What to Include in a Service Request

**BASIC SERVICE REQUEST QUESTIONS:**
- What building is the problem in
- What room (if applicable) is the problem in
- Name of person calling
- Net ID of person calling
- Phone number of person calling
- Department charge number (if determined to be needed)

**SPECIFICS:**

**LIGHTS**
Is the light florescent, can, track, under cabinet, or on specialty equipment?
Is this the only light in the room?
Where in room, hallway, etc. is the light located?

**PROJECTION SCREENS**
Are they manual or electrical?

**CLASSROOM CHAIRS**
How many need repair?
Seat number?
Is it the seat, back, tablet arm that is broken?
Is it a fixed or moveable type classroom chair?

**A/C ISSUES**
Is it a window unit, central, stand-alone/liebert unit?
If Window A/C:
Upper or lower sash?
Which unit (if more than one in the room)?
Not running?
Not cooling?
Noisy?
If Central A/C:
Not cooling?
Not running?
Noisy?
Leaking?

**SINKS**
Location: Public restroom, private restroom, lab, kitchen, etc.?
Is it leaking at handles, pipe, drain?
Only sink in the room? If not, which sink has the problem?
Is water cleanup needed?

**FUME HOODS**
Is hood running?
Is hood exhausting like it should?
In alarm?

**DOORS**
Is this a security issue?
Type of door: glass, metal, wooden?
Is the problem a closure issues, sticking in frame, dragging?

**WINDOWS**
Is this a security issue?
Is the window wooden, aluminum, metal?

**LOCKS**
Is this a security issue?
Deadbolt lock, combination lock, regular lock, etc.?
Is the lock sticking, not unlocking, etc.?

**TOILETS**
Private or public restroom?
Location of leak: flush handle, pipe, etc?
Only toilet in the restroom? If not, which toilet has the problem?
Is water cleanup needed?

**ELEVATOR**
Is someone stuck in the elevator?
Is this the only elevator in the building?
If not, which elevator is having a problem?
Not responding to call, not leveling?
Stuck on which floor?