

Attachment A

FY-19 Official Service Level Agreements (SLA)



Department of General Services – Facilities Management Division

Priority Level	Description	Mandatory Response* Time	Mandatory Completion* Time	Operational Requirements
Work Request	A submission for work to be reviewed for approval by DGS.	Within 1 hour	Within 1 Hour	<ul style="list-style-type: none"> Review description, location, and problem type Validate request as a DGS responsibility Approve or Reject the work order
Emergency	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"> Check-in* Provide regular updates on chatter* Attach* clear before and after pictures of the issue if applicable Close-out* the emergency work order when made safe Create a related work order* for the permanent repair if applicable Close-out within 24 hours of completion
High Priority	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"> Attach clear before and after picture if applicable. Update chatter as required Close-out within 24 hours of completion
Routine	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"> Attach clear before and after picture of the issue if applicable

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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