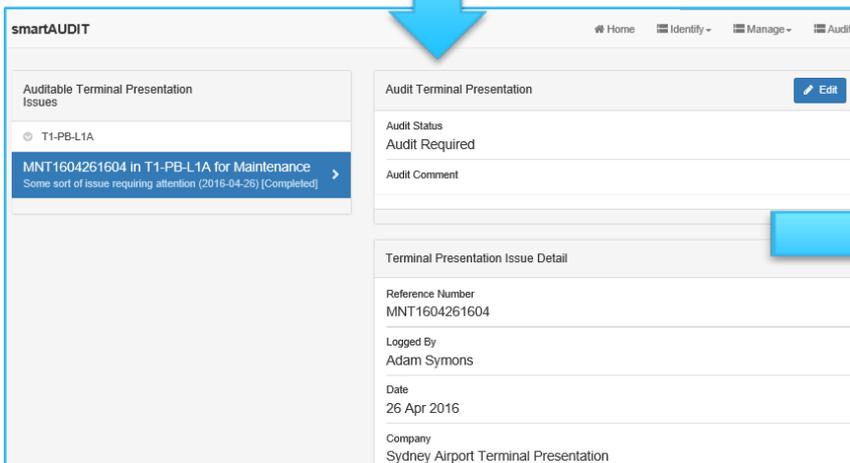
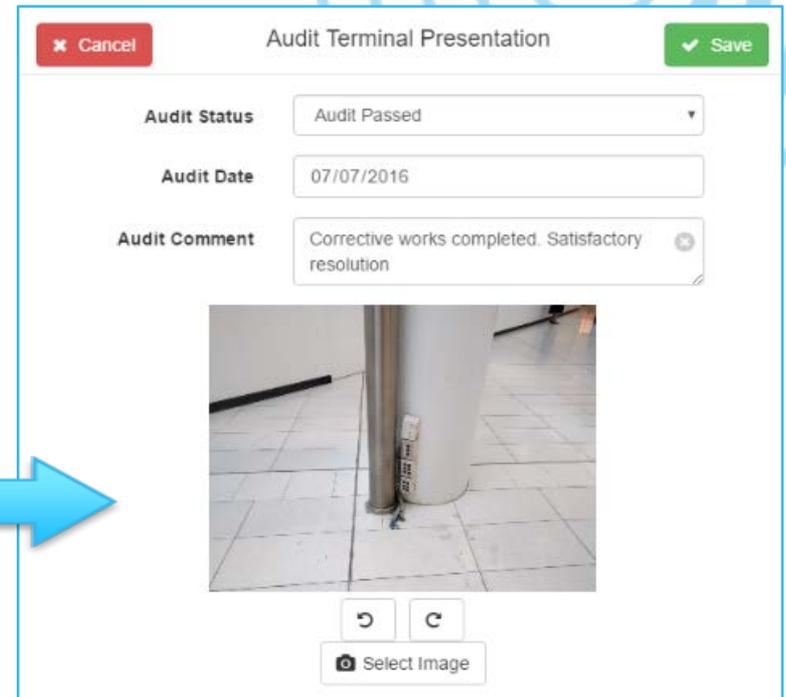


Reporting on Issues

1. Select "Audit Terminal Presentation Issues".



3. You can now update the Audit Status, note the date the item was audited, add comments and attach a new picture to show the work done. Then select "Save" to complete the audit.



2. Issues that require auditing will be listed by location. Select the issue in question and then click "Edit".

↑ All Gates, Customs
Express Path Shops Food

Toilets, Parents Room

TERMINAL PRESENTATION

Supporting Materials

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- Access to smartAUDIT
- Reference Material
- Issue Reporting

smartAUDIT Issue Tracker

Log system issues, unexpected behaviours, and performance issues. For fastest response from QA and product teams, please be clear and precise.

Your Name: *

Issue *

Quick description of the issue

Details *

Describe the issue in detail and the exact steps to reproduce it.

Screenshot Attachment

If it helps to describe the issue, please attach a screenshot, or other file, here.

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