

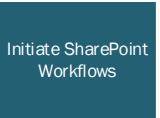

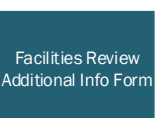


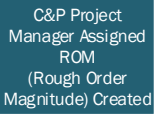


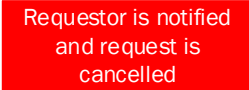


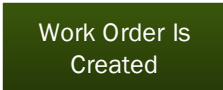

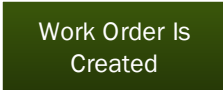



	Process	Description
		To assist in preparing your UFC Customer Service Request, the requestor can circulate the draft Additional Information Form (AIF) for input by multiple stakeholders. This draft may then be used as a template to copy and paste information into the AIF when received by the University Facilities Committee.
1		Customer Service request is submitted via AiM Facility Work Request Form on the Facilities & Planning web page http://aim.eastern.ewu.edu:8090/FMAXCustomerRequest/
2		Request is added in SharePoint <ul style="list-style-type: none"> • Unique Customer Request ID and related forms are created
3		Requestor will provide additional information on the Space Request Form – Part 2 <ul style="list-style-type: none"> • Upon submission of form, proceed to next step in approval process
4		Review of Additional Information Form by Facilities AVP <ul style="list-style-type: none"> • Determination: <ul style="list-style-type: none"> ○ Incomplete – return to requestor ○ Complete – proceed to next step
5		Review by requesting department's Vice President/Dean <ul style="list-style-type: none"> • Determination: <ul style="list-style-type: none"> ○ Cancel – email notification to requestor ○ Proceed – to next step in approval process
6		If space is not within the requesting departments control: <ul style="list-style-type: none"> • The Vice President of the controlling departments space is notified (informational only)
7		A ROM (Rough Order of Magnitude) project cost estimate and related documents are created and saved to SharePoint by Construction & Planning Project Manager (PM)
8		Request & supporting documentation reviewed by the AVP Facilities & Planning for completeness <ul style="list-style-type: none"> • Determination: <ul style="list-style-type: none"> ○ Incomplete by PM or Customer <ul style="list-style-type: none"> ▪ Clarification email sent ○ Packet complete <ul style="list-style-type: none"> ▪ Proceed – next step in approval process

UNIVERSITY FACILITIES COMMITTEE: CUSTOMER REQUEST WORK FLOW DESCRIPTIONS
DRAFT 05/05/2017

9		<p>UFC Committee:</p> <ul style="list-style-type: none"> • Prior to the UFC meeting: <ul style="list-style-type: none"> ○ Receive email with links to each Customer Service Request to be reviewed • Recommendation is made by committee <ul style="list-style-type: none"> ○ Proceed – to next step in approval process
10		<p>UFC determination:</p> <ul style="list-style-type: none"> • Request Declined <ul style="list-style-type: none"> ○ Customer is notified of the cancelation
11		<p>UFC determination:</p> <ul style="list-style-type: none"> • Proceed <ul style="list-style-type: none"> ○ Request is sent to PEC/President for final review and decision ○ Proceed to next step in approval process
12		<p>President/PEC determination:</p> <ul style="list-style-type: none"> • Request Declined <ul style="list-style-type: none"> ○ Customer is notified of the cancelation
13		<p>President/PEC determination:</p> <ul style="list-style-type: none"> • Capital funding – Request Approved <ul style="list-style-type: none"> ○ Moves to Work Order Created
14		<p>President/PEC determination:</p> <ul style="list-style-type: none"> • Request Approved by President/PEC for Department funding <ul style="list-style-type: none"> ○ Requesting Department VP/Dean is notified for Final Department Review/Decision
15		<p>Departments VP/Dean final review:</p> <ul style="list-style-type: none"> • Request Approved for Department Funding <ul style="list-style-type: none"> ○ Funding source confirmed ○ Customer is notified ○ Moves on to the next phase, work order is created
16		<p>Departments VP/Dean final review:</p> <ul style="list-style-type: none"> • Request Denied for Department Funding <ul style="list-style-type: none"> ○ Customer is notified by email