Facilities iService Desk

How to Navigate AM587

Presented by Kim Norton and Moses Gomez
Facilities Business and Customer Services
What is the Facilities iService Desk?

The iService Desk is part of the Facilities Computerized Maintenance Management System that enables customers to electronically submit work requests and to monitor the status of that request.
What will we learn about the Facilities iService Desk in this class?

- Where the iService desk is located
- How to submit a work request
- Review the types of work request forms
- How to track and review your work request/work order
- Query other work order information
How Do you Find the iService Desk?

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- Click on the “iService Desk (Request Service)” button to access the iService desk from the Facilities Website.
How do you submit a request?

- Click on “Submit a Work Request” from the left hand menu.

*This page also includes general instruction on how to use the iService desk.*
Choose a Work Request Form

- There are 6 different work request forms.
- Let’s review the different work order forms.
- For most building related issues select the “Corrective Maintenance Request”.
- For most Events/Moves/Projects or Vehicle Maintenance requests you will be required to provide your department cost center.
- Click on the form that best fits your needs.
- For this example I’ll click on “Corrective Facility, ROD, or Grounds Maintenance Request”.
- If your request needs URGENT attention, please call Work Control first at 458-4262.
Fill Out Your Form

- Everything in **RED** is required
- Choose the building
- Location of work
- Your Name
- Phone #
- Email Address
- Cost Center(Speed Type)
  - (In this case we checked off the box Facilities Cost Center since it is a building facility issue).
- Request information.
- Click on “Submit” when your request is complete.
A **work request** is a request for service that is submitted to the Office of Facilities. Facilities Work Control reviews the request to assure that all necessary information is included and issues a **work order**.
You will receive a confirmation email when your work order has been created.
To track the progress of our request or work order number, we would go back to the iService desk under “Search by Number”. We can look for the status using either our work order number or request number.

For this example, I’ll click on Work Order and find the status that way.
Click on Print Page for your Work Order print out
**GAME TIME**
Name That Form

Q1. There is a light bulb out in your office.

Q2. My golf cart has a flat tire.

Q3. I’m having a meeting, lecture style for 50 people. Bonus-When should you submit your request by?

Q4. There is a toilet overflowing and water is running down the hallway.
Live Demonstration

Practice Submitting a Corrective Maintenance Work Request from the iService Desk

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**Please select the appropriate form.**

*IF THIS IS AN EMERGENCY, PLEASE CALL WORK CONTROL AT 458-4262.*

<table>
<thead>
<tr>
<th>FORM NAME</th>
<th>FORM PURPOSE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Corrective Facility, ROD, or Grounds Maintenance Request</strong></td>
<td>Request maintenance on anything that is not working properly in a building or the surrounding area.</td>
</tr>
<tr>
<td><strong>Event Set-Up Request</strong></td>
<td>Request setups and support for special events. To ensure staffing, equipment and planning time, a work request must be submitted to Facilities Work Control via the iService Desk at least fourteen (14) calendar days prior to event. Effective September 1, 2013, a new Events Policy will be in place and an Event Cost Estimate spreadsheet will be available.</td>
</tr>
<tr>
<td><strong>Move Request</strong></td>
<td>Request relocations or removal of furniture and/or equipment and/or Art work due to moves. To ensure staffing, equipment and planning time, a work request must be submitted to Facilities Work Control via the iService Desk at least fourteen (14) calendar days prior to move.</td>
</tr>
<tr>
<td><strong>Minor Project Request</strong></td>
<td>Request new minor construction or “provide something that is not there” with a projected cost less than $5,000 (i.e., add electrical outlets, build a custom bookcase, add a whiteboard, etc.).</td>
</tr>
<tr>
<td><strong>Major Project Request</strong></td>
<td>Request a change, modification, renovation, or construct a new facility. The projected cost must exceed $5,000.</td>
</tr>
<tr>
<td><strong>Corrective Vehicle Maintenance Request</strong></td>
<td>Request repairs on any UTSA vehicle or add any desired accessories to an existing vehicle.</td>
</tr>
</tbody>
</table>
Other ways to find Work Request information

Query a Work Request

- Use this query when you have submitted a work request but you can't remember the work request number.

- Click on Query a Work Request

- Choose the Building from the drop down list

- Enter in a date range that you submitted your request

- Click on the double arrows
View your results and find your work request number

Click on the request number

View the results

<table>
<thead>
<tr>
<th>Request #</th>
<th>Request Date</th>
<th>Accept Date</th>
<th>Reject Date</th>
<th>Location ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>71304</td>
<td>01/27/2015</td>
<td>01/27/2015</td>
<td></td>
<td>BB-3.01.10</td>
</tr>
<tr>
<td>71244</td>
<td>01/26/2015</td>
<td>01/28/2015</td>
<td></td>
<td>BB-2.06.04</td>
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<tr>
<td>71229</td>
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<td>01/26/2015</td>
<td></td>
<td>BB-ROOF</td>
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<tr>
<td>71217</td>
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<td>71216</td>
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<td>BB-ROOF</td>
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<tr>
<td>71208</td>
<td>01/26/2015</td>
<td>01/26/2015</td>
<td></td>
<td>BB-4.01.02</td>
</tr>
</tbody>
</table>
Other ways to find Work Order information
Query a Work Order

- Under “Work Order” on the Site Menu you can Query a Work Order for a building for a specified date range and work order status.
- For this example we will look at all work orders (open or closed) created 2/09/2015 - 2/11/2015 requested for the Monterey Building.
- Click on the Double arrows to get your results.
Click on the work order number

View the work order

Work Order #  Location ID  Request Date  Schedule Date  Complete Date
DT-21501512  MNT-1.122F  02/10/2015  02/16/2015
Action: Black fuzzies on desk and table coming from vent on ceiling. Please check vents.

DT-21501511  MNT-4.200  02/10/2015  02/16/2015
Action: I wanted to let you know that we will have students and faculty working all day on Sunday (February 18th) in the Department of Construction Science. They will be adding doors MNT 4.400 and lab MNT 4.410. I was informed that this past weekend they did not have any a/c on the 4th floor of the Monterey Bldg and I just wanted to make sure that the a/c will be turned on for them on Sunday. Please let me know if I need to submit any additional information regarding this request. Thanks in advance for your assistance.

DT-21501504  MNT-2.204  02/09/2015  02/11/2015
Action: there is a toilet clogged in the first stall of the women's bathroom on the second floor of MNT.

DT-21501508  MNT-2.270  02/09/2015  02/11/2015
Action: Departments: DTC Facilities Form Names: Corrective Maintenance Authorized: Authorized by Authorized by: Ronald.Woltersdorf@utsa.edu Cost Center: DXM043 Requested Action: Install Paper Towels dispenser in kitchen talk to Gidget Vasquez X3463

DT-21501502  MNT-4.470  02/09/2015  02/11/2015
Action: Departments: DTC Facilities Form Names: Corrective Maintenance Authorized: Authorized by Authorized by: Ronald.Woltersdorf@utsa.edu Cost Center: DXM043 Requested Action: Too Hot Reported by: Lisa XE510

Task: DF2001 - HVAC, Too Hot/Too Cold

Date  Tech Name  Hours  Rate  Cost  Comment
02-08-15  William Jones  3.00  $101.25  

Labor total: $101.25

Work Order total: $101.25
How to Query a Cost Center

Use this query to review work orders that have been charged to your cost center.

Click on “Query a Cost Center”

Then type in the start date and end date of your query and if you would like to review just open work orders, closed work orders or all work orders. You can also sort by work order type. Then click on the double arrows for your report.
Query a cost center Report – Click on the work order number to print the work order detail.
Time to use what you have learned
Check the status of the work request you submitted

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- You can “Search by Number” (Work Request)
- You can check your email for your work order number and “Search by Number” (Work Order)
- You can “Query a Work Request” using building and date range
- You can “Query a Work Order” using building date rage and status.
Questions?

- Thank you

- Please fill out your class evaluations