

NORTHWEST VISTA COLLEGE  
PROCEDURE

---

<b>Procedure Number:</b>	CS 006
<b>Procedure Title:</b>	Facilities Work Orders

1. PURPOSE

- 1.1 The purpose of this procedure is for identifying and requesting repairs needed to Northwest Vista College facilities
- 1.2 Requests related to Capital Improvement or Renovation Projects are not covered under this procedure.

2. DEFINITIONS

- 2.1 Maximo: software utilized for the submission and tracking work of work orders.
- 2.2 Critical facilities service needs: repairs impacting the infrastructure such as fire system issues, heating/cooling system issues, safety hazards, and water leaks. Emergencies are priority work order repairs.

3. Critical Facilities Service Requests (Facilities Hotline)

- 3.1 Critical facilities service requests requiring priority attention are reported to the Work Control Technician by calling the Facilities Hotline. Any employee can report a critical service request through the Facilities Hotline. The phone number is published in ACES and on bulletin-boards in the classrooms.
- 3.2 Critical facilities service calls are assessed as priority and recorded and tracked in Maximo by the Work Control Technician. Facilities hotline service calls are tracked until completion.

4. Facilities Work Order

- 4.1 Facilities work orders are submitted online via the "Facilities Work Order" system, Maximo. Any employee is able to enter a facilities work order request via the "Facilities Work Order" link on the NVC AlamoShare main page or through ACES. The employee submitting the facilities work order will receive a copy of the submission via email.
- 4.2 Work orders are validated and approved by the NVC Facilities Superintendent. The facilities work order is assigned a service request (SR) number in Maximo until the work order has been approved. A work order number is assigned to the SR once the Facilities Work Order is reviewed and approved by the Facilities Superintendent. The employee submitting the facilities work order will receive a work order number via email following Superintendent approval. Employees can view the status of the facilities work order by clicking on the status work order link in the work order email.
- 4.3 Work orders impacting building infrastructure or aesthetics such as paint modification, installations, etc. require final approval from NVC Director of College Service to assess funding and facilities impact.

NORTHWEST VISTA COLLEGE  
PROCEDURE

---

- 4.4 All non-emergency Facility Work Orders are categorized based on criticality and workload prioritization by the Facilities Superintendent. Facilities work orders are addressed according to the assessed criticality and workload prioritization.

Contact for Interpretation: *Director of College Services*

<b>Relevant Board Policy:</b>	Policy C.2.3 Facilities and Ground Management
<b>Relevant SACSCOC Documents:</b>	<i>Principles of Accreditation</i> Standard 13.7 <i>Physical Resources</i>
<b>Originating Unit:</b>	College Services (Resource Management)
<b>Maintenance Unit:</b>	College Services (Resource Management)
<b>Implementation Date:</b>	June 1, 2021
<b>Revision Date:</b>	