



## School Issue Management System

The School Issue Management System (SIMS) is an online platform developed for all schools to submit infrastructural issues that require resolution by the Ministry. All issues submitted are tracked and prioritised in real time and assigned to a district engineer who will then complete an assessment. Once the necessary reports are uploaded and approved, the issue can be addressed for the affected school operations to resume. This is intended to resolve a national issue – the collation of data regarding operationally degraded schools. This solution increases the efficiency of the Educational Facilities Project and Procurement Division’s incident, resolution and contracting reporting processes.

The following modifications are underway:

- Notification System (Completed):
  - Allowing schools and SIMS staff to receive email notifications when communicating using the communication function of the system.
  - Priority level notification when priority status is changed.
- Restructuring of the drop type of issues making it easier for schools to understand (Pending):
- Contractor information and rating (Completed):
  - Contractor information and rating has been added to the platform in “The Officer” field.
- Video Tutorials (Pending):
  - This will allow users to effectively use the platform with the information presented on the video.

- Engineering Assistant online form (Pending):
  - Allows the Engineering Assistant to create online reports, which can then be added to the SIMS platform without them having to physically complete the report.

*This project has already been implemented and is subject to continuous development activity.*

