

DGS WORK ORDER LIFECYCLE



INTAKE:

THE DGS FIRST TEAM IS RESPONSIBLE FOR THE INTAKE MANAGEMENT OF FACILITY RELATED REQUESTS FOR ALL OF DGS'S 840 OWNED AND MANAGED PROPERTIES THROUGHOUT THE DISTRICT.

REVIEW:

ALL REQUESTS ARE REVIEWED BY THE DGS FIRST TEAM TO ENSURE THEY MEET THE REQUIREMENTS TO BECOME A DGS WORK ORDER. WORK ORDERS ARE REVIEWED FOR CONTENT SUCH AS CONTACT INFORMATION FOR THE REQUESTOR OR PHOTOS THAT MATCH THE ISSUE DESCRIPTION. AFTER REVIEW, WORK ORDERS ARE ISSUED TO THE APPROPRIATE DGS DIVISION.

MAINTENANCE:

ONCE A WORK ORDER IS ISSUED, DGS DISPATCHES FROM A POOL OF OVER 280 SKILLED CRAFTSPERSONS, PROJECT MANAGERS, AND A DIVERSE ROSTER OF SUPPORT CONTRACTORS FOR COMPLETION.

QUALITY ASSURANCE:

DGS WORKS WITH ITS CLIENT AGENCY PARTNERS TO ENSURE ALL WORK ORDERS HAVE BEEN COMPLETED IN A SATISFACTORY MANNER BEFORE CLOSING A REQUEST. FOR EXAMPLE, DGS AND DCPS HAS HAD A "QUALITY REVIEW CHECK" PROCESS FOR DCPS FACILITIES SINCE 2020 TO ENSURE THAT THE SCHOOL CONFIRMS WORK HAS BEEN COMPLETED BEFORE DGS CLOSES THE WORK ORDER.



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