

# iService Desk and Work Order Status Definitions

**Administrative deferral-** This status applies to requests that require administrative decision-making or input within Facilities before proceeding with acceptance or rejection of a request.

Examples of this type of work include requests for installation of kick-down type door stops and other requests which requires approval to ensure adherence to fire codes, laws, ADA requirements, etc.

These types of requests will be shepherded/monitored within Facilities to ensure that the appropriate decision-making personnel are advised of the hold on the work order and that a decision needs to be made or further action needs to be taken. The Work Control Center is responsible for advising the responsible party within Facilities on a periodic basis until the work request can either be accepted or rejected. The Work Control Center is also responsible for communicating updates and current status to the customer.

**Approved-**This status signifies that the work request is valid work that can be performed by Facilities. At this point in the process, the request is converted to a work order and forwarded to the appropriate trade center for review by the supervisor and assignment to a technician.

**Cancelled-**The work request has been cancelled either at the request of the customer or by Facilities. Typically Facilities will cancel requests only for the following reasons:

- After investigation, clarification, or further consideration, the work is not work that Facilities performs. The customer can expect that a reason for the request cancellation will be provided and that alternatives will be suggested, if available. We invite our customers to contact the Work Control Center if there are any questions about the status of their work requests.
- While we make every attempt to support all valid requests submitted by our customers, there are occasions where we are not able to provide the support requested. To the best of our ability, we will provide suggestions on alternatives if this is the reason for the cancellation.

**Completed-** When a technician believes they have completed the work that was requested, the work order is forwarded to the Work Control Center for closure. Customers are invited to notify the Work Control Center if they feel that the work was not completed or is not satisfactory. The Work Control Center will work with customers to re-open requests if they receive notification within 30 days of the work order closure. For requests that have been closed for over 30 days, the customer will be asked to enter a new request for that service.

**Contractor response-** Some services provided by Facilities are performed by outside vendors or contracted service agents. Services of this type include trash and recycling disposal, elevator repairs, handicapped door repairs, pest control, and water treatment (water softener) maintenance. When a request is accepted for service by an outside source, the status will be changed to reflect that the contractor has been contacted and a request has been made for service. The Work Control Center will monitor these requests and share additional information from the contracted service provider on the work order.

**Deferred-** Work requests with a status of deferred are on hold until resources can be applied. A new automatic email notification will take place when the work request or work order is changed from "deferred" to a new status. This is work that covers routine requests for departmental services. Accomplishment of this work, while desirable and valid, is dependent upon the availability of funds and personnel resources required to complete the request. Work in this area is handled on a first-come, first-served basis. Examples include furniture moves requested for a change in configuration; delivery and pick-up of movable items, especially off-campus; and loading and unloading of delivered items. This also includes the installation of bulletin boards, pictures, name tags and other items.

**Dispatched-**This status is applied to work requests that are emergent or urgent in nature and require an immediate response by Facilities personnel. The average time to respond to dispatched work requests varies depending on the volume of dispatch requests on any given day or for any given crew.

**Funding?-** Work requests beyond routine maintenance may require funding from the requesting department. These types of requests will be placed on a temporary hold until a funding source is identified. If funding is not provided within 30 days, the work order will be cancelled.

**Inclement weather-** On occasion, work must be delayed due to weather. One example of work which may be placed on hold due to inclement weather is an athletic field repair or field lining request that cannot be performed because the conditions are too wet to permit the service to be accomplished without further damage to the field. Work of this type will be placed on a temporary hold due to inclement weather. When the weather condition changes in a way that allows the work to proceed, the status will be updated to a more appropriate status code and automatic email notification will be made to the requester.

**Delayed-** As much as possible, Facilities tries to properly coordinate work in advance to avoid delays of this type. In the event a delay occurs, this status is used to notify customers and Facilities personnel that the work requires further attention. When delay notifications are sent, customers can view the technician notes on the work order in iService Desk. This will often provide additional useful details. Examples of work that may be delayed include:

- Work that requires the coordination with multiple departments, trades, or support units.
- Work where the Facilities technician is unable to access a space to perform the requested work or a room scheduling conflict exists preventing the service from taking place as requested.
- Work that requires the rental or lease of equipment.
- Work that requires additional information from the requester in order to coordinate or complete the service.
- Work that requires the ordering of materials in order to provide the service.
- Work that requires long-term planning.
- Work that requires a system shut-down such as work that requires an entire building system or utility system interruption. This generally involves HVAC and electrical repairs.

**Requester initiated hold-** This status is used when Facilities is requested to place a temporary hold on a request by the campus customer who initiated the work request. Customer holds or "requester initiated holds" will be maintained for 14 days. At the end of the 14 day period, if the customer has not requested that the hold be removed, the request may be cancelled.

**Scheduled-** Work requests that have a status of "scheduled" are committed items. This status advises the customer that trades technicians or supervisors have been assigned to carry out the requested work. In order to determine the estimated start and end date for the committed work, customers are asked to check iService Desk using the Work Request query or Work Order query. The estimated start and estimated end dates are included in the status window.

**Work in Progress-** This status indicates that resources have been applied to the work order and the initial work has begun. This status will remain on the work order until such time as the work is delayed (and the status is updated to indicate the delay) or until the work is complete.

The Work Control Center is designed to be your single point of contact. Please feel free to call them if you have any questions about your work requests or Facilities services. The Work Control Center can be reached at 610-683-1594.