

College Procedure: 307.2 - Maintenance (Work Order) Requests
Policy Reference: 307 – Use of College Facilities
Responsible Department: Facilities
Approval Authority: Cabinet
Procedure Owner: Vice President, Facilities & Public Safety
Effective Date: 6/14/2010

Version Number: 6
Legal Counsel Reviewed (yes/no): No
Legal Reference(s):
Scope: College-wide

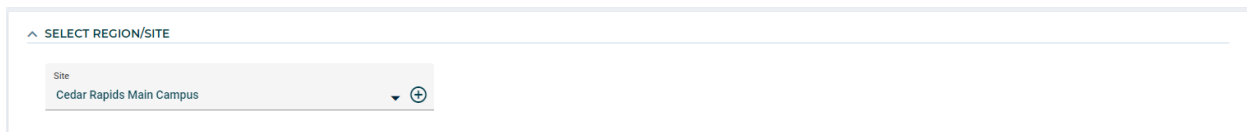
Reason for Procedure

Facilities and Public Safety requests are made by submitting work request via “Asset Essentials” in order to document and track all requests.


The Procedure

The Service Request portal is found within the employee links section of Kirkwood MyHub. Users log in to system using their Kirkwood “K #” and password. Contact the Facilities office at 5561 if your account has not been set-up yet.

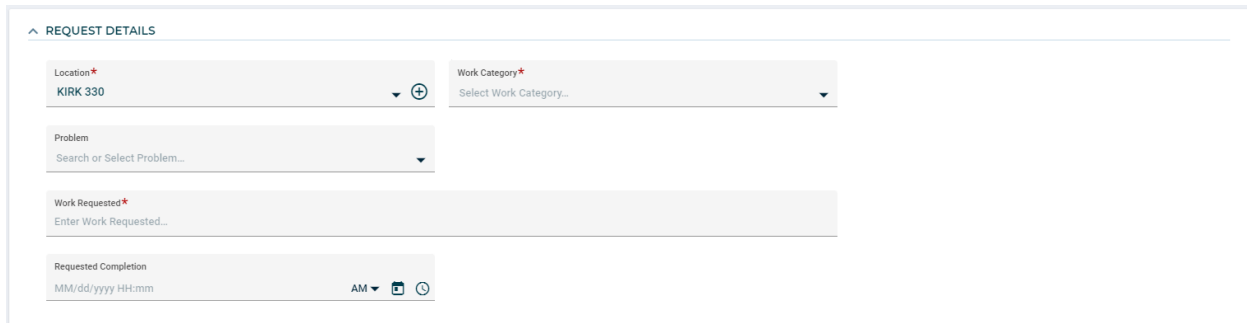
SELECT REGION/SITE



The screenshot shows a web interface with a header that reads "SELECT REGION/SITE". Below this header is a dropdown menu. The dropdown menu is currently open, showing a list of sites. The first and selected item is "Cedar Rapids Main Campus". To the right of the text "Cedar Rapids Main Campus" is a small downward-pointing arrow and a plus sign icon.

Site – Use the dropdown menu button  next to the default site to choose the site that work is to be completed.

REQUEST DETAILS



^ REQUEST DETAILS


Location*
KIRK 330

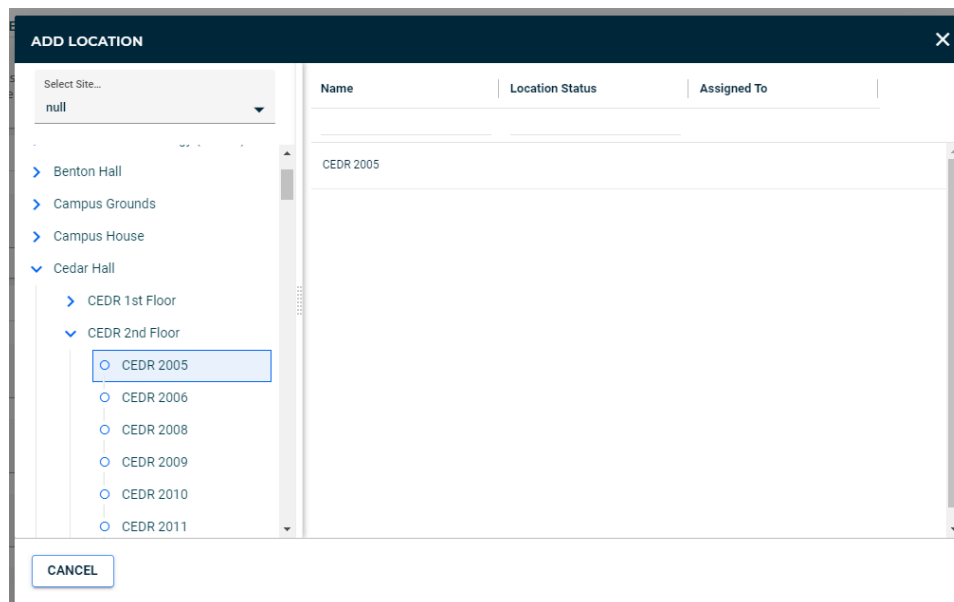
Work Category*
Select Work Category...

Problem
Search or Select Problem...

Work Requested*
Enter Work Requested...

Requested Completion
MM/dd/yyyy HH:mm AM

Location – Click  to choose the specific building and room number where the work is to be completed. A pop-up will appear with a hierarchical tree list of spaces on campus.



ADD LOCATION

Select Site...
null


- > Benton Hall
- > Campus Grounds
- > Campus House
- > Cedar Hall
 - > CEDR 1st Floor
 - > CEDR 2nd Floor
 - CEDR 2005
 - CEDR 2006
 - CEDR 2008
 - CEDR 2009
 - CEDR 2010
 - CEDR 2011

Name	Location Status	Assigned To
CEDR 2005		

CANCEL

Use the arrows next to each layer of the hierarchy to expand the layer to select the building, floor, and room number. Room numbers that end in A, B, C, etc. will be within the layer with the main room number.

Click on the room number on the left side of the pop-up and the room will appear on the right column of the popup. Click on the location again on the right column to confirm and return to the form.


Work Category – Use the dropdown menu button  to select the Work Category that applies to the work that needs to be performed.

Problem (Optional) – Choose the best problem that applies to the selected work category. Leave blank if no problems are listed.

Work Request – Provide a brief description of the work that you would like completed.



Requested Completion (Optional) – Work that is time sensitive. Provide date and time

UPLOAD DOCUMENT/IMAGE

Document Upload (Optional) - Click  and browse your computer for an image or document that you would like to attach to the work order.

Submit the Service Request using the  button. You will return to the list of requests that you have submitted.

Checking the Status of a Service Request

After logging in, you can either click the My Requests  button or Cancel  button to navigate to a table with all service requests you have submitted.

Work Order #	Title	WO Status	Source Asset	Source Location	Originated	Originator First Name	Originator Last Name
0000000224	Test	In Progress		KIRK 330	01/14/2022 03:33:00 PM	Mitch	Hlavacek
0000000038	Remove Toilets	Closed		WILL Mens Restroom	12/15/2021 07:52:00 AM	Mitch	Hlavacek

References

Definitions

Term	Definition
Term1	
Term2	
Term3	
Term4	

Revision Log

Version Number	Date Approved	Approved by	Brief Description of Change
1	6/14/2010	Troy McQuillen, Vice President, Facilities & Public Safety	
2			New template 6/4/2018
3			Verbiage updates by owner 6/11/2019
4		Cabinet	Procedure template 9/3/2019
5			Updates to reflect the new work order system 3/4/2021
6			Updates to reflect updates to work order system 2/1/2022