1. Purpose

The purpose of this rule is to provide a process for university departments to request work to be performed by Facilities Services. To insure that all work requests are complete and routed to the appropriate area for action. Requests inputted in the work order system is to be used for employee time worked and for material use verification.

2. Scope

Applies to all Campus Departments needing work performed to university offices and/or buildings.

3. Building Supervisor

3.1 All work that is requested should be directed through the Building Supervisor. The Building Supervisor should have all information pertaining to work request and will also be made aware of any situations that may be occurring within the building (i.e., power outages, water shut downs, HVAC systems).

3.1.2 The Building Supervisor will be responsible for determining whether the request should be phoned in to 919-530-6448), or submitted through the Physical Plant work order request online.

3.1.3 The requestor and/or Building Supervisor is responsible for providing all pertinent information to the request.

3.1.3.3 If the work is to be paid for by the department, it will be the requestor’s responsibility to provide financial account information. Failure to provide all required information may result in delayed processing of the work request.
4. Work Order Center

4.1 Upon receipt of the request, the Work Order Center will enter the data into the MainSaver Work Order System. If the work request is of a routine/planned nature (such as nameplates, installation of outlets, non-emergency lock core changes), the Work Order Center will mail back a copy of the work request form with the work request number that is assigned to the request.

4.1.1 Work Orders Priorities

4.1.1.1 Emergency: investigated as soon as possible

4.1.1.2 Normal: investigated within 3 working days

4.1.1.3 Projects investigated with 2 to 3 weeks or sooner if all emergencies and normal work orders are completed.

Note: Work Orders will be categorized by the Work Order Coordinator. If you have not been contacted within the above mentioned timeframe, please call the Work Order Center at (919) 530-6448.