

<b>Purpose:</b>	To dispatch emergency service requests to the zones	
<b>When:</b>	An emergency SR is called in	
<b>Who:</b>	Customer Service / EMCS	
<b>Resources to Complete Tasks</b>		
A phone		
A Maximo account with the CS/EMCS access level		
<b>Perform These Tasks:</b>	<b>Do These Steps/Notes:</b>	
1. Receive call from customer or Unit Facility Rep	a. If it is a customer, ask them if they have already contacted their Building Coordinator or Unit Facility Rep <ul style="list-style-type: none"> <li>• If yes, inform them that their UFR or Building Coordinator will contact Customer Service and end call.</li> <li>• If no, go to Task 2</li> </ul>	
2. Log into Maximo with your Cornell NetID and password	a. Go to <a href="https://fcs.cornell.edu/maximo">https://fcs.cornell.edu/maximo</a> <ul style="list-style-type: none"> <li>• Click "Maximo Production" icon in the "Quick Links" section</li> <li>• Enter login information &amp; click "Sign In"</li> </ul>	
3. If SR exists in Maximo, review the information on the request. (Otherwise, skip to Task 4.)	a. Click on the service request number in the "SR's Awaiting My Approval" queue to open it b. Review and validate the service request information with the caller c. End phone call d. Skip to Task 5	
4. If SR does not exist, create a service request in Maximo.	a. Click "New Service Request" link on your Start Center b. Gather information from the caller to populate the following fields. Fields marked with an asterisk are required <ul style="list-style-type: none"> <li>• Reported by (enter their NetID, then click tab on keyboard)</li> <li>• Summary</li> <li>• Details (additional details, if needed)</li> <li>• Facility Code</li> <li>• Location</li> <li>• GL Account</li> <li>• Service</li> </ul> c. Determine the priority of the SR (40 or 50) d. Update the Internal priority field with the correct priority code e. Click the Save button f. End phone call	
5. If the priority of the SR is a 50 (Emergency), go to Task 6. If the SR priority is a 40, text the SR information to the appropriate zone's	a. On the SR record in Maximo, click Create – Communication <ul style="list-style-type: none"> <li>• In the Template field, type SR</li> <li>• Click the tab key</li> <li>• To the right of "To" field, click the magnifying glass</li> <li>• Click the "People" tab</li> </ul>	

<p>Superintendent or Assistant Superintendent</p>	<ul style="list-style-type: none"> <li>• In the Name field, type the Super or Assistant Super’s last name and click the Enter key on keyboard</li> <li>• Find the person’s name and the line that has their cell phone number as the email address (for example, 123456899@vzwpix.com)</li> <li>• On that line, put a checkmark in the “To” field</li> <li>• Click “OK”</li> </ul> <p>b. Click the Send button on the bottom right of the screen</p> <p>c. Wait to receive a text or email from the recipient, acknowledging the SR</p> <p>d. Add information in SR log as to who you dispatched it to, and any other important information</p> <ul style="list-style-type: none"> <li>• Click the log tab</li> <li>• Click New Row</li> <li>• Type in the Summary field (add to the Details field only if needed)</li> <li>• Click the Save Button</li> </ul> <p>e. Go to Task 7</p>
<p>6. If the SR is an Emergency, notify the Zone Superintendent or Assistant Superintendent by phone</p>	<p>a. Call the contacts listed on the Dispatching Reference Sheet<sup>1</sup> for the zone the facility is in, until someone is reached</p> <p>b. Provide the Zone Superintendent/Assistant Superintendent with the service request information</p> <p>c. Add information in the SR log as to who you dispatched it to, and any other important information:</p> <ul style="list-style-type: none"> <li>• Click the log tab</li> <li>• Click New Row</li> <li>• Type in the Summary field (add to the Details field only if needed)</li> <li>• Click the Save Button</li> </ul>
<p>7. Workflow the service request to the zone</p>	<p>a. Click the workflow button</p> <p>b. Select “Send to Facilities Services”, then click “OK”</p> <p>c. Select the proper Zone, then click “OK”</p>
<p><b>The Result Will Be:</b> Emergency Service Request information will have been communicated to the zones so that the work can be completed.</p>	
<p><b>Reference Information:</b> <sup>1</sup>Dispatching Reference Sheet</p>	