

CPAD New User Interface

What is happening?

The latest version of Concerto, which is the software used to run CPAD, has a fresh look and feel.

All users who access the desktop version of CPAD will see this fresh look once the software version is updated on our live system.

Users of the mobile apps (for helpdesk jobs, orders, water monitoring and questionnaires) have been using the updated look and feel for a while now, so this brings everything inline.

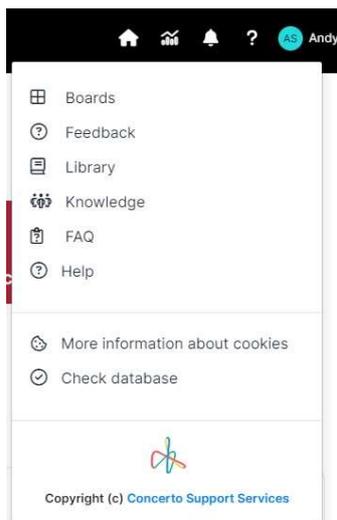
The data in the system and the functionality are broadly **staying the same**. And whilst the benefits of these changes are mostly for accessibility, there are a few additional features which should improve user experience.

The changes are outlined in the following pages. As ever, if you have any queries, email them to CPAD@manchester.gov.uk

General layout changes

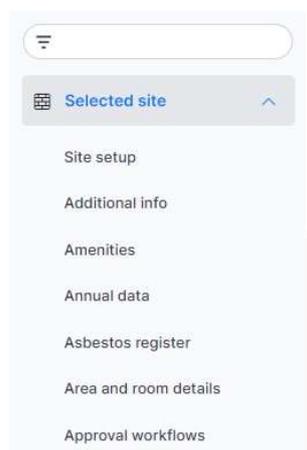
Top menu

In the top right corner of the page, the menu options have changed to icons and moved to a popup menu to improve the responsive layout of the page – i.e. They will be usable on smaller devices and for accessibility when zoomed in to larger magnifications.



Main menu

The icons against every option have been removed to improve general clarity as per Accessibility guidelines. The menu also scrolls independently to the main area of the page.



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Colours

The colours have been toned and the main font is now slightly larger. Button and status colours have been specifically selected to pass Accessibility tests.

Helpdesk

The screenshot shows the Helpdesk interface with various filters and a table of records. The filters include:

- CFM Helpdesk: 143,883
- Security Request: 6,229
- ID / Access Request: 27,920
- Furniture Key Request: 280
- Furniture Request (Repairs and New Installations): 202
- Height Adjustable Desk Request: 16

Buttons: ADD A NEW RECORD, RAISE A NEW QUOTE REQUEST, DELETE SELECTED ROWS, PRINT SELECTED JOB TICKETS, DASHBOARD, JOB COSTS AND JOURNALS, CREATE JOBS.

Additional filters: New Instruction (4), Change Request (20), Housekeeping Support (3), Facilities Support (5), Awaiting Approval/Acceptance (16), Contract Support (18), New Site Support, Quotes (22), With Supplier - Accepted (200), With Supplier - No Access (1), With Supplier - WIP (176), Extension Requests (2), Complete (1,613), Cancelled (6), Closed (140,580), All records, Resources, Messages (41,498).

Search: Search, Advanced Search. There are 4 records.

Ref	UPRN / Name	Raised	Originator	Status	Call type	Response/Completion Date & Time	Currently with	Assigned to	Latest supplier note	Last Action
00212883	000077137400 - Plymouth Grove Hostel B01-02-017 Room 21 lock needs repairing	03 Apr 2024 16:09 Sophie Pinder	Sophie Pinder	New Instruction		Priority E (28 days) 14 May 2024 08:00	Workplace Support Team			Raise Job
00212882	000077239711 - Hall Lane Resource Centre PAT Testing for 3 Chapel Road	03 Apr 2024 16:06 Matthew Woods	Matthew Woods	New Instruction		Priority A (4 hours) 04 Apr 2024 12:00	Workplace Support Team			Raise Job

Forms

Main input forms have been refreshed across the system, again this much improves visual accessibility. The forms also have a floating 'X' at the top which allows you to exit a form without scrolling.

The form is titled "Location / Site" and contains the following sections:

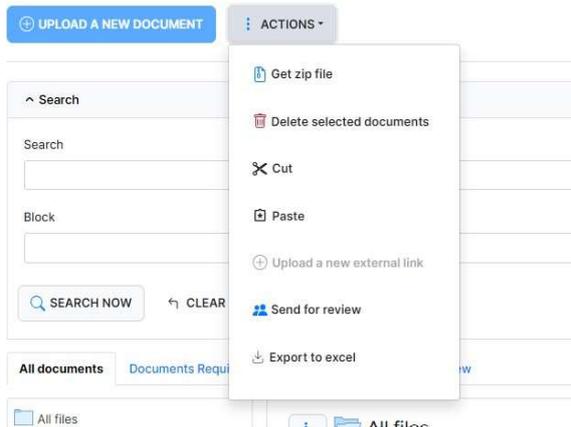
- Location / Site:** Plymouth Grove Hostel (000077137400)
- Project details:**
 - Address: Plymouth Grove Hostel, 21, Plymouth Grove, Ardwick, Manchester, Greater Manchester, M13 9LU
 - Tel: 0161 219 6050
 - Buy back: Budget, Confidential Waste, FA Monitoring, General Waste, Grounds, Housekeeping, IA Monitoring, Keyholding, On-Site Security, Out of Hours, Pest Control, PPM, Repairs, Sanitary Waste, TAP, Window Cleaning
 - Site info link
- Project:** FM Project (000077100756/0004)
- Order details:**
 - Client or employer: Growth and Neighbourhoods
 - Helpdesk reference: 00212883
 - Originator: Sophie Pinder
 - Originator email: CPAD@manchester.gov.uk
 - Originator telephone: 01612058129

Buttons: SAVE, SAVE AND ADD ANOTHER LINE, SAVE AND ADD ANOTHER ORDER, CANCEL.

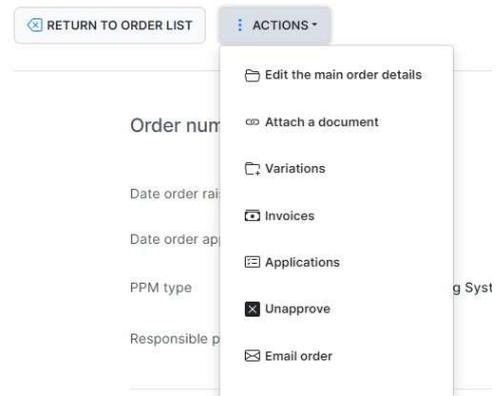
Toolbars

Where appropriate, toolbars with large numbers of buttons have been changed to incorporate button groups – called “Actions” – this allows for a more responsive layout.

Documents



Order register



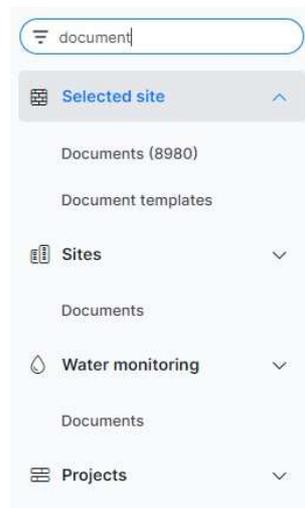
Searches

The main search along the top of every page has been improved to include Helpdesk jobs, Orders and Case Management references in its index – the search will now look for exact matches for order number and job reference. This will only return results for areas of CPAD that you have permissions to see.



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The left-hand menu also includes a new search feature. Type the menu item you are looking for in the search bar at the top of the menu, and the menu will just show you matching menu items.



Quick Reports

The main Quick Reports landing page has a new feature to allow you to search for reports by layout, as well as by name.

Quick reports

 REPORTS ADMINISTRATION

Available reports

All layouts Tables Single value tile Charts Maps

Select a report type

Helpdesk

Select a report

My Helpdesk Jobs

 ADD A NEW REPORT

 ACTIONS -

My Helpdesk Jobs

Report created by me

 Search

Job Ref

Select a filter...

Job Raised from

dd/mm/yyyy 

Job Raised to

dd/mm/yyyy 

Most reports are tables, but you can also look specifically for reports which are a single value, a chart, or a map. Selecting one of these tabs will filter the results you get when using the dropdowns.

Specific Area Changes

PPM Scheduler

A new summary screen has been introduced when working in the PPM Scheduler both in Sites Home and Selected Site.

Previously, within the scheduler, you could click on an activity, and it would present as an editable form (permissions apply). Now, clicking on an activity presents a summary page where you can access much more information about that activity:

[← BACK TO TASK LIST](#)

Type

Location

Frequency

Data Protection Impact Assessment

Didsbury District Library
692, Wilmslow Road, Didsbury, Manchester, Greater Manchester, M20 2DN

Annual

Supplier	MCC - Facilities Management	Status	Live
Date of next visit	30 Sep 2024	Operative	Ryan Southern

Description of activity

Annual review of the DPIA

[CHANGE DETAILS](#)

Visits
Remedials
Equipment
Orders
Jobs
Guidance
Audit trail

Action history and document attachments

[+ ADD AN ACTIVITY](#)

This page will allow you to change the details of the activity by clicking through to the Change Details button, but will also allow you to see other aspects of the activity in-page, using the tabs under the main description, for example you'll be able to see all visits, all orders raised against this activity and their status, and any changes that have been made in the audit trail.

The orders tab lets you view key order information for each of the orders raised:

Visits
Remedials
Equipment
Orders
Jobs
Guidance
Audit trail

Orders :

Order number	Description	Order Date	Target Date	Supplier	Order value	Expenditure	Cost code	Approval status	Order status	Complete date
M0171059	Packaged Electric Water Heaters - Cistern Type (Non Drinks) (Annual - Statutory) - December 2023 000077100756/0004 - FM Project	24 Nov 2023	31 Dec 2023	Engle Ltd	£113.24	£113.24	FM Budget421130	Complete	Complete	08 Dec 2023
M0139770	Packaged Electric Water Heaters - Cistern Type (Non Drinks) (Annual - Statutory) - December 2022 000077100756/0004 - FM Project	25 Nov 2022	31 Dec 2022	Engle Ltd	£101.59	£101.59	FM Budget421130	Complete	Complete	16 Dec 2022
M0109605	Packaged Electric Water Heaters - Cistern Type (Non Drinks) (Annual - Statutory) - December 2021	15 Nov 2021	31 Dec 2021	Engle Ltd	£94.82	£94.82	FM Budget421130	Complete	Complete	15 Dec 2021