

Facilities & Services

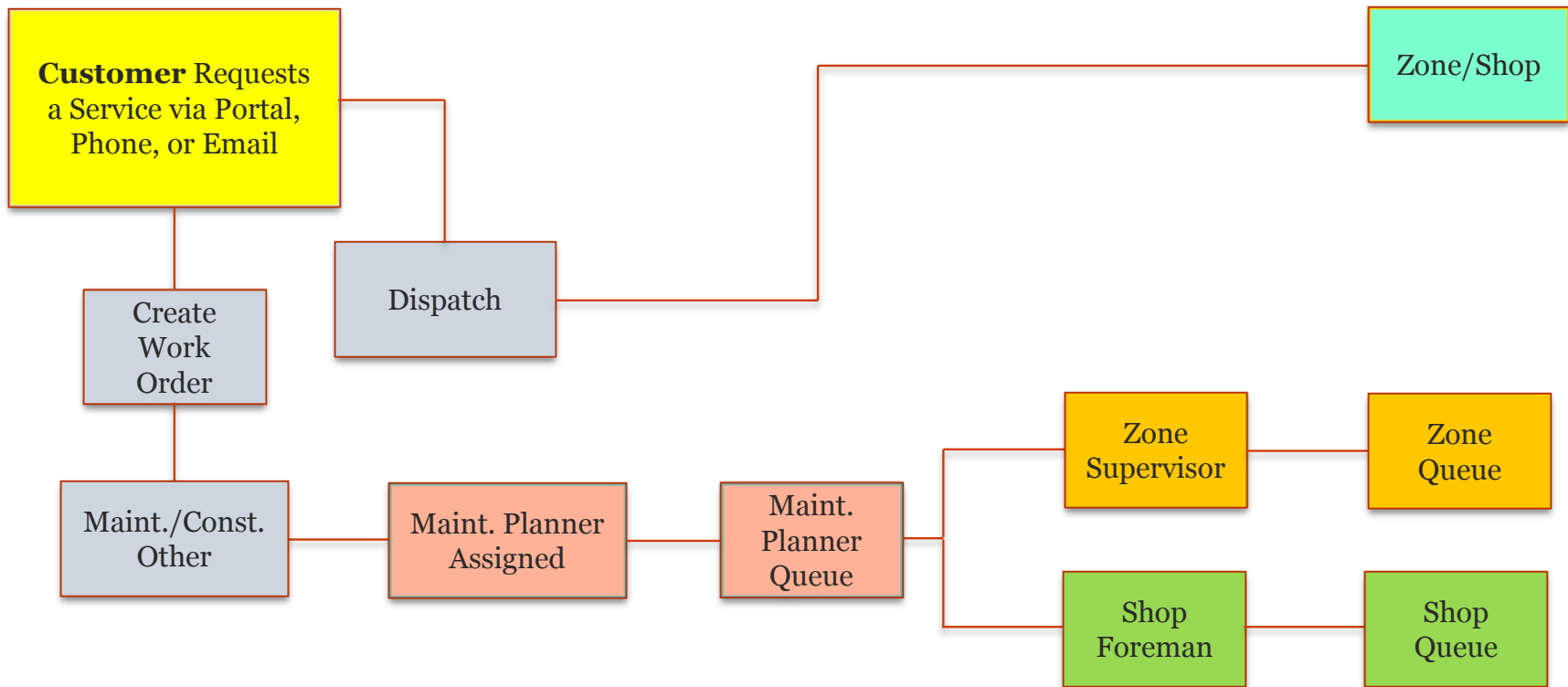


SERVICE REQUEST WORKFLOW

TIM ADEN, CUSTOMER RELATIONS
ROGER BENSYL, BUILDING MAINTENANCE
GREG MOEN, MAINTENANCE ZONES

Work Order Planning and Management Flow Chart

8



Work Prioritization Scoring Matrix

3

Immediate

Safety/Health Concerns, Utility Disruption, Structural Damage
(Due Today)

High

Issues Leading to Further Structural Damage if not Addressed
(Due In 1-5 Days)

Normal

Maintenance of Building Systems and Utility Infrastructure
(Due In 1-5 Weeks)

Low

Funding/Schedule Dependent Items that don't Present Adverse Risk
(Due in 1-5 Months)

Slight

Work not being done in the Near Future or May be Deferred
(Due Within 1 Year)

Building Maintenance Pending Work Status

4

- **Criteria**

- Postponed until other like work is necessary in the area
- Tasks require parts or equipment with long lead times
- Maintenance personnel must wait for space availability

- **Examples**

- Replacement of one of many lighting ballasts in a lecture hall
- Hanging of items on walls such as pictures or white boards

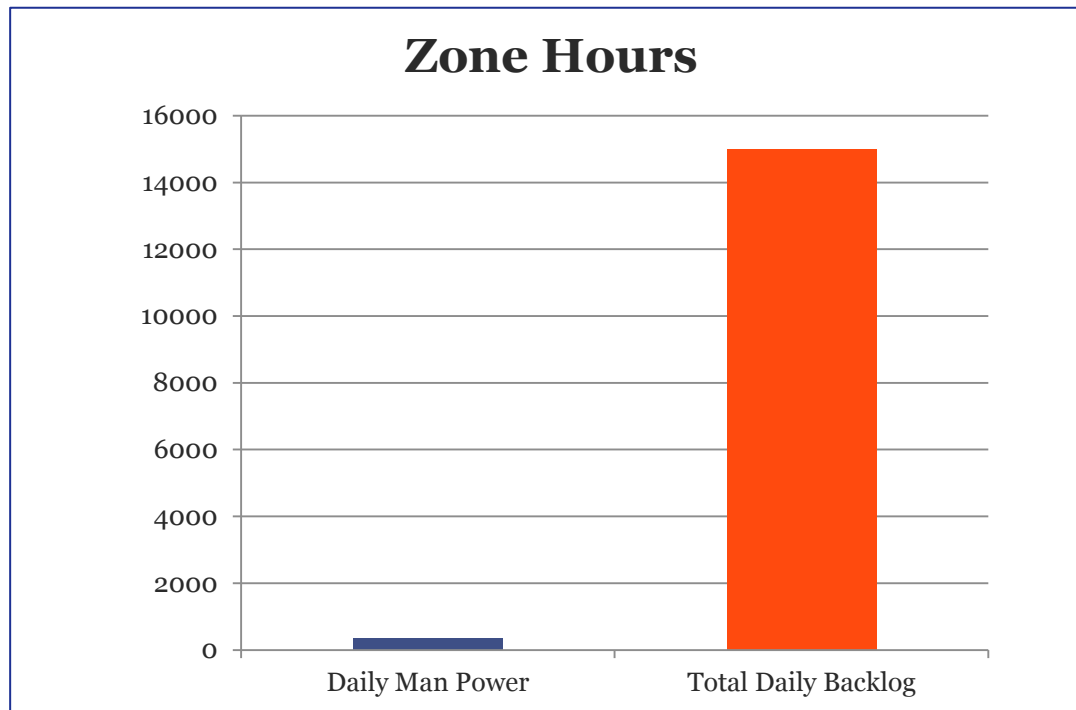
Building Maintenance Deferred Work Status

5

- **Criteria**
 - Lack of sufficient funding exists
 - Knowledge of a future project causing repairs to be unnecessary
- **Examples**
 - Interior painting and cracked glass replacement
 - Broken toilet in a large restroom scheduled to be remodeled

Zone Work Order Backlog

6



Work Order Backlog (4/1/15)

6

- **Zone Backlog**

- 15,000 Total Hours
- 360 Man Hours Per Day

41 Days to Complete

- **Shop Backlog**

- 80,500 Hours
- 2,400 Man Hours Per Day

33 Days to Complete

Zone 4 Carpenter Backlog (4/1/15)

BUCKET	Phase Date	Work Order	Description	Estimated Start Date	Estimated Hours	Actual Hours	Backlog Hours	
PLANNER	3/30/2015	10359853	NEED THE CARPENTERS TO COME OUT ASAP TO SAND/PLANE DOWN 3 DOORS	BLANK	8	2	6	
	3/31/2015	10360107	THE DESK TOP IS COMING UNATTACHED FROM THE WALL	BLANK	12	0	12	
PLANNER TOTAL							18	
WORK MANAGER	3/10/2015	10355356	PLEASE REPLACE BROKEN FLOOR TILES IN THE ENTRYWAY TO THE S-530 TURNER H	3/30/2015	16	0	16	
	3/11/2015	10355982	2 BIG WOODEN EXTERIOR DOORS ON WEST SIDE BY DUMPSTER ARE RUBBING	3/23/2015	4	0	4	
	3/16/2015	10356462	PLEASE HANG PICTURE IN ROOM 309	3/23/2015	1	0	1	
	3/8/2015	10357300	PLEASE FASTEN WOODEN TABLE IN ROOM 309	3/23/2015	2	0	2	
WORK MANAGER TOTAL						23	0	23
SHOP PERSON	8/21/2014	10312406	WE HAVE A CEILING TILE MISSING IN THE S/E CORNER OF FIRST FLOOR 160W THA	11/3/2014	2	3	0	
	1/16/2015	10343511	THERE ARE TWO PROBLEMS WITH THE LARGE WOODEN STYLE AND RAIL DOOR FR	1/26/2015	8	7	1	
	1/29/2015	10346799	THE INTERIOR DOOR TO THE 1ST FLOOR MENS RESTROOM IS NOT CLOSING PROPE	2/18/2015	2	3	0	
	2/10/2015	10348897	REPAIR/ REPLACE LOOS FLOOR TILE IN ROOM 80	3/23/2015	12	0	12	
	2/12/2015	10349584	TWO TILES HAVE COME UP/ARE MISSING AT THE NORTH DOOR ENTRY	3/30/2015	8	0.5	7.5	
	2/13/2015	10349743	PLEASE REPAIR WINDOW SO THAT IT OPENS/CLOSES PROPERLY	3/30/2015	4	0	4	
	2/13/2015	10349744	REPLACE THE CEILING TILES IN ROOMS 1010 AND 5076 THAT WERE REMOVED AFT	3/23/2015	4	0	4	
	2/16/2015	10349901	SEVERAL FLOOR TILES THAT ARE LOOSE AND NEED TO BE GLUED BACK DOWN OR	3/16/2015	16	5	11	
	2/17/2015	10350139	REMOVE AND REPLACE WINDOW SASH IN ROOM 103	2/18/2015	6	0	6	
	3/3/2015	10354065	THERE ARE SEVERAL VCT FLOOR TILE IN ROOM 197 THAT ARE COMING LOOSE	3/24/2015	16	1	15	
	3/4/2015	10354647	WE HAVE CASED OPENING THAT NEEDS A LOCKING DOOR INSTALLED	3/23/2015	8	1	7	
	3/6/2015	10354889	PROJECTOR SCREEN WILL NOT STAY DOWN IN CONFERENCE ROOM	3/16/2015	3	3	0	
	3/9/2015	10355146	THERE ARE TWO HAND SINK SPLASH GUARD AREAS BETWEEN THE WALL AND THE	3/16/2015	4	1	3	
	3/24/2015	10358094	REPAIR SEVERAL AREAS IN THE SECOND FLOOR HALLWAY	4/6/2015	16	0	6	
SHOP PERSON TOTAL						109	24.5	86.5

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QUESTIONS?