

Definition of Terms

Term	Definition
Project	Collection of multiple, discreet tasks, performed to fulfill a specific scope, having dependency relationships performed by various crafts
Work Request	A request for work to be performed at a single specified property, typically funded by an account
Work Order	An authorization for work to be performed at a single specified property, typically funded by an account. A work order may have one-to-many phases
Phase	The most granular level of work within a work order that is assigned to a specific shop for execution. Work order costs are always incurred at the phase level
AiM System	AiM is a Facilities Management application purchased by F&S from AssetWorks to replace the CHAMPS system and associated custom applications
<ul style="list-style-type: none"> o AiM Account 	An accounting entity within AiM that typically funds work order or Asset expenses and/or is the recipient of revenue
<ul style="list-style-type: none"> o my.FS Portal 	My.FS provides a single location from which to access F&S services, including service requests, carpool reservations, i-Stores, and F&S Voucher System
Aim Work Order Statuses	
Status	Routing
Dispatch	Released directly to craftsperson
Pending	Planner/Zone Manager review
Released	Work order created, reviewed and routed to Shop(s)
In process	Work order routed to Zone Manager; assigned to craftsperson
Completed	Work performed; routed back to Planning Maintenance
Closed	All charges have been applied; no obligations remaining; Maintenance Planner or system close work order
Cancelled	Work will not be authorized
Building Maintenance	The F&S department that provides care and upkeep of University of Illinois physical assets

Term	Definition
<ul style="list-style-type: none"> ○ Routine Maintenance 	Routine maintenance or preventive maintenance is part of the care and upkeep of a building. It includes painting, regularly servicing elevators, rewiring, external envelope repairs, reroofing, replacement of water pipes and tanks and classroom refurbishments
<ul style="list-style-type: none"> ○ Maintenance Zones 	Six zones on campus provide the ability to prioritize Preventive Maintenance (PM) tasks and Repair & Renovation (R&R) projects while still meeting the daily demands of normal maintenance work
Construction Services	Provide repair, renovation, remodeling, or small construction services
<ul style="list-style-type: none"> ○ Contractor Services 	A list of approved vendors customers may choose from to perform work
<ul style="list-style-type: none"> ○ Job Order Contracting 	JOC is a "fast track" procurement process for construction services Utilizing a set of contract documents specifically designed for JOC
<ul style="list-style-type: none"> ○ Crafts & Trades 	The skilled workforce employed by F&S Construction Services and Building Maintenance departments
<ul style="list-style-type: none"> ○ Coordination 	Based on size and complexity, especially when a project involves multiple crafts, a project coordinator is assigned to schedule and track the work
<ul style="list-style-type: none"> ○ Estimate 	An approximate judgment or calculation of the value, amount, time, size, or weight of something that results in a statement of the approximate charge for work to be done, submitted by F&S or an approved contractor ready to undertake the work
<ul style="list-style-type: none"> ○ Project Data Summary 	The PDS is a structured document defining the agreed requirements to be met by all aspects of the enterprise to achieve a successful new model or product
Building Services	Provide custodial services
<ul style="list-style-type: none"> ○ Public areas 	Hallways, stairways, restrooms, general use classrooms, drinking fountains
Request Types	
<ul style="list-style-type: none"> ○ Dispatch 	This type of work request is sent directly to the craftsperson via phone call or smart phone with the expectation that the request will be addressed quickly; before the end of the same day, if possible. An example of a Dispatch type of request would be a work request reporting an elevator with doors not closing

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<ul style="list-style-type: none"> ○ Cancelled 	<p>This status is assigned to work orders which will not be completed. An example of a work request given a Cancelled status would be a problem that has already been reported such as a toilet not flushing</p>
<ul style="list-style-type: none"> ○ Deferred 	<p>This status is assigned to work orders where the completion of the work will be delayed. Deferred work orders can be categorized as short term or long term</p>
<ul style="list-style-type: none"> ○ Short Term 	<p>Deferrals include tasks that are deferred until other like work is necessary, tasks that require parts or materials with a long lead time, or tasks that are in areas where space is available or limited. The replacement of a single lighting ballast in a busy lecture hall is an example of a short term deferred work request</p>
<ul style="list-style-type: none"> ○ Long Term 	<p>Deferrals are usually the result of a lack of funding, knowledge of a future project which would make the task unnecessary, or to add and record tasks for future project development. While certain tasks such as interior painting, floor & ceiling tile replacement and crack glass replacement are all being identified as long term deferrals, another example might be a toilet not working in a large restroom which is scheduled to be remodeled</p>
<p>New construction</p>	<p>Site preparation for, and construction of, entirely new structures</p>
<p>Remodeling</p>	<p>To alter the structure of; to reconstruct or make over; work performed to alter, modernize, renovate, or otherwise change a building over in a different way</p>
<p>Renovation</p>	<p>The process of improving a structure; to make like new</p>
<p>Demolition</p>	<p>To tear down completely; raze; to tear down or break up buildings or existing structures</p>
<p>Addition</p>	<p>To add to an existing structure in order to increase space; extend or append to a main building</p>