




Purpose:	The triage of emergency service requests	
When:	An emergency service request must be sent to Facilities Services	
Who:	Unit Facility Representatives	
Resources to Complete Tasks		
A phone	A Maximo account, with UFR access (optional)	
A computer (optional)		
Perform These Tasks:	Do These Steps/Notes:	
1. Call FS Customer Service at 255-5322 or EMCS (if after hours) with emergency request information	<ul style="list-style-type: none"> a. Provide a detailed description of the request, including the facility name or facility code b. If there is not an existing SR in Maximo, Customer Service or EMCS will create one. End this SOP. c. If a Maximo SR already exists, follow Tasks 2-3 	
2. Triage an emergency SR that already exists in Maximo	<ul style="list-style-type: none"> a. Follow SOP U1, tasks 2-5 <ul style="list-style-type: none"> • On Task 5, update the Internal Priority code field to 50 b. Continue with this SOP, remaining steps 	
3. Verify or populate the GL Account ¹	<ul style="list-style-type: none"> a. <i>If it is work that is to be paid for by the customer (departmental)</i> <ul style="list-style-type: none"> • If departmental GL account is populated, do nothing • If departmental GL account is not populated, determine the GL account (may require contacting the customer or finance rep.) • Populate* the GL account OR use the magnifying glass to use the GL account string builder b. <i>If it is work covered by the maintenance budget¹:</i> <ul style="list-style-type: none"> • If GL account is populated, verify that it is correct <ul style="list-style-type: none"> ○ It may have automatically populated based on the location number, if so, leave as is • If GL account is not populated, populate correct GL account OR use the magnifying glass to use the GL account string builder <p style="text-align: center; color: red;">*If typing in the GL Account, use the following format: IT-1234567-?????-1234 Chart – Account - Sub Account - Object Code</p>	
4.	<ul style="list-style-type: none"> a. Click the Save button  b. Click the workflow  button <ul style="list-style-type: none"> • A message will appear prompting you to call FS Customer Service • Click OK • Call FS Customer Service c. Click the workflow  button again d. Click the “Start Center” link at the top of the screen 	

The Result Will Be:

FS Customer Service or EMCS will receive and emergency service request information.

Reference Information:

¹Maximo Facilities Management GL Accounts: REF 1