

# **OFFICE OF BUILDINGS & GROUNDS**

## **WORK ORDER PROTOCOL**

To define the procedures for requesting Campus maintenance and housekeeping services

## Work order process:

- The purpose of the work order system is to provide management control of a task from the time it is first reported until it is completed. The Office of Campus Buildings & Grounds (OBG) utilizes the computerized facilities management system Archibus, to track all routine, preventative (PM) and requested maintenance.
- Each department and program on campus have designated authorized departmental coordinators (ADC), who have access to the Archibus system for the processing of work request to address their maintenance needs.
- Archibus provides our office with information collected for each service request, and can provide reports on:

The problem  
location; building,  
floor, room

The employee  
assigned to the  
repair

The amount of  
time required for  
the service

Other resources  
used for the repair

- This information and capability provides a useful tool to better track and analyze the need for continued service or replacement of the item/part.

## Process in action:

- OBG handles 24 hour maintenance requests from the College community.
- The Work Order Center (WOC) provides a point of contact for ADC's. It is the communications center for all complaints, requests for repairs and emergencies.
- All emergency requests should be called into OBG at extension **73520** or to **74936** after 5pm weekdays, and all day weekends.
- All "on demand" work requests must be submitted to by the ADC's to the online system.
- Information on active requests can be submitted by calling x **73520** or by emailing **[qc\\_bngweb@qc.cuny.edu](mailto:qc_bngweb@qc.cuny.edu)**
- Customers must submit the following information for all work requests:

User name  
and phone  
number

Problem  
location;  
add a  
location  
description  
if necessary

Alternate  
contact and  
phone  
number as  
necessary

Department  
affiliation

Detailed  
description  
of the  
problem

Best  
possible  
date and  
time to  
address

Department  
funding  
code (may  
be required  
for bill-  
back  
charges)

## Process in action cont'd:

- Customers will receive a work request number for tracking and follow-up purposes.
- Emails are automatically generated and sent to the customers when work requests are received, issued/scheduled and completed.
- Once a request is reviewed, it is routed to the primary trade responsible for assessment and scheduling with the appropriate staff once approved.
- Requests are scheduled with the contact indicated to minimize disruptions and to ensure access.
- A service tag will be left at the site to communicate with occupants about the job.
- ADC's will have the opportunity to rate their service satisfaction by completing the survey at the link included in the notice of completion emailed to them.

**Don't know your ADC or would like to know who to contact in a particular department? A campus-wide list can be found by clicking this [link](#).**



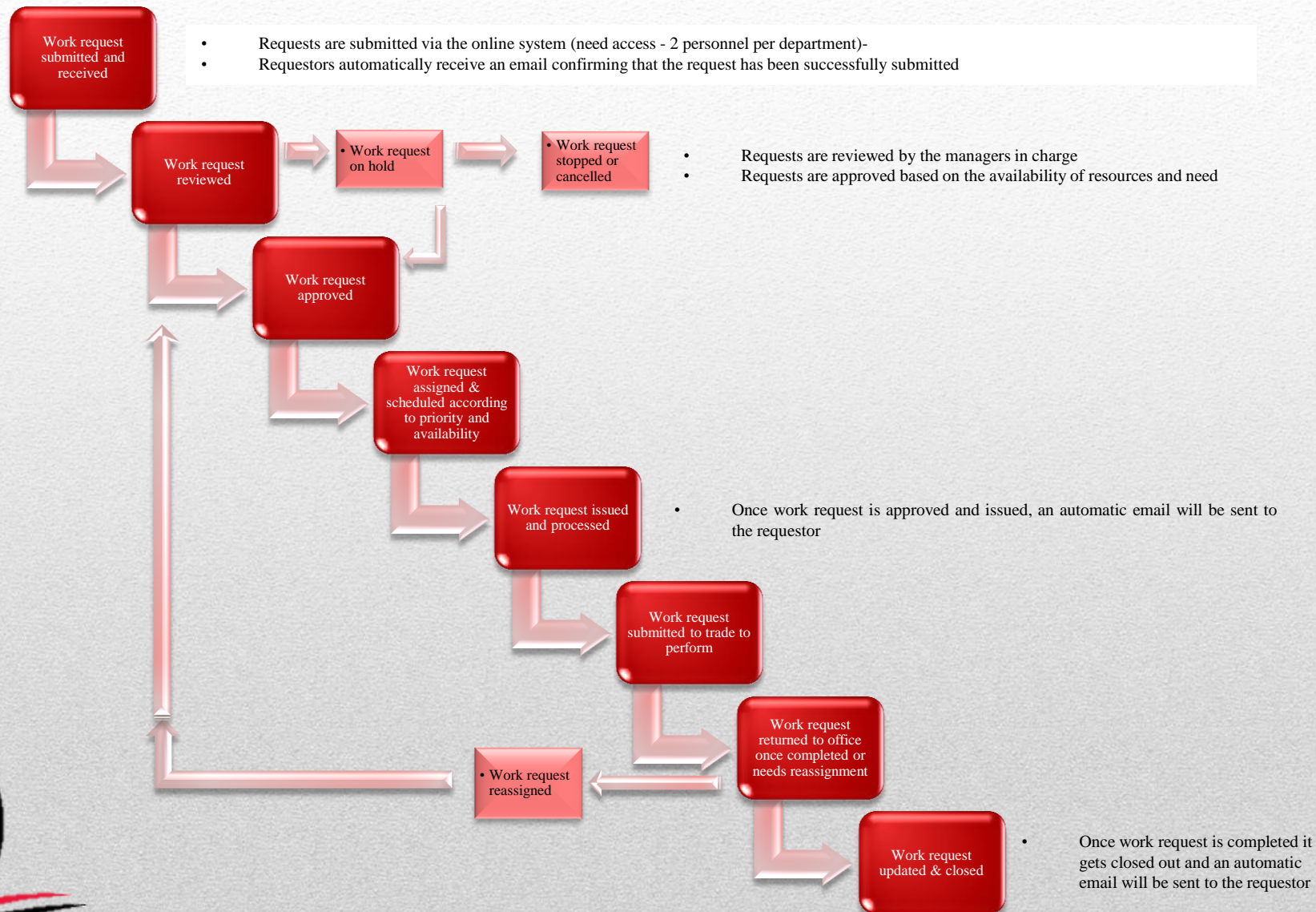
## Prioritizing the Work:

- Work requests will be assigned to the appropriate trade and issued a priority code by the WOC.
- Priority codes are defined as following:

Priority 1	Priority 2	Priority 3	Priority 4	Priority 5
Emergency:	Urgent:	48hr response:	Routine:	Project:
Assigned to requests that could result in an immediate or imminent threat to life or severe property damage, i.e. flooding, loss of power, gas leaks, unsecured areas, high/low animal lab temperatures, offensive graffiti, etc.	Assigned to requests that will not result in injury or property damage, but is a time sensitive need, i.e. excessive cold/heat, undetermined odors and noises, animal infiltration, leaky faucet, limited lighting, etc.	Assigned to requests that require expedited attention, i.e. window ac inspections or repairs, minor temperature adjustments, clogged plumbing, graffiti, etc.	Assigned to minor or routine requests, i.e. ceiling tile replacement, painting, hanging pictures or shelves, lamp or ballast replacement, cleaning, etc.	Assigned to requests that require multiple trades and coordination, or to requests that are not maintenance. These are assigned to a Project Manager to oversee, and approval is based on the nature of the request, ability to complete and funding



# OBG WORK REQUEST WORK FLOW



## OBG Contact Info:

### Helpdesk:

**X73520 or**  
**qc\_bngweb@qc.cuny.edu**

### After hours emergencies:

**Heating Plant**  
**X74936**

### Weekends:

**Heating Plant**  
**X74936**

### All Emergencies:

**Denese Gordon**  
**dgordon@qc.cuny.edu**

**Praim Amarjit**  
**pamarjit@qc.cuny.edu**

### HVAC & Utility Emergencies:

**Daniel Tracey**  
**daniel.tracey@qc.cuny.edu**

**Peter Girani**  
**peter.girani@qc.cuny.edu**