

# University Facilities Committee

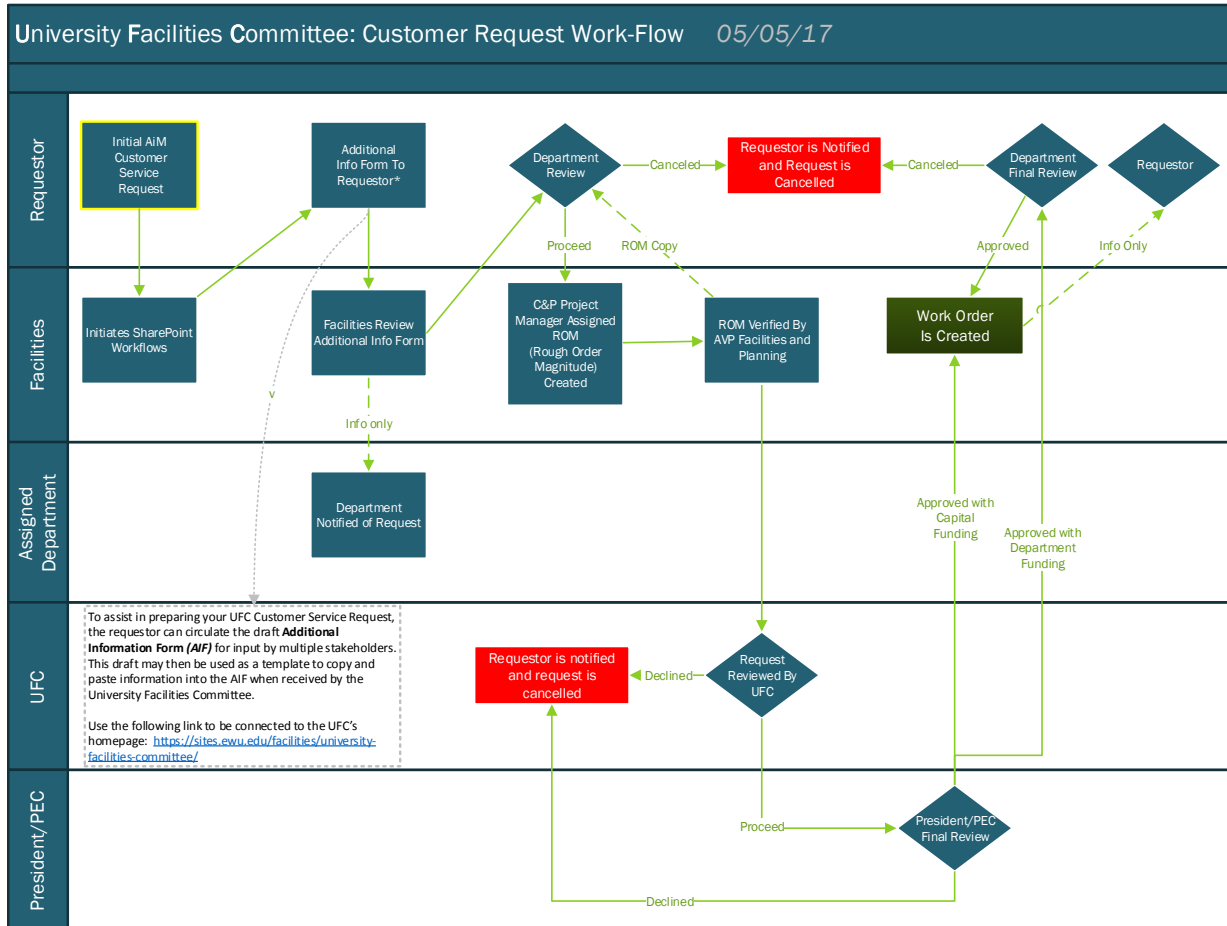
■ start something **big**



*UFC* - Customer Service Request Process

# UFC Customer Request Work Flow

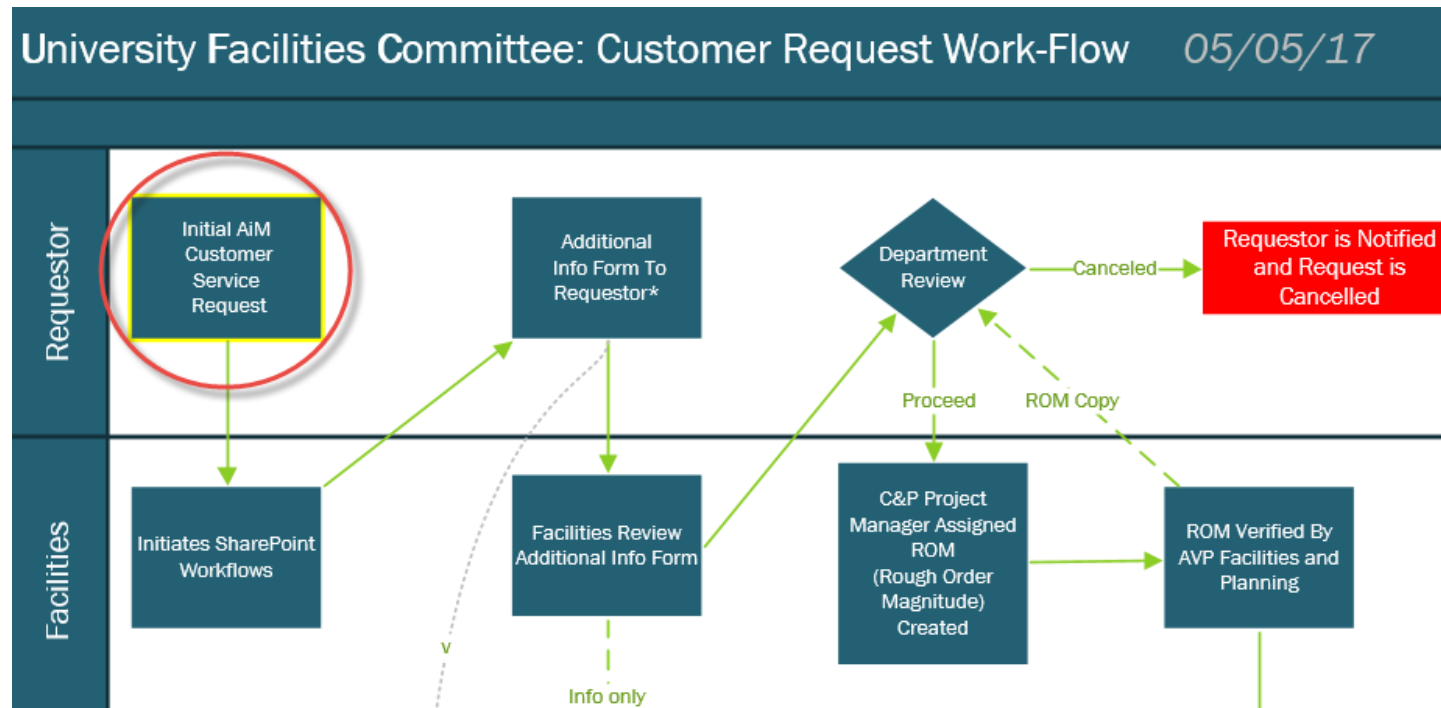
start something big



# Customer Initiates Request

■ start something **big**

- Customer submits online work request



# How Are Requests Submitted For Review?

■ start something **big**

## Facility Work Request Form

– Online:

<http://aim.eastern.ewu.edu:8090/FMAXCustomerRequest/>

- To submit a Work Order online, you can find our request button on both the homepage and most all of the Facilities & Planning department pages.



Calendar



Projects



Facilities Services



Facilities Maintenance



Construction & Planning



Facilities Business Services



University Facilities Committee



Fire Life Safety

Campus News/Alerts

EWU 2017 Water Forum

Interdisciplinary Science Center Construction

For non-urgent Work Orders, submit online using the link below

[Request Work Online](#)

For urgent Work Orders call (509) 359-2245



2016-2017 University Facilities Committee

The goal of the University Facilities Committee (UFC) is to make recommendations to the President to ensure that space is allocated in a thoughtful way and that this allocation results in the optional utilization of space at Eastern Washington University. In addition, it is the committee's role to review and make recommendations on the University's ten year capital plan and capital budget submission.

For non urgent Work Orders, submit online using the link below

[Request Work Online](#)

For urgent Work Orders call 359.2245



EASTERN WASHINGTON UNIVERSITY

start something **big**

# What Types Of Space Request Are Reviewed By The UFC:

■ start something **big**

## 1. Requesting Space

Facility Work Request Form  
EASTERN WASHINGTON UNIVERSITY

HOME

### Submit a Work Request

To submit a work request to the Eastern Washington University Facilities department below. If you need any assistance with this form, please contact the Work Order 509-359-2245 or [workrequest@ewu.edu](mailto:workrequest@ewu.edu)

Request Type:  \* Please select the

University Facilities Committee approval is required for this request type.

## 2. Remodeling a Space

Facility Work Request Form  
EASTERN WASHINGTON UNIVERSITY

HOME

### Submit a Work Request

To submit a work request to the Eastern Washington University Facilities department below. If you need any assistance with this form, please contact the Work Order 509-359-2245 or [workrequest@ewu.edu](mailto:workrequest@ewu.edu)

Request Type:  \* Please select the

University Facilities Committee approval is required for this request type.

# Customer Request is Created in AiM

start something **big**

## Facility Work Request Form

EASTERN WASHINGTON UNIVERSITY

HOME

### Submit a Work Request

To submit a work request to the Eastern Washington University Facilities department, please use the form below. If you need any assistance with this form, please contact the Work Order Administrator at 509-359-2245 or [workrequest@ewu.edu](mailto:workrequest@ewu.edu)

Request Type:  \* Please select the service related to your request.

University Facilities Committee approval is required for this request type.

### Budget Information

\* Please provide funding information for your request if applicable.


Budget Authority:

Banner Index:  \*

Authority Name:  \*

Authority E-mail:  \*

How does your request align with the EWU



Customer Request  
**28387**  
 Status: OPEN

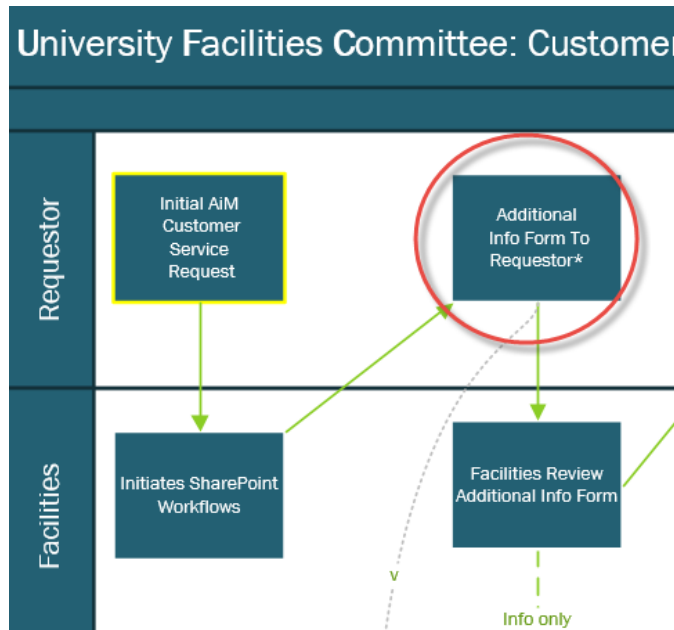
## Customer Request Summary Report

Customer Request			
Description:	Short Description of request	Created By:	JEARLY2
		Date Created:	Oct 5, 2016, 9:12 A
		Desired Date:	
Problem Code:		Reference:	
Work Order:			
Approver Comment:			
Contact			
Requestor:		Requestor Phone:	
Address1:		Requestor Email:	email@ewu.edu
Address2:			
City:		State:	Zip Code:
Contact:	First Last Name		
Contact Email:	email@ewu.edu	Contact Phone:	509-359-0000
Location			
Region:	CHENEY (CHENEY CAMPUS)	Facility:	1 (CAMPUS BUILDINGS)
Property:	1460 (ROZ - ROZELL HEATING PLANT)	Location:	001 ()
Extra Description			
Customer Request	Request Type: Space		
Extra Description:	Department: Construction & Planning		
	Room/Location: 101		
	Work Requested:		

# SharePoint Activated

■ start something **big**

Additional information form sent to requestor



## Space Request - Part 2 (Draft)

Is the space requested under your control?:

- Yes  
 No

If no, which department controls the space?

### PRIORITY CONSTRAINTS

Must the project be initiated soon in order to:

A) Meet academic certification or accreditation requirements?

- Yes  
 No

B) Permit enrollment growth and/or specific quality improvements in current or new programs?

- Yes  
 No

If "Yes" to the above, provide brief explanation:

### Purpose of Space Request

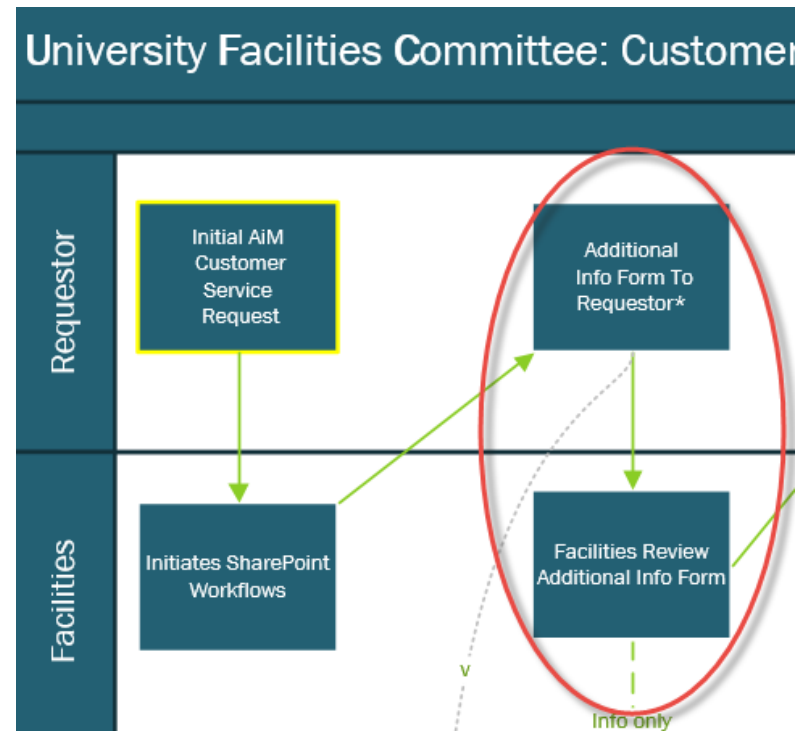
Please provide an explanation to why you are requesting this space.



# Completed Form Submitted To SharePoint

■ start something **big**

- Facilities AVP reviews form
  - Incomplete:
    - return to requestor
  - Complete
    - proceeds to next step



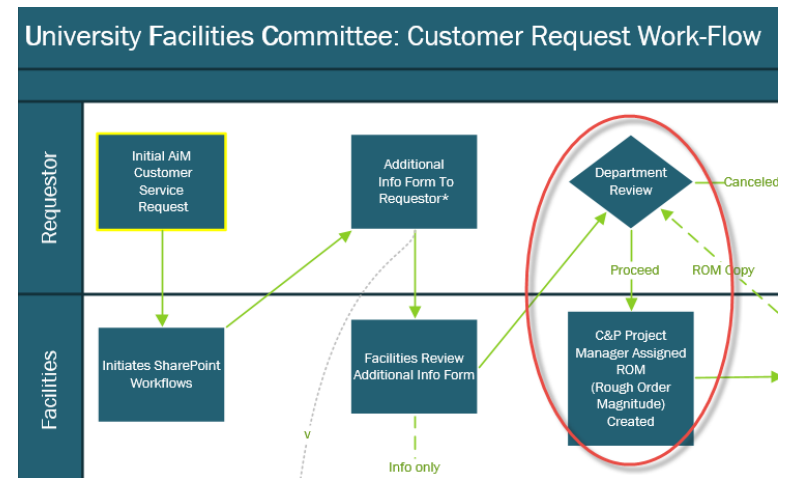


# Request Sent To Department For Review



- Vice President/Dean reviews documents to determine whether to:
  - Cancel (requestor is notified)
  - Proceed**

*\* If space is not within the requesting department the VP/Dean of the space is notified.*



# Proceed:

■ start something **big**

- Notification is sent to AVP Facilities & Planning
  - Construction & Planning Project Manager (PM) is assigned
  - A Rough Order of Magnitude (ROM) project estimate and any related documents are created and saved to SharePoint
- After final AVP Facilities & Planning review:
  - Request and all documents are sent via SharePoint:
    - Department
    - Requestor
    - UFC Members



# Construction & Planning Services

101 Rozell Cheney, WA 99004-2464

(509)-359-6565

RequestID:

Request Description:

Project Manager:

Date:



## 000 - Shop Support

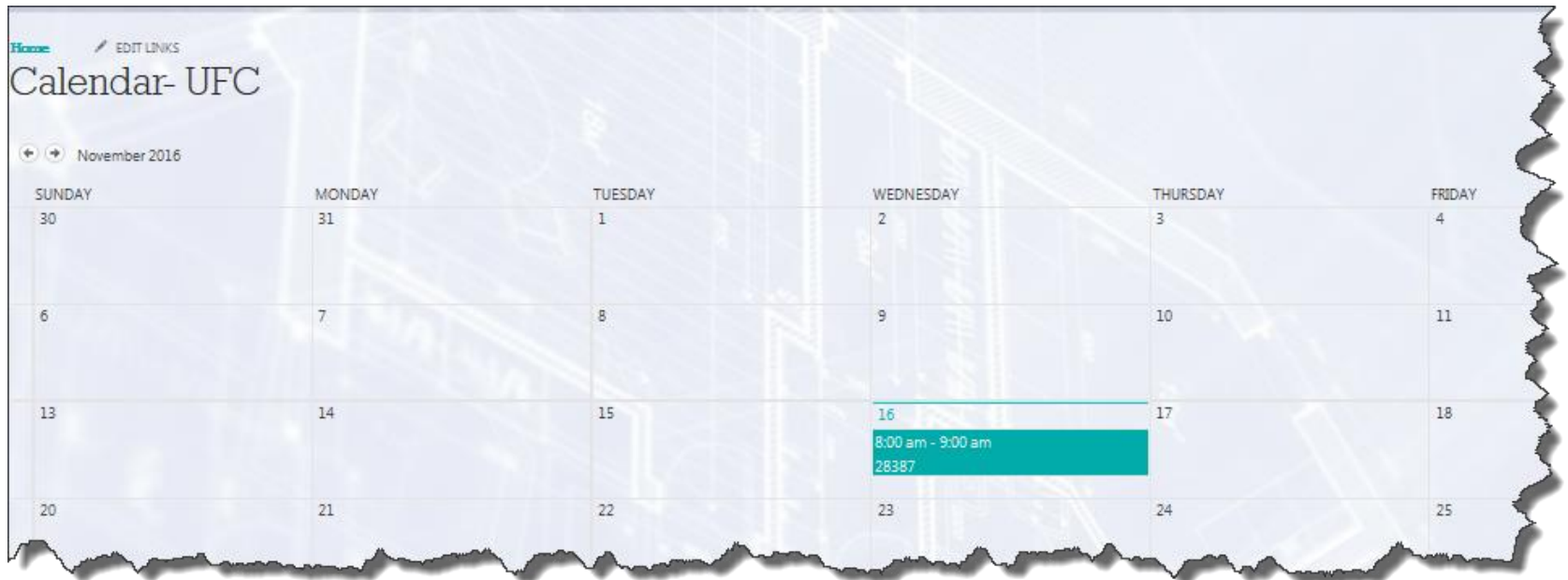
### In-Plant Services:

Access Control	<input type="text"/>	X	<input type="text"/>
Building Maintenance	<input type="text"/>	X	<input type="text"/>
Electric Shop	<input type="text"/>	X	<input type="text"/>
EMS	<input type="text"/>	X	<input type="text"/>
Fabrication	<input type="text"/>	X	<input type="text"/>
Housing Maintenance	<input type="text"/>	X	<input type="text"/>
HVAC/R	<input type="text"/>	X	<input type="text"/>
Insulation Shop	<input type="text"/>	X	<input type="text"/>
Paint Shop	<input type="text"/>	X	<input type="text"/>
Plant Operation	<input type="text"/>	X	<input type="text"/>
Plumbing Shop	<input type="text"/>	X	<input type="text"/>
Auto Shop	<input type="text"/>	X	<input type="text"/>
Custodial/Equipment Crew	<input type="text"/>	X	<input type="text"/>
Grounds	<input type="text"/>	X	<input type="text"/>
Trucking	<input type="text"/>	X	<input type="text"/>
Refuse	<input type="text"/>	X	<input type="text"/>

# Committee Review

■ start something **big**

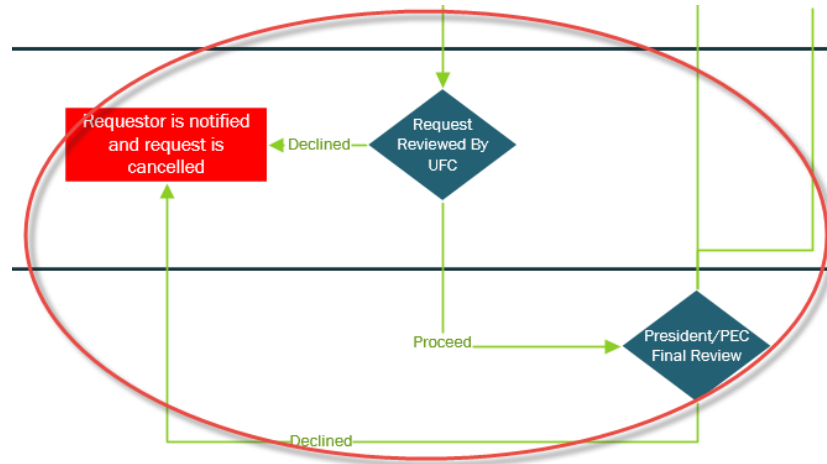
- Requests ID number will be added to the calendar to be reviewed.



# UFC Meeting: Determination

■ start something **big**

- Request Declined
  - Customer is notified of decision
- Proceed
  - Request is sent to PEC/President for final review and decision



# President/PEC Determination: Declined

■ start something **big**



President/PEC  
Final Review

- AVP Facilities is notified of decision
  - Status is changed in SharePoint
  - Notifications are sent to Customer/Department

Requestor is Notified  
and Request is  
Cancelled



# President/PEC Determination: Capital Funded

■ start something **big**

President/PEC  
Final Review

- AVP Facilities is notified of decision that **Capital funding** is approved
  - Status is changed in SharePoint
  - Notifications are sent to Customer/Department
  - Moves to Work Order Created

Work Order  
Is Created



# President/PEC Determination: Department Funded

■ start something **big**



Department  
Final Review

- AVP Facilities is notified of decision that **Department funding** is approved
  - Status is changed in SharePoint
  - Notification is sent to Department VP/Dean for final review





# Departments VP/Dean Final Review

■ start something **big**



Department  
Final Review

- Department approves
- AVP Facilities is notified
  - Funding source confirmed
  - Customer is notified
  - Moves on to the next phase, work order is created



Work Order  
Is Created



# Departments VP/Dean Final Review

■ start something **big**



Department  
Final Review

- Department declines funding request
- AVP Facilities is notified
  - Notification is sent to customer

Requestor is Notified  
and Request is  
Cancelled



# SharePoint Highlights

■ start something **big**

## Central location for:

- Calendar
  - UFC Meetings
  - Customer Requests by ID number scheduled for review
- Meeting minutes
- Spreadsheets and reports
- Tracking status of requests
- Email correspondence related to requests



# Questions/Comments

■ start something **big**

- Questions/Comments can be directed to:

***Jacquelyn H. Early* | Administrative Assistant**

EWU Facilities & Planning

101 Rozell ▪ Cheney, WA 99004

[p] 509.359.6746

[c] 509.828.8104

[f] 509.359.4224

[yearly2@ewu.edu](mailto:yearly2@ewu.edu) ▪ <http://access.ewu.edu/facilities>

***Thank you!***



# *Fun Facts – Special Thanks To:*



- **Mauricio Contreras**
  - C&P Student employee since Jan. 2016
    - CAD (Computer Aided Drafting) Tech
    - SharePoint lead
  - Computer Science Major - Junior
    - Anticipated graduation June 2018
  - Excels at being able to learn business processes and new software technology (at the same time)!

