

FACILITIES MANAGEMENT: WORK ORDER SYSTEM PROCEDURES

PURPOSE:

- To provide an orderly means of communication between Facilities Management and the University community to report and track needed maintenance work.
- Facilities Management uses the system to assign work to various crafts, track progress, and keep up with cost of labor and materials.
- Facilities Management's function is to provide material and labor to maintain ETSU buildings, equipment and grounds.

ESSENTIALS:

- Fill out a work order for maintenance problems you observe that need the attention of Facilities Management or submit a request through the iService Desk system (<http://tma/home/html>).

Please include the following information with your request:

- Name of Requestor
- Phone number of requestor
- E-mail address of requestor (if applicable)
- Building where work is needed
- Room number where work is needed
- Description of request or needed work
- Funding source (if a Special Service Request and funding has been identified) Account #
- Time Frame
- Be as specific as possible as to the location and nature of the problem.
- List any special conditions such as desired or preferred time to perform the work as well as times when work can't be done.
- Work orders will be assigned a numerical number and entered into our computer system.

Work orders are assigned a priority as to completion time:

Routine: 30 days or less
Low Priority: 60 days or less
Set Date: Specific Dates requested for set-ups or events

Urgent: 1-7 days response

Emergency: 1 day response

- When calling to check on the status of a particular work order, make reference to the building or person who submitted the order as well as the nature of the order. Call 423-439-7900.
- If you are not satisfied with the results or if the problem persists, you should call Facilities Management at 97900.
- Emergency maintenance needs should be addressed by telephone to Facilities Management at 423-439-7900.
- Emergency maintenance needs occurring after hours or on weekends should be called to Public Safety at 423-439-4480.
- Problems with the lack of maintenance or quality of maintenance should be addressed with the Director of Facilities Operations at 423-439-7751

PAY PARTICULAR ATTENTION:

- If work is renovation, not maintenance, it should be processed through the appropriate Vice President for funding and prioritization.
- Be as specific as possible in describing a problem on the work order.
- Modification of space is not maintenance.

- Maintenance is upkeep of space and systems in their present state and for their present intended use.

COMMON MISTAKES:

- Requesting renovation work on work orders.
- Requesting maintenance on equipment not belonging to ETSU.
- Equipment purchased using grant funds ordinarily does not belong to ETSU, therefore, charges for maintenance work on this equipment must be paid by the department.
- Expecting work to be completed on a specific day and date without prior coordination with Facilities Management.
- Assuming someone else will report an obvious problem.

BEST ADVISE: • Any problem you experience with the work order system should be addressed with the Work Order Clerk at (423) 439-7769.

CALL IN WORK ORDERS TO:

- Work Order Clerk Facilities Management (423) 439-7769
- Facilities Management Main Line (423) 439-7900

Facilities Management and Planning is not normally responsible for the cost of purchasing, replacing, and maintenance of specialized departmental equipment and renovations. Equipment, permanently installed or movable, which is specifically required because of the nature of the department activities, is considered departmental equipment. Some typical examples of departmental equipment or items not normally the responsibility of Facilities Management and Planning include:

- Office furniture
- Laboratory equipment
- Experimental and research equipment
- Book stacks and library equipment, including library tables, chairs, study carrels, etc.
- Portable fans, desk lamps, floor lamp, etc., other than those installed in public areas such as laboratories and restrooms
- Booths designed for classroom work such as one way vision screen booths, radio broadcasting booths, or booths reserved for research
- Repainting a room to change the color
- Signage over and above signs normally provided
- Repair of personal items

The above is not intended as an all encompassing list of items, on the contrary, it is intended to set the general guidelines to be used in evaluating the character and composition of any request for service.