Service Levels for the Service Office

**Service Request Queue**
Upon receiving a request in the Portal, action is taken within 20 minutes. This can be dispatching proper crafts/trades and submitting the request through to Service Request Review, or touching base with the customers/crafts/trades/Project Managers for any additional information that may be needed before a work order can be created.

**JULIE Locates**
Upon receiving a JULIE Locate, action is taken within 20 minutes. This can be issuing an all clear, submitting a normal Locate, or dispatching and submitting an Emergency Locate.

**Steam Shop E-Mail**
Upon receiving a request in the Steam Shop e-mail, action is taken within 20 minutes. This includes submitting the proper Service Request (which can include a No Action Needed work order) or reaching out to the customers/crafts/trades/Project Managers for any additional information that may be needed before a work order may be created.

**Work Order E-Mail**
Upon receiving a request in the Work Order E-mail, action is taken within 20 minutes. This includes dispatching crafts/trades, submitting the proper Service Requests, submitting Outages, or reaching out to the customers/crafts/trades/Project Managers for any additional information that is needed or being requested.

**Phones**
Phones are to be answered within 3 rings. The only time phones are to go beyond 3 rings is in the event of extreme weather or a campus emergency. Phone calls are set to roll over to Public Safety if the hold is longer than 45 seconds.