



FIG Working Week 2011 Bridging the Gap between Cultures Marrakech, Morocco, 18-22 May 2011

















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Complain No	11				
Complainer	Ali Nashwani	~	Add New Complainer		
Complain Date	01/04/2010	~			
Complain Subject	Settle Down	~			
Complain Status	In Queue	~			
Follow Up Notes	Under study	~			
Complain Address	Isa town block 8	305	Save		
Description	Test 11		Cancel		

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Project No Loca 3	ation No <u>Scope Of Work</u> 4 1		<u>ength Project Cost</u> 3.000 0.000	<u>Block Road No</u> 0805 0506
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Step	Time in the current situation	Time using the RDBMS	Notes
Receiving the complain file by complaining offices and open separate file for each.	1 hour	1hour – this job is not inside the RDBMS yet	The time will be 5 minutes if the system generalized using the MOW intranet.
Open a project file for the complain and prepare for site plan –searching for the address and prepare maps.	1 – 4 hours depending on the original complain file and information	5-10 minutes	
Visiting the site, determine the location, taking measurements, and register it on the printed map and the job requirements.	4 hours	3 hours just for the site visiting time	If the location Based services has been used the time will be 15 minutes
Calculate the project cost and reporting for the senior engineer to take the approval	3 hours	15 minutes	
Add job to a TCO or creating new one. And issuing it.	1 hour using the existing contract system	1 hour using the existing contract system	If connected the time will be about 15 minutes.
Execute the task and update the status of the job on the project file and inform the others about completing.	2 hour	5 minutes	
Reporting the job in the monthly and other periodically reports	3 - 5 hours	5 -10 minutes	
Total	13-20 hours = 3 working days	5 hours and 40 minutes = one working day	In the fully automating solution the time will become 1 hour.





