

## FY-20 Official Service Level Agreements (SLA)

Department of General Services – Facilities Management Division

Priority Level	Description	Mandatory Response* Time	Mandatory Completion* Time	Operational Requirements
<b>Work Request</b>	A submission for work to be reviewed for approval by DGS.	Within 1 hour	Within 1 Hour	<ul style="list-style-type: none"> <li>Review description, location, and problem type</li> <li>Validate request as a DGS responsibility</li> <li>Approve or Reject the work order</li> </ul>
<b>Emergency</b>	Issue presents an immediate health or safety risk. Impacts building or programmatic operations. Most emergency issues are auto routed.	Within 2 hours	Temporary measures taken immediately to “make safe” or stabilize the issue. Permanent repair TBD based on the factors of the emergency.	<ul style="list-style-type: none"> <li>Check-in*</li> <li>Provide regular updates on chatter*</li> <li>Attach* clear before and after pictures of the issue if applicable</li> <li>Close-out* the emergency work order when made safe</li> <li>Create a related work order* for the permanent repair if applicable</li> <li>Close-out within 24 hours of completion</li> </ul>
<b>High Priority</b>	Issue presents a potential health or safety risk. Potential risk to programmatic operations Pending an upcoming event. Escalated by DGS Senior Level Management.	Within 72 hours (0-3 days)	Less than 10 days unless placed on HOLD*	<ul style="list-style-type: none"> <li>Attach clear before and after picture if applicable.</li> <li>Update chatter as required</li> <li>Close-out within 24 hours of completion</li> </ul>
<b>Routine</b>	Normal building maintenance repairs that will not significantly impact operations. May include aesthetic issues or landscaping issues.	Within 96 hours (0-4 days)	Less than 45 days	<ul style="list-style-type: none"> <li>Attach clear before and after picture of the issue if applicable</li> </ul>

Keith Anderson, Director  
Donny Gonzalez, Deputy Director for Facilities Management

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### Definitions:

**Attach:** Post or upload an attachment i.e. picture or document on the Salesforce WOM system.

**Chatter:** Chat feature or post on the Sales force Work Order Management (WOM) System.

**Check in:** Time and GPS stamp time of arrival on Salesforce WOM system.

**Close out:** This refers to completing the assignment on the WOM system and adding all costs of materials and labor.

**HOLD:** Placed on hold due to (1) long lead materials/parts, (2) funding, (3) procurement, (4) executive hold or labor, (5) Contract Services Project Alignment, (6) Season / weather

**Make safe:** Removing the immediate hazard or issue an emergency issue presents. Examples are boarding a broken window, temporarily stabilizing a fallen fence or installing temporary cooling or heating solutions.

**Related Work order:** Creating a separate work order that is connected to a parent work order on the work order management system. This allows us to close out an emergency work order and connecting it to a permanent repair for data tracking and analysis.

### Life cycle of a work order:

1. **Requested:** Work request is submitted for review and approval by DGS
  2. **Approved:** Work request has been approved for action by DGS Facilities Maintenance Division (FMD)
  3. **In Cue:** Approved work order is scheduled to be issued to a craftsperson or contractor.
  4. **Issued and In Process:** Work order is issued to a craftsperson or contractor who is dispatched to complete the assignment
  5. **Complete:** Craftsperson or contractor has completed the work order it is ready for supervisory review
  6. **Closed:** Supervisor has confirmed completed work is satisfactory, has entered the cost of labor and materials, and has closed the work order, ending the life cycle
- Or, (HOLD):** Placed on HOLD (see definitions)

### Important notes:

1. At all steps of the work order life cycle from Work Request to Close-out should be checked for duplication. Duplications with the least information should be canceled.

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