### Work Order Status

**Dispatch**
- Sent directly to craftsperson
  - Elevator with doors not closing
  - Pipe bursting

**Cancelled**
- Will not be completed
  - Problem already reported, such as a faucet leak in a public restroom

**Deferred**
- Completion of work will be delayed
  - **Short Term**
    - Until other like work is necessary
    - In areas where access is limited
  - **Long Term**
    - Usually the result of:
      - Lack of funding
      - Knowledge of future project making task unnecessary
      - Adding and recording tasks for future project development
    - Interior painting
    - Floor & ceiling tile replacement
    - Toilet not working in large restroom scheduled to be remodeled

### Maintenance Zone Supervisors

- **ZONE 1 – North Campus**
  - Neal Silver
  - Phone: 265-0411
  - Email: nasilver@illinois.edu

- **ZONE 2 – North Central Campus**
  - Steve Heath
  - Phone: 265-0412
  - Email: ssheath@illinois.edu

- **ZONE 3 – West Campus**
  - Tim Eckstein
  - Phone: 265-0603
  - Email: tjeckste@illinois.edu

- **ZONE 4 – East Campus**
  - Greg Moen
  - Phone: 333-2284
  - Email: gamoen@illinois.edu

- **ZONE 5 – South Central Campus**
  - Ed Neeley
  - Phone: 333-8204
  - Email: enneeley@illinois.edu

- **ZONE 6 – South Campus**
  - David Alms
  - Phone: 333-8206
  - Email: draalms@illinois.edu

### Have Questions About Your Building Maintenance Work Order?

Contact the Service Office at 333-0340 or the respective Zone Supervisor.

The staff will answer your question or route your inquiry to the appropriate personnel. The Service Office will transfer calls but cannot provide shop phone numbers.

If a work order has been deferred or cancelled, contact the Building Maintenance Coordinator who sent the email notification.

Complete contact information can be found at [http://go.illinois.edu/zones](http://go.illinois.edu/zones)
Request

Everything Begins With a Work Order

All work at F&S starts with a work order. When you ask F&S to provide a service, via the my.FS portal at my.fs.illinois.edu, e-mail or telephone, you are asking the Service Office to create a work order and route it to the appropriate provider.

In a critical situation requiring immediate action or for any problem regarding an elevator, the portal should NOT be used. Call the Service Office at 333-0340. In all other instances, use the portal.

To request access to the my.FS portal applications, contact the F&S Support Desk at 333-6850 or fandssupportdesk@illinois.edu.

Priority Levels for Dispatch Criteria
1. Life Safety Considerations
2. Imminent Damage to Facilities
3. Health Safety Considerations
4. Research Animal Safety and Research Integrity

Request Review & Routing

On average, the Service Office processes over 200 service requests per day. Incomplete or missing information could cause delay in request processing.

Required Information
- Work Order Type
- Building Number (searchable field)
- Description of Work
- Account Number

Recommended Information
- Contact (if other than the requestor)
- Any specific details which could help F&S staff to locate the problem
- Requested urgency

Request is compared to the building Division of Responsibility (DoR) and account information is verified.

Service Office creates the work order and routes to the appropriate people.

- If F&S is responsible for payment, request is routed to Maintenance planners.
- Customer receives an email with the work order number and description of work.

Document

Assigning the Work

At the Building Maintenance Level

Work planners review and code the work orders. Requests are then prioritized and scheduled in one week blocks of work. The blocks are released to Zone Supervisors or service shop foremen.

If a work order is deferred or cancelled, the customer is notified by email of the details for deferment/cancellation.

At the Zone Level

Zone Supervisors or service shop foremen receive work orders upon release by work planners.

Zone Supervisor or service shop foreman supervises completion of the work.

Plan/Schedule

Performing the Work

Maintenance Work Request Prioritization

<table>
<thead>
<tr>
<th>Priority</th>
<th>Work Request Prioritization</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>Within one or two work days</td>
</tr>
<tr>
<td>Normal</td>
<td>Between three work days and three weeks</td>
</tr>
<tr>
<td>Low</td>
<td>Will likely take more than three weeks or may be deferred</td>
</tr>
</tbody>
</table>

At the Crafts Level

Crafts personnel receive one week of work assignments. The craftsperson is responsible for completing the assigned work in a timely manner.

The Zone Supervisors and service shop foremen complete the work order phase. The Maintenance planner completes the work order.