SECTION I: PURPOSE

The purpose of this procedure is to attend to the facility needs of SLD units, which may include vendors and tenants of the facilities. This procedure will describe a workflow process that is necessary to address facility concerns as they arise. This process will also document the department’s facility needs and provide archived data that can be used to analyze trends that will assist in facilities maintenance and renovation.

SECTION II: DESCRIPTION

Facility needs can be addressed in two ways: internally by SLD units and externally through other departments and external resources. The unit responsible for attending to facility needs internally is the student union. The department responsible for attending to facility needs that cannot be completed by the student union is the Facilities Management Office (FMO) – Work Coordination.

SECTION III: PROCEDURE

A. All facility requests shall use the SLD Facilities Work Order Form. The form includes: requestor name, requestor position, telephone number, email address, job location, account code/subcode, date request submitted, advisor approval if necessary, and description of the service requested.

B. The SLD Facilities Work Order Form will be submitted to the student union Facilities Services for both internal work orders to be completed in-house by the student union AND external work orders to be completed by the FMO – Work Coordination.

C. Internal Work Orders: Facilities Services:

1. The student union Facilities Services supervisors shall determine if the requested work order can be completed in-house, needs to be referred to the FMO – Work Coordination, or needs to be contracted out to a specialized vendor.

2. The following are considerations when assessing the request:

   a. Type of work requested
   b. Available resources to complete the work within the requested time frame
3. If it is determined that the work order cannot be performed internally, the student union Facilities Services supervisor or designee shall contact the requestor to follow-up on the request and provide the option for the work order to be contracted or be completed by FMO – Work Coordination. If the work is to be referred to FMO - Work Coordination, the Facilities Services supervisor or designee shall forward the SLD Facilities Work Order Form to the Fiscal Office.

4. Upon completion of work order, the student union Facilities Services shall provide the requestor a copy of the work order and all other supporting documents (copy of AIM Work Order, requisition, purchase order, journal voucher, etc.).

5. The student union Facilities Services shall maintain a record of all work orders (internal and external), vendor requisitions and purchase orders and other supporting documents to ensure documentation of the work performed.

D. External Work Orders: Facilities Management Office – Work Coordination

1. The requestor shall submit the SLD Facilities Work Order Form to Facilities Services. If the work order cannot be performed in-house, Facilities Services supervisor shall assess if the work order can be completed by FMO – Work Coordination or will need to be contracted. If the work order is referred to FMO – Work Coordination, the Facilities Services supervisor shall forward the work order to the SLD Fiscal Office.

2. The SLD Fiscal Officer or designee shall input the request online using the FMO AIM system.

3. The SLD Fiscal Officer or designee shall maintain a record of all online work orders (AIM Orders).

4. The SLD Fiscal Officer or designee shall charge the appropriate accounts upon request of FMO – Work Coordination and upon verification of the requestor that the work order is completed.