All requests submitted are sent to the default group

Maintenance/Facilities personnel are working in different environments and will not have access to technology. I have considered creating scripts on the backend to send email notifications whenever they are assigned tickets. Most did not want this due to cost of text message.

But what I have are some clean up scripts that utilizes the SQL mail functions that send an email report out to all Resident Directors at 12 noon on any work request that has been opened more that 24 hours and has not been forwarded to work control.

Sometimes users have submitted work requests that are not properly filled in and they go into what I call “The Black Hole”. I have created a fix to locate and find them.

The work control administrator reviews all work and assigned to various work centers and technicians.

The work requests are printed out and giving to the technicians. The requests are brought back signed by the technician that the work has been completed.

Note: There is a control on the printed out web page that places a timestamp so work control will know how long the request has been in the technicians hands.

All new unassigned tickets are waiting for review by 2 Resident Directors/Area Coordinators. This is done to prevent duplication and/or submission on existing work requests. Also this is always keep the RD informed on what is going on in their buildings.

At this point a request can be closed or forwarded for work control.
Work Request Ticket

- The ticket is divided into Categories below
  - Locations (34)
  - Problem Type (3)
  - Lighting/Electrical (14)
  - Heating/AC (11)
  - Locks/Keys/Doors (9)
  - Plumbing (21)
  - Pest Control (7)
  - Housekeeping (9)
  - General Maintenance (18)
  - Elevator (5)
  - Laundry (8)
  - Safety (5)
  - Appliances (14)
  - Work Completed By (21)
    - There are times that work will be completed by a technician other than the assigned one
  - Work TOT’d To (20)
    - The work was assigned to another work center
Work Request Ticket

- **Assignments** and Status
  - Assignment To:
    - These are the Work Centers / Technicians
  - Status:
    - Open (Active)
    - Closed
    - Open (Waiting)
    - Open (On Hold)
    - Turned Over
  - To Be Completed By:
    - Work Control (System Administrator)
      - Owner of All Work
      - All work is tracked under Categories and Assigned To.
    - Assistant Area Coordinator
      - Default Assigned Group
    - Area Coordinator (Resident Hall Director)
Additional Menu Option

• The Facilities Directory needed a way to see how much work was “actually” completed by a technician in one month.
• We could not go on the date the work was submitted into the system. So I had to create some code (a small aspx application) to show how much was completed in the month.
• This is very important for justify personnel. So what is needed in the this release is a date the work was started. The Time Spent Billing Option will not work in this case.
• Same for the Daily Report to see how much was done in a month.
• I unhide the column names so you can see what I am pulling from the database.
Maint Monthly Report

<table>
<thead>
<tr>
<th>Case #</th>
<th>Assign Tech</th>
<th>Work Order #</th>
<th>Open Dt</th>
<th>Closed Dt</th>
<th>Case Desc</th>
</tr>
</thead>
<tbody>
<tr>
<td>52779</td>
<td>9</td>
<td>20091204</td>
<td>20100112</td>
<td></td>
<td>Smith 3rd floor southeast - middle shower drain is clogged</td>
</tr>
<tr>
<td>52795</td>
<td>5</td>
<td>20091206</td>
<td>20100112</td>
<td></td>
<td>Smith 1st floor southwest - 2nd toilet will not flush</td>
</tr>
<tr>
<td>52869</td>
<td>5</td>
<td>20091206</td>
<td>20100112</td>
<td></td>
<td>Smith 3rd floor southeast - 3rd toilet will not flush</td>
</tr>
<tr>
<td>52870</td>
<td>5</td>
<td>20091210</td>
<td>20100112</td>
<td></td>
<td>Smith 3rd floor showers on the right side will not turn off. Water continuously running</td>
</tr>
<tr>
<td>52893</td>
<td>5</td>
<td>20091210</td>
<td>20100112</td>
<td></td>
<td>Smith 3rd floor showers on the right side will not turn off. Water continuously running</td>
</tr>
<tr>
<td>52873</td>
<td>9</td>
<td>20091209</td>
<td>20100112</td>
<td></td>
<td>Smith 1st floor southwest - 1st toilet is clogged</td>
</tr>
<tr>
<td>52905</td>
<td>9</td>
<td>20091211</td>
<td>20100112</td>
<td></td>
<td>Mynders 338 Outlets in room without power</td>
</tr>
<tr>
<td>52766</td>
<td>9</td>
<td>20091205</td>
<td>20100112</td>
<td></td>
<td>Mynders 111 Kitchen sink clogged</td>
</tr>
<tr>
<td>52871</td>
<td>9</td>
<td>20100129</td>
<td>20100112</td>
<td></td>
<td>Mynders 326 Bathroom outlet not working</td>
</tr>
<tr>
<td>53860</td>
<td>9</td>
<td>20100112</td>
<td>20100112</td>
<td></td>
<td>Smith - install key box in the AAC office</td>
</tr>
<tr>
<td>52734</td>
<td>9</td>
<td>20100129</td>
<td>20100112</td>
<td></td>
<td>Smith - Women's bathroom in lobby, light out</td>
</tr>
<tr>
<td>53468</td>
<td>9</td>
<td>20100111</td>
<td>20100112</td>
<td></td>
<td>Mynders 359 blind broken</td>
</tr>
<tr>
<td>52754</td>
<td>9</td>
<td>20100103</td>
<td>20100112</td>
<td></td>
<td>Mynders 333 Replace lightbulb</td>
</tr>
<tr>
<td>52770</td>
<td>9</td>
<td>20100124</td>
<td>20100112</td>
<td></td>
<td>Mynders 201 outlets are not working</td>
</tr>
<tr>
<td>52769</td>
<td>9</td>
<td>20100103</td>
<td>20100112</td>
<td></td>
<td>Mynders 103 Shower faucet broken</td>
</tr>
<tr>
<td>52737</td>
<td>9</td>
<td>20100102</td>
<td>20100112</td>
<td></td>
<td>Smith 2nd floor southeast - replace blinds by toilets</td>
</tr>
<tr>
<td>52778</td>
<td>9</td>
<td>20100102</td>
<td>20100112</td>
<td></td>
<td>Smith 3rd floor southeast - sink near the shower is clogged</td>
</tr>
<tr>
<td>53992</td>
<td>9</td>
<td>20100112</td>
<td>20100112</td>
<td></td>
<td>Mynders hallway lightbulbs need to be replaced near rooms 101 &amp; 102.</td>
</tr>
<tr>
<td>53988</td>
<td>9</td>
<td>20100112</td>
<td>20100112</td>
<td></td>
<td>RTN 2810 dangled sink</td>
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<tr>
<td>51346</td>
<td>9</td>
<td>20100116</td>
<td>20100112</td>
<td></td>
<td>Smith 212 sink light out</td>
</tr>
<tr>
<td>53118</td>
<td>9</td>
<td>20100119</td>
<td>20100112</td>
<td></td>
<td>Smith 119 - Sink leaking from pipes.</td>
</tr>
</tbody>
</table>
Maint Daily Report
AAC Search Menu

• Just a simplified menu based off the system menu that looks only on the default group.
• Just to make it quicker to locate submitted items for a particular building to forward to Work Control.
AAC Search Menu