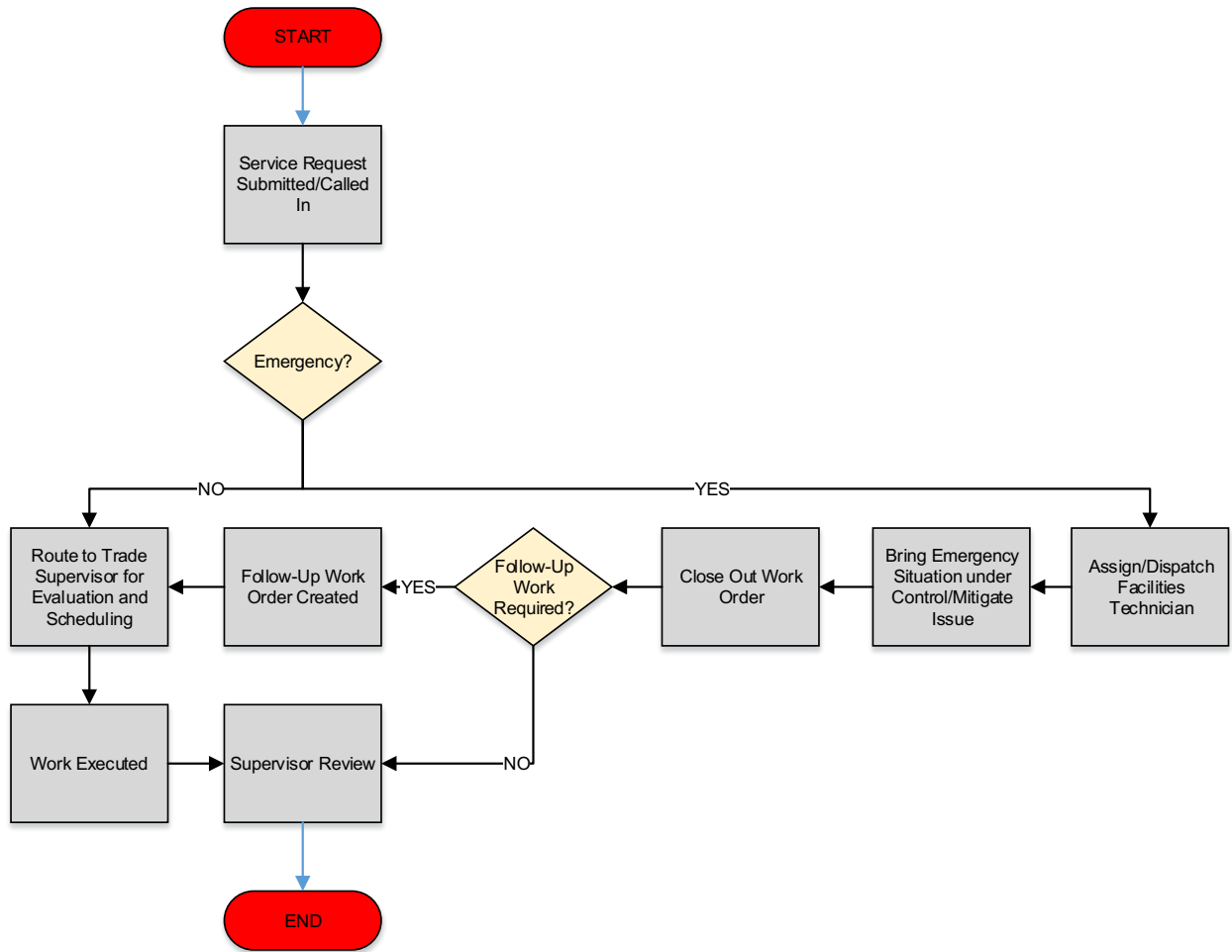


SERVICE REQUEST WORKFLOW DIAGRAM



Text-only Service Request Workflow

This page is a text-based representation of the previous flow chart.

The process begins with **START**.

The route then leads to **Service Request Submitted Called In**.

From there, the route leads to **Emergency?**

Here the route splits in two directions:

Route 1: No

- **Route to Trade Supervisor for Evaluation and Scheduling**
- **Continuation of No Route:**
 - Next Step: **Work Executed**
 - Next Step: **Supervisor Review**
 - The **route ends** here.

or

Route 2: Yes

- **Assign/Dispatch Facilities Technician**
- Continuation of Yes Route:
 - Next Step: **Bring Emergency Situation under Control/Mitigate Issue**
 - Next Step: **Close Out Work Order**
 - Next Question: **Follow-up Work Required?**
 - Here the route splits in two directions:
 - **Route 1: No**
 - **Supervisor Review**
 - The **route ends** here.
 - **Route 2: Yes**
 - **Follow-Up Work Order Created**
 - Next Step: **Route to Trade Supervisor for Evaluation and Scheduling**
 - Next Step: **Work Executed**
 - Next Step: **Supervisor Review**
 - The **route ends** here.