



MainManager

Key to facility excellence

FM in public / Case Reykjavik

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Direktør MainManager Norge

MainManager – company profile

- ◆ We have 24 years of experience in Software Solutions for the FM sector
- ◆ Our development philosophy is to work closely with our customers
- ◆ We have customers in finance, retail, public sector, health, service, energy and oil industries
- ◆ We have Offices in Iceland, Denmark and Norway and distribution partners in Uk and Australia
- ◆ MM hoster over 40.000 buildings in our main markets

The MainManager Solution

- ◆ Fully integrated workplace solution
- ◆ Maximizes building and asset life-cycles
- ◆ Ability to access and analyze workplace data in one location
- ◆ Improves efficiency of operations and increases productivity of resources
- ◆ Dashboards and real-time reporting to improve insight, planning and decision-making
- ◆ BIM used in digital delivery and O&M

FM in Public company

Ready Steady



Background for case Reykjavik City

Reykjavik City has been working with digital processes for facility management for several years.

The major areas are:

- ◆ Creating a knowledge database of Reykjavik building portfolio
- ◆ Planning and operation tasks of buildings, streets and open areas
- ◆ Performance analysis of reaction time of service to citizens
- ◆ Using Balanced scorecard measurement to reach service goals of the city
- ◆ Web portal access to the citizens for reporting incidents

“Involve your stakeholders”
is a significant part of the strategy.

Web portal where citizens can create and pinpoint incidents on a map



Til þess að hægt sé að senda ábendinguna til okkar þarf að lágmarki að fylla út í stjórnumerktu reitina fjóra. Til að fá viðbótarupplýsingar um liði í spjaldinu skaltu halda músabendlinum yfir spurningamerki viðkomandi liðs í spjaldinu sjálfu.

Símaver Reykjavíkurborgar aðstoðar þig með ánægju - sími 411 11 11

- Nafn þitt [?] Kennitala [?]

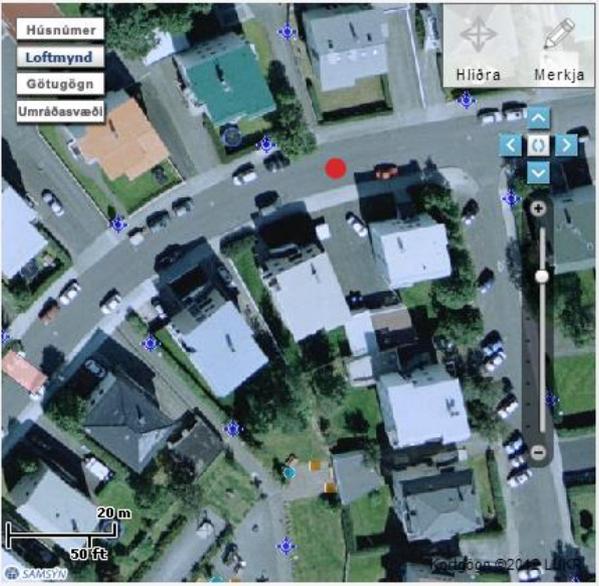
Viltu vita um afdrif skráðs atviks
- Tölvupóstfang [?] Sími [?]
- Nánari staðsetning ábendingar [?]

Rauðalækur
- Húsnúmer

Hafðu ábendinguna einfalda. Fylla verður út alla stjórnumerktu (*) reitina.
- * Efni ábendingar [?]
- * Forgangur viðbragðs [?]

Veldu úr fellivalista

Þú getur sett punkt inn á kortið með því að velja fyrst hnappinn með blýantinum (Merkja) og smella síðan á kortið.



Við gerum þann fyrirvara að við getum ekki orðið við öllum ábendingum, en við reynum að vinna eins fljótt úr þeim og kostur er. Ef ábending er þess eðlis að hún er ekki í okkar verkahring reynum við að koma henni áfram til réttra aðila. Vinsamlega sýnið einnig skilning á að við þurfum að forgangsráða verkefnum eftir mikilvægi þeirra.



Nánari upplýsingar á <http://www.reykjavik.is/borgarland> og í síma 411-1111



MainManager

Handling of incidents from the helpdesk

Reykjavíkurborg Umhverfis- og skipulagssvið

Frontpage Asset register Plans Service management

Hilmar Steinþórsson

Shortcuts Yfirrit Incidents > INCIDENTS

Year: 2015 Month: january

Main group filter

Region:

- Nothing selected
- 01. Vesturbær
- 02. Miðborg
- 03. Hlíðar
- 04. Laugardalur
- 05. Háaleiti

Site:

- Show all grounds
- 1 Götur/gönguleiðir/opin svæði
- 2 Leiksvæði
- 4 Stofnanalóðir

Numer of incidents

Status workorders

Pin ábending sk...	Actions	Grouping	Mode Simple list	Year 2015	Open incident	249 Records	25	1	2	3	4	5
<input type="checkbox"/>												
<input type="checkbox"/>		25622	Melbær	Melbær	Tölvupóstur frá íbúa: Góðan dag. Eg bý í Melbæ í...	Tölvupóstur frá íbúa: Góðan dag. Eg bý í Melbæ í...	Ábending til Gatnadeildar og frá Borgarlandi	Ábending ur				
<input type="checkbox"/>		25621	Lynghagi	Lynghagi	mig langar að benda á að það vantar allt ljós á...		Ábending til Gatnadeildar og frá Borgarlandi	Ábending ur				
<input type="checkbox"/>		25620	Fischersund	Fischersund	mjög mikil hálsa þarna í brekkunni, þarf að sanda...	mjög mikil hálsa þarna í brekkunni, þarf að sanda...	Ábending til Gatnadeildar og frá Borgarlandi	Ábending ur				
<input type="checkbox"/>		25619	Bakkastaðir	Bakkastaðir	Ég var að spá í hvenær bláa tunnan hjá mér yrði...	Ég var að spá í hvenær bláa tunnan hjá mér yrði...	Ábending til Gatnadeildar og frá Borgarlandi	Ábending ur				
<input type="checkbox"/>		25618	Ljósavík	Ljósavík	Innkeyrsla frá aðalgötu inn í Ljósuvík. Mikill...	Innkeyrsla frá aðalgötu inn í Ljósuvík. Mikill...	Ábending til Gatnadeildar og frá Borgarlandi	Ábending ur				
<input type="checkbox"/>		25617	Norðlingabraut	Norðlingabraut	Góðan daginn Er möguleiki á því að hreinsa...	Góðan daginn Er möguleiki á því að hreinsa...	Ábending til Gatnadeildar og frá Borgarlandi	Ábending ur				
<input type="checkbox"/>		25616	Grensásvegur	Grensásvegur	Þarna vantar nauðsynlega salt í kistu sem er...	Þarna vantar nauðsynlega salt í kistu sem er...	Ábending til Gatnadeildar og frá Borgarlandi	Ábending ur				

Tool for the technical people to plan, manage and operate

[Frontpage](#)
[Asset register](#)
[Human resources](#)
[Plans](#)
[Finance management](#)
[Operation management](#)
[Service management](#)
[Administration](#)
[Reports](#)
Gunnlaugur B Hjartarson

[Shortcuts](#)
Plans > TASK PLANNING

Ground filter



Ground view:
Grounds

Region:
Nothing selected

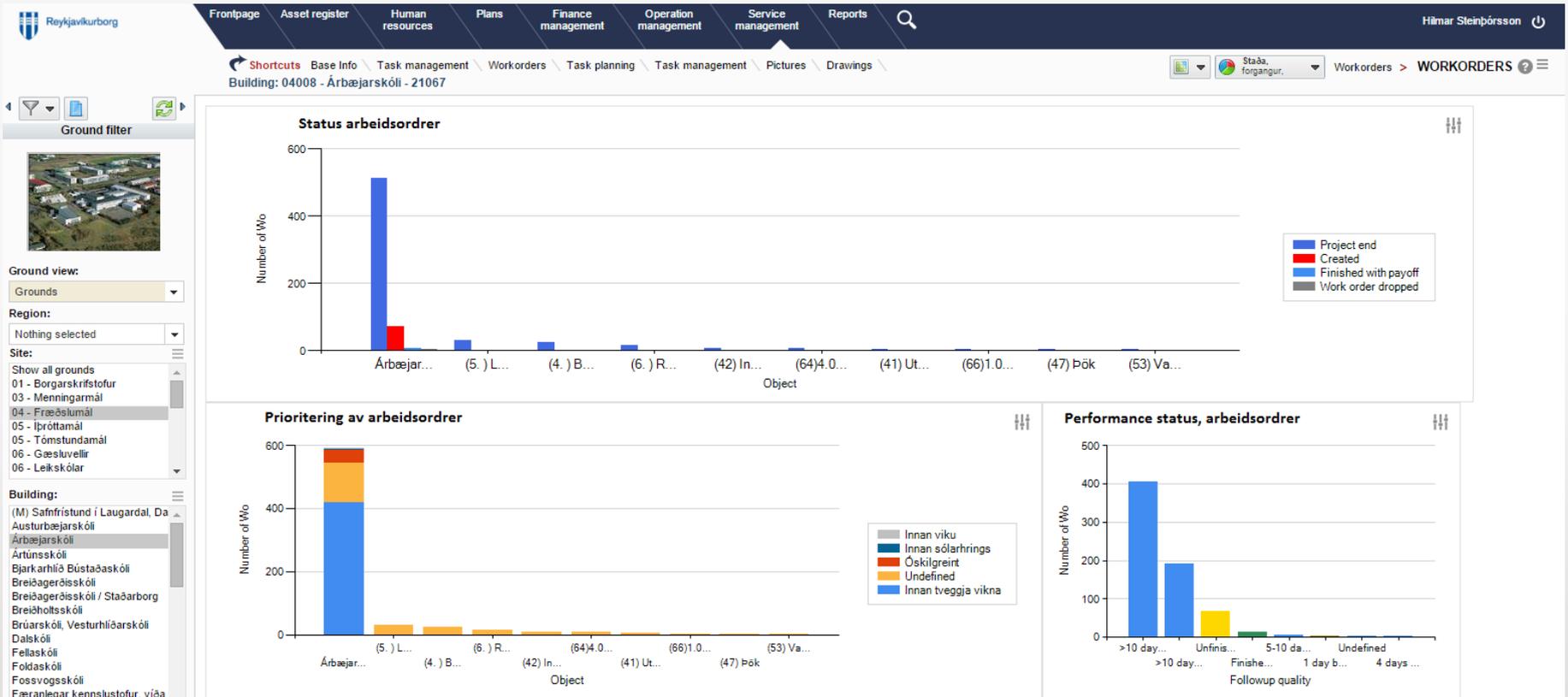
Site:
Show all grounds
01 - Borgarskrifstofur
03 - Menningar­mál
04 - Fræðslumál
05 - Iþróttamál
06 - Tömsundamál
06 - Gæsluvelir
06 - Leikskólar

Building:
Álfabaki 12, 20g3 hæð
Ráðhús Reykjavíkur
Síðumúli 39
Tjarnargata 12, gamla slökkvístöð



Nr.	Task name	Agresso vb.	Planned	Contr. cost	Booked	Status	Period	Contractor	Prep.	Manager	Num. Req.	Quantity	Unit
070	Eftirlitsstofnanir:	106027	36	31		F01	Jan/Dec	Hverfast.	EÓH		1		
074	Heilbrigðiseftirlit:	106028	36	31		Created	Jan/Dec	Hverfast.	EÓH				
080	Eldvarnareftirlit:	106029				Finished	Jan/Dec	Ýmsir verktakar	BB	PA			
100	Pétta útidyrarhúð	106030	50	43	97	Finished	Jan/Dec		EÓH				
101	Endurnýja þakniðurföll	106035	600	510	795	Finished	Jan/Mar	MG-Hús ehf	EÓH				
102	Setja sólarvarnarfilmur í þakglugga	108386			1.138	Finished	Jun/Jun		EÓH	JJ			
103	Laga leka þakglugga	108478			97	F01	Sep/Dec		EÓH				
119	Yfirferð eignar	106031	35	30		Created	Jan/Dec	Hverfast.	EÓH				
160	Átak - Endurnýja þakpappa	087208				Postponed	Aug/Aug		EÓH				
189	Tilfallandi viðhald húsamíði	092952	300	255	1.260	F01	Jan/Dec	Hverfast.	EÓH		2		
289	Tilfallandi viðhald múrverk	092953	20	17		Created	Jan/Dec		EÓH	PA			
300	Yfirfara alla ofna	106032	50	43		F01	Sep/Oct	Húsalagnir ehf	EÓH		1		
389	Tilfallandi viðhald pipulagna	092954	115	98	151	F01	Jan/Dec	Húsalagnir ehf	EÓH		6		
390	Þjónustusamningur pipulagna	102584				F01	Jan/Dec		BB	BB	1		
400	Laga viftu í fundarherbergi	106033	100	85	81	Finished	Jan/Feb	Nifteind ehf	EÓH	ÓTJ	1		
401	Endurnýja lampa ofl.	106034	575	489	550	Finished	Jan/Apr	Nifteind ehf	EÓH	ÓTJ	2		
489	Tilfallandi viðhald raflagna	092956	300	255	447	F01	Jan/Dec	Ljósver ehf	EÓH		6		
490	Þjónustusamningur raflagna	092957	108	92	127	Finished	Jan/Dec	Ljósver ehf	BB	BB	1		
491	Þjónustusamningur brunaviðvörðunarkerfis	092958	82	70	132	F01	Jan/Dec	Nortek ehf	BB	BB	2		
493	Þjónustusamningur lyftu	092959	297	252	598	Finished	Jan/Dec	Héðinn Schindler hf	BB	BB			

Status and performance of FM tasks for the operation division



Background for case Reykjavik City

In February 2008 Reykjavik City politicians took a major step in involving the citizens in public decision making.



[Open video from YouTube](#)

[Open from MainManager website](#)

Web portal was created for suggestions from citizens

- ◆ Creation of a web portal for the citizens of Reykjavik.
- ◆ Citizen in each district suggest improvements in their neighbourhood
- ◆ Their fellow citizens give their opinion on these suggestions
- ◆ The projectweb was open for five months

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Home Add suggestion View suggestions

Welcome to the ePetition portal "1,2 og Reykjavik" on the City of Reykjavik's Website.

"1,2 and Reykjavik" is the title of this project which aims at an extensive discourse between the City of Reykjavik and its inhabitants about maintenance work and smaller construction projects in the city's neighbourhoods. The ePetition portal enables the citizens to send in suggestions, ideas and comments with detailed information and to monitor the process of both their own contributions as well as others. The suggestions can be pinpointed to a specific location on a map. Citizens can also get an overview of suggestions and cast a vote on whether they agree or disagree with the suggestions of others. Users are free to send in suggestions regarding all areas of Reykjavik. Statistics on suggestions will be accessible on the webpage and can be sorted by neighbourhoods and by categories.



[Read more](#)

29.5.2008

Wish lists, from the ten neighbourhoods of Reykjavik

Lists of ten suggestions on what can be improved from all ten neighbourhoods in Reykjavik have been submitted to the City of Reykjavik's administration. Olafur F. Magnusson, Mayor of Reykjavik, has held citizens consultation meetings in all the neighbourhoods of Reykjavik in relations to the project 1, 2 and Reykjavik. The aim of the project is to encourage inhabitants to come up with suggestions on what they think can be improved in the city, especially bigger maintenance projects as well as smaller local projects. Participation in the meetings was good and many interesting and useful suggestions came forth.

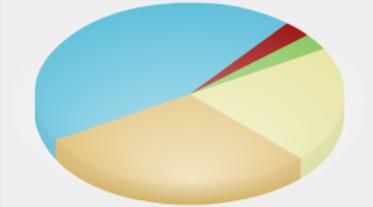


[Read more](#)

Tölfræðiupplýsingar
Veldu hverfi



Reykjavík öll: 34 ábendingar



Category	Color
Götur / gangstéttir / samgöngur	Blue
Íþróttar- og leiksvæði / skólalóðir	Yellow
Umhverfi / gróður / hreinsun	Green
Göngu- / hjóltreidastígar	Light Green
Annað	Red

Fjöldi álitsgjafa: 14045

ICEconsult - Mörkinní 6 - 108 Reykjavík - S. +354 412 8600 Fax. +354 412 8601 . ICEconsult Denmark - Skoleholmen 17 - 2670 Greve - S. +45 2030 7623 [Admin](#)

Citizens were guided through 3 easy steps

For those who wanted to give suggestions, they had to go through 3 easy steps:

- ◆ Personal ID
- ◆ Choose district and location
- ◆ Describe suggestion, and categorize it, attach additional information.

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Home Add suggestion View suggestions

Personal information Choose a neighbourhood Choose a street **Location** Conclusion

Step 4. - Choose a location on the map (if you want to skip this step please press the "next" button).

Point to the map and click to place your suggestion applies to and a red dot will appear. On the sidebar to the left you can zoom in and out on the map. When the dot has been placed on the map please click the "next" button to continue.

HLIDRA
BYSSJA
LOFT-
HEND
Hólabrú
Engavegur
Súrlandsbraut
Gröðuvogur
Alþingia
Sulheimar
Göðheimur
Eiðarárdalur
Langvogsvegur
Drekavogur
Sígulvogur
Nýrasundur
Sæbraut
Skólavogur
Kleppmyrarvegur

Back Next

Fellow citizens could state their opinion

Those who wanted to share their opinion on their fellow citizens suggestions, just had to indicate their approval or disapproval.

One opinion for each suggestion (controlled by IP number)

	Search	Neighbourhood	Categories	Status	Date	Your opinion
▶ 32	Playground	Hiðar	Playgrounds / Recreational areas / school grounds	Un-processed	3.12.2009	↑ 4
▶ 31	Playground	Hiðar	Playgrounds / Recreational areas / school grounds	Un-processed	3.12.2009	○ 1
▶ 30	húli gade	Miðborg	Streets / sidewalks / transport	Un-processed	25.11.2009	↑ 2
▶ 29	Need more benches	Hiðar	Streets / sidewalks / transport	Un-processed	24.11.2009	○ 2
▶ 28	test	Miðborg	Streets / sidewalks / transport	Un-processed	24.11.2009	↑ 2
▶ 27	Hole in the street	Miðborg	Streets / sidewalks / transport	Un-processed	30.10.2009	↓ 1
▶ 26	Hole	Miðborg	Streets / sidewalks / transport	Un-processed	24.9.2009	↑ 1
▶ 25	Aswing	Laugardalur	Streets / sidewalks / transport	Un-processed	24.9.2009	↓ 1
▶ 24	Hole	Miðborg	Streets / sidewalks / transport	Un-processed	24.9.2009	↑ 1
▶ 23	Green grass	Miðborg	Environment / vegetation / cleansing	Un-processed	22.9.2009	↑ 2
▶ 22	Hole	Grafarvogur	Streets / sidewalks / transport	Un-processed	16.9.2009	↑ 2

The project was a success



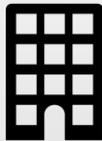
The portal received round **2300** suggestions over five months period



Approximately **16300** opinions were stated



The politicians were happy with the results



Increased citizen awareness and numerous new ways to improve the city.



The project received high profile media attention

This is now a standard procedure in prioritizing part of RVK projects budget



The screenshot shows a web page for a voting campaign. At the top left is the logo for 'Betri hverfi' (Better Neighborhoods), featuring a shield with three vertical stripes and a sun. To the right are links for 'Help', 'Rules', and 'Logout', along with flags for Iceland and the United Kingdom, and a 'Like' button showing 1.1k likes. The main content area is a grey box with the title 'Voting for projects in Reykjavik boroughs' and the dates '11. - 18. Mars 2014'. Below the title, it says 'The voting is in four steps:' followed by a horizontal progress bar with four steps: 1 AUTHENTICATE (highlighted in blue), 2 SELECT BOROUGH, 3 CHOOSE PROJECTS, and 4 VOTE RECEIVED. Below the progress bar, it says 'Click the button below to start' and features a button with the 'island.is INNSKRÁNING' logo, which includes a keyhole icon. At the bottom of the page, there are several links: 'betrireykjavik@ibuar.is', 'About the vote', 'About Better Reykjavik', 'About Better Neighborhoods', and 'City of Reykjavik'.

Betri hverfi

Help | Rules | Logout |  

Like 1.1k

Voting for projects in Reykjavik boroughs

11. - 18. Mars 2014

The voting is in four steps:

- 1 AUTHENTICATE
- 2 SELECT BOROUGH
- 3 CHOOSE PROJECTS
- 4 VOTE RECEIVED

Click the button below to start



betrireykjavik@ibuar.is | [About the vote](#) | [About Better Reykjavik](#) | [About Better Neighborhoods](#) | [City of Reykjavik](#)

Next generation «involvement of citizens»

«Borgmester for en dag»

Mayor for a day

- ◆ All projects has budget, location, and short descriptions
- ◆ Citizens are given budget amount
- ◆ Citizens spent their budget on different projects
- ◆ Each chosen project gets one vote
- ◆ One can choose many small projects or fewer bigger ones.

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The City 10 year capital plan projects open until 31.5.2011

Your total budget is 1.050.000
You have spent 440.000 On 2 Projects
Remaining budget 610.000

Project Election
The City 10 year capital plan projects

No	Name	District	Owner	Initiative	Type	Total plan	Your vote
001	New highway out of the City	Citydistrict	Traffic dept.	Citizens	Traffic	750.000	●
002	New golf course in district 12	Topsite	Cultural dept.	Other stakeholders	Sports	600.000	●
003	Open area project in central City	Mainland	Social dept.	City admin	Environm.	200.000	●
004	New Zoo in down town	Principal area	Cultural dept.	Citizens	Sports	350.000	●
011	Overall reconstructure on open area playgrounds		Social dept.	City admin	Environm.	170.000	●
012	Swimmingpool/Waterpark near City center	Principal area	Educat. dept.	City admin	Sports	240.000	●
014	Recycling containers	Citydistrict	Social dept.	Other stakeholders	Environm.	70.000	●
015	Building new collage	Principal area	Educat. dept.	City admin	Funding	190.000	●
016	Improvements on dormitory at City highscool	Blue Zone	Educat. dept.	Other stakeholders	Other	98.000	●
017	Camping places in suburbs		Social dept.	City admin	Soorts	80.000	●

Mayor for a day

- ◆ All projects has budget, location, and short descriptions
- ◆ Citizens are given budget amount
- ◆ Citizens spent their budget on different projects
- ◆ Each chosen project gets one vote
- ◆ One can choose many small projects or fewer bigger ones.

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The City 10 year capital plan projects open until 31.5.2011

Your total budget is 1.050.000
You have spent 440.000 On 2 Projects
Remaining budget 610.000

Project Election
The City 10 year capital plan projects Elected projects

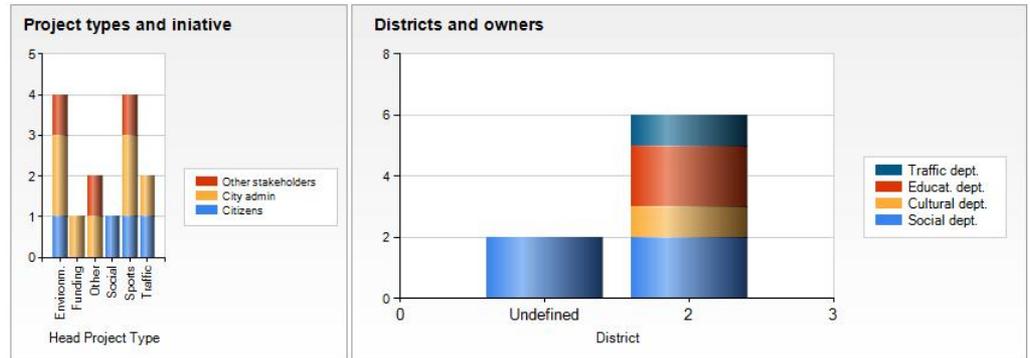
Search text

Grouping Mode Election list 14 Records 29

No	Name	District	Owner	Initiative	Type	Total plan	Your
001	New highway out of the City	Citydistrict	Traffic dept.	Citizens	Traffic	750.000	
002	New golf course in district 12	Topside	Cultural dept.	Other stakeholders	Sports	600.000	
003	Open area project in central City	Mainland	Social dept.	City admin	Environm.	200.000	

The user interface of a City Administrator

- ◆ The voting results
- ◆ Type of projects / owners



Project Election

The City 10 year capital plan projects Elected projects Search text

Actions Grouping Mode City Manager list 14 Records 55

Name	No	Documents	District	Owner	Initiative	Type	Total	Votes
▶ New highway out of the City	001	3	Citydistrict	Traffic dept.	Citizens	Traffic	750.000	★★★★★☆☆
▶ New golf course in district 12	002		Topsite	Cultural dept.	Other stakeholders	Sports	600.000	★★★★★☆☆
▶ Open area project in central City	003		Mainland	Social dept.	City admin	Environm.	200.000	★★★★★☆☆
▶ New Zoo in down town	004	1	Principal area	Cultural dept.	Citizens	Sports	350.000	★★★★★☆☆
▶ Overall reconstructure on open area playgrounds	011			Social dept.	City admin	Environm.	170.000	★★★★☆☆☆
▶ Swimmingpool/Waterpark near City center	012	1	Principal area	Educat. dept.	City admin	Sports	240.000	★★★★☆☆☆
▶ Recycling containers	014		Citydistrict	Social dept.	Other stakeholders	Environm.	70.000	★★★★☆☆☆

Thank you