

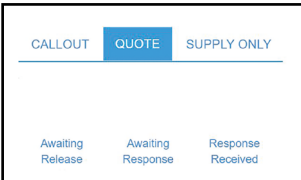
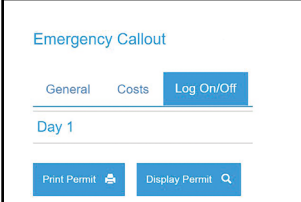
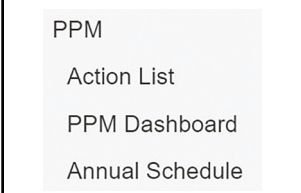
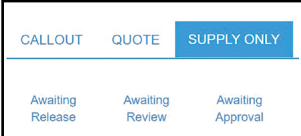

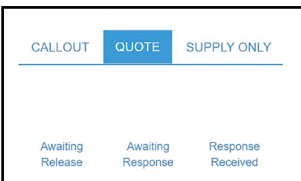

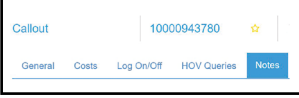
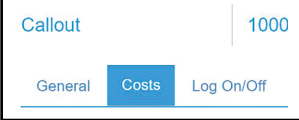



Completed by	• All Wisdom Users
Frequency	• As required
Reference	<ul style="list-style-type: none"> • WISDOM Manual for JDW (WIS) • SOP - OF0135 - Adding reading and responding to WISDOM notes • SOP - OF0137 - Managing MIV tasks and orders • SOP - OF0139 - Searching for items on WISDOM • SOP - OF0184 - How to use the 'Favourite Jobs' function on WISDOM • SOP - OF0186 - How to manage quotes or uplifts on WISDOM • SOP - OF0187 - How to use the PPM Dashboard and Annual Schedule on WISDOM
VideoSOP	To be used together with this written SOP. Tap here to play 

Step 1		Reviewing open Callouts <ul style="list-style-type: none"> • Launch Wisdom. • Click on the CALLOUT section. • Under the different headings, this screen will show all jobs awaiting attendance and awaiting uplifts.
Step 2		Reviewing open Quotes <ul style="list-style-type: none"> • Launch Wisdom. • Click the QUOTE section. • This will show all quotes awaiting approval and awaiting attendance. Refer to SOP - OF0186 - How to manage quotes or uplifts on WISDOM.
Step 3		Reviewing what has been completed on a job so far <ul style="list-style-type: none"> • If the job is awaiting a revisit, the permit to work can be reviewed to determine what works have been completed on a job thus far. • Go to the Log On/Off tab and click on 'Print Permit'. • Scroll to the bottom of the page and any work completed on a previous visit will be shown.
Step 4		Reviewing your PPMs <ul style="list-style-type: none"> • Refer to SOP - OF0187 - How to use the PPM Dashboard and Annual Schedule on WISDOM.
Step 5		Reviewing Supply Only orders <ul style="list-style-type: none"> • Launch Wisdom. • Click on the SUPPLY ONLY section. • This will show all the Supply Only orders awaiting approval and awaiting delivery.
Step 6		Reviewing open MIV jobs <ul style="list-style-type: none"> • Refer to SOP - OF0137 - Managing MIV tasks and orders.
Step 7		To check any uplifts or quotes <ul style="list-style-type: none"> • Refer to SOP - OF0186 - How to manage quotes or uplifts on WISDOM.

Private and confidential – for internal use only

Step 8		<ul style="list-style-type: none"> • To check the due date on a job, click on the job number. • The due date is near the top of the order.
Step 9		<ul style="list-style-type: none"> • Any updates to a job will be added in the notes section. • Where applicable, this will include an ETA from the contractor and any additional information. Refer to SOP - OF0135 - Adding reading and responding to WISDOM notes.
Step 10		<ul style="list-style-type: none"> • To review the costs on a job, click on the job number. • Click in Costs. • This will show the costs on a job so far. For quotes, PPMs and Supply Only orders, this is a fixed cost that cannot be altered.
Step 11		<p>To chase a contractor or query a job</p> <ul style="list-style-type: none"> • Telephone the contractor • If there is no response or not a sufficient response, call the Maintenance Help Desk on 03333 200 300. • If the job requires further escalation, contact the Contractor Performance Team on 01923 701129 (Opt1).