Service Requests (SRs)

NEW

SR has been created, and is awaiting review/action by a Unit Facility Rep (UFR) or Customer Service/EMCS.

UFR HOLD (HOLD1)

SR has been put on hold by a Unit Facility Representative (UFR).

QUEUED

SR has been queued for review in Infrastructure Properties and Planning.

IPP HOLD (HOLD2)

SR has been put on hold by a zone or group in Infrastructure Properties and Planning.

PENDING

SR has been acknowledged by the zone/unit responsible for the work and is awaiting initiation. A WO is generated.

IN PROGRESS (INPROG)

The scope of work referenced on the SR has been initiated (the first WO changes to INPRG status).

WAITING ON CHARGES (WOC)

Scope of work referenced on the SR has been completed, but open WOs exist on the SR for accepting compliance documentation or contractual transactions.

RESOLVED

All work on the SR has been completed (all WOs associated to the SR are in COMP, CANCELLED, or CLOSED status).

Work Orders (WOs)

APPROVED (APPR)

WO has been authorized and is available for assignments and transactions.

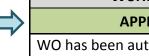
IN PROGRESS (INPRG)

Scope of work referenced on the work order has been started (labor transactions have been entered on the WO.)

COMPLETED (COMP)

Activity on the WO has been completed (All labor assignments have been completed.) WO will still accept transactions for 90 days after completion date for billing purposes.

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CLOSED

SR is permanently in a historical state. (SR will change to CLOSED after 90 days of the RESOLVED date, if there are no open WOs associated to the SR.)



CLOSED (CLOSE)

WO is permanently in a historical state (WO will close when SR becomes CLOSED.)

CANCELLED

SR has been declined and is permanently in a historical state.

CANCELLED (CAN)

WO has been declined and is permanently in a historical state.

NOT PERFORMED (NOT_PERF)

Work was scheduled to be performed but was not executed. WO is permanently in a historical state. This status is typically used on PM (Preventive Maintenance) WOs.

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