

A Work Order should only be submitted if the request fulfills ALL of the following parameters:

1. The request is above and beyond your building custodians scope of work, if you don't know - ask your custodian.
2. The request includes one issue or problem per Work Order.
3. The request is within the scope of work of the Support Services (i.e., Maintenance, Custodial, or Grounds) and/or Capital Planning and Construction departments
 - a. Support Services maintains existing building finishes, systems, and equipment.
 - b. Capital Planning and Construction coordinates small work, building renovation, modernization, and new construction projects that enhance or replace existing building finishes, systems, and equipment.
4. The request is intended to address a specific issue or problem with a school buildings finishes, systems, or equipment.

In order to promptly attend to maintenance issues and concerns, it is necessary for a Work Order to include the following parameters in the description of the problem or request. **If a Work Order does not include the following parameters, it will be declined and routed back to the requestor.**

1. First and last name of the requestor
 - a. If you are requesting on behalf of someone else, please provide your first and last name, as well as the first and last name of the person who asked you to do so.
2. A description of the issue or problem, including the specific location of the problem (i.e., room number), how long the problem has persisted, and why the issue or problem is of low, medium, or high importance
3. If the request is unique to a particular instructional program, please indicate which program.