

single point of contact (SPOC)

THE SPOC PROGRAM ALLOWS FOR MORE EFFICIENT AND EFFECTIVE COMMUNICATION BETWEEN F&S AND ITS CAMPUS CUSTOMERS.

A SPOC acts as a liaison for building occupants and is responsible for:

- Initiating work order requests for the building
- Working directly with the F&S Service Office, and appropriate F&S Craft & Trades
- Communicating project status updates to building occupants
- Receiving email notifications if the work request is deferred status
- Completing any necessary pre-work items internally

For more information or questions on the SPOC program, please contact Customer Relations & Communications, fscustomerrelations@illinois.edu, 217-300-2155.



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