
FACILITIES WORK ORDER REQUEST PROCESS (FAC-P001)

DCSS – Facilities Services

1.0 SCOPE:

- 1.1 To define the process for any individual in the DCSS to request facilities to make repairs, etc. whether emergency or general request.

The online version of this document is official. All printed versions are uncontrolled copies.

2.0 RESPONSIBILITY:

- 2.1 Assistant Directors of Facilities

3.0 APPROVAL AUTHORITY:

- 3.1 Assistant Directors of Facilities

4.0 DEFINITIONS:

- 4.1 DCSS - Dougherty County School System
- 4.2 DEC – Data Entry Clerk

5.0 PROCEDURE:

- 5.1 The requestor submits a work order request via the internet at schooldude.com using “MaintenanceDirect” when a repair is required. If the repair is considered to be an emergency, the process described in this subsection of 5.1 shall be followed. Otherwise, continue on to section 5.2.
 - 5.1.1 In the event of an emergency, the requestor shall contact the facilities department by phone and explain the situation.
 - 5.1.2 The facilities department shall collect all relevant information and immediately contact the appropriate technician to perform the required work, then follow-up by entering the required information per paragraph 5.1.
 - 5.1.3 The DEC then prints out the emergency work order and, upon return to the office, the technician completes the information and submits to his/her supervisor.
- 5.2 Data Entry Clerk shall monitor the web site for submitted work requests, pull them up, and enter the appropriate information in to the computer system. The work order is then printed out and forwarded to the appropriate facilities supervisor.
- 5.3 The facilities supervisor will review the work order and determine the priority of the work, which technician(s) should complete the work and assign the work order to the technician.
- 5.4 The technician will then complete the required work, record the applicable information on the work order form and return the work order to the facilities supervisor.
 - 5.4.1 In the event the maintenance employee cannot obtain the initials of a representative where the work was conducted, he/she will write “not available” in the appropriate space.
- 5.5 The facilities supervisor will then review the work order to ensure proper completion, cost, labor, materials, and any other pertinent information. The facilities supervisor will contact the technician and resolve any situations that may arise from the review.

FACILITIES WORK ORDER REQUEST PROCESS (FAC-P001)

DCSS – Facilities Services

5.6 The work order is then forwarded to the Data Entry Clerk in the facilities department to complete the information in the computer system (Maintenance Direct).

5.7 In the event the computer system is down a hard copy work order form is utilized (FAC-F001) and all information is entered in the computer system, when available.

6.0 ASSOCIATED DOCUMENTS:

6.1 Work Order Form – (Hard copy for manual requests, FAC-F001)

7.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Protection	Disposition
Work Order Request Form (hard copy)	Hard Copy by location, by date	Minimum one year	Not required (Back up on computer system)	Discarded appropriately
Electronic work orders	Electronic via Schooldude.com	Indefinitely	Tape Back-up @ Schooldude.com	Archive

8.0 REVISION HISTORY:

Date:	Rev.	Description of Revision:
15-Dec-02	A	Initial Release
23-Oct-03	B	Deletion in sections 5.4 and 5.6.

***** End of Procedure *****