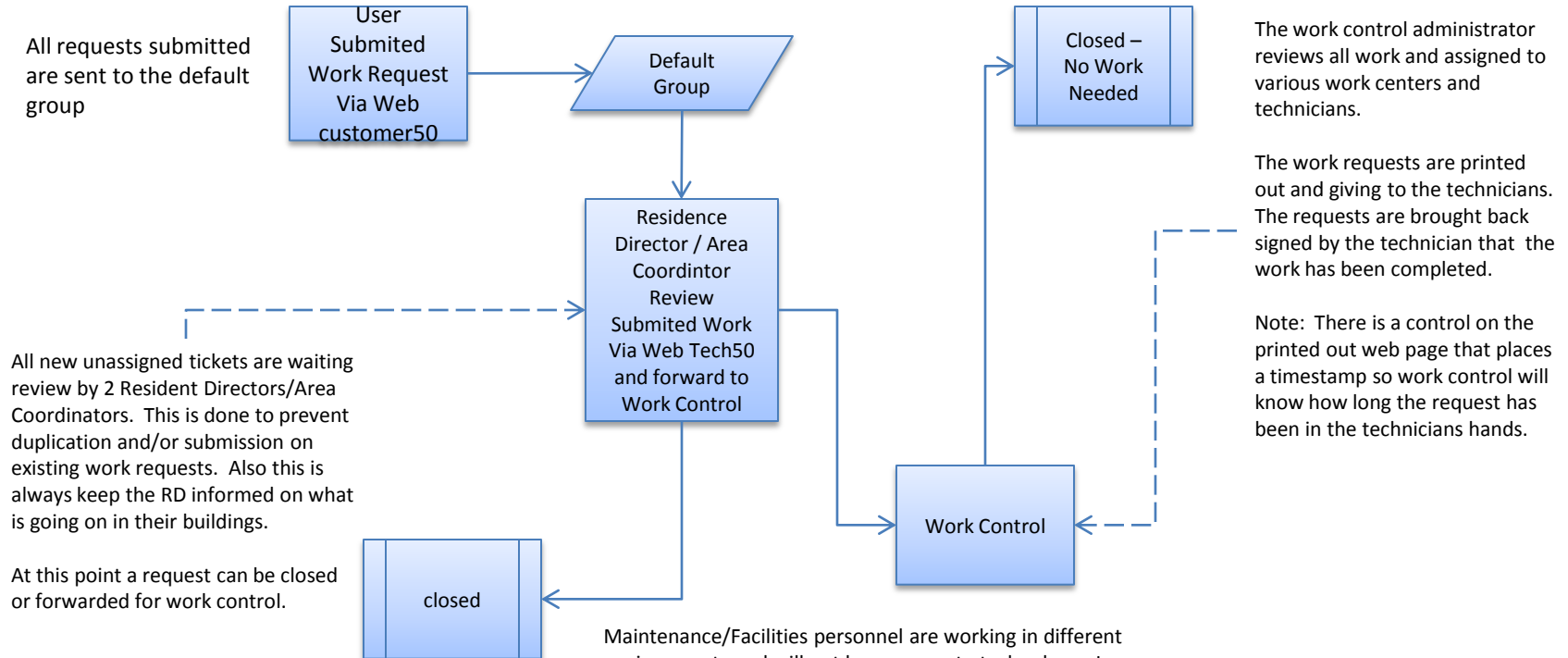


Maintenance/Facilities Flowchart



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. .

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 track 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

Tech-Center - Windows Internet Explorer

http://reslifeweb.memphis.edu/tech50/DoTechLogin.asp

303 Open Cases For Administrator System (Expand)

Case #	P Status	Opened	Modified	Due Date	Customer / One Line Description	Group
54733	1 Active	04/02/2010 2:56 PM	04/02/2010 2:59 PM	// ---	(Karen Lewis) 4211 BEN 101 - carpet needs to be tacked down	Maintenance Support - Office Coordinator
54732	4 Active	04/02/2010 2:26 PM	04/02/2010 2:26 PM	// ---	(Patricia Short) [Residence Life and Dining Services] RTN Laundry Rm - washer #23 is extremely loud	Caldwell and Gregory
54730	4 Active	04/02/2010 1:18 PM	04/02/2010 1:18 PM	// ---	(Patricia Short) [Residence Life and Dining Services] Carpenter 3860-302-2 - repair room entrance door	Physical Plant

Date Formats Example: 20070901 = Sept 1 2007

Start Date: 20100101 End Date: 20100201 Select Technician: Freddie Buggs - Smith/Mynders

Case #	Assign Tech	Work Cp by	Open Dt	Closed Dt	Case Desc
52779	9	0	20091204	20100112	Smith 3rd floor northend - middle shower drain is clogged
52795	9	5	20091206	20100112	Smith 215 Bed loose
52869	9	5	20091209	20100112	Smith 1st floor southend - 2nd toilet will not flush
52870	9	5	20091209	20100112	Smith 3rd floor northend - 3rd toilet will not flush
52893	9	5	20091210	20100112	Smith 3rd floor showers on the right side will not turn off. Water continuously running.
52873	9	5	20091209	20100112	Mynders 338 Outlets in room without power
52905	9	5	20091211	20100112	Mynders 111 Kitchen sink clogged
52786	9	5	20091205	20100112	Mynders 326 Bathroom outlet not working
52871	9	5	20091209	20100112	Smith 3rd floor northend - 1st toilet is clogged
53860	9	5	20100127	20100128	Smith - install key box in the AAC office
52734	9	5	20091202	20100112	South - Women's bathroom in lobby, light out
53468	9	5	20100111	20100120	Mynders 359 blind broken
52754	9	5	20091203	20100112	Mynders 333 Replace lightbulb
52770	9	5	20091204	20100112	Mynders 201 outlets are not working
52769	9	5	20091203	20100112	Mynders 103 Shower faucet broken
52737	9	5	20091202	20100120	Smith 2nd floor southend bathroom - replace blinds by toilets
52778	9	5	20091204	20100112	Smith 3rd floor southend - sink near the shower is clogged
53092	9	5	20091214	20100112	Mynders hallway lightbulbs need to be replaced near rooms 101 & 102.
53098	9	5	20091214	20100112	RTN 2810 clogged sink
53146	9	5	20091216	20100112	Smith 212 sink light out
53188	9	5	20091219	20100112	Smith 119 - Sink leaking from pipes.

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Maint Daily Report

Tech-Center - Windows Internet Explorer

http://reslifeweb.memphis.edu/tech50/DoTechLogin.asp

303 Open Cases For Administrator System (Expand)

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54733	1 Active	04/02/2010 2:56 PM	04/02/2010 2:59 PM	---	(Karen Lewis) 4211 BEN 101 - carpet needs to be tacked down	Maintenance Support - Office Coordinator
54732	4 Active	04/02/2010 2:26 PM	04/02/2010 2:26 PM	---	(Patricia Short) [Residence Life and Dining Services] RTN Laundry Rm - washer #23 is extremely loud	Caldwell and Gregory
54730	4 Active	04/02/2010 1:18 PM	04/02/2010 1:18 PM	---	(Patricia Short) [Residence Life and Dining Services] Carpenter 3860-302-2 - repair room entrance door	Physical Plant
54729	4 Active	04/02/2010 11:03 AM	04/02/2010 11:03 AM	---	(Patricia Short) [Residence Life and Dining Services] Carpenter 241-101 bath B - floor needs mopped up, see below	Housekeeping
54728	4 Active	04/02/2010 10:37 AM	04/02/2010 10:37 AM	---	(Patricia Short) [Residence Life and Dining Services] RTS 1st floor kitchen - sink is leaking at the p-trap	Hank Jemison - Carpenter
54727	4 Active	04/02/2010 10:27 AM	04/02/2010 10:35 AM	---	(Victoria Baetzel) Carpenter 245-102 Front door light is out, replace bulb	Hank Jemison - Carpenter
54726	4 Turned Over	04/02/2010 10:15 AM	04/02/2010 11:01 AM	---	(Victoria Baetzel) Carpenter 241-101 Study, bedroom 1 and bathroom B have standing water	Hank Jemison - Carpenter

20100216

Hank Jemison - Carpenter

Case Number	Completed By	Open Date	Date Last Updated	Case Description
53425	7	20100111	20100216	Carpenter 3872-304 Windows in the bedrooms are all off alignment
54077	7	20100209	20100216	Carpenter 3872 Light out on first floor

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Internet 100%

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

Tech+Center - Windows Internet Explorer

http://reslifeweb.memphis.edu/tech50/DoTechLogin.asp

303 Open Cases For Administrator System (Expand)

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Assistant Area Coordinator Search Menu

Search Results View: Brief Detailed Cancel

Sort Results by Case Number: Ascending

Search By Key Word in Knowledge-Base

Search Knowledge Base: Multiple Words: Any All

Search By Attribute

Location/Residence Hall

Inquire
Richardson Towers North
Richardson Towers South

Assigned To: Assistant Area Coordinator Status: All Open Cases

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