Zone Service Request Workflow

- Department occupant has an issue
- Submits Service Request (SR) to unit facilities rep (UFR) by Email, phone, in person
- Unit facilities rep reviews and/or investigates Service Request
- Submit SR to Customer Service through Web/Maximo or phone (if Emergency, call Customer Service)
- Submit SR to Crew Superintendent
- Submit SR to Crew Tradesperson or Maintenance Mechanic
- CS contact UFR to discuss SR
- May need to contact UFR
- Resolves SR
- Reports on action taken to CS
- CS reports to UFR and closes SR in Maximo with action taken info
- Complete

- Accountability to each other for when and what communications and commitments are needed
- May be removed from Workflow Process
- Change SR to “Resolved” in Maximo with Action Taken info
- Complete
- Change SR to “Cancelled” in Maximo with Action Taken Info
- Complete

- Central Shops for Specialty Response (CS continues to be responsible for SR)
- CS for Management and oversight of issue until resolved

- May need to contact UFR
- Identify scope of work, parts needed, etc.
- Report back to CS to resolve
- May need to contact UFR

SR = Service Request
UFR = Unit Facilities Representative
CS = Crew Superintendent
MA = Maintenance Assistant

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