

WORK REQUEST GENERAL INFORMATION

Facilities Management provides services on a daily basis in the areas of maintenance, preventive maintenance, landscape maintenance, and building services. Work requests are made via the online work request system. No action will be taken on requests for services made by email, fax, or voice mail. It is our goal to provide competent service in a reasonable amount of time. Facilities Management, as is true with many of the campus departments, sets priorities based on a number of criteria; therefore we are not always able to meet all of the requests made of our department but are often able to assist with alternatives. In general, if parts are in stock, work can be completed in ten working days.

Work Request Process

A department representative fills out the form appropriately and routes it to the authorized departmental fiscal agent. If the fiscal agent approves the request, it is sent online to Facilities Management. *Note:* a fiscal agent is a person within your department who has the authority to place an online work request and has the authority of providing a chargeable departmental account number.

The request is reviewed, approved, and routed to the Work Request Desk for entry. In the event that the work cannot be authorized, or there is a question regarding the work or the account number, etc. an email response is generated from Facilities Management back to the departmental fiscal agent.

Work Request Charges

Upon completion of the work order, the designated account number is charged via Datatel, and the charges are detailed on the appropriate budget report with the identification PC (Plant Charge) followed by the work order number assigned by Facilities Management.

For clarification, if a request is such that it is necessary for the upkeep and maintenance of the building or is part of the structure, there is no charge. However, if the request is particular to the department, a charge is assessed for labor and material. Examples include: installing shelves, hanging pictures, bulletin boards or signs, removing or moving department-owned items, setting up tables/chairs/tents, and carpeting or painting for aesthetic purposes. Careful planning of these events will prevent individual departments from incurring overtime charges.

Questions regarding charges to your account should be directed to 464-5133.

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