

---

## FACILITIES OPERATIONS & MAINTENANCE WORK ORDER REQUESTS

---

**PURPOSE:** To provide academic, administrative staff, and auxiliaries with a means of obtaining Facilities Operations & Maintenance services.

**I. Policy/Responsibility**

Facilities Operations & Maintenance is charged with providing maintenance of facilities (other than Auxiliaries) under their budget. Other services desired, which are not a function of maintenance, may also be obtained, dependent upon staffing, and other capabilities, but will be charged to the requester, and/or other dedicated funding source. New construction or modifications typically are charged back.

Telephone and Computer services are typically not Facilities Operations & Maintenance items. Please refer those to the appropriate agency.

**II. Procedure**

To obtain Facilities Operations & Maintenance services, follow these procedures:

- A. Initiate a Facilities Operations & Maintenance Work Order form describing the work requested for normal time frame work. If an emergency, call Facilities Operations & Maintenance Work Order Control Center, and report the problem. Follow with a completed work order, if directed.
- B. For maintenance services needed, route or fax the Work Order directly to Facilities Operations & Maintenance. For non-maintenance services needed, route the work order through the appropriate department chairperson for approval and funding source, then send, or fax to Facilities Operations & Maintenance Work Control Center.
- C. If the Work Order indicates that the work is approved, funded and does not make measurable changes to an area, the requested work will be scheduled as soon as staffing and time permits. If an estimate was indicated on the form, the estimate will be sent back to the department for final approval and implementation.

If the work requested measurably modifies a room, structure, or other area, the work will automatically be referred to the Architect and Engineering Services, who will contact the department to further detail the project, and simultaneously check for code conformance and dedicated University building use.