


PROCEDURE

Subject	Maintenance Service Request System	Page 1 of 2	Number: 6.01.08
Source	Facilities Management		Reference (Rule #) 6HX14-6.01
President's Approval/Date: 12/15/10			

A. PURPOSE

In order to provide college wide process for requesting housekeeping, building repairs, equipment installations, maintenance and alterations and other services on the college's physical plant, the following procedures are set forth:

B. BASICS

School Dude the college's maintenance work order request system is located on the SCF Portal. SCF Maintenance Service Request Form instructions are as follows:

1. Go to SCF Connect
2. There is an SCF Quick Links for Employees on the Employee tab screen. Select 'Maintenance Service Request';
3. The first screen will be titled 'Select Organization'. Enter the SCF Organization Account Number: **286143409**;
(*Note: you will only have to enter this once per PC*).
4. On the next screen enter your SCF e-mail address and click the 'Submit' button. Make sure you enter the correct e-mail address to identify you in the system;
5. If you are a new user, the system will **not** find your e-mail address. Please enter your last name in the box provided and click the 'Submit' button;
6. If you are a new user, enter in your First Name. Verify that your e-mail and your Last Name is correctly entered. If they are not, please correct them. You have the option of entering in your phone number. However, these fields are not required;
7. Click the 'Submit' button to save;

Once you click the "Submit" button. You will be taken to the 'New Request' page where you can submit your 1st request;

(*Note: Your name and e-mail address should appear at the top of the form*).

8. At the end of the request form in Step 7 you will be required to enter a 'Submittal Password'. Enter the SCF Password: **manatee**;
9. You can track your requests by going to the 'My Request' tab or change your personal settings on the 'Settings' tab.

C. Types of Service Requests include:

<ul style="list-style-type: none">• Air Conditioning• Athletic Fields• Carpentry• Ceiling Tiles• Doors and Hardware• Electrical• Electronic Door Access• General Maintenance• Grounds	<ul style="list-style-type: none">• Health and Safety• Heating• Housekeeping• Keys and Locks• Lighting• Moving• Operational Services• Painting• Pest Control• Plumbing• Vehicle Maintenance
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1. School Dude work process includes; renovations and remodeling, special furniture setup needs, relocations and disposals.

a. Furniture relocations and disposals must be entered into School Dude and submitted to Facilities Management.

Note: Individual departments, including Facilities Management, do not have the authority to dispose of state property or equipment.

2. Remodel and Renovation Work: This category of work usually requires funding by state appropriations through the Public Education Capital Outlay Program.

a. Work requests for projects are made through the year and collected by the Facilities Planner on the College Wide Miscellaneous Projects List. The project requests are analyzed based upon need and cost, then prioritized and a recommendation submitted to the President for review and approval. Once approved, the President may submit to PEMT for review. Facilities then initiates the approved Projects List as time and resources are available. The approved list is based upon cost estimate only and subject to change as necessary. A department may budget separately for the construction dollars using operating funds provided however all projects are managed by Facilities Management.

3. Special Equipment Installation: This category of work covers equipment purchased by departments for their operations.

a. The equipment operating specifications must be submitted for review by Chief Building Official for code compliance to determine whether or not a permit must be issued. Installation will be coordinated by Facilities Management. Advance planning is the key to success. Additionally, when a Department budgets for a new piece of equipment, the cost of installation should be included.

For emergency service requests, a phone call to facilities customer service will ensure an immediate response.