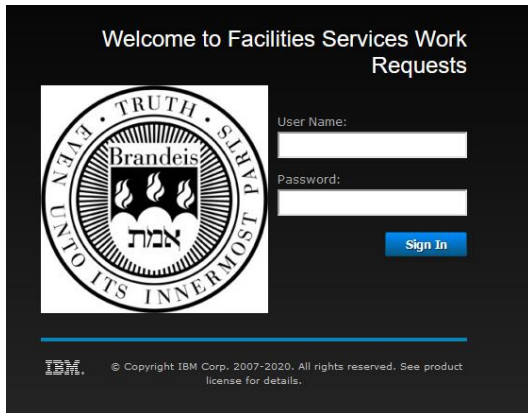



Work Instruction - Facilities Service Request System

Use your Brandeis credentials to log into the Work Order Management System



Welcome to Facilities Services Work Requests



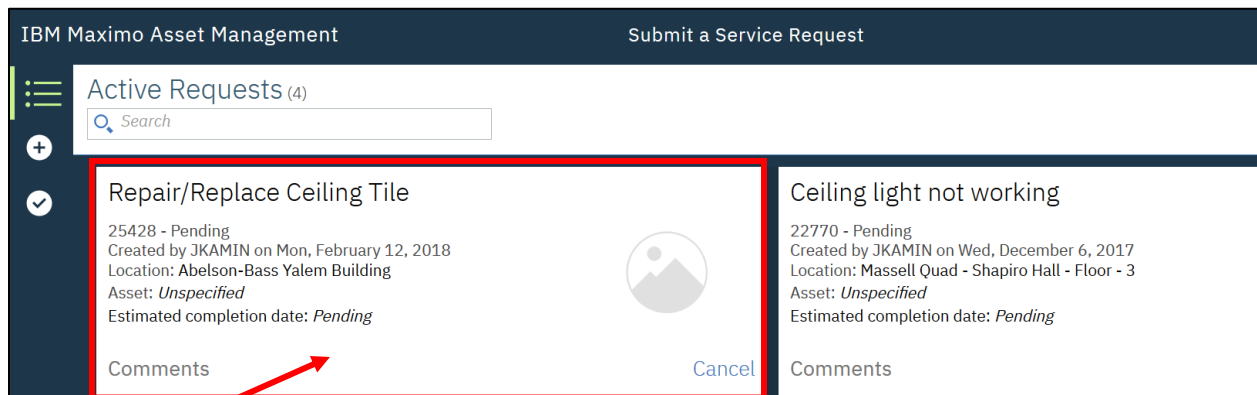
User Name:

Password:

[Sign In](#)

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Once you log into the system, you will be brought to a form that shows the current users active service requests. The layout is considered a card view, where each card represents a service request.



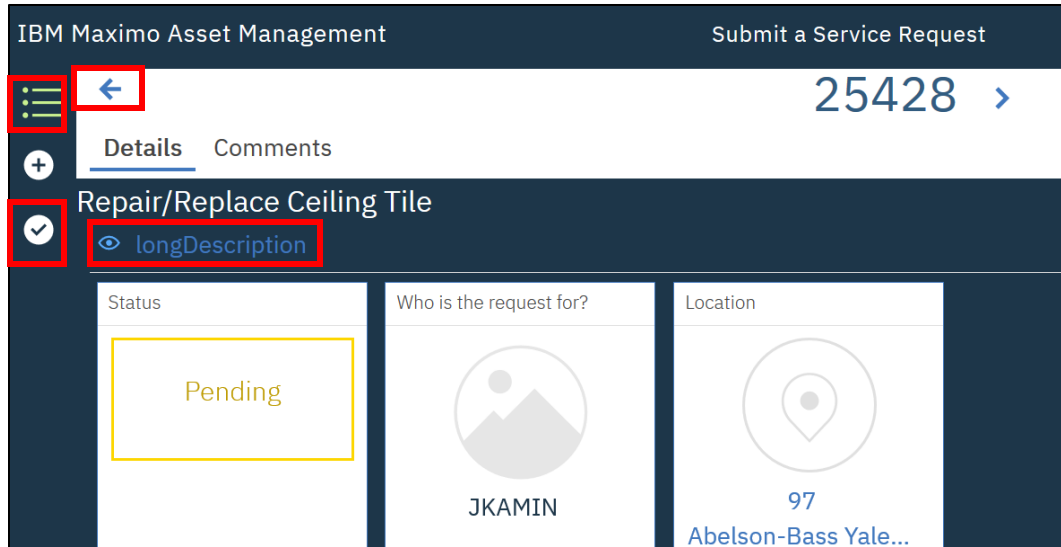
IBM Maximo Asset Management Submit a Service Request

Active Requests (4)

<p>Repair/Replace Ceiling Tile</p> <p>25428 - Pending Created by JKAMIN on Mon, February 12, 2018 Location: Abelson-Bass Yalem Building Asset: <i>Unspecified</i> Estimated completion date: <i>Pending</i></p> <p>Comments Cancel</p>	<p>Ceiling light not working</p> <p>22770 - Pending Created by JKAMIN on Wed, December 6, 2017 Location: Massell Quad - Shapiro Hall - Floor - 3 Asset: <i>Unspecified</i> Estimated completion date: <i>Pending</i></p> <p>Comments</p>
---	---

Click on a card (or Service Request) brings you into the detail section. This area contains additional information for the request you selected.

Work Instruction - Facilities Service Request System



If you provided additional information in the long description, you can view that by clicking on the long description hyperlink text.

Click the back arrow to return to the main page.

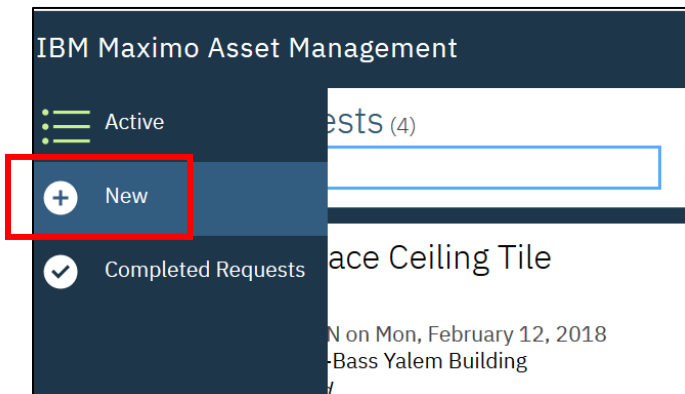
- To view inactive requests (those which have been marked as resolved), click on the check mark in the left-hand menu.
- ❖ **Note: The greater number of service requests in your profile history, the longer load time you can expect.**

To return to only active service requests, click on the three-item bulleted list on the left-hand menu.

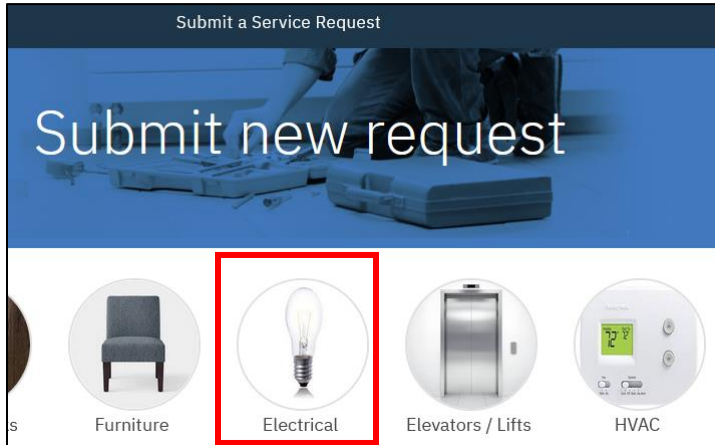
Work Instruction - Facilities Service Request System

CREATING A NEW SERVICE REQUEST

Click on the 'plus' sign in the left hand menu.



Start of by selecting the category of support you need.








For this example, we will select 'Electrical'

Next you have the option to select one of the pre-existing templates that cover the most common requests. If the issue you are experiencing is not covered by a template, select 'None of the above.'

Work Instruction - Facilities Service Request System

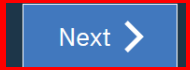
IBM Maximo Asset Management

  Back Issue Deta


Describe the issue

- Light(s) out / blinking
- Receptacle(s) not working
- No power to entire space / room
- Electrical fixture damaged
- Incorrect lighting schedule
- None of the above.



Click the 'Next' button

Work Instruction - Facilities Service Request System

In the 'Enter Additional Information' section, provide as much detail and context as possible.

- If the work you are requesting requires billing information, provide that in this field as well.
- You can also provide additional location information to help the technician know exactly where the problem is. This is especially important if you cannot identify a specific room from the location select screen that comes in a later step.

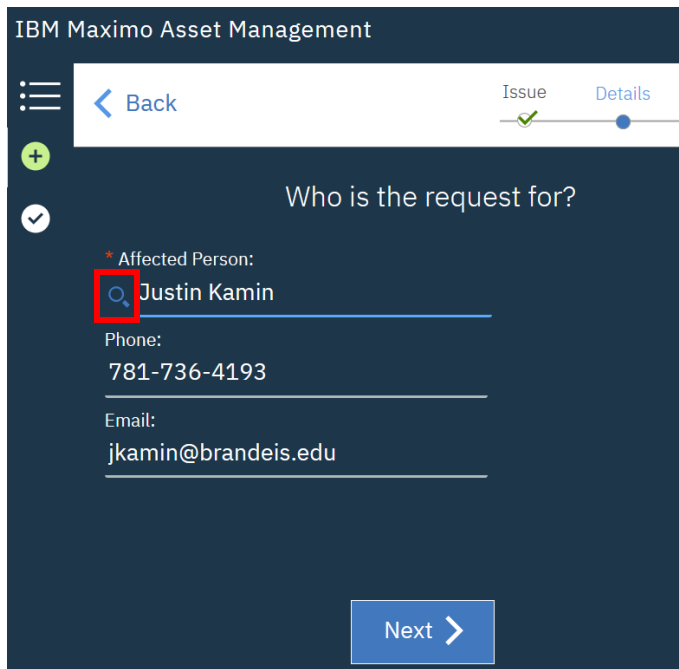
The screenshot shows the IBM Maximo Asset Management interface. At the top, it says "IBM Maximo Asset Management" on the left and "Subm" on the right. Below this is a navigation bar with a "Back" button on the left and "Issue", "Details", and "Subm" tabs on the right. The main content area is titled "Describe the issue" and contains a text input field with the text "Receptacle(s) not working". Below this is another section titled "Enter additional information" which contains a rich text editor with the text: "Here I provide all of the additional detail to ensure facilities has a clear understanding of the problem being faced. I can also provide any additional location and/or billing information for out of scope work."

NOTE: On some displays, the next button may not be visible on your screen. If this is the case, put your cursor in the 'Enter additional information' section, then click the tab button on your keyboard.

This is a close-up screenshot of the "Enter additional information" section. It shows the rich text editor with the same text as in the previous screenshot: "Here I provide all of the additional detail to ensure facilities has a clear understanding of the problem being faced. I can also provide any additional location and/or billing information (for out of scope work).". Below the text editor is a blue button with the text "Next" and a right-pointing arrow.

Work Instruction - Facilities Service Request System

Next you have the ability to add an additional name to the service request.



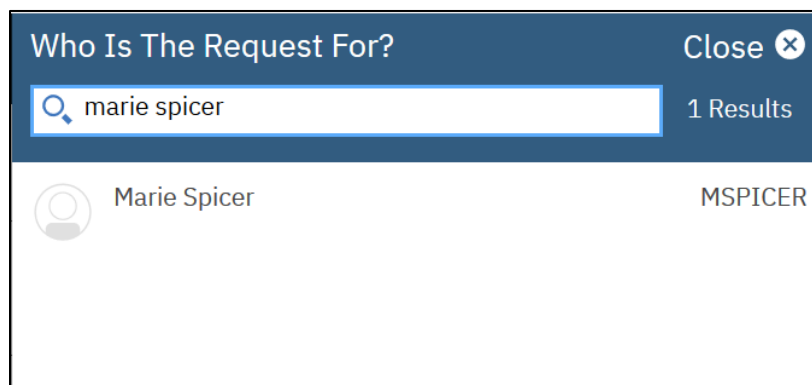
The screenshot shows the IBM Maximo Asset Management interface. At the top, it says "IBM Maximo Asset Management". Below that, there's a navigation bar with a "Back" button and a progress indicator showing "Issue" (checked) and "Details" (active). The main heading is "Who is the request for?". Underneath, there's a section for "Affected Person:" with a search icon next to the name "Justin Kamin". Below the name, there are fields for "Phone:" (781-736-4193) and "Email:" (jkamin@brandeis.edu). A "Next" button is at the bottom right.

Some building administrators may want to utilize this option if they are entering a request on another's behalf. A student may choose to add a roommate so they have visibility to the request. If you add another user the 'Affected Person' field, that individual will see the service request in their 'Active' and 'Completed' request section.

To add an 'Affected Person,' click on the magnifying class next to your name.

A side menu search box shows up.

Search for the name of the individual you want to add then hit enter.



The screenshot shows a search box titled "Who Is The Request For?". The search input contains "marie spicer" and shows "1 Results". Below the search bar, there is a list of results. The first result is "Marie Spicer" with a user icon and the ID "MSPICER".

Click on the individual's name to bring them into the 'Affected Person' field. Then click "Next"

Work Instruction - Facilities Service Request System

IBM Maximo Asset Management

Back Issue Details

Who is the request for?

* Affected Person:
Marie Spicer

Phone:
781-736-4378

Email:
mspicer@brandeis.edu

Next >

You now have the ability to add an attachment to the service request.

Back Issue Details Submit

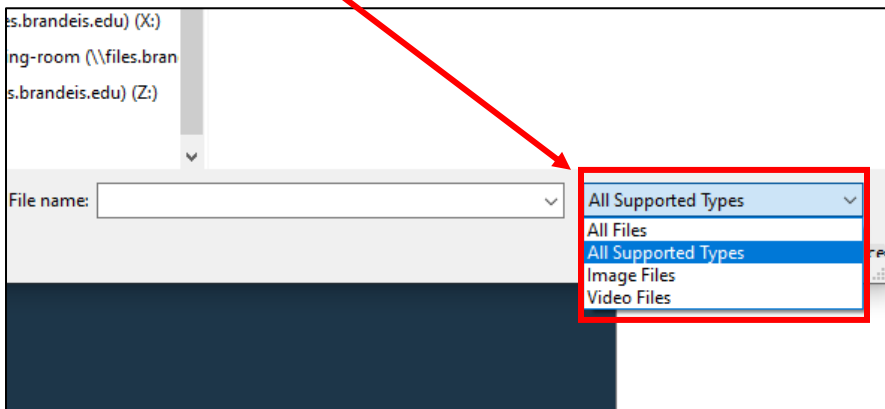
Add a photo or video of the issue?

No Yes

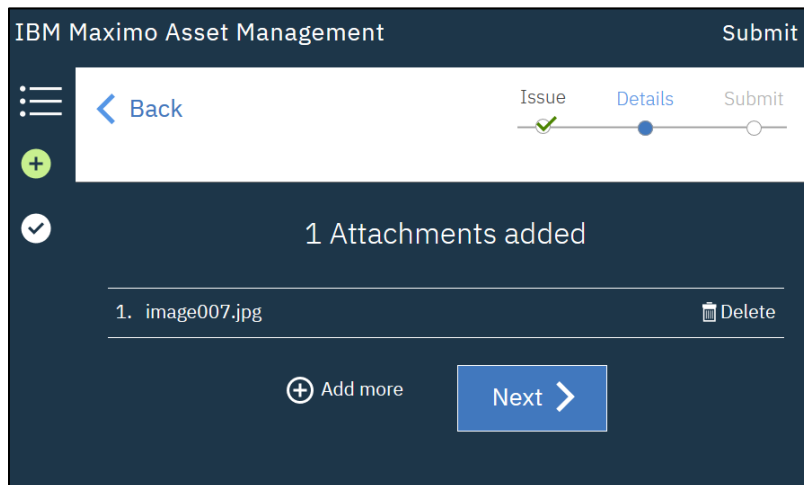
- By clicking no you will be brought to the next screen.
- If you select “Yes” you will receive a popup asking you to select the file you would like to add (size limit of 10mb).

Work Instruction - Facilities Service Request System

- ❖ Note: If you need to attach a file that is not a picture or video (such as a pdf key request form or seating arrangement chart), you must change the file type on the file upload dialog box from “All Supported Types” to “All Files”



Once added you can either add more attachments or advance to the next screen.

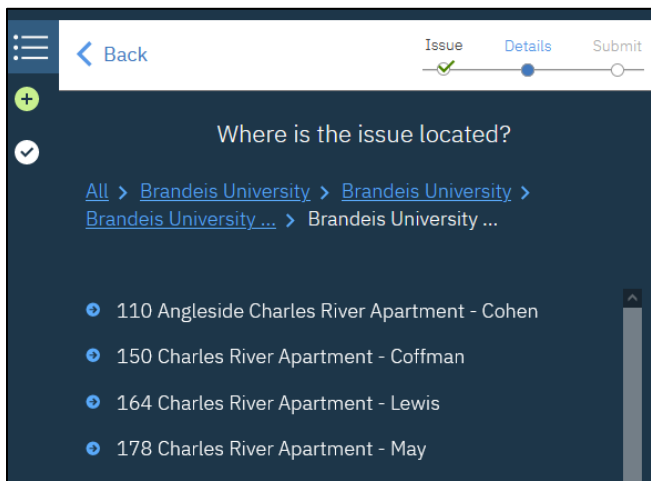
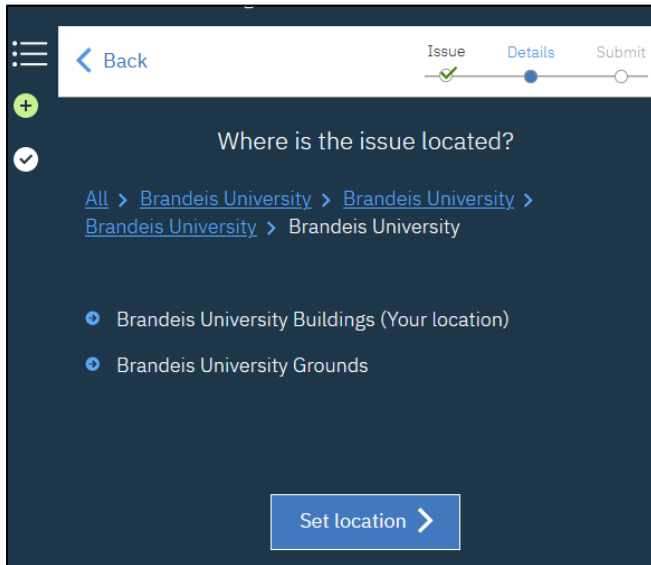


Next you provide the location of the problem being experienced.

Here you work your way down the drilldown selections until you come to the most specific location possible. In most cases this will be the room number. If you do not know the room number, you need to provide a detailed description in the additional information field.

Work Instruction - Facilities Service Request System

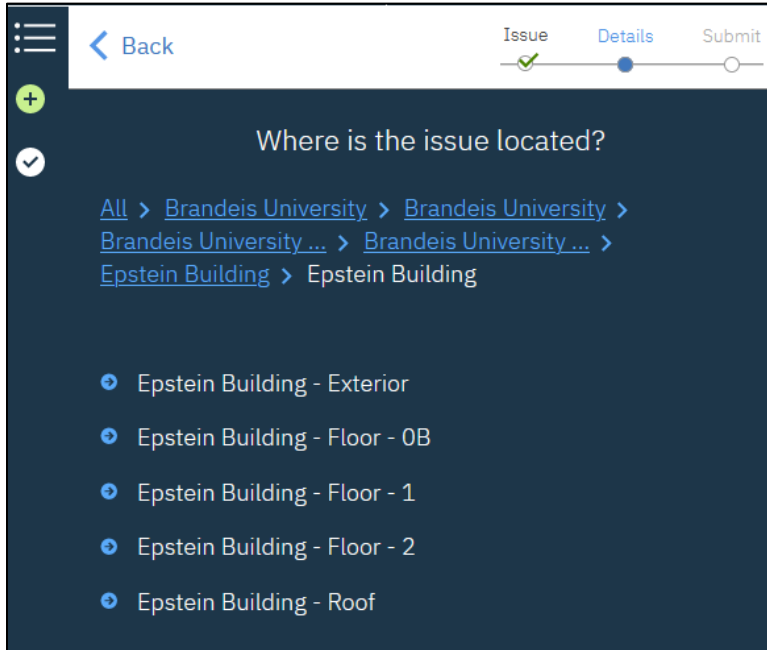
Most users will start at the Buildings or Grounds level of the hierarchy. To drill down to buildings, select Brandeis University Buildings



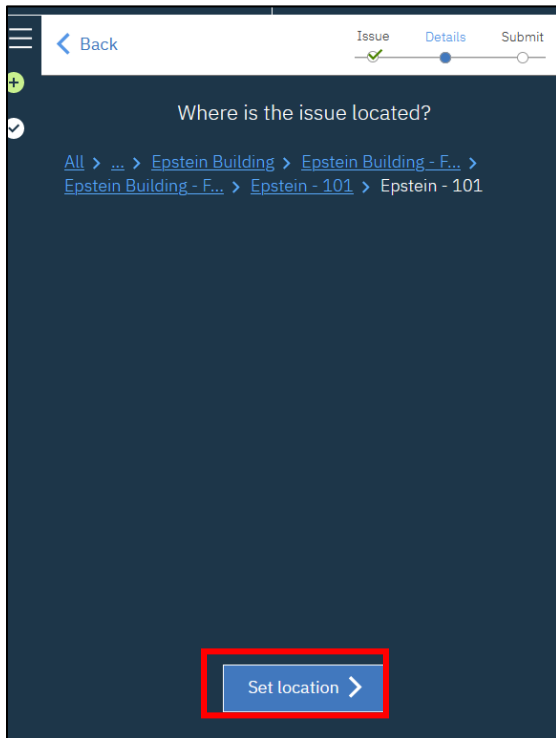
Scroll to your building and click on your selection. I will select Epstein for this example.

Work Instruction - Facilities Service Request System

Next you choose your floor. Options for most buildings also include the building's exterior and roof at this level of the hierarchy.

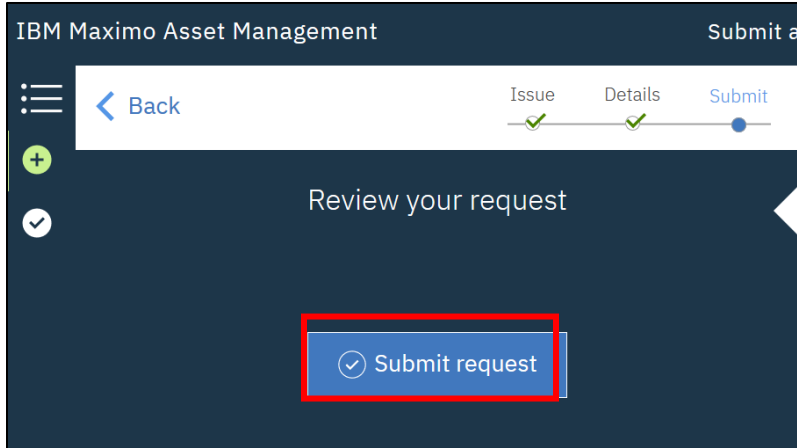


Next you select your room. If you do not know the room number, select 'Set Location.' If you know the room number, click on the appropriate room and then click 'Set Location.'

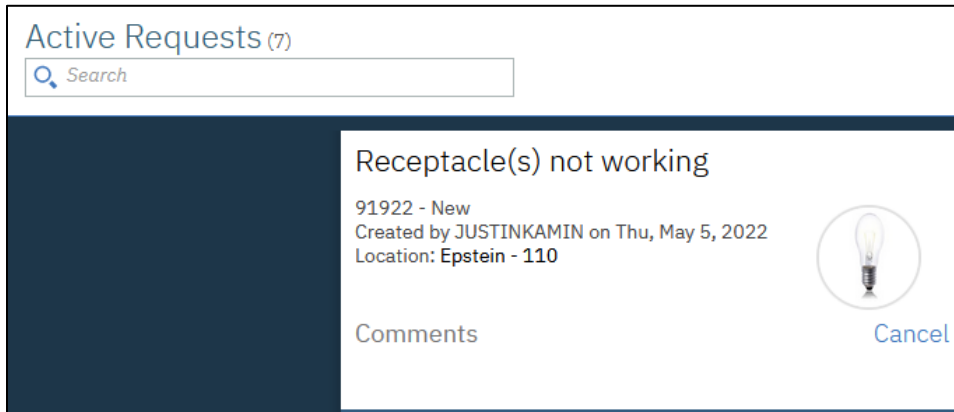


The last step is to submit your request.

Work Instruction - Facilities Service Request System



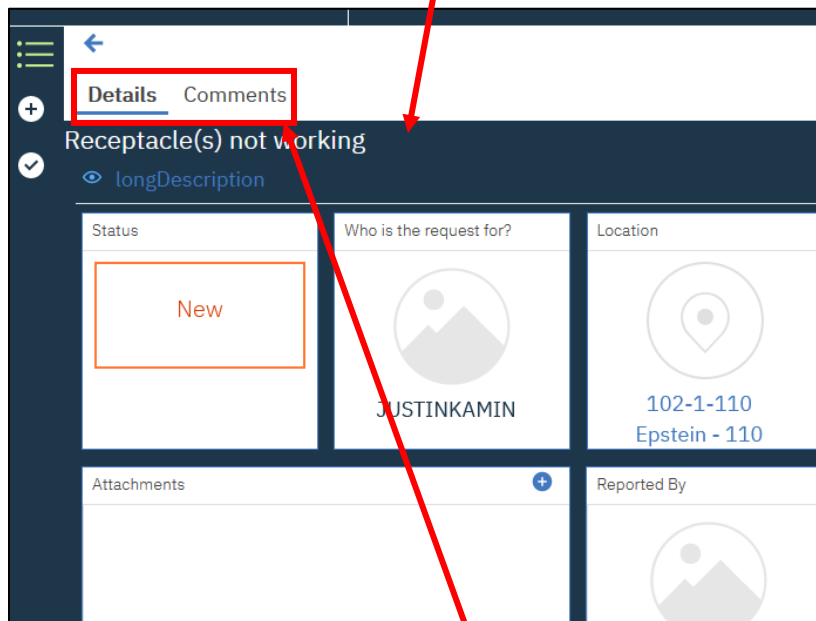
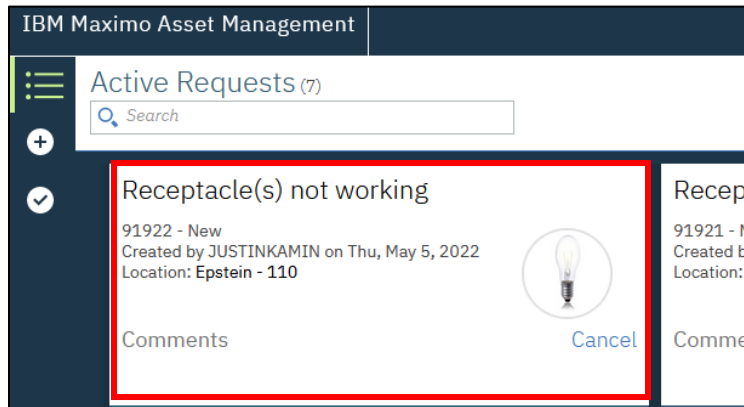
Once submitted you will be brought back to the front page which will now include the service request you just submitted.



Work Instruction - Facilities Service Request System

SERVICE REQUEST COMMENT SECTION

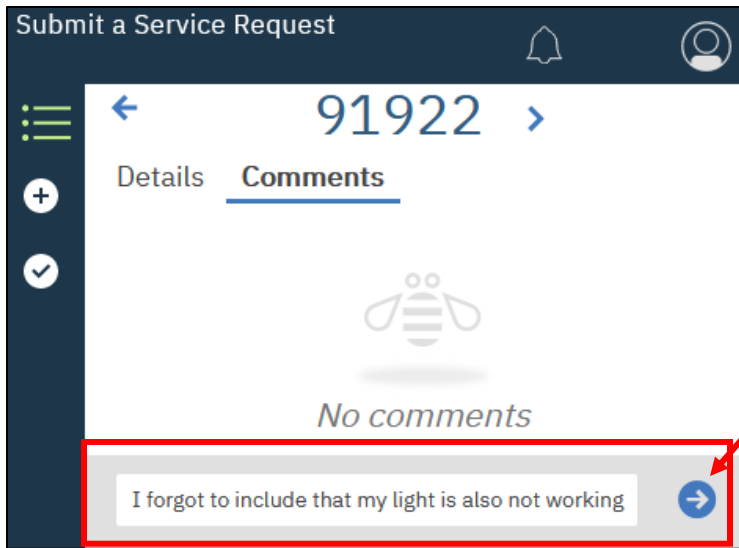
To add a comment on a service request that has already been submitted, click on the card to bring up the detail view.



Switch from the "Details" view to "Comments"

Work Instruction - Facilities Service Request System

Enter your comment in the text box at the bottom of the form and click the blue arrow to submit



Your comment will now be added to the service request

