Number: 03.004.00



# City of Riverside Administrative Manual

Effective Date:

07/2003

Last Review Date:

07/2018

Latest Revision Date: Next Review Date: 07/2022 07/2025

Policy Owner(s):

**General Services** 

Approved:

Department

City Manager

## SUBJECT:

## **Building Services Requests for Maintenance and Repair**

#### **PURPOSE:**

To establish responsibility for the maintenance and upkeep of City buildings and related equipment and implement an orderly and efficient procedure for obtaining building maintenance and repair services from the General Services Department.

SOURCE OF AUTHORITY:

City Charter Section 601

#### POLICY:

[The heads of departments or offices are responsible for assuring that the premises they occupy are maintained in a safe and efficient manner. The Building Services Division of the General Services Department is responsible for maintenance of City-owned buildings or space except for the Airport and Park and Recreation Department for which only air conditioning and heating services will be provided. Additionally, the Division provides only custodial support for the Water Quality Control Plant. All new construction or repair work <u>must</u> comply with City Building Codes and is subject to inspection. The approval of the Building Services Division <u>must</u> be obtained prior to the start of any construction on or facility maintenance.

The Building Services Division is equipped to provide routine building maintenance and repair and other services such as carpentry, plumbing, painting and some electrical work. The Division also supervises and administers elevator, security, custodial, and Heating & Air Conditioning (HVAC) service contracts.

The responsible department or office shall anticipate the needs for building maintenance and repairs services as far in advance as possible. Departments should assure that major maintenance and repair projects are included in the Capital Improvements Program (CIP) budget, as applicable. The Building Services Division, upon request, will assist departments in determining cost estimates for building repairs or maintenance they wish to include in the CIP budgets.

To expedite service, departments will submit an electronic Work Request via Oracle UWAM, formerly known as SPL (instructions attached) to the Building Services Help Desk for processing. Each department

Number: 03.004.00

will appoint designees who will submit Work Requests for service. Emergency and urgent requests should be called in to the Building Services help desk at 351-6160, or as instructed on the attached.

It shall be the responsibility of the General Services Director, or his designee, to complete service requests or projects within established timeframes as listed on the service request form; to provide the requesting party with service request or project status; to communicate the estimated timeframe for completion on special or complex requests; and to provide follow-up communication should there be any problem or delays encountered.

## PROCEDURE:

PROCEDURE:				
Responsibility	Action			
Requesting Department	<ol> <li>The respective department designee(s) will submit a Work Request via Oracle UWAM (SPL). If the request is urgent, contact the Building Services Help Desk at 351-6160. If the request is a life threatening emergency, please dial 911.</li> </ol>			
Building Services Help Desk	2. Building Services Help Desk will process the Work Request into a Work Order via the work order management system (Oracle UWAM/SPL). A copy of the Work Order is sent to the Requester. If the request is an emergency or urgent, the Building Services Supervisor will be notified immediately. All service requests will be assigned an initial priority based on the criteria on the attached service request form.			
Maintenance Services Manager	<ul> <li>3. The Maintenance Services Manager will review all new work requests. Work Orders will be prioritized and scheduled based on the urgency and availability of resources. Work will generally be scheduled based on the following criteria: <ul> <li>a. If the request is an emergency, maintenance personnel will be dispatched immediately. If follow-up maintenance is required, the supervisor will schedule the work and notify the Requestor of the scheduled completion date.</li> <li>b. If the work is of a routine nature (minor maintenance or repair</li> </ul> </li> </ul>			

workdays. A Work Order will be forwarded to the requesting party acknowledging receipt and scheduling of the request.

c. If the request entails a special project designation (i.e. painting,

work), the work will be scheduled for completion within 10

- electrical rewiring, carpentry, etc.) that requires extensive work or cost:
  - I. The Maintenance Services Manager will establish a cost estimate and a schedule date.
  - II. The Maintenance Services Manager will assign an account number.
  - III. The requesting party will be provided with a copy of the approved project Work Order.
- d. It is the responsibility of the Maintenance Services Manager to ensure jobs are completed as scheduled or that revised schedules are reported according to procedure.
- e. Requesting parties can obtain the status of work orders from the order management system (SPL).
- f. The Maintenance Services Manager, the Building Services Crew Leader, or the Building Services Project Manager will review outstanding Work Orders and projects on a weekly basis and

Number: 03.004.00

# PROCEDURE:

Res	spo	nsi	bi	lity	,
			~,		,

## Action

update status and notify requestor of any changes to status.
g. The General Services Director will be briefed monthly on status of open work orders and projects.

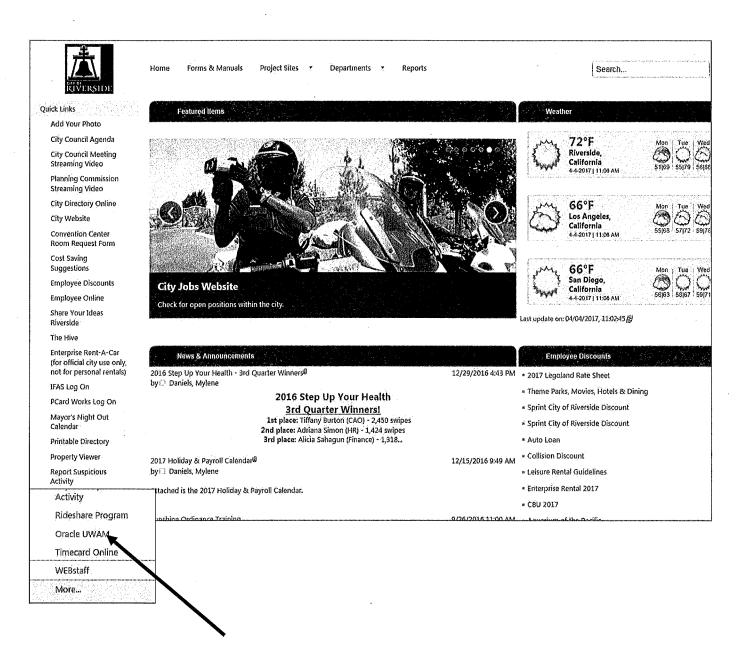
## Attachments:

Work Order Request Instructions

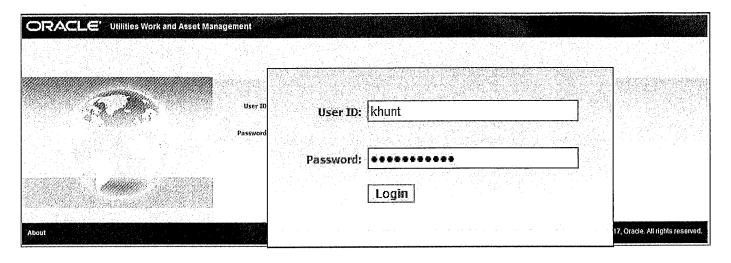
Department Review				
Required	Department	Signature	Printed Name	
	City Attorney			
	City Clerk			
	CEDD			
	Off. of Communications			
	Finance			
	Fire			
	General Services			
	Housing			
	Human Resources			
	IT			
	Library			
	Museum			
	Off. of Homeless Solutions			
	Parks, Rec & Comm Svcs			
	Police			
	Public Utilities			
	Public Works			

## ORACLE UWAM - SPL: WORK REQUESTS

# 1. Access UWAM/SPL from the City Intranet.



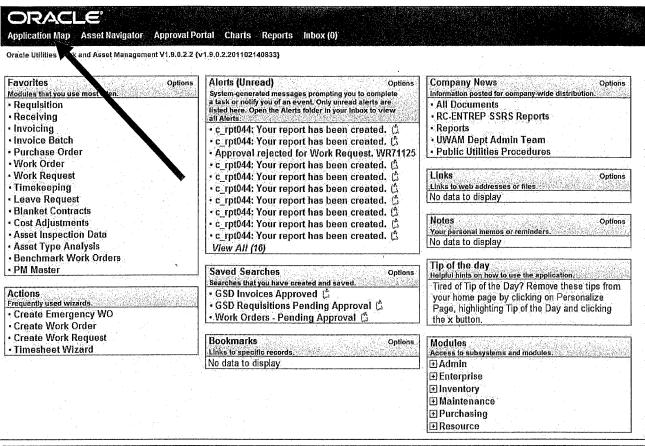
2. Log in: Userid = First Initial and Last name. Password: Probably your employee ID.

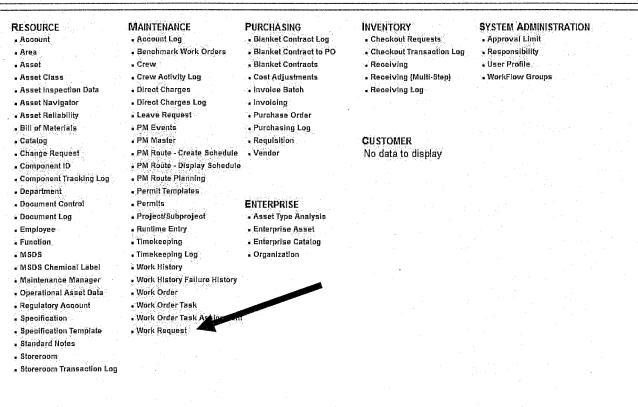


3. Select "Work Request" from "Favorites" box. If "Work Request" is not already in your favorites, then see 3(A) below

/orites Options	i Alerts (Unread) Options	Company News Option		
/orites Options Wes that you use most offen: equisition ecelving	System-generated messages prompting you to complete a task or notify you of an event. Only unread alerts are listed here. Open the Alerts folder in your Inbox to view all Alerts.	Information posted for company-wide distribution.  - All Documents  - RC-ENTREP SSRS Reports  - Reports  - UWAM Dept Admin Team  - Public Utilities Procedures  Links  Option Links to web addresses or files.  No data to display  Notes  Your personal memos or reminders.  No data to display		
Invoicing Invoicing Invoice Batch Purchase Order Work Order Work Request Timekeeping Leave Request Blanket Contracts Cost Adjustments Asset Inspection Data Asset Type Analysis Benchmark Work Orders	• c_rpt044: Your report has been created. 戊 • c_rpt044: Your report has been created. 戊 • Approval rejected for Work Request. WR71125			
	• c_rpt044: Your report has been created. ☼ • c_rpt044: Your report has been created. ☼ • c_rpt044: Your report has been created. 戊 • c_rpt044: Your report has been created. 戊			
	• c_rpt044: Your report has been created. 戊 • c_rpt044: Your report has been created. 戊 • c_rpt044: Your report has been created. 戊 View All (16)			
	Saved Searches Options	Tip of the day Helpful hints on how to use the application.		
Actions Frequenty used wizards, Frequenty used wizards, Foreate Emergency WO Foreate Work Order Foreate Work Request Filmesheet Wizard	Searches that you have created and saved.  GSD Invoices Approved (\$\frac{\chi}{\chi}\$ GSD Requisitions Pending Approval (\$\frac{\chi}{\chi}\$ Work Orders - Pending Approval (\$\frac{\chi}{\chi}\$)	Tired of Tip of the Day? Remove these tips from your home page by clicking on Personalize Page, highlighting Tip of the Day and clicking the x button.		
	Bookmarks Options Links to specific records.	Modules Access to subsystems and modules:		
	No data to display			

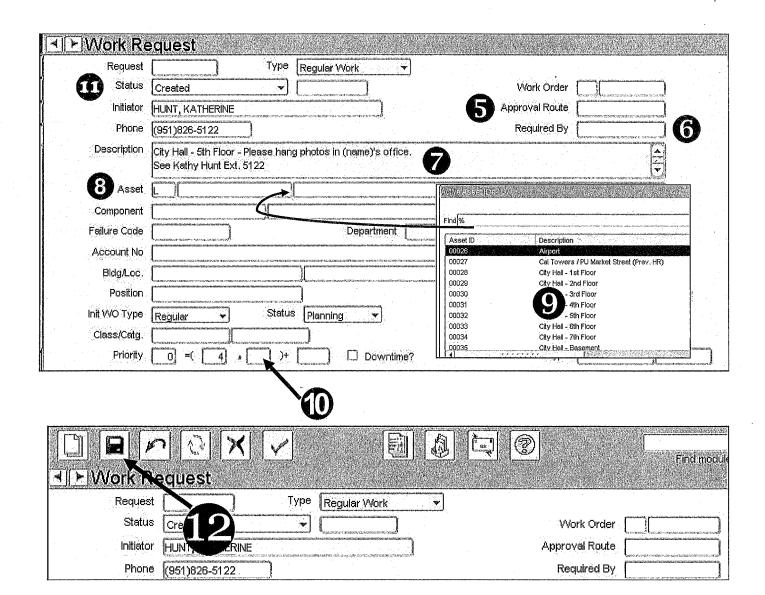
3A. After logging in to UWAM, single-click on the Application Map from the Oracle home screen and select the work order module.





ORACLE <sup>®</sup>	Search for V	◯ <mark>  X</mark>   ✓ Vork Reques	10 3 to 10 10 10 10 10 10 10 10 10 10 10 10 10		<b>?</b>	Find/modul	
Search Options	Select from your	ist of personal	saved search	ies:			
Results	Search for				<b>~</b> )	Search	
Work Request	Search in 🏵 S	earches	O Bookmarks	○ Alerts		Exact Match	
Views 4 >	Refine your searc	h. Include spe	cine items in	your search:			
Notes Attachments	Work Request No	MANAGE POR DESIGNATION OF THE PROPERTY OF THE	•		Class	12-92-90-029-029-029-02-03-03-03-03-03-03-03-03-03-03-03-03-03-	
Approval Log	Request Status		*		Category	Company of the control of the contro	
Manufacturer Warranty	Asset ID		MC TROMPSHIP		Required <=	A CONTROL OF THE PROPERTY OF T	
	Component ID		)		Work Order No	Control control of con	
	Planner (	etennoses contractors			Deficiency	CTIX MANAGEMENT (COLUMNIA PROGRAMMONIO COLUMNIA PROGRAMMONIA PROGRAMA PROGRAMMONIA PROGRAMA PROGRAMA PROGRAMMONIA PROGRAMMONIA PROGRAMMONIA PROGRAMA	
	Department/Area (		200200400000000000000000000000000000000		Work Request Type		¥
	Approval Route	Company of the Compan			Work Priority		
	Initiator			ACMICIONALIS.	Downtime Type	CONTRACTOR OF PROPERTY AND ADDRESS OF THE PROPERTY ADDRESS OF THE PROPERTY AND ADDRESS OF THE PROPERTY ADD	
	Created >= [	CONTRACTOR	<= [	enderstoory e	Change Req	and the second s	)
Actions 5	Building/Location		Programme and Commenter				
Search 📤	Description	navergan missate naveljaniste kollekti til til 1800 til 1 Dalaks	COLONIA MARIA CONTRA DE CO	MATERIAL CONTROL OF THE CONTROL OF THE CONTROL AND ADDRESS OF THE CONTROL OF THE	operatoristica (processor) and the second of	<b>p</b>	zenanea.
Save Search	Safety	ISO Related	Health	Environment	tal Run to	Failure	Renewal
	Order By	reated Date (Descendir	ıg)	<b></b>			
Custom SQL		uu.		***************************************			
Clear Fields	Map Page & Grid			Ward			
Save Default Fields Restore Default Fields	Nelghborhood	endalis era surenessaurun konsensuru autoris olumpistatusta aluenda Marianda da d	muz-od	Elect Circuit			
Likestole Delanit Lields	Exp Code Filter	D. Mayor Carrier Constitution of	ı	Rough Estimate	essares and the same of the sa		•

- 5. Enter GS-BS into Approval Route
- 6. Enter a service date in the "Required by" field, if the request is time or date specific
- 7. Enter the location and a detailed description of the services you are requesting in the "Description Field." Include "
- 8. Enter the Letter "L" (Location) in the first "Asset" field and it will automatically move to the next field
- 9. Click on the grey Asset ID, or press the F9 key, and select your location
  - a. Scroll down to your location by dragging the up/down navigation bar on the far right
- b. Search for your location by entering a few key words after the % sign (Fire, Lib, Police) press the find button to initiate search
- 10. Always enter the Number "1" in the "Priority" field (highlighted in yellow). This will be assigned by General Services
- 11. Change "Status" block from "Created" to "PENDING APPROVAL."
- 12. Click on "Save" Button



#### **WORK REQUESTS**

- 1. Access UWAM/SPL from the City Intranet.
- 2. Log in: Userid = First Initial and Last name. Password: Probably your employee ID.
- 3. Select "Work Request" from "Favorites" box. If "Work Request" is not already in your Favorites, then see 3(A) below
  - a. If "Work Request" is not already in your Favorites, after logging in to UWAM, single-click on the Application Map from the Oracle home screen. Select the Work Order Module
- 4. Select New Record icon (looks like a piece of paper)
- 5. Enter GS-BS into Approval Route
- 6. Enter a service date in the "Required by" field, if the request is time or date specific
- 7. Enter the location and a detailed description of the services you are requesting in the "Description Field." Include "
- 8. Enter the Letter "L" (Location) in the first "Asset" field and it will automatically move to the next field
- 9. Click on the grey Asset ID, or press the F9 key, and select your location
  - a. Scroll down to your location by dragging the up/down navigation bar on the far right
  - b. Search for your location by entering a few key words after the % sign (Fire, Lib, Police) press the find button to initiate search
- 10. Always enter the Number "1" in the "Priority" field (highlighted in yellow). This will be assigned by General Services
- 11. Change "Status" block from "Created" to "PENDING APPROVAL."
- 12.Click on "Save" Button