

MAINTENANCE DEPARTMENT – WORK ORDER PROCESS

WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED

DOC# MTC-P001, Rev. M
Date: October 24, 2012

1.0 PURPOSE:

- 1.1 This procedure defines the steps required to complete a work order when a maintenance request is submitted to the Maintenance Department.

2.0 RESPONSIBILITY:

- 2.1 Director III of Maintenance
- 2.2 Director I of Maintenance

3.0 PROCESS INPUT:

- 3.1 Service requests submitted by personnel within the Clark County School District.

4.0 DEFINITIONS:

- 4.1 CCSD: Clark County School District
- 4.2 CMMS: Computerized Maintenance Management System
- 4.3 Service Groups: Dispatch, Telecom, Grounds, Equipment Repair, Warranty, Environmental Services, FSR.
- 4.4 Maximo: Web-based Enterprise Work Order system used by CCSD to input work requests.
- 4.5 SuiteReq: Graphical User Interface for Maximo System
- 4.6 Emergency Work Order: A request for immediate work to protect life, health, property and safety of staff, students and facility.
- 4.7 Maintenance Work Order: A request to provide maintenance for facilities, grounds, and equipment, i.e., repair, replace, paint, etc.
- 4.8 FSR: Facility Service Representative, a liaison for assigned schools and district offices.
- 4.9 FSRR: Facility Service Regional Representative, this position supervises a group of FSR's in the Maintenance department.
- 4.10 Work Management: Department responsible to train and streamline all work orders through the CMMS (Maximo) system.
- 4.11 EC – Early Childhood

5.0 PROCESS DESCRIPTION:

- 5.1 Whenever there is a need for maintenance to perform work and/or repairs with CCSD, the site requesting is responsible for entering this request on the computer. The requestor navigates to SuiteReq and answers a brief display of questions pertaining to the worktype category chosen. The requestor then clicks the submit button which displays a final view of the work order and sends it electronically to the appropriate FSRR for the region. If the work requested is HVACR or a Priority 1 or 2, the appropriate regional Dispatch receives the work order.
- 5.2 This procedure is accomplished by logging onto the internet: navigating to <http://maximo.ccsd.net:7001/suitereq/suitereq.jsp> and entering a predetermined user ID and password. The FSRR receives all Priority 3 and 4 work orders (except HVACR) for review and

MAINTENANCE DEPARTMENT – WORK ORDER PROCESS

WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED

DOC# MTC-P001, Rev. M

Date: October 24, 2012

can choose to send to a shop, FSR or Dispatch (in the case, a priority is changed). Review by FSRR includes checking the following information:

- 5.2.1 Location where the work is required. For example: room number, portable classroom number in the summary field.
- 5.2.2 Check box if work is caused by vandalism and if received by mistake would check the equipment repair, or special a/c request box.
- 5.2.3 Work description in detail box.
- 5.2.4 Correct Supervisor name in field.
- 5.2.5 If the FSRR is sending to a craft Supervisor, work order must be in APPR status, workflow stopped, and SAVE the work order.

5.3 Emergency work request

- 5.3.1 The requestor is to submit a SuiteReq request immediately and/or make a telephone call to the FSR if computer access is unavailable. The FSR will contact the Dispatch personnel. Dispatch receives/creates work order and assigns work order to the appropriate craft, and calls the craft supervisor and FSR (if they have not been notified). In the case of life and safety, Dispatch also notifies Division and Instructional personnel in addition to Maintenance administration and outside utilities.
- 5.3.2 Once Dispatch ensures the request is a true emergency, Maintenance Dispatch will expedite the manpower and any materials required to the location where the work is to be conducted through communication with the Shop Supervisor, technician, the Maintenance Directors and any utility companies involved. FSR is to verify emergencies such as Special Needs rooms, Kindergarten rooms and Daycare rooms that are reported with no HVACR.
- 5.3.3 Upon completion of the work, Dispatch will enter the data into Maximo noting all response times material used, personnel dispatched, and a brief description of work accomplished.

5.4 Once the service request has been entered, the requestor cannot modify the request. The Maximo system will automatically date the service request and assign a unique work order number.

5.5 This work order is electronically transmitted and received by the FSRR, prioritized, and assigned to a Service Group.

- 5.5.1 If for any reason a service request is denied, the requestor is notified via an explanation through email (InterAct).

5.6 In the case, of HVACR priority work orders that have been sent to EMS for verification of problem and no problem is found (at set point), Dispatch will hold the work order and call the appropriate FSR for immediate investigation. Once the FSR determines validity, he/or she will notify dispatch. If work order is a true emergency dispatch will expedite the work order or if deemed not an emergency then dispatch will downgrade/complete with notes and will assign to appropriate craft supervisor. Priority assignments define how long it should take for the work to be acknowledged.

MAINTENANCE DEPARTMENT – WORK ORDER PROCESS

WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED

DOC# MTC-P001, Rev. M
Date: October 24, 2012

They are defined as follows:

Priority Work:

- 5.6.1 Priority 1: Life, health and safety issues such as entire site with no A/C, Fire, Flood, No A/C to a Special Needs or EC Classroom, profane graffiti on front of building, or immediate danger to students or staff.
- 5.6.2 Priority 2: Will cause a serious condition to building or students within 24 hours such as ten (10) rooms with no A/C, kindergarten/daycare room with no A/C, multi-purpose room with no heating or cooling, kitchen with no A/C, water dripping from a ceiling, toilet backups, or profane graffiti on back or sides of school.
- 5.6.3 Priority 3: Includes corrective work on existing facility assets such as one (1) room or office with no A/C, copy machine repair, broken door handles, hall lights, etc.
- 5.6.4 Priority 4: Preventive work or annual repair on existing assets to maintain a level of good working order such as repair of musical instruments, water treatment to chiller units, filter changes, etc.

Notes:

- 1. Priority 1 and priority 2 & all HVAC jobs automatically go to Dispatch.
- 2. During summer months if CCSD has Year Round Schools and ESY, they will always have priority over non-school district programs.

- 5.7 The work order appears in the assigned Craft Query and once Supervisor assigns work, the work order can be printed one day prior to assignment. After completing the work, the person(s) completing the work will fill out the necessary information on the work order and type into Maximo upon return to shop. The technicians change the work status to complete so schools/sites can see status. Coordinators are responsible to check labor, OT, materials, response times and attendance entered daily in Maximo. Work orders are closed via a monthly batch closing by Work Management.
- 5.8 Upon receipt of the white copy and credit card receipts, the pricing clerk will enter the material cost and pertinent information into Maximo.
- 5.9 Records of Maintenance requests are maintained per section 7.0.

6.0 RECORD RETENTION TABLE:

Identification	Storage	Retention	Disposition	Protection
MTC-P001 Work Order Processes	Electronic on Maintenance website and CCSD website Paper copies in Maintenance	Indefinitely	Delete after Update	Electronic Backup

MAINTENANCE DEPARTMENT – WORK ORDER PROCESS

WARNING: ONLY ELECTRONIC VERSIONS ARE CONTROLLED

DOC# MTC-P001, Rev. M
Date: October 24, 2012

7.0 DOCUMENT REVISION HISTORY:

Date	Rev.	Description of Revision
27-May-03	A	Initial Release
17-Sep-03	B	Minor revisions to clarify the process
23-Oct-03	C	Correct Definitions for FSR/FSRR and priorities
30-Oct-03	D	Correct Step 5.1 Process Description and Exhibit A Below
04-Nov-03	E	Correction to Step 5.1
15-July-04	F	Add definition for FSR (4.4), correct definition for FSRR (4.5), add new definition for Requirements Services Department (4.6), and remove "Passport" from process description procedure statement (5.1).
15-Nov-04	G	Identifying numbers in previous "documents revision history" (F) were numbered incorrectly. Wording changes to section 5.3.2.
12-Feb-07	H	Correct procedures to clarify the maintenance department's interaction with the work order system, Maximo.
8-July-08	I	Update Priority definitions (5.6) and add notes 1 & 2.
25-Oct-10	J	Revisions to clarify the process
18-Sep-12	K	Revisions to 5.6.1 and 5.6.2.
04-Oct-12	L	Revisions to Process Description.
24-Oct-12	M	Additions to Priority 2 work (multi-purpose room and kitchen)

8.0 PROCESS OUTPUT:

8.1 Completed and closed work orders.

9.0 THIS DOCUMENT APPROVED BY:

9.1 Director III of Maintenance