Service Request Workflow: Basic Overview (non-emergency SRs for FCS trades)

SR Status:	NEW	QUEUED	PENDING	IN PROGRESS	RESOLVED

Customer

- Submit SR on website
- (Email notification)
- Receive email notification - SR is Cancelled
- Receive email notification - SR is Cancelled
- Receive email notification – SR is In Progress
- Receive email notification – SR is Resolved

Unit Facility Representative

- Review SR. Choose Send to FCS, Hold, Issue Internal, or Cancel
- Approve request?
  - No → Cancel SR
  - Yes → Do in the near future?
    - No → Put SR in "Hold" status
    - Yes →
- Receive email notification - SR is Cancelled
- Receive email notification – SR is In Progress
- Receive email notification that SR is Resolved

FCS (FM Zones) Manager / Foreperson

- Review SR
- Will do the work / approve?
  - No → Cancel SR
  - Yes → Schedule in the near future?
    - No → Put SR in "Hold" status
    - Yes → Acknowledge SR, create work order(s). "Crew" the WO(s).
- Create Labor assignments on WO(s)
- SR changes to "In Progress" status (when first transaction is entered)
- SR changes to "Resolved" status (when all WOs are complete)

Tradesperson

- Work Started. Enter Labor and Work Logs on the WO.
- Work complete?
  - → Complete labor assignment
- WO changes to "Complete" status (when all assignments on a WO are complete)