

CITY OF DENTON

POLICY/ADMINISTRATIVE PROCEDURE/ADMINISTRATIVE DIRECTIVE

SECTION: GENERAL POLICIES/PROCEDURES/DIRECTIVES	REFERENCE NUMBER: 502.01
SUBJECT: FACILTIES MANAGMENT	EFFECTIVE DATE: 09/01/84
TITLE: FACILTIES MANAGEMENT WORK ORDER	LAST REVISION DATE: 8/24/05

In order for the Facilities Management Department to accurately monitor and efficiently respond to requests for maintenance and repair service, the following procedure has been established for the purpose of repair, service, or modification to building structures and HVAC equipment. Requests for non-maintenance items such as moving furniture, remodeling, painting or projects that do not relate to the maintenance of existing buildings should follow these same procedures and need to be requested at least one week in advance to allow for scheduling.

PROCEDURE:

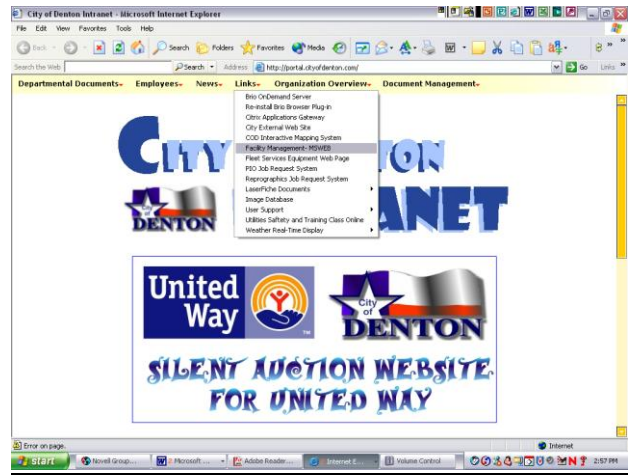
- I. Follow attached instructions regarding entering a work order through the work order software on the City of Denton Intranet.
- II. In an **emergency** situation, please call x7200 immediately or have one of the Facilities Management staff paged by the Utility Dispatcher, x8400. All emergency requests must be followed with a work order. Emergency requests will be responded to within 2-4 hours and completed within 24 hours, if possible. All non-emergency work orders will be handled on a first come, first serve basis and completed in 10-20 working days, if possible.
- III. After entering a work order a confirmation that the work order has been submitted will be on your computer screen (example attached).

Instructions for Work Order Software

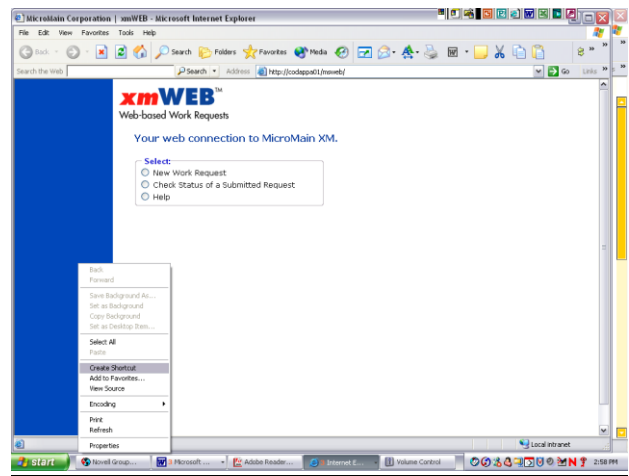
Go to City's intranet at
<http://portal.cityofdenton.com>

Select the "Links" tab

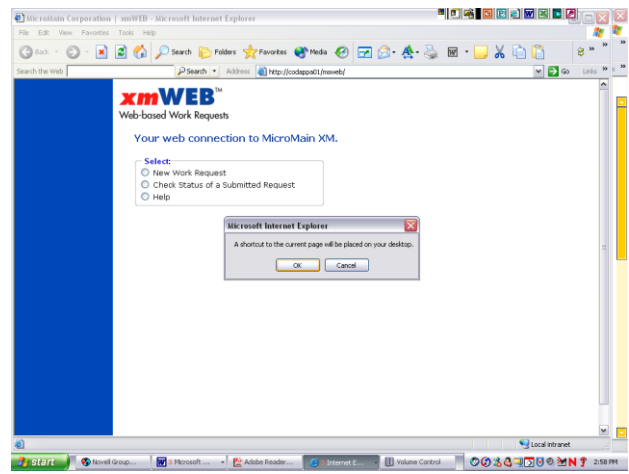
Click on "Facilities Management-MSWeb"



Right click in the "blue area" and select
"create shortcut"



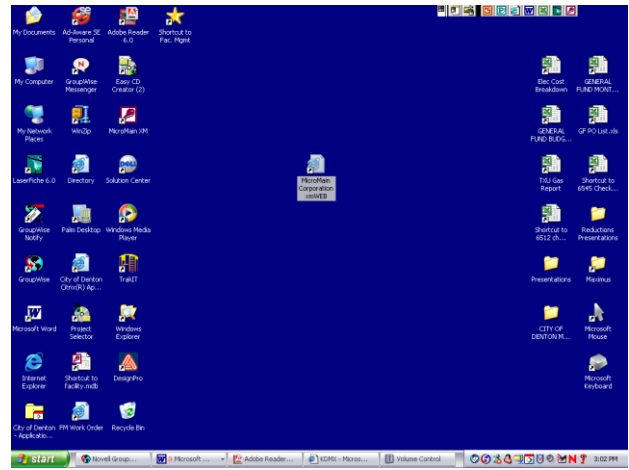
Select "OK" to be placed on desktop"



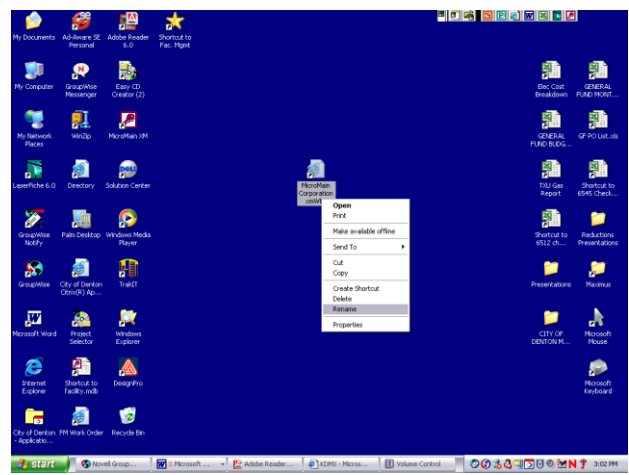
Exit out of intranet

Go to your desktop

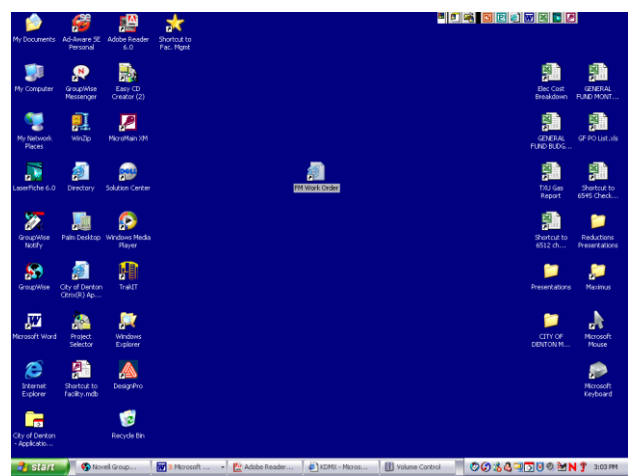
Locate the new icon-probably named
(Micromain Corporation XMWeb)



Right click on “rename”



Type in FM Work Order

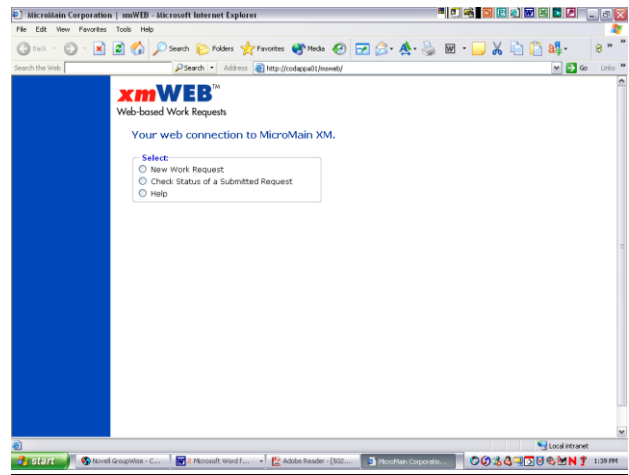


Call ext. 7200 if you need assistance.

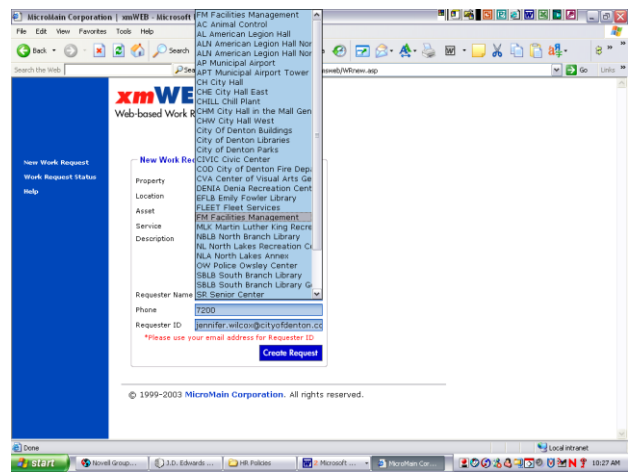
To do a new work order

Double Click FM Work Order icon

Click on “New Work Request”

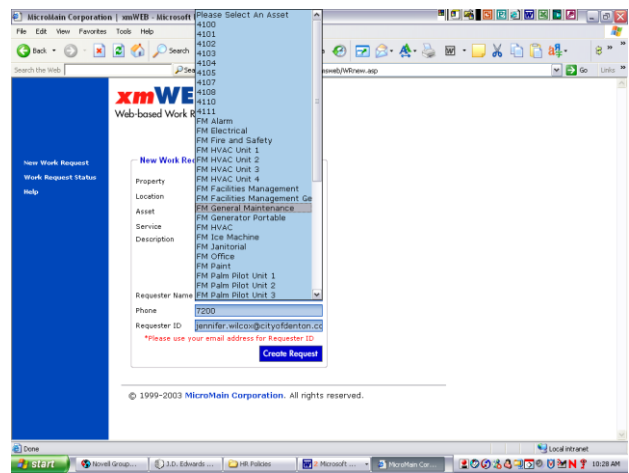


Property: Click the arrow
Highlight Property location (*Parks,
Libraries, & Fire see below for
property name)



Location: Type in where problem is located

Asset: Click on what line fits the problem -
make sure to choose the correct
department (for buildings that house
multiple departments) or the correct
building (for Parks, Libraries & Fire)



Service: What needs to be done

Description: Any other information we might need – the more info we have the better

Requester Name: Your Name

Phone: Your Ext. or phone number

Requester ID: Your e-mail address

MicroMain Corporation | xmWEB - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Search the Web
Address: http://codeqa01/jxmweb/Worknew.asp?property=FMFacilities%2FManagement
xmWEB™
Web-based Work Requests
New Work Request
Work Request Status
Help
New Work Request
Property: FM Facilities Management
Location: Conference Room
Asset: FM General Maintenance
Service: replace light bulb
Description: 1st canned light in conference room is burned out
Requester Name: Jennifer
Phone: 7200
Requester ID: jennifer.wilcox@cityofdenton.co
*Please use your email address for Requester ID
Create Request
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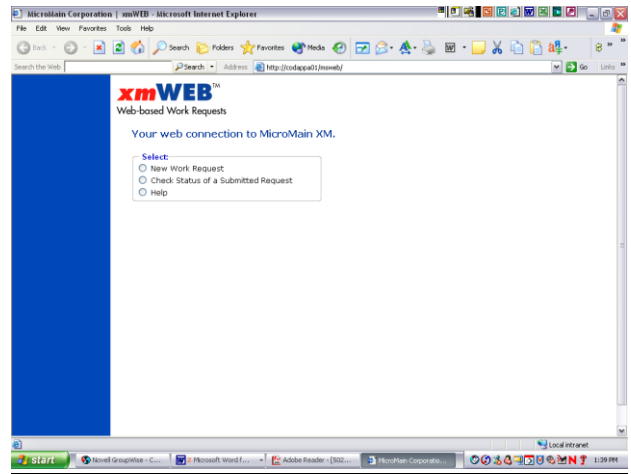
Click “Create Request” button



To check the status of a submitted work order

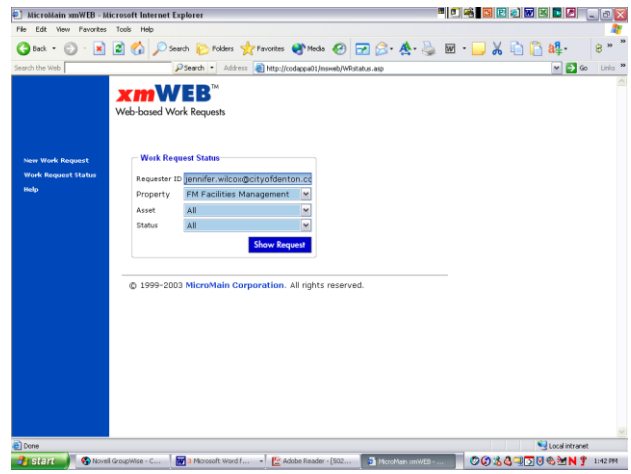
Double Click FM Work Order icon

Click on “Work Request Status”



Requester ID: Your e-mail address

Property, Asset & Status: to make searching easier “all” can be entered on each



Click “Show Request” button

