



Policy Directory

Responsible Division: Finance and Administrative Services
Responsible Office: Facilities Management
Issue/Revision Date: 12/01/2017

Work Order Policy

Policy:

Facilities Management (FM) is budgeted to address only routine and preventative maintenance requirements of the University. This definition is strictly limited to work required to maintain existing State Education and General-Funded (E &) facilities, utility systems and grounds.

Requirements for remodeling, alteration and expansion of University facilities and the installation and maintenance of department equipment shall be identified by the appropriate user. It shall also be the responsibility of the user to obtain funds for the work to be accomplished by FM.

FM will make every effort to meet the needs of the University community. As funds and staff time are limited, not all requests will be addressed. The FM work schedule will be established based on the following priorities:

- Operational requirements.
- Essential maintenance
- Departmental equipment maintenance
- Similar devices that perform some or all of these functions
- Remodeling, departmental equipment installation and special services

WORK ORDER PROCESS

The process for handling work order requests is as follows:

1. Requester initiates work request via work order system. Emergency requests should be made by telephone to (601) 877-4000.
2. Once request is approved by FM, it is assigned to a supervisor.

3. The work order is scheduled by the supervisor/manager and assigned to a technician.
4. If funding or supplies are needed to fulfill request, the work order is put on hold until necessary supplies are received or funding is secured. The user will be notified of status.
5. Completed work orders are signed by the requester who submits them to the work control center for processing.
6. Because departments are responsible for generating their own revenue, charge backs and funds are recouped.

WORK ORDER PRIORITY LEVELS

The work order priority levels are as follows:

- **Priority 1 (Scheduled).** There are maintenance items that are scheduled to occur or begin at predetermined date. Scheduling of these services will depend on the availability of resources and funding. These requests should be planned and submitted prior to when services are needed. Scheduled work orders include but are not limited to: building alterations and modifications, furniture/equipment removal/installation, setup for special events and support services for special events.
- **Priority 2 (Low).** Routine maintenance reflects the majority of requests for work received by FM. This work is scheduled on a first-in, first-out basis in coordination with pending scheduled work, events and higher priority items. This includes but is not limited to: a light in a group of lights, outlet failure where working outlets still exist, interior non-secured doors, minor leaks and localized heating issues.
- **Priority 3 (Medium).** These are maintenance items that have to be completed within 3 to 5 working days. These items are monitored closely to ensure they are completed in a timely manner. Schedules will be updated to dedicate resources for completion. This category includes but is not limited to: heating and cooling issues in a significant portion of a facility, security lighting, equipment malfunction or failure and elevator failure.
- **Priority 4 (High).** These include restoring essential services needed for normal campus operation. The nature of this category requires that the work be completed as soon as possible to ensure normal functioning of the affected department. This includes but is not limited to: mechanical failure, lock malfunction (depending on the situation), severe roof leaks and loss of electrical power to a limited area.
- **Priority 5 (Emergency).** There are emergency conditions that affect the life, health or safety of the campus community or that immediately affect the continued performance of University functions. These situations will be handled immediately. Priority 5 includes but is not limited to loss of power to an entire building or campus; elevator entrapments; fire; smoke, or gas; sewage

backup; and broken water main and plumbing issues that could lead to building flooding (i.e., pipes that burst).

WORK REQUEST PROCEDURES

The instructions for completing a work request are as follows:

- Open your Internet Browser (Internet Explorer, Netscape etc.) and type in www.myschoolbuilding.com in the address bar and press Enter or click on Go.
- Follow Step 2 below if you are a first time user or if asked to enter an Organization Account Number.

If this is the first time your computer has been to the website, enter the Organization Account number 506075629 and click Submit Organization as prompted. You may also copy this link and paste it into the web address window for your browser:

<http://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=506075629>

- Find a blank area on the next page, click your right mouse button and select Create Shortcut. This will add an icon on your desktop that you can double click the next time you want to sign in. Enter your email and click Submit. If prompted to enter your first and last name, do so in this manner.

Step 1: This will be filled in with your information from the email address you entered at the sign in screen.

Step 2: Click on the drop down arrow and highlight a Location that you want the work to be done at and click the mouse. Follow the same steps for Building and Area *if selections are available. Also be sure to type in your Area description or Room #.

Step 3: Select the icon that best describes your problem and click on it.

Step 4: Type in your description of the problem.

Step 5: If available, type in the best time for a technician to come by.

Step 6: If available, click on drop down arrow and select a purpose code.

Step 7: (If available) Type in when you would like the work to be completed (Click on the calendar to choose a date or type in a date in this format: 10/11/12.).

Step 8: Type in the submittal password: password.

Step 9: Click submit.

- After you click submit, the screen will refresh and you go to the My Request Tab.
- On this screen you will see up to date information on your request including the status, work order number and action taken notes. You can click on the number next to the status description to see all requests marked with that status. You can search for any work order request by typing

in a key word in the Search box and clicking on GO. This will pull up any of your requests with that word in it. (for example, keys would pull up any request dealing with keys).

- Click on the Work Request Tab to input a new request.