FREQUENTLY ASKED QUESTIONS

AIMS

The following questions have been asked by schools. For quick access to your topic of interest, click on the relevant topic heading below.

If you have further questions, please email the VSBA – AIMS Project Team: [aims.support@education.vic.gov.au](mailto:aims.support@education.vic.gov.au)

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# GENERAL

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| **1** | **Q** | **What is AIMS?** |
|  | A | Asset Information Management System (AIMS) is a new cloud-based system which is the single source of truth for schools and the Department to access information to manage school assets more efficiently. It incorporates existing data, systems, and busines processes into a single IT Solution. It provides schools with information and tools necessary to manage and maintain their assets efficiently. |
| **2** | **Q** | **Why are schools transitioning to AIMS?** |
|  | A | AIMS will simplify asset management for schools by replacing numerous existing systems to create one place for schools to:   * access and update school asset and facility information * plan, schedule and manage maintenance and compliance activities * automate notifications for asset management activities * view asbestos audits and registers * manage cleaning activities |
| **3** | **Q** | **How do I know if a school has transitioned to AIMS?** |
|  | A | AIMS will be used by all Victorian Government schools. The rollout schedule is available on the [AIMS Policy and Advisory (PAL) Link](https://www2.education.vic.gov.au/pal/asset-information-management-system/advice). |
| **4** | **Q** | **Who will use AIMS?** |
|  | A | Principals, Business Managers, Facilities Managers, and others with asset management responsibilities will use AIMS. AIMS will be used by both schools and the Department. AIMS will also be used by contractors engaged by the Department. |
| **5** | **Q** | **What systems will AIMS replace?** |
|  | A | AIMS will replace more than 20 systems including:   * The School Facilities Profile Website (SPFW) * The School Maintenance Plan (SMP) and Rolling Facilities Evaluation (RFE) Portals * DETClean * Tools/systems used locally by schools to manage maintenance/compliance   More platforms and processes will be rolled into AIMS over the coming years. It will be the central system for all your asset management and facility management activities. |
| **6** | **Q** | **What will my school use AIMS for?** |
|  | A | AIMS is a complete solution that your school will use to manage assets from end to end.  You will use AIMS to plan, schedule, and manage maintenance and compliance activities within the one location such as:   * Raise work orders * Manage contractors - ensuring that work orders are assigned to eligible contractors * Manage asbestos data labels * Generate reports and dashboards for maintenance and compliance * School plans * Building and room report * SMP overview dashboard * Annual contracts current year progress dashboard * ESM current year progress dashboard * School Maintenance Plan (Printable) * Produce adhoc reports |
| **7** | **Q** | **What happens if I forget my password?** |
|  | A | AIMS is single sign on system. This means once you have signed into the Department’s IT network using your eduPass credentials, the system will remember your profile. |
| **8** | **Q** | **What browser do I use for AIMS?** |
|  | A | *Please use Microsoft Edge or Google Chrome web browsers. Avoid using Internet Explorer.* |
| **9** | **Q** | **How will I know when our school will be migrated to AIMS?** |
|  | A | Your school will be contacted directly to support your transition to the system and to provide you with training and support. |
| **10** | **Q** | **Are there going to be End of Year (EOY) procedures for rolling over into the new year like the Prism (SMS) system requires?** |
|  | A | There is no formal EOY rollover with AIMS like there is with other financial systems. However, there are start and end year checklists and training to support schools in tidying up AIMS at the end and start of year. All resources are available on the [AIMS Knowledge Centre](https://eduvic.sharepoint.com/sites/AIMSKnowledgeCentre/SitePages/Training%20Events.aspx) (school login required). |
| **11** | **Q** | **Will AIMS mean that DET will be able to access information directly?** |
|  | A | DET will be able to access information directly from AIMS ensuring that it is accurate and up to date. |
| **12** | **Q** | **Would a Public Private Partnership school use this system?** |
|  | A | Public Private Partnership schools will transition to AIMS following the expiry of their PPP agreement. |
| **13** | **Q** | **Will this also replace the Annual Essential Safety Measure report which schools are required to also lodge?** |
|  | A | It won’t replace the Annual Essential Safety Measure report. But Essential Safety Measures will be managed in AIMS, and schools will be required to upload their Annual Essential Safety Measures report (AESMR) in AIMS. |
| **14** | **Q** | **Will the Rolling Facilities Evaluation Portal and AIMS interact?** |
|  | A | The RFE portal will be replaced by AIMS. If your school has had a RFE condition assessment your Condition Assessment Report and associated data will be migrated to AIMS. |

# SCHOOL BASED ACCESS

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| **1** | **Q** | **As a Principal, I am going on leave for two weeks, how do I add a colleague to AIMS?** |
|  | A | Requests for new users to be set-up in AIMS can be made via [ServiceNow](https://services.educationapps.vic.gov.au/dp?id=sc_cat_item&sys_id=c574aa5887eadd149edbffb8dabb35e4&sysparm_category=3a77ca22dbe90810c317f6fcbf9619c5). New user training is available and staff can [register via LearnEd](https://edupay.eduweb.vic.gov.au/psp/EDUPPRD1/EMPLOYEE/PSFT_LM/c/LM_OD_EMPLOYEE_FL.LM_CRS_DTL_FL.GBL?Page=LM_CRS_DTL_FL&Action=U&LM_ACT_ID=5903&LM_CI_ID=1875&NAV=URL). |
| **2** | **Q** | **As a staff member (that doesn’t have access to AIMS), I've identified that the taps in the toilet blocks are leaking, what do I do?** |
|  | A | Follow the local procedures that currently exist for reporting maintenance issues in your school. AIMS will not change this process. |
| **3** | **Q** | **Can anyone in the school access to AIMS?** |
|  | A | Access to AIMS must be authorised by the Principal such as a Business Manager or Facilities Manager. Changes to a users access can me made via the AIMS [ServiceNow](https://services.educationapps.vic.gov.au/dp?id=sc_cat_item&sys_id=c574aa5887eadd149edbffb8dabb35e4&sysparm_category=3a77ca22dbe90810c317f6fcbf9619c5) form. |

# 3rd PARTY ACCESS

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| **1** | **Q** | **A contractor that is new to the school doesn’t have access to AIMS, how do I onboard them (or do they do it themselves)?** |
|  | A | Contractors are not required to have access to AIMS to complete maintenance work at a school. The school will need to ensure that the contractor is set up in the AIMS contractor database in order to process a work order and pay the contractor for their work. Contractors details such as ABN, contact information and certificates can be stored in AIMS. |
| **2** | **Q** | **What if I have a bad experience with a contractor, can I disable their access or blacklist them in AIMS?** |
|  | A | There is no ability to blacklist contractors from AIMS. If you are not happy with your current contractor, we recommend that you use the AIMS contractor list to find alternative contractors in your local area using the LGA and trade-type as search parameters or talk to nearby schools. Schools must be mindful to follow the Department’s procurement guidelines when engaging contractors. |
| **3** | **Q** | **Does AIMS integrate with other programs?** |
|  | A | AIMS is integrated with CASES21 and eduMail. |
| **4** | **Q** | **Some schools are currently using SAM4Schools for contractor management. Will AIMS take over this program?** |
|  | A | No, SAM4Schools is a 3rd party product. AIMS is only replacing DET supplied school systems. |

# TRAINING

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| **1** | **Q** | **What training will be provided to schools in the transition to AIMS?** |
|  | A | Schools will receive a calendar invite to their initial AIMS training sessions. |
| **2** | **Q** | **What training will be provided to schools in the transition to AIMS?** |
|  | A | A comprehensive and structured training program has been established to introduce schools to AIMS. This includes:   * an information and readiness session * dedicated training sessions and follow up sessions * interactive demonstrations and question and answer sessions * refresher and new user training * the AIMS knowledge centre – a centralised portal for AIMS information and resources * the bricks and mortar asset management program. |
| **3** | **Q** | **Besides AIMS what other asset management training is available to schools?** |
|  | A | * Bricks & Mortar (inc. Asbestos Awareness) – through Bastow Institute of Educational Leadership * PMP – by invitation following the announcement of funding * Bricks & Mortar AMP 1 briefing for Capital works - by invitation following the announcement of funding * CASES21 Assets & Creditors - will continue |

# SUPPORT

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| **1** | **Q** | **I have years of existing data and reports in Systems X, what will happen to that data?**   * **Data Management** * **Report replication** |
|  | A | Data from key Department systems will be migrated to AIMS as part of each schools go live. These systems have a defined transition process which will be communicated as part of the go live process. Transition systems include SMP Portal, RFE Portal, DETclean and the Schools Facilities Website Portal (SFPW). Where schools have been maintaining asset data in stand-alone systems this should be entered as needed into AIMS. |
| **2** | **Q** | **What is the difference between a ‘Work Order’ in AIMS and a ‘Purchase Order’ in CASES21?** |
|  | A | The function to undertake maintenance and other repairs is known as a Work Order in AIMS.  On the approval of a Work Order in AIMS, a Purchase Order will be generated in CASES21.  This process will be covered in training provided to schools. |
| **3** | **Q** | **If I have a question on School Maintenance Program (SMP), do I contact AIMS Support or SMP Support?** |
|  | A | Schools can contact SMP support via email: [maintenance@education.vic.gov.au](mailto:maintenance@education.vic.gov.au) |
| **4** | **Q** | **I can't remember how to do X, where can I get help?** |
|  | A | The [AIMS knowledge centre](https://eduvic.sharepoint.com/sites/AIMSKnowledgeCentre) (staff login required) is a central repository of practical information to help schools use AIMS, including:   * knowledge and support: new system updates, important tips, knowledge articles * guides and resources: user guides and quick reference guides * training and events   The knowledge centre is regularly updated with information about AIMS. Refer to the [AIMS knowledge centre navigation guide](https://eduvic.sharepoint.com/sites/AIMSKnowledgeCentre/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FAIMSKnowledgeCentre%2FShared%20Documents%2FUsing%20the%20Knowledge%20Centre%2Epdf&parent=%2Fsites%2FAIMSKnowledgeCentre%2FShared%20Documents) for advice on how to navigate the knowledge centre. |
| **5** | **Q** | **Will AIMS also manage OHS responsibilities in schools?** |
|  | A | AIMS will not be used to managed OHS responsibilities in schools.  Occupational Health and Safety risks should continue to be managed through the Department’s [OHS Management System](https://www.education.vic.gov.au/hrweb/safetyhw/Pages/ohsmgtsystem.aspx). |

# AIMS MIGRATION

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| **1** | **Q** | **What do I need to do before transitioning to AIMS?** |
|  | A | Schools will be contacted directly before the transition to AIMS and provided with information on what readiness activities are required to be completed prior to AIMS training. You will be provided with advice about the date that you should stop inputting data and information into systems and portals that will be migrated to AIMS. Schools should copy any files, downloads, or information that they believe will be historically or currently useful from these sites prior to the migration date provided. |
| **2** | **Q** | **Will information already entered to the SMS portal be transferred across?** |
|  | A | The School Maintenance System (SMS/PRMS) data will not be migrated to AIMS. Schools must download important documents from SMS and PRMS. The Department will archive this information and it will be available to schools upon request. |

# CASES21 INTEGRATION

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| **1** | **Q** | **How does AIMS integrate with CASES21?** |
|  | A | CASES21 budget data is exported to AIMS. Within AIMS a work order is generated and exported back to CASES21 where an automated work order file is available, along with an automated creditor order/purchase order file. Schools will ‘deliver’ the purchase order and once an invoice has been received, they can complete the payment.  Once the payment has been processed, an automated message is sent to AIMS advising that the Work Order can be completed and closed. |
| **2** | **Q** | **Will open/closed work orders made in CASES21 be moved across to AIMS?** |
|  | A | These work orders will not be migrated to AIMS and will need to naturally reach closure. Moving forward, work orders should be raised in AIMS which has an automated integration with CASES21. |
| **3** | **Q** | **If a work order can be produced without a budget, how will AIMS know which Subprogram or General Ledger codes to use?** |
|  | A | Subprogram/GL codes are fixed in AIMS as they are mandatory. As CASES21 will perform the final financial transactional activity, CASES21 does have the ability to override the detail at time of issue of purchase order or making payment, if it does not align with the budget. Schools should ensure they set their budgets up in line with DET finance advice |
| **4** | **Q** | **Within AIMS – as the Contractor Master List is deemed universal, who is ultimately responsible for the Master List?** |
|  | A | The Contractor Master List is not a Master List, merely contractor/creditor information that is stored centrally. It will be the responsibility of schools to contact the contractor to have their compliance documents updated before they engage them to complete work.   * This is safeguarded by business rules and audit trail, as with any system. * Expected business rules would include:   + Normal users only being able to deactivate/suspend a creditor, not delete.   + Checks (such as active Working with Children Checks) before being able to include on a Work Order.   + Unique ABN and Creditor ID (CASES21)   + ABN, Company Name (from ABN lookup) and Creditor ID read only after creating. * Change history to show update and updater. |
| **5** | **Q** | **Within AIMS – What if one contractor with one ABN has 5 different bank accounts? ie: ABC Plumbing Bendigo, ABC Plumbing Dandenong etc…** |
|  | A | AIMS has a unique ABN requirement. However, CASES21 has the functionality to enable schools to pay contractors with different bank account details. |