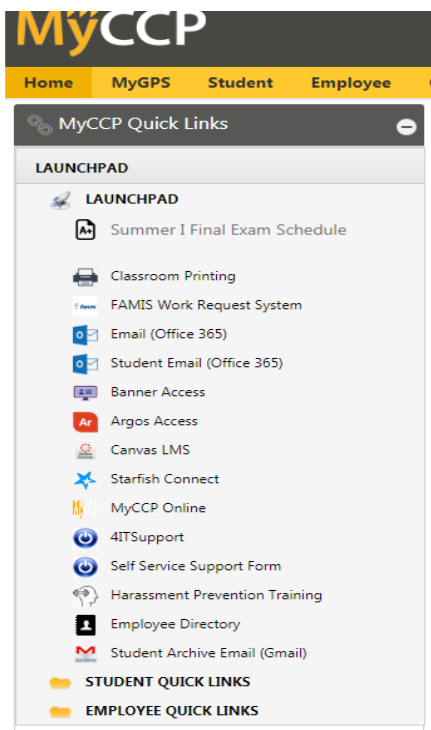


Famis Work request Customer User guide



Facilities Work Order Control

215-751-8190

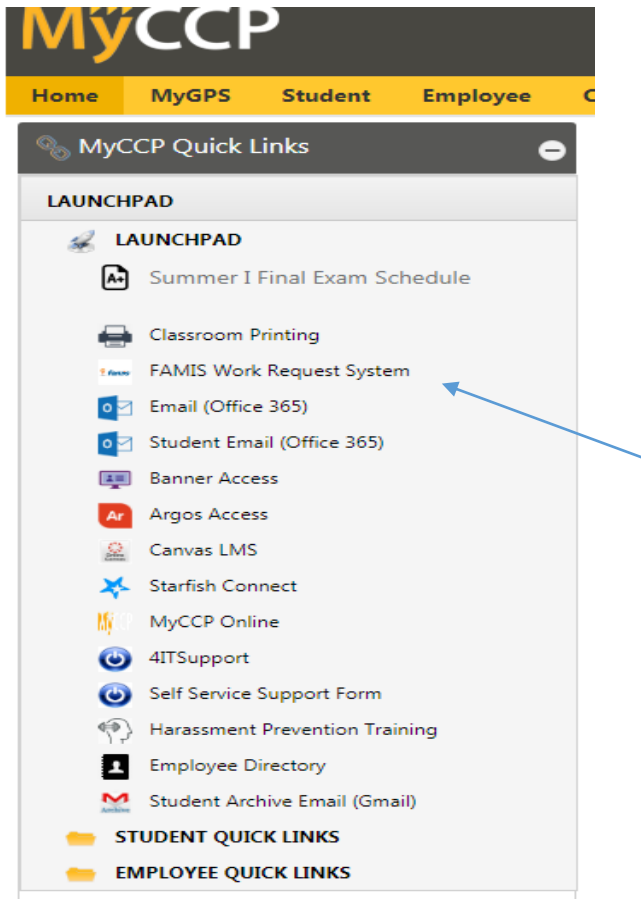
workorders@ccp.edu

Welcome to FAMIS! Our online work order management system (Entry to the system is found on your single sign-in page in my CCP)

Some key points to remember before getting started:

- You must have single sign in authorization to utilize **FAMIS** work order system
- Only Maintenance services provided by Facilities can be entered and processed via **FAMIS** work order system
- Request involving multiple areas must be submitted as separate request for each area
- Request involving different service needs (Repair hole in wall/vacuum carpets) must be submitted separately due to different trade support required.
- Request involving a special event should include the name of the event and specific dates/times items and or services are needed and when items are to be removed/taken down. If more than a few days are between set-up and tear down, you may be required to enter separate request for the set-up and removal
- All request for keys/ key replacements must be signed for at the Facilities Management office (MG-14) once you receive an email confirming they are ready for pick-up

To begin your request, please select **FAMIS work request system** from the single log in on my CCP.



It will bring you to this screen:

The image shows the 'Create Request' screen. At the top, there is a tabbed interface with 'Create Request', 'My Requests', 'Find Request', 'Run Report', and 'Workloading'. The 'Create Request' tab is selected and highlighted with a blue arrow. Below the tabs are several filter buttons: 'CREATED BY ME', 'ASSIGNED TO ME', and 'IN MY REGIONS'. To the right of these is a 'Show Detail' checkbox. Below the filters are three dropdown menus for 'Region', 'Property', and 'Activity', each with a 'Select...' label. To the right of these is a 'WO Create Date Range' section with two date pickers (8/12/2018 to 8/12/2019) and a 'FIND' button. Below the date range are two more dropdowns for 'Complete By' and 'Priority'. At the bottom left, it says '8 Open Requests Assigned to Me'. At the bottom right, there are links for 'Print WOs', 'Print All', and 'Print Today'.

Click on **Create Request** as pictured above. A new window will appear with further instructions

As illustrated below, start your request by selecting the **property** where the work request will be performed or finalized.

[Create Request](#) [My Requests](#) [Find Request](#) [Run Report](#) [Workloading](#)

■ indicates a required field

Request Details: [FIND A CONTACT](#)

Property: Floor:
Space:
Type: Sub Type:
Priority: Location of Problem:
Describe your Request:
[View Procedure](#)

Who is making this request? (Note: If you want to receive confirmations and updates, you must fill in the email address field.): [Get Default Contact](#) [CLEAR CONTACT INFO](#)

First Name: Last Name:
Company: E-mail Address:
Phone: Fax:

Internal Information:

Assigned To: [Select](#) Send Notifications? Follow-up Alert:

Complete By: Asset: [Select](#) [Clear](#)

Schedule For:

Click OK to submit. RESET to reset page

It's now time to enter the details of your request. Red squares indicate "required field"

[Create Request](#) [My Requests](#) [Find Request](#) [Run Report](#) [Workloading](#)

■ indicates a required field

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Property: Floor:
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Internal Information:

Assigned To: [Select](#) Send Notifications? Follow-up Alert:

Complete By: Asset: [Select](#) [Clear](#)

Schedule For:

Click OK to submit. RESET to reset page

As the requester the following fields will be self-populated on this form:

Name: This should represent the name of the person who wishes to be contacted if there is further information needed about this request. This will be the name that appears on the work

order that is generated to the Technician that will be performing the work. This person needs to be able to answer any pertinent questions regarding the work to be performed. First and last name are required.

Phone number: This field must be completed to designate a phone number for the named person to be contacted in the event there are questions about the requested work.

Email address: Required entry necessary for automated emails that will be generated. The electronic work request system generates automatic email correspondence from the work order system **(including completion notices and status updates)**

Priority: Please see next page for full description of each priority selection in FAMIS

Describe your request: This is the most critical field on the form. This field should contain specific and complete information about the nature of your request. If the request is date/time sensitive, the start and end instructions must be included in the request. Any specific location information or additional instructions that needs to be conveyed should be included in this field. When explaining your request please be as specific as possible. For example:

-instead of stating that *“a toilet needs to be repaired”*, try to give specific information such as:

“toilet is clogged”

“the toilet leaks at the base when flushed”

“the handle on the toilet is broken off”

“the toilet seat is broken”

When your request is specific, it allows for efficient prioritizing and scheduling of your repair work.

Once you have completed all of the required fields on this form, click **OK**.

You will immediately receive a confirmation email detailing your request and the assigned work order number. There will also be continuous updates via email regarding your request, up to and including the closure of the work order. Please retain this request number information for any inquiries or correspondence with the Facilities Management department. Please reference this number when calling or emailing us at workorders@ccp.edu.

Next you want to select **type** of service from the drop down menu. Your selection here is describing the general category of work.

Create Request | **My Requests** | **Find Request** | **Run Report** | **Workloading**

■ indicates a required field

Request Details: [FIND A CONTACT](#)

Property: Floor:

Space:

Type: Sub Type:

Priority:

Describe your Request:

Location of Problem:

[View Procedure](#)

Who is making this request? (Note: If you want to receive confirmations and updates, you must fill in the email address field.): [Get Default Contact](#)

First Name: Last Name:

Company: E-mail Address:

Phone: Fax:

Internal Information:

Assigned To: Send Notifications? Follow-up Alert:

Complete By: AM

Asset: [Select](#) [Clear](#)

Schedule For: AM

Click OK to submit, RESET to reset page

[OK](#) [RESET](#)

Next you want to select **subtype**. This describes the activity/category of your request.

Create Request | **My Requests** | **Find Request** | **Run Report** | **Workloading**

■ indicates a required field

Request Details: [FIND A CONTACT](#)

Property: Floor:

Space:

Type: Sub Type:

Priority:

Describe your Request:

Location of Problem:

[View Procedure](#)

Who is making this request? (Note: If you want to receive confirmations and updates, you must fill in the email address field.): [Get Default Contact](#)

First Name: Last Name:

Company: E-mail Address:

Phone: Fax:

Internal Information:

Assigned To: Send Notifications? Follow-up Alert:

Complete By: AM

Asset: [Select](#) [Clear](#)

Schedule For: AM

Click OK to submit, RESET to reset page

[OK](#) [RESET](#)

Work Request Priority Guidelines

All work requests are prioritized by the Office of Facilities depending on the nature of the problem. The Work Request Priority Guidelines:

1. Provide a system to prioritize the utilization of limited staff and financial resources.
2. Provide equitable treatment of all customer service requests.
3. Provide orderly, timely, and efficient services to our customers.

When work is received, the Facilities coordinator assigns each work order one of five priority levels. With each priority level, work is assigned primarily on a first-in, first-out basis. Work order completion is subject to the availability of workforce and material.

PRIORITY 1 (Urgent): Urgent request are events that pose an immediate threat to personal health and safety or of significant damage to buildings, equipment, and other property. Emergencies are handled immediately by the responsible tradesperson. Off-hours emergencies are referred to by the administrator on call, who will notify the on-call technician or others as appropriate for the situation. The response time should be expected to be within **4 hours**, with emergency condition resolved within **24 hours** depending on the request. **Please note:** that additional, lower priority work orders may be generated as a result of this (**Example: ceiling tile replacement following roof leak.**) The following events may be classified as emergencies:

1. Smoke or natural gas smells
2. Hazardous material spills
3. Loss of water on campus
4. Exposed live electrical wires
5. Major water leaks
6. Compromised security of buildings
7. Power outage in premises
8. Clogged toilet leading to a flood
9. Inoperable ADA automatic door openers
10. Shattered windows
11. Certain conditions that immediately affect an academic or administrative service in progress. Any term of which requires the activity of the academic or administrator to stop. Events include inoperable elevators, inoperable doors

PRIORITY 2 (HIGH): A Priority 2 request are requests which require special handling for a variety of reasons. Examples of this type of preference are work which is essential, but which may not qualify as emergency work. This work may require a particular schedule and coordination. Examples include repairs to classrooms, event set-ups, or equipment failures.

Response time can typically be expected within 24 hours, with a completion date of 5 days, depending on the nature of the request and the complexity of repair.

1. A condition is affecting the continued performance of academic or administrative services.
2. Any event where non-resolution of which impacts the use or performance of the space (blown light bulb, extremely hot/cold offices in classrooms.)
3. Conditions in which if not immediately attended to can damage the Facilities Operations or further damage the item in question. Examples include ceiling drips, leaking toilets, and unfastened windows.
4. Conditions requiring attention to during the day (or night) after the event is reported.
5. Work that requires overtime or night shift.

PRIORITY 3 (Normal):

Work orders considered to be necessary, but not urgent. Work orders should be acknowledged within **three working days** of submission. **The completion date is typically within 10 days**

1. Conditions that represent a potential safety or health hazard (broken handrail, loose doorknob, damaged stair tread, cracked door glass.)
2. Nuisance conditions like offensive Graffiti that can reflect poorly on Facilities Operations and the College.
3. Valid, but dated requests by a customer, which must be completed by a specific date.
4. Debris and garbage accumulation.
5. Work that can be completed within three workdays or less.
6. Worked that can be incorporated into existing schedules.
7. Student damage work orders.

PRIORITY 4 (As time permits): Work orders for tasks that this is not a threat to life, property, or service disruptions. Priority 4 work orders are put into the queue and are processed in the order in which they are received. Larger work requests are treated as “projects.” These requests may require several months to complete.

1. **Work that should be acknowledged within 30 days, completion typically within 3- 6 months**
2. Work that may be scheduled in advance.
3. Resolution of “temporary fixes.
4. Work identified by building surveys, tours or area coordinators, other than major projects

PRIORITY 5 (SCHEDULED): Work orders that require technical evaluation or in some cases, deferred. The requestor shall be notified of the delay, the reason, and when the work order is expected to be completed.

1. Work that represents improvements or additions to facilities and buildings (air conditioning, shelving)
2. A job that requires outside vendors, contractors, procurement of materials that are not off the shelf
3. A job that needs a coordinated and planned schedule between a client and shop.
4. Work that can be scheduled for periods between semesters.

5. Work that has been identified in advance but cannot be done at the time.
6. Jobs that require several shops and long-range planning.
7. Preventative Maintenance

NOTE: Any request for facilities modification, renovation or change in use will be assigned as PRIORITY 5 until it is scoped, estimated, and budgeted through Facilities Operations. All proposed Facilities modifications will require a signed and approved Facilities Development Planning Form. The AVP may place the request into the requested project process depending on the time and funding level required.