

Work Request Tutorial

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ARCHIBUS Web Central provides University faculty and staff access to the Facilities Management (FM) process that assures all **Work Requests** and **Project Requests** receive the quickest possible attention and follow through. The process uses automated electronic systems for tracking each type of request.

Tutorials are provided to help our University customers understand the various processes related to work and project requests, and to help move the appropriate request type forward as quickly as possible. ARCHIBUS Web Central enables our customers to track the progress of each request. A Glossary of important terms used in each tutorial is attached to the page where the term is used. The Glossary is provided to clarify the meaning of a term used in the tutorials where that term may carry multiple meanings in a dictionary or reference manual.

The tutorials are not useful to anyone attempting to understanding how **ARCHIBUS Web Central** works. Advanced training is required for significant users needing to interact with the web based system beyond a simple non-reimbursable work request. There is a **HELP** link within ARCHIBUS Web Central to refresh a trained individual's understanding of the system.

It is not necessary for our customers to read or understand all of the Work and Project Request Tutorials from start to finish, but there may be parts of either tutorial that a customer wants to understand better. This better understanding may allow a customer to help expedite a request through the system. It is rare that any two requests will be identical from start to finish; there are many variables in the maintenance and construction process. No assumptions should be made about any individual request.

The process is web based allowing Facilities Management (FM) to serve all of our customers more efficiently, while providing a level of information tracking for each request, and reducing the need for hard copy approvals and paper trails.

There are two distinct types of requests associated with **ARCHIBUS Web Central**:

1. **Work Request**
2. **Project Request**

Knowing which type of request is best suited for a customer's need will expedite the entire process. Knowing which type of request to use depends on only a few important requirements contained in the request.

The **Sign In** screen provides two short definitions that describe in general terms the two types of requests. These definitions are intended to help direct each customer to the most efficient process for their specific need. Typically, the more informed a customer is with each request type, the more likely the correct request type will be used resulting in less time to achieve intended results. If a customer unintentionally chooses the wrong request type, it must be reentered into ARCHIBUS Web Central using the correct request type.

The following information is provided to clarify the **Work Request Process**:

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Glossary

ARCHIBUS Web Central:

ARCHIBUS Web Central has several uses for our customers and Facilities Management (FM). Entering and sending **Work Requests** and **Project Requests** to Facilities Management are two significant uses. ARCHIBUS Web Central is now the only means afforded to our customers for entering standard work and project requests. Requests related to emergencies are not to be sent using ARCHIBUS Web Central. In general, all faculty and staff have access to ARCHIBUS Web Central to varying degrees depending on the level of authorization given to our campus customers.

1. Work Request:

There are two types of Work Requests:

- a. Requests for basic maintenance of the facility to keep it operational and safe.
- b. Billable work that is under \$2,500.00 and generally involves only one trade.

Examples include: after hours housekeeping, shelving construction, hanging items on walls, simple painting, chair and desk repairs, assistance with activities on weekends and evenings.

2. Project Request:

This is for major work involving a larger scope than that of a Work Request. Projects often involve more than one trade and sometimes outside contractors and suppliers.

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WORK REQUEST PROCESS

I. WORK REQUESTS DEFINED

There are two distinct types of Work Requests:

a. Non-reimbursable Work Request:

Request for basic maintenance of the facility to keep it operational and safe.

All faculty and staff are able to enter and send non-reimbursable work requests.

b. Reimbursable or Billable Work Requests:

Requests for work that is under \$2,500.00 and generally involves only one trade.

This type of request involves work that the customer wants as a minor improvement or repair to their area or department, or involves work assistance to their operational unit.

Examples include: after hours housekeeping, shelving construction, hanging items on walls, simple painting, chair and desk repairs, assistance with activities on weekends and evenings.

A request for estimate is deemed to be a single work request; providing the estimate to the customer is not billable work. If the estimate is accepted by the customer, the customer must enter a new work request in a timely manner providing the same request information with the associated estimated cost contained in the request. This new work request is billable.

A request for an estimate involving a very small amount of work is discouraged. Often, the amount of time to research the work effort and provide the estimate is more than the requested work and materials may entail. An example might be hanging shelving in an office.

If the request for estimate is deemed to be for work significantly above the limit noted above for a Reimbursable Work Request or involves a multiple of trades, the work request will be rejected with notation to send a new request through as a Project Request.

An **Emergency** is not a Work Request and cannot be submitted through the web: Please call the **HELP DESK** or **Campus Police**.

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HELP DESK:

Call: 7 2154

Campus Police:

From Campus Phone:

Call: 911

From Cell Phone:

Call: 704 687 2200