

DEPAUL UNIVERSITY



Work Orders / Facility Operations

Category: Operations

Responsible Department: Facility Operations

Responsible Officer: VP for Facility Operations

Effective Date: 1/20/2016

Policy Summary

The policy establishes guidelines for issuing work orders for building related needs and lists those issues for which immediate attention is required.

Scope

This policy affects the following groups of the University:

- Entire University Community

This policy affects all members of the university community.

Policy

Facility Operations requires that electronic Work Orders be submitted for any and all requests for service to be performed by its various maintenance units: custodial; electrical; engineering; carpentry; and painting. Work Orders are submitted for the following types of requests: keys; hanging pictures; installing shelving; extra trash pickup; moving; painting; lights out in non-critical areas; and all other non-emergency service requests. For building related emergencies please contact your respective campus Facility Operations Office or Public Safety Dispatch.

Call immediately for: water leaks; pipe breaks; broken windows; elevator and escalator malfunction; heating and air conditioning problems; gas leaks or odd odors; and clogged bathroom fixtures.

First time user requests for Work Order application authorization should be e-mailed to your respective campus Facility Operations Office. Please note that users must have the authority to approve electronic Work Orders that may require chargebacks to respective departmental operating budgets from time to time. Facility Operations will notify authorized users via e-mail with instructions on how to log in and use the Work Order application for the first time.

Please be advised that, due to software licensing costs, Facility Operations will restrict the number of approved Work Order account holders to two per department in most cases. Exceptions are

permissible for very large departments and for those areas that operate extended hours across multiple shifts.

Work orders for room keys and lock changes must be submitted by an approved Facility Access Manager (FAM). Requests for room keys and lock changes submitted by others will not be honored.

Procedures

None.

Divisional Collaborations

None.

Contact Information

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Appendices

A: [Facility Access Management](#)

History/Revisions

Origination Date: 10/29/1987

Last Amended Date: 01/20/2016

Next Review Date: N/A