

IT Service Desk Customer Survival Guide



The Work Request Form

The electronic work request form can be found at <http://tmatalk.kutztown.edu> . Passwords and access to this on-line system can be obtained by contacting the Work Control Center at x31594. For security purposes, users are requested to participate in a short training session prior to using the request system. Training can be arranged in small groups or on an individual basis, and every effort is made to accommodate the scheduling restraints of the user.

The screenshot shows a web browser window displaying the TMA iServiceDesk interface. The browser's address bar is empty, and the window title is "Kutztown University". The page header features the TMA Systems logo on the left and the "iServiceDesk" logo on the right. Below the header, the date "Saturday, January 27, 2001" is displayed on the left, and "Kutztown University" is centered. The main content area is titled "Facilities Management" and "Work Request Form". On the left side, there is a "Site Menu" with links for "Home", "Work Request" (with sub-links "Submit a Request" and "Query Request"), "Work Order" (with sub-links "Open Work Orders" and "Closed Work Orders"), "View Detailed Info" (with a dropdown menu and a "GO" button), and "Search by Number" (with radio buttons for "Work Order" and "Work Request", a search input field, and a ">>" button). Below the search section, it says "About TMA iServiceDesk 3.0". The main form area contains the following fields: "E-Mail Address:" (text input), "Requester:" (text input), "Repair Ctr:" (dropdown menu with "PF - Physical Facilities" selected), "Account #:" (text input), "Phone #:" (text input), "Location ID:" (text input), "Building:" (dropdown menu with "Stratton Administration Building" selected), "Floor #:" (dropdown menu with "101, Administrative Office Svc" selected), "Tag #:" (text input), and "Request:" (large text area). At the bottom of the form are "Reset" and "Submit" buttons.

How to Complete a Work Request:

The originator should complete the following fields:

1. **Email Address** is needed for correspondence that the WCC will send to the originator. The electronic work request system generates automatic email correspondence to keep the user informed of the progress of their request. This is the address that will be used to receive automatic correspondence from the system.
2. The **Requester** should be the name of the person who wishes to be contacted if there is further information needed about this request. This is the name that appears on the work order that is generated to the trade technician who will be performing the necessary work. The person whose name appears in this field should be the person that can answer any pertinent questions regarding the work to be performed.
3. The **Repair Center** field is used to designate the organization that will perform the work. In this case, the option for Repair Center should be Physical Facilities (PF). This work request system defaults to PF for your repair center at this time.
4. **Account #** is generally a 3 digit entry to designate the department or group that is requesting the work to be performed. This account number is used for tracking purposes only. There is no charge associated with work being performed via a work request, unless otherwise notified. Work requests submitted without an account number may be delayed unnecessarily while we attempt to assign the appropriate account code.
5. The **Phone #** field should be completed to designate a phone number for the person who should be contacted in the event there are questions or further information is needed by a technician to complete the requested work.
6. The **Location ID** field can be left blank. The system will automatically fill this field from **Building** and **Area** fields
7. The **Building** Field should automatically fill from your selection on the starting page of the work request. The entry in this field, in combination with the **Area** field should designate the location where the repairs or work is needed. If you are requesting a move of an item from one location to another, use the *destination location* when selecting **Building and Area** from the pull-down menus. Using the **Area** pull-down menu, select the appropriate space designating the location where the repair is needed. **You must select an area in order to have your request processed properly. If you do not select an appropriate area, your request could be rejected.** If you cannot find the space that you need in the **Area** pull-down menu, please contact the Work Control Center at x 31594.
8. The **Tag #** field can be left blank. This field is used internally by Facilities to designate equipment information.
9. The **Request** field is the most important field on the work request form. This field should contain complete information on the nature of the repair to be performed, any dates that might need to be communicated to the repair technician,

and any further directions or specialized information that needs to be communicated to the technician in order to effectively complete your request. When explaining the work that is needed, be as specific as possible. For example, instead of stating that “a toilet needs to be repaired”, state “the toilet is clogged”, or “the toilet leaks at the base when flushed”, or “the toilet seat is broken”. This allows for efficient prioritizing and scheduling of your repair work.

10. Click **Submit**

11. A window is returned to you that displays your **Request Number**. You will need this number for any inquiries or correspondence with the Work Control Center. For your convenience, there is a **printable page** option in the upper right corner of the window. This will provide a print out of your request for your records.

Communications Regarding Work Requests

A confirmation number is sent to the originator after a work order number has been assigned and the request has been entered in FM's computer system. **The original request number (provided to the requester on-line upon completion of the work request form) or the work order number (provided to the requester via email when the request is accepted) is needed for all job inquiries to FM.**

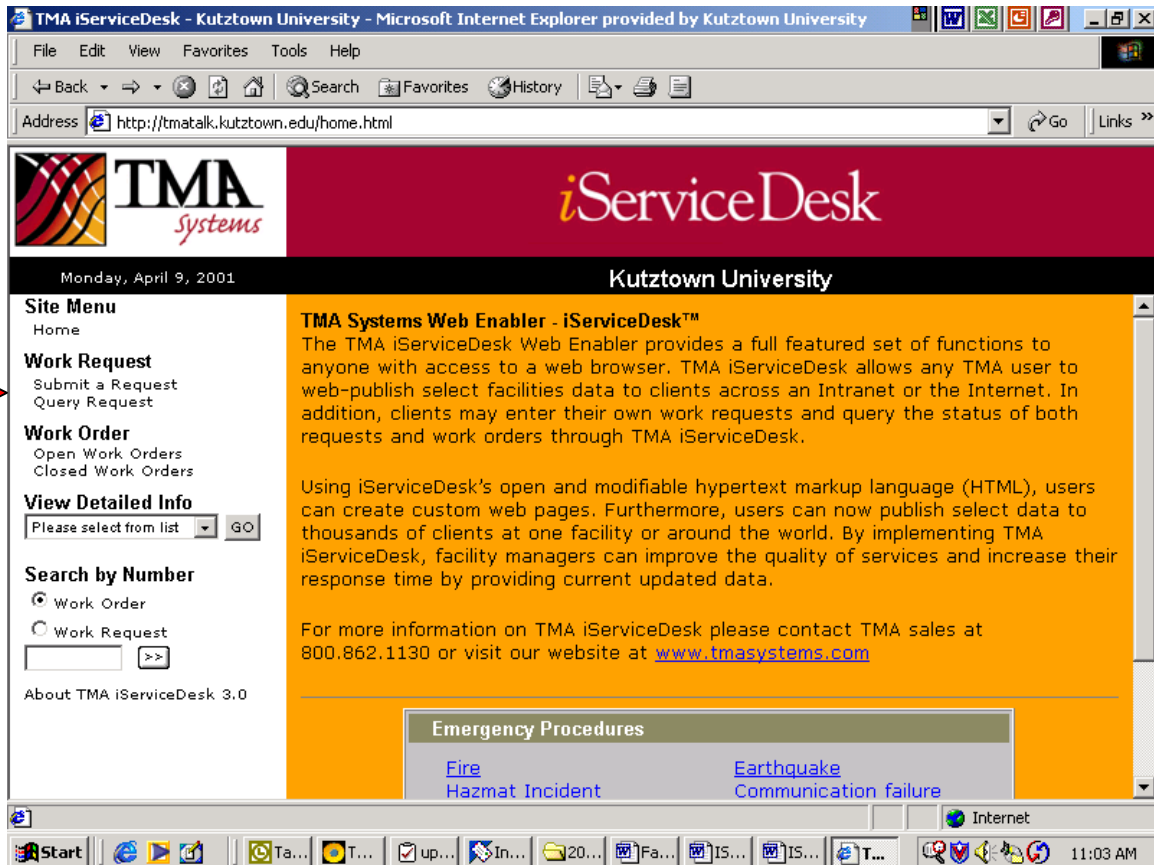
Updated information, status updates, information regarding delays, and scheduling dates are provided for each work request/work order at the electronic work order web site. See <http://tmatalk.kutztown.edu>

Status Inquiries:

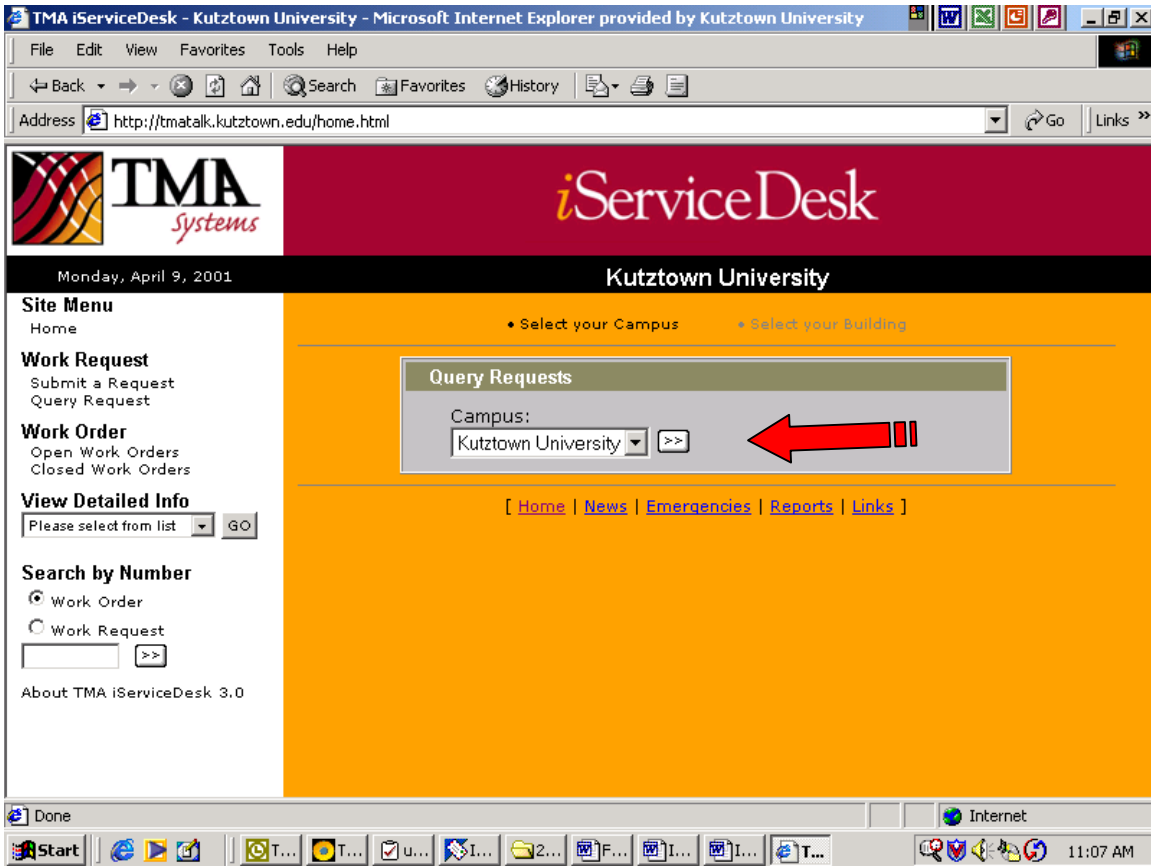
The status of a work order can be checked using several search options.

Using the “Query Request” Search Option:

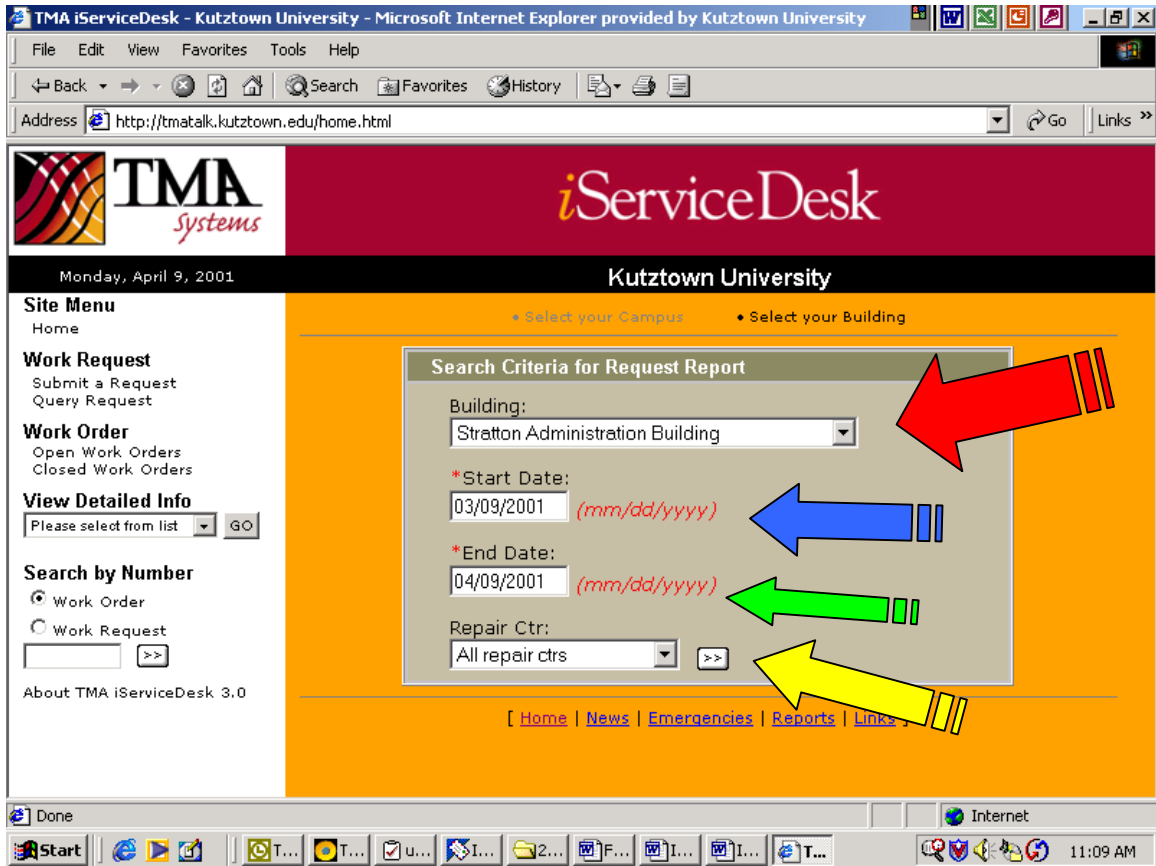
This option is used to search a *work request*



1. Click **Query Request**. The window that is returned should look like this:




2. Click the arrows as indicated by the red arrow in the picture above. The window that is returned should look like this:



3. In the **Building** field, select the appropriate building name from the pull-down menu as indicated by the red arrow in the picture above.
4. Tab to the **Start Date** field. Enter a start date. (This field is indicated by the blue arrow in the picture above.) If you are not sure of the date the request may have been entered, select a broad start date so that your request will not be missed in the search.
5. Tab to the **End Date** field. Enter an end date. (This field is indicated by the green arrow in the picture above). If you are not sure of the date the request may have been entered, use today's date as the end date. This will insure that your request will not be missed in the search.
6. Tab to the **Repair Ctr** field. Select **Physical Facilities** from the pull-down list and click on the right facing arrows as indicated by the yellow arrow in the picture above.
7. The window that is returned to you should look similar to those shown below.

TMA iServiceDesk - Kutztown University - Microsoft Internet Explorer provided by Kutztown University

Address: http://tmatalk.kutztown.edu/home.html



Monday, April 9, 2001

Kutztown University

Site Menu

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Query Request

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Please select from list

Search by Number

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About TMA iServiceDesk 3.0

34532	03/23/2001	03/23/2001	
34838	03/25/2001	04/03/2001	
34572	03/26/2001	03/26/2001	
34583	03/26/2001	03/27/2001	
34604	03/26/2001		03/26/2001
34605	03/26/2001	03/27/2001	
34619	03/26/2001	03/27/2001	
34620	03/26/2001	03/27/2001	
34623	03/26/2001	03/27/2001	
34625	03/26/2001	03/27/2001	
34626	03/26/2001	03/27/2001	
34627	03/26/2001	03/27/2001	
34899	04/02/2001	04/03/2001	
34900	04/02/2001	04/03/2001	
34906	04/02/2001	04/03/2001	
34908	04/02/2001	04/03/2001	
34909	04/02/2001	04/03/2001	
34984	04/03/2001	04/04/2001	
35068	04/05/2001	04/05/2001	
35117	04/05/2001	04/06/2001	
35199	04/09/2001		

Encoding

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Refresh

Done Internet 11:20 AM

OR

TMA iServiceDesk - Kutztown University - Microsoft Internet Explorer provided by Kutztown University

Address: http://tmatalk.kutztown.edu/emergencies.html



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Kutztown University

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Please select from list

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About TMA iServiceDesk 3.0

Request List

Request #	Request Date	Accept Date	Reject Date
34070	03/09/2001		03/13/2001
34208	03/14/2001	03/15/2001	
34332	03/16/2001	03/16/2001	
34393	03/19/2001	03/20/2001	
34394	03/19/2001	03/20/2001	
34561	03/24/2001		04/04/2001
34940	04/02/2001	04/05/2001	
35042	04/04/2001		04/05/2001
35050	04/04/2001	04/05/2001	
35120	04/05/2001	04/06/2001	
35127	04/05/2001	04/06/2001	

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Internet 11:21 AM

8. The following information is shown in this report:

The **Request #** field is a *hypertext field*. If you click on this field, the window that will be returned is the Work Request Status window.

The **Request Date** field is the date that the work request was entered by the requester.

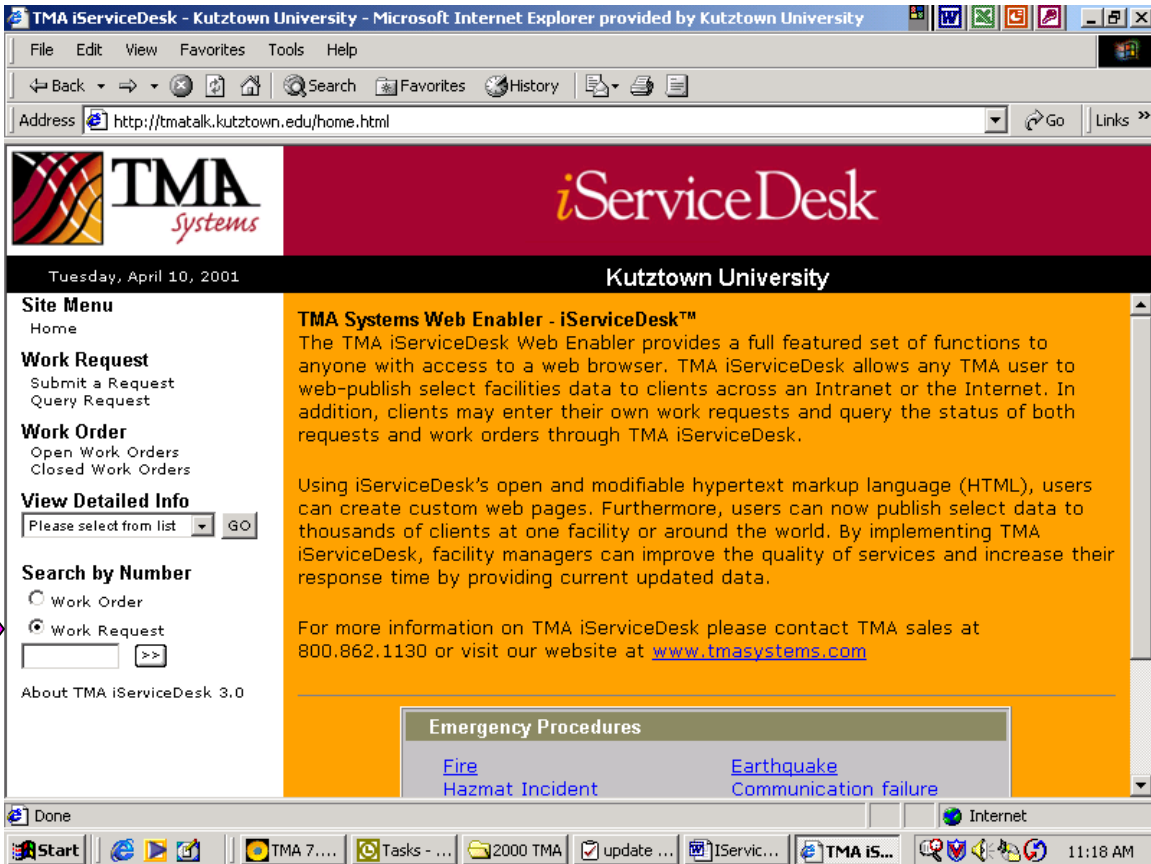
The **Accept Date** is the date on which the request was accepted by the Facilities Work Control Center and converted to a work order.

The **Reject Date** is the date on which the request was rejected by the Facilities Work Control Center.

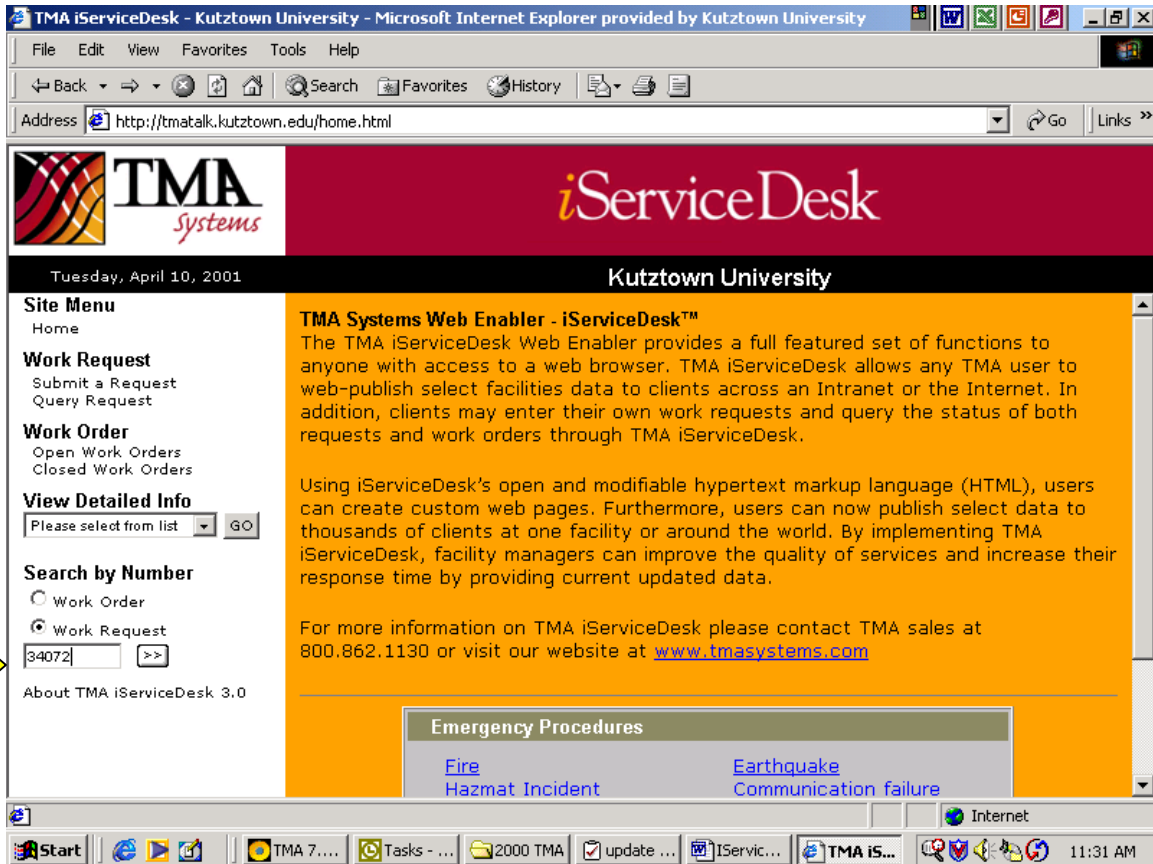
Note: If your request has been rejected, click on the **Request #** field to see the Request Status Window, where a reason for the rejection can be found.

9.

Using the “Search By Request Number” Option:



1. Click the **Work Request** option under the Section called **Search by Number** (as indicated above by the purple arrow)



2. Tab to the next field
3. In the box, enter your request number (Hint: this number does not start with PF).
See Yellow arrow above.
4. Click on the right facing arrows or **Enter** on your keyboard
5. The following window should be displayed:

This is the Request Status Window. Everything you need to know about the status of your **Request** is here.



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View Detailed Info
Please select from list

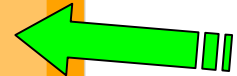
Search by Number
 Work Order
 Work Request

About TMA iServiceDesk 3.0

• print page

Request Number	Important
34134 for BN-T22	Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email. Current Status: Accepted
Building: Bonner Hall	Location ID: BN-T22
Tag Number:	Item Description:
Accept Date: 03/13/01	Work Order Number: PF-200013150
Reject Date:	
Reject Reason:	
Requested Action: BN - Marge Delong - first sink next to the entrance door is clogged Account #: 408	

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The screenshot shows the TMA iServiceDesk interface. The main content area displays the following information:

Request Number	Important
34072 for AD-220	Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email. Current Status: Rejected
Building: Stratton Administration Building	Location ID: AD-220
Tag Number:	Item Description: Work Order Number:
Accept Date:	
Reject Date: 03/13/01	
Reject Reason: cannot identify requester.	
Requested Action: Repair door knob.	

Current Status is displayed in Red. There are three possible responses in the **Current Request Status** field:

Accepted: This means that your request has been accepted by Facilities and has been turned into a Work Order. The Work Order number will be displayed as hypertext. (This is indicated by the green arrow above)

Rejected: This means that the Work Control Center was unable to accept your request. It may be that you requested a service that Facilities cannot provide. It may also be that the request was incomplete in some way. If a request has been rejected, a reason. This is indicated by the blue arrow above. Work orders that are rejected cannot be re-opened by the Work Control Center. Work requests that are rejected because of incomplete information must be re-entered by the user.

Pending: This means that your request has not yet been processed. The average time to process a request is between 2 and 24 hours. If your request is not processed within 24 hours, it may be pending because Work Control needs additional information. Contact the Work Control Center if this occurs.