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COURSE BROCHURE

Facility Helpdesk and Planned Maintenance Operations Training Course

3 – 7 May 2027
New York

jupiterprime.uk
info@jupiterprime.uk
Registered in the United Kingdom and Saudi Arabia

Facility Helpdesk and Planned Maintenance Operations Training Course

Ref: 1496_55401 **Date:** 3 – 7 May 2027 **Location:** New York **Fees:** 9500 GBP

Facility Helpdesk and Planned Maintenance Operations is a 1-week training course for facilities managers, building services engineers and FM supervisors who run the daily flow of occupant requests, work orders and scheduled building tasks, ending with a site FM operations playbook. Occupants now expect fast, visible responses while service contracts and budgets tighten. Jupiter Prime Training offers this course on Facility Helpdesk and Planned Maintenance Operations.

Why Facility Helpdesk and Planned Maintenance Operations Matters Now

Three groups shape facility operations today: occupants who report faults through apps and expect status updates within hours; outsourced service providers whose contracts tie payment to response and completion times; and finance leaders who scrutinise every reactive call-out. A site that runs its helpdesk and planned maintenance calendar well keeps chillers, lifts and fire systems available and turns occupant complaints into trend data. A site that does not drowns in duplicate tickets and missed statutory inspections. The course draws on EN 13306 maintenance terminology and the asset management principles of ISO 55001.

Who Gains Most from Facility Helpdesk and Planned Maintenance Operations

- Staff who run the FM helpdesk, triage calls and assign response priorities
- Engineers who own the planned maintenance calendar for HVAC, electrical and plumbing services
- Supervisors who direct in-house technicians and contractor crews on site
- Contract owners who check service provider performance against agreed levels
- Space and move coordinators who schedule fit-outs, relocations and room changes

A facilities department that sends its helpdesk lead, a building services engineer and a contract owner together gains most, since request handling, scheduling and contractor checks meet in one process.

Facility Helpdesk and Planned Maintenance Operations Capabilities

Participants leave able to route every occupant request to the right crew at the right priority and to keep the planned calendar intact around reactive demand.

- Design a request triage matrix with response and fix times — serving occupants and helpdesk agents
- Build a planned maintenance calendar for building services — guiding engineers and contractors
- Specify service level agreements and KPIs for outsourced providers — informing contract owners
- Calculate reactive-to-planned ratios and backlog weeks — supporting FM budget decisions
- Weigh in-house, bundled and integrated outsourcing models — informing facilities managers
- Communicate monthly FM performance packs — aligning finance and occupant representatives

Key Facility Helpdesk and Planned Maintenance Operations Terms

- FM helpdesk — the single contact point that logs occupant requests, sets priority and dispatches work orders.
- Planned preventive maintenance PPM — scheduled building services tasks carried out at set frequencies.
- Service level agreement SLA — a contract schedule defining response times, fix times and performance measures for a provider.
- Reactive maintenance — unscheduled repair work raised after a fault is reported by occupants or alarms.
- CAFM system — computer-aided facility management software holding assets, requests, work orders and space records.
- Integrated facilities management — one provider delivering hard and soft services under a single contract.

Facility Helpdesk and Planned Maintenance Operations Day by Day

Day 1: Occupants, Services and Operating Scope

- Hard and Soft Service Catalogue — Defining What the FM Team Delivers
- Occupant Journey Mapping — Locating Pain Points in Request Handling
- Building Services Asset List — Prioritising HVAC, Lifts and Fire Systems
- EN 13306 Maintenance Types — Separating Planned and Reactive Demand
- ISO 55001 Principles — Linking FM Tasks to Organisational Objectives

Day 2: Helpdesk and Work Order Flow

- Request Triage Matrix — Assigning Priority by Safety and Business Impact
- CAFM Ticket Lifecycle — Tracking Requests from Log to Closure
- Dispatch Rules and Crew Rosters — Matching Trades to Open Tickets
- Duplicate and Repeat Call Analysis — Spotting Chronic Building Faults
- Occupant Status Notifications — Setting Communication Standards per Priority

Day 3: Planned Maintenance Calendar

- PPM Task Libraries for Building Services — Standardising Frequencies and Checklists
- Statutory Inspection Register — Tracking Fire, Lift and Pressure Checks
- Annual PPM Calendar Build — Spreading Workload Across Seasons
- Access and Disruption Planning — Scheduling Work Around Occupied Spaces
- Space and Move Requests — Coordinating Fit-Outs with Maintenance Windows

Day 4: Contracts, Costs and Performance

- Outsourcing Models Compared — Choosing In-House, Bundled or Integrated Delivery
- SLA and KPI Schedules — Defining Response, Fix and Completion Measures
- Contractor Performance Audits — Validating Reported Results on Site
- FM Operating Budget Lines — Separating Planned, Reactive and Project Spend
- Backlog and Reactive-to-Planned Ratio — Monitoring Operational Control

Day 5: Practising the FM Operations Playbook

- Helpdesk Simulation — Applying Day 2 Triage to a Hospital Campus
- PPM Calendar Exercise — Applying Day 3 Scheduling to an Office Tower
- SLA Review Exercise — Applying Day 4 Measures to a Contractor Report
- Monthly FM Performance Pack — Presenting Results to Finance and Occupants
- FM Operations Playbook — Combining Triage, Calendar, SLAs and Reporting

Applying Facility Helpdesk and Planned Maintenance Operations After the Course

- Rebuild the helpdesk triage matrix and test it against the last month of CAFM tickets.
- Audit one service provider against its SLA schedule and agree corrective actions.

Facility Helpdesk and Planned Maintenance Operations Questions FAQ

What is Facility Helpdesk and Planned Maintenance Operations and why does it matter now?

It is the daily running of occupant requests, work orders and scheduled building tasks. It matters now because occupants expect quick updates, contracts link payment to service levels and hospitals and offices cannot afford building services downtime.

Which roles gain most from Facility Helpdesk and Planned Maintenance Operations?

Helpdesk leads, building services engineers and FM supervisors gain most.

How does Facility Helpdesk and Planned Maintenance Operations differ from a facilities strategy course?

It concentrates on daily operational control rather than long-term portfolio or workplace strategy. You work with triage matrices, CAFM tickets, PPM calendars and SLA schedules.

What do you bring back from Facility Helpdesk and Planned Maintenance Operations?

You bring back an FM operations playbook for your site. It sets out request priorities, the planned maintenance calendar, contractor service levels and the monthly performance pack your stakeholders will receive.

Facility Helpdesk and Planned Maintenance Operations: The Way Forward

The FM operations playbook first informs how the helpdesk ranks and dispatches incoming requests. Helpdesk leads, engineers and contract owners use it daily, and finance reads its monthly pack. After its first quarter, revisit the reactive-to-planned ratio and repeat-call trends to decide which building services need more frequent planned tasks or a contract change.