

A. Classifications

There are two ways service requests can be classified:

- 1) Repair, Maintenance, Service (RMS)
- 2) Project

B. “Request Type” on Service Request Submission Website = SR Classification

The “Request Type” that is chosen on the Service Request submission website will populate the Classification field on the Maximo service request.

Service Request submission website:

Request Type:	*	<div style="border: 1px solid black; padding: 2px;"> Please Select a Request Type </div> <div style="border: 1px solid black; padding: 2px; background-color: #e6f2ff;"> Please Select a Request Type </div> <div style="border: 1px solid black; padding: 2px;"> Project </div> <div style="border: 1px solid black; padding: 2px;"> Repair, Maintenance, Service, Estimate </div>
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C. SR Classifications, their relation to Service Groups/Services/Crews, & how the SR is routed from a Unit Facility Representative (UFR) to IPP.

The Classification of the service request drives the population of the Service Group field, shown in the table below. Each Service Group contains a list of Services, shown in section D. The routing of a SR from the UFR to IPP varies, depending on the Service or Crew that is populated on the SR.

	SR Classification	Service Group	SR routing - UFR to IPP
1.	Repair, Maintenance, or Service (includes estimates)	FSRMS	Priority 30, 40, and 45 “ RMS ” SRs will route from the UFR directly to the zone that is auto-populated in the maintenance zone field on the SR. (Priority 50s route to Customer Service.) <u>Exceptions:</u> <ul style="list-style-type: none"> If a facility code on the SR is not in a maintenance zone, the SR will route to Customer Service. If the SR has a Service of Events, Reunion, Commence, or a Crew of R5, it will route to FM Operations. If the SR has a Crew of Grounds, it will route to Grounds. If the SR has a Crew of Moving, it will route to the Endowed Zone (unless it has a Service of Events, Reunion, or Commence).
2.	Project	FSPROJ	“ Project ” SRs will route from the UFR directly to IPP Engineering, unless: <u>Exceptions:</u> <ul style="list-style-type: none"> If a facility is not in a maintenance zone, the SR will route to Customer Service. If the SR has a Service of ZoneProject, it will route to the zone based on the maintenance zone field on the SR

	SR Classification	Service Group	SR routing – Internal to unit (Issue SR Internally)
1.	Either RMS or Project	varies ¹	Internal to unit – there are currently Service Groups set up for College of Human Ecology, Dining, Geneva, and Student & Academic Services

¹Service Groups available for issuing SRs internally can be added as units determine the need.

D. Services

Services are used to categorize the type of information related to the service request. When SRs are routed (workflowed) from the UFR to IPP, Service is a required field.

The **Crew** field can be used if a UFR would like to request a specific crew to initially respond to the SR. Below are descriptions of the Services along with suggested Crews for each service. This is meant to be a guideline, and is not intended to limit the Crews to what is outlined below for every SR. The entire list of crews is available on all SRs in Maximo.

1) Services in the FSRMS Service Group (RMS SRs)

SR Service	Description	Definition / Examples	Suggested Crew(s)
ASBESTOS	Asbestos	Surveys, design, monitoring/ abatement	ASBESTOS
BLDGDRN	Building Drains	Storm & sanitary within the building footprint	PLUMBER
BLDGPWR	Building Power	Electrical supply past the service entrance disconnect/ meter	ELEC
BUDGEST	Budget Estimate	No fee for estimate, time & material estimate and service request is time & material, estimate is + or - 25% accuracy	ESTIMATES
CENTENPL	Central Energy Plants	Includes Central Heating Plant, Combined Heat and Power, Water Treatment Plant, Chilled Water Plants 1, 2, 3, and 4, Steam Condenser Building	Any
CLEAN	Cleaning	Housekeeping; maintaining the cleanliness of the facility	COB
COMMENCE	Commencement	Staging, electrical, tents, activities to support commencement activities	CARP, COB, ELEC, MA, TA
CWDIST	Chilled Water Distribution	Supply & return distribution system up until the first valves into the building	PIPEFITTER, GROUNDS, INSUL
DETEST	Detailed Estimate	A fee for estimate, time & material estimate and SR is time & material, requires a departmental account number	ESTIMATES
ELECDIST	Electrical Distribution	Electrical supply up to and including the service entrance disconnect /meter at the building	LINE, GROUNDS, INSUL
ELEVSVC	Elevator Service	Maintenance and construction by the contracted elevator service provider	ELEV
EVENTS	Events	Setting up/removing tables & chairs, hanging banners, putting up signs, flags, podiums, lecterns, various shops support for events, adding trash cans and recyclable collection bins at events, utility scoping for tent locations	CARP, COB, ELEC, MA, TA

SR Service	Description	Definition / Examples	Suggested Crew(s)
FIREADS	Fire Alarms, Detections, Suppression	Includes sprinklers, fire pumps, annunciator, strobes, smoke, fire heads, fire dampers, fire extinguishers	FIRE, SPRINKLER, METAL
FURFIXEQ	Furniture, Fixtures, Equipment	Includes tables & chairs, partitions, whiteboards, audio/visual equipment, wall hangings	CARP, MA, MECH
GASDIST	Gas Distribution	Supply of flammable gas up to and including the meter at the building	PIPEFITTER, GROUNDS, INSUL
GLASS	Glass	Glazing, doors and windows, display glass, replacement glass	PAINT, MECH, MA
HARDSCP	Hardscaping	Includes concrete, asphalt, walkways, curbs	GROUNDS, MASON
HVACR	Heating, Ventilation, Air Conditioning	Includes building chillers, building boilers, air handlers, fans, ductwork, controls	ACR, CONTROLS, METAL, MECH, PIPE, INSUL, PLUMBER,ELEC
INTFIN	Interior Finish	Includes walls, ceilings, floors (does not include paint)	CARP, MA, MECH
LANDSCP	Landscaping	Planting shrubs, flowers, beautification projects	GROUNDS
LIGHT	Lighting	Any illumination device inside or outside a building	ELEC, LINE, MECH, MA
LOCKS	Locks	Locks, doors, door hardware	LOCK, MECH
MASON	Masonry	Includes interior and exterior of buildings	MASON
METER	Meters	Any utility meter (does not include meters for monitoring)	PIPEFITTER, ELEC
MILL	Millwork	Shelving, cabinets, counters, furniture, shipping crates	CARP
MOVING	Moving	Office relocations, lab set ups/tear downs, transport services, equipment moves, fork truck services	MOVING
PAINTING	Painting	Includes interior and exterior painting	PAINT, MECH, MA
PEST	Pest Control	Suppression/control of pest regardless of their location in each facility/ building	PEST
POTWATER	Building Potable Water	Anything past the first meter inside the building that involves potable water (hot & cold)	PLUMBER, PIPEFITTER, MECH, MA
PWDIST	Potable Water Distribution	Up to and including the meter inside the building	PIPEFITTER, GROUNDS, INSUL
RECEIVE	Receiving	Shipments to be received at the warehouse to be re-delivered to customer – less than 1 month	R5
REGCOMP	Regulatory Compliance	Time-sensitive work related to an authority having jurisdiction (OFPC)	Any

SR Service	Description	Definition / Examples	Suggested Crew(s)
REUNION	Reunion	Staging, electrical, tents, activities to support reunion activities	CARP, COB, ELEC, MA, TA
RIC	Room Inventory Condition	Repair work in student rooms based on evaluations from before and after the students have vacated the room	Any
ROOFS	Roofs	Repair/replacement to roofing and sheet metal	ROOF, MECH, MA
SANCOL	Sanitary Collection	Sanitary collection outside the building walls	PIPEFITTER, GROUND, INSUL
SECELEC	Electronic Security	Card access, security or surveillance systems	FIRE, CARP, LOCK, ELEC
SIGN	Signage	Signs, banners, plaques, room signage	SIGN
SPECSVC	Specialty Process Services	Quality water, lab air, lab gas, vacuum, process chill water, process steam, specialty electrical	PLUMBER, ELEC, CONTROL, PIPEFITTER, METAL
STMDIST	Steam Distribution	Includes steam supply and condensate return up to first valve	PIPEFITTER, GROUND, INSUL
STORAGE	Storage	Items to be stored longer than 1 month. Long term storage.	R5
STORMCOL	Storm Collection	Storm collection outside the building walls	PIPEFITTER, GROUND, INSUL
STRUCREP	Structural Repairs	Repairs to the structural components of a facility or bridge	METAL, CARP, MASON, PIPEFITTER
TURNOVER	Turnover	Graduate housing apartment preparation for incoming residents who have new lease agreements with housing	Any
WASTE	Waste Removal	Anything to be picked up for recycle/reuse/landfill. Special dumpster requests	R5
WINDOWS	Windows	Includes windows, light tubes, & skylights	CARP, ROOF, METAL, PAINT, MECH, MA

2. Services in the **FSPROJ** Service Group (Project SRs)

SR Service	Description	SR Owner Group	Definition / Examples
AES	Architecture/ Engineering Services	IPP Engineering	Construction Documents /Studies/Condition Assessments
CONMGMT	Construction Management	IPP Engineering	Construction Management Services
PRJMGMT	Project Management	IPP Engineering	Project Management Services
PROGRAM	Program Management	IPP Engineering	Maintenance Asset Management Programs
PROJECT	Non-Zone Project	IPP Projects Administration	Project managed in IPP Projects Administration
PS	Project Support	IPP Engineering	FE support of projects including Design Reviews, Consultation & Construction Phase Support
STEWARD	Architecture/ Engineering Stewardship	IPP Engineering	Design Standards/ Standard Details
ZONEPROJECT	Zone Project	FM Zones	Project managed by the FM Zones