

<u>Status Codes</u>	<u>Description(s)</u>
Requested/Scheduled	New Request / Pending Schedule – SR converted to WO
Approved	Assigned to Technician for Completion
Assigned/Open	Technician Working / In Progress – Not completed
Pending	Still Researching / Verifying Solution to Problem
Parts Ordr	Parts / Materials on Order
Hold	Waiting Review / Approval
Canceled	Duplicated Request / Re-Submit to Capital
Completed	Work Order Completed
Contracted	Forwarded to Construction Management
Deferred	Future Scheduling

Work Order Priority System

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|---|-----------|---|
| 1 | Emergency | Called into Facilities Management or Campus Safety – Investigated within one hour/repared or situation stabilized within 24 hours |
| 2 | Urgent | Investigated within 2 business days/repared within 7 business days |
| 3 | Routine | Investigated within 14 business days/repared within 30 business days |

Emergency – These are life threatening equipment failure or breakdown will result if not fixed immediately, will cause further damage to the infrastructure and/or health & safety of the community. Examples: Gas leak, power outage, or major water main break.

Urgent – This work that is not an emergency, but should be done within 7 days. Facilities Management may perform temporary repairs within the first 2 days. Examples: toilet and sink clogs or minor leaks.

Routine – This is work that if left undone will not cause any life safety or total failure of any system or entity. Examples: changing light bulbs, hanging bulletin boards, or replacing a soap dispenser.