



SUPERVISOR SMARTDGS GUIDE

March 2013

**District of Columbia
Department of General Services**



Entering a Service Request

As an employee of The District Government, you are considered to be a client of the Service Desk system and are able to enter a service request. To do so, you run the Create Maintenance Service Request task which presents the Create Request wizard. The wizard walks you through the following procedure

To get started enter this intranet link: <http://SMARTDGS.dc.gov>

The following Web page will display.

Sign In
Sign in to your email address without @dc.gov part as your username.

Enter your user name (case-insensitive):
 @dc.gov

Enter your password (case-sensitive):

Your password is the same password that you use to log in to your workstation or to check email.

☐ Remember my user name on this computer

Enter your name and password as instructed to enter the site.

Approving Service Request

Some requests will need to be approved by a supervisor or business manager before being assigned to a work request. The CSC can approve, reject or forward a service request at this point.

To approve a service request select **DGS Supervisor > Approve Service Request** from the Web central navigator.



Approve/Reject Service Request

Select | Approve | Edit and Approve

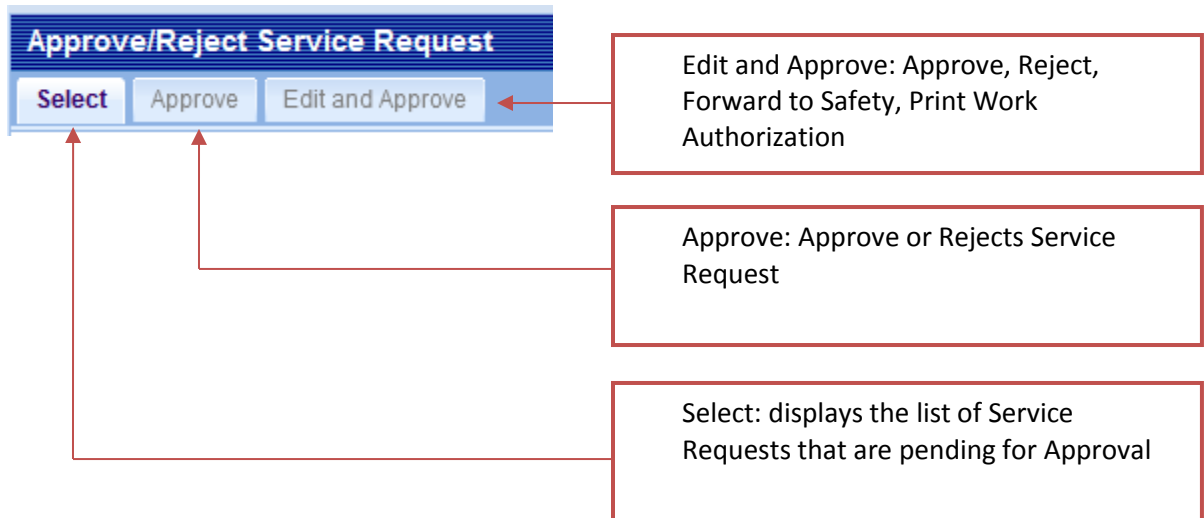
Filter » Filter » Clear

Request Type: Date Requested From: Date Requested To:

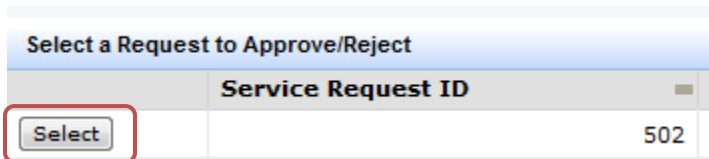
M/D/YYYY M/D/YYYY

Select a Request to Approve/Reject

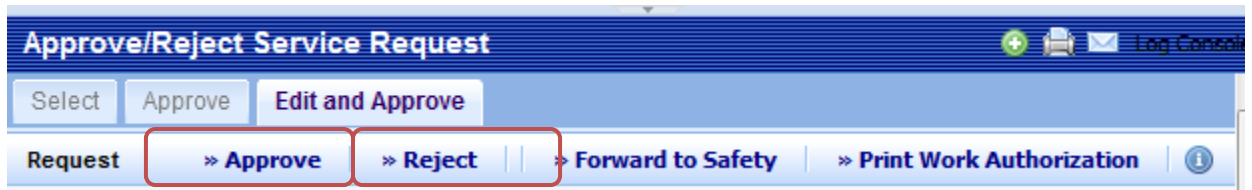
	Service Request ID	Request Type	Requested By	Date Requested	Workflow Step
Select	502	SERVICE DESK - MAINTENANCE	_EVERYDAYUSER	10/23/2012	Edit and Approve
Select	463	SERVICE DESK - MAINTENANCE	_CSC	10/15/2012	Edit and Approve
Select	424	SERVICE DESK - MAINTENANCE	AFM	10/5/2012	Edit and Approve
Select	408	SERVICE DESK - MAINTENANCE	AFM	9/25/2012	Edit and Approve
Select	406	SERVICE DESK - MAINTENANCE	AFM	9/25/2012	Edit and Approve



1. On the grid under the Select tab, click the “Select” button to display the request information

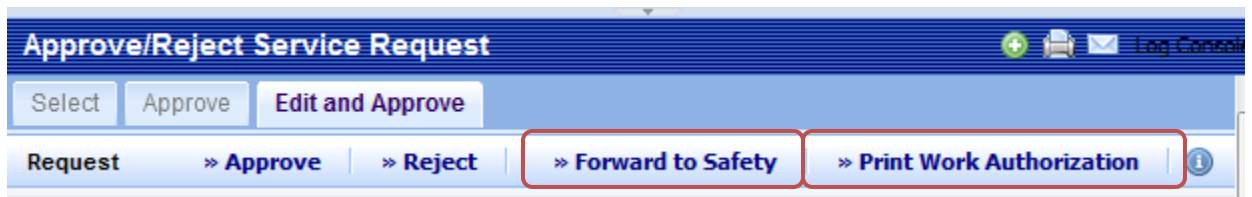


2. This will navigate to the Edit and Approve Tab as for the SLA was configured to do the “Edit and Approve” step. The CSC will have the ability to change any information about the request to make sure it will go to the appropriate work team. CSC also will have the ability to forward the Service Request to the “Safety Group” when needed and print the Work Authorization after the approval



Approve: Approves the Service Request, which will

Reject: Rejects the service request, this closes the Service Request and Archived the Request.



Forward to Safety: Will forward the service request to SAEFTY GROUP

Print Work Authorization: produces a PDF document that can be printed for the Work Authorization

The following fields on the form are editable before approval. This will also determine which "SLA" will be used to continue the ondemand workflow.

Description	
Request Type:*	SERVICE DESK - MAINTENANCE
Problem Type:	ELECTRICAL
Description:	Description of the problem
Service Desk Manager:	AFM
Status:	REQUESTED
Event Type:	
Safety Type:	
Risk Management:	Internal
Priority	
Priority * :	<input type="radio"/> Emergency <input type="radio"/> High <input checked="" type="radio"/> Routine <input type="radio"/> Scheduled <input type="radio"/> Pending
SLA Information for priority Routine Workflow Steps: On status of REQUESTED: Edit and Approve is required by an employee with Service Desk Role AllSupervisor On status of Assigned to Work Order: Estimation is required by an employee with Service Desk Role Supervisor On status of Assigned to Work Order: Schedule is required by an employee with Service Desk Role Supervisor Request will be dispatched to DC TEAM	

Forward to Safety

In certain types of request, Safety Approval is needed. CSC uses this task to forward the request to SAFETY GROUP to determine the safety type of the request.

Approve/Reject Service Request				
Select	Approve	Edit and Approve		
Request	» Approve	» Reject	» Forward to Safety	» Print Work Authorization

Clicking this button removes the queue from CSC, and Safety Group Will approve the Service Request and update the request with the appropriate safety type.

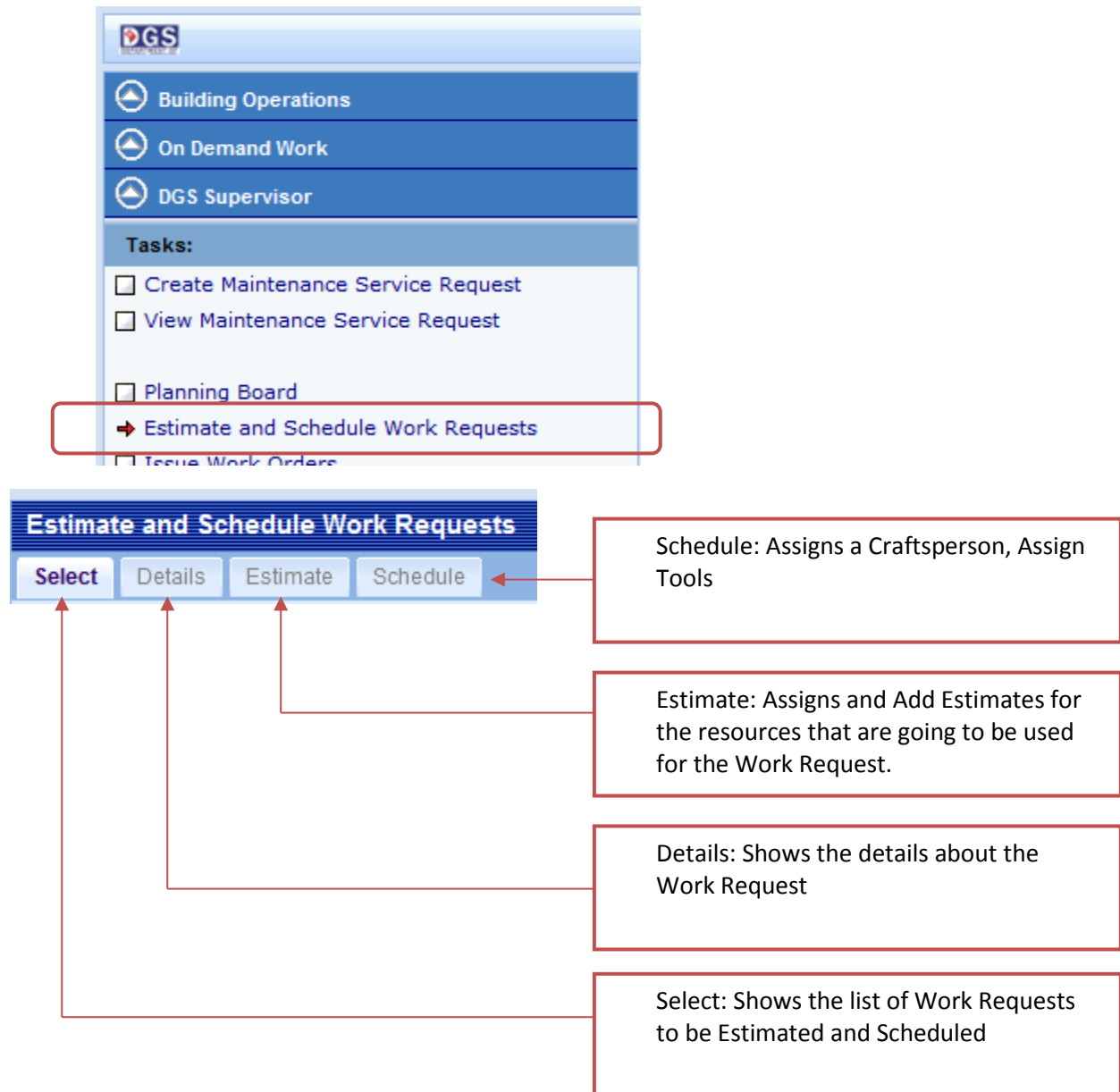
Work Team Supervisors

The SLA routes the requests to the appropriate workteams base on parameters defined in the SLA configuration. These parameters could be base on location, problem type, employees or agencies. The Work team Supervisor will manage the Work Orders and Work Requests created when the Service Request was approved.

Estimate and Schedule Work Requests

Once a work request has been created, if the SLA calls for an estimation or scheduling step, you will be able to assign craftspeople, tools, parts, costs, labor hours, etc. to the details of the work request.

Select **Building Operations > On Demand Work > DGS Supervisor > Estimate and Schedule** from the Web central navigator.



1. Select a Work Request to Estimate/Schedule

<div> <div>Details</div> <div>Estimate/Schedule</div> </div>		Work Request Code A <div>222</div>
--	--	---

2. Estimate

Estimate and Schedule Work Requests
Log Console

Select

Details

Estimate

Schedule

» Complete Estimation

?

Work Request Code:

222

Requested by:

_EVERYDAYUSER

Problem Type:

ELECTRICAL

Date Work Requested:

10/23/2012

Work Description:

Description of the problem

Work Request Status:

Assigned to Work Order

Estimated Cost of Labor:

0.00

Estimated Cost of Parts:

0.00

Estimated Cost of Tools:

0.00

Estimated Other Costs:

0.00

Estimated Total Cost:

0.00

Work Request Trades

» Add Trade

» Delete Selected

?

	Trade Code	Estimated Cost	Estimated Hours
No records to display.			

Work Request Tool Types

» Add Tool Type

» Delete Selected

?

	Tool Type Code	Estimated Cost	Estimated Hours
No records to display.			

Work Request Part Reservations

» Add Part

» Delete Selected

?

	Part Code	Estimated Cost	Quantity Estimated	Date Part Assigned	Time Part Assigned	Parts Status
No records to display.						

Work Request Other Costs

» Add Other Cost

» Delete Selected

?

	Other Resource Type	Date Used	Quantity Used	Units	Estimated Cost	Actual Cost
No records to display.						

1.1 Add a trade: on the Work Request Trades click the Add Trade Button

» Add Trade

» Delete Selected

?

Add Trade Dialog Box

Work Request Trade Assignment

Log Console

» Cancel

» Save

?

Work Request Code:*

222

Trade Code:*

Estimated Cost:

0.00

Estimated Hours:

0.00

Work Type:

UnSpecified

UnSpecified

Work

Material Pickup

Job Setup or Prep.

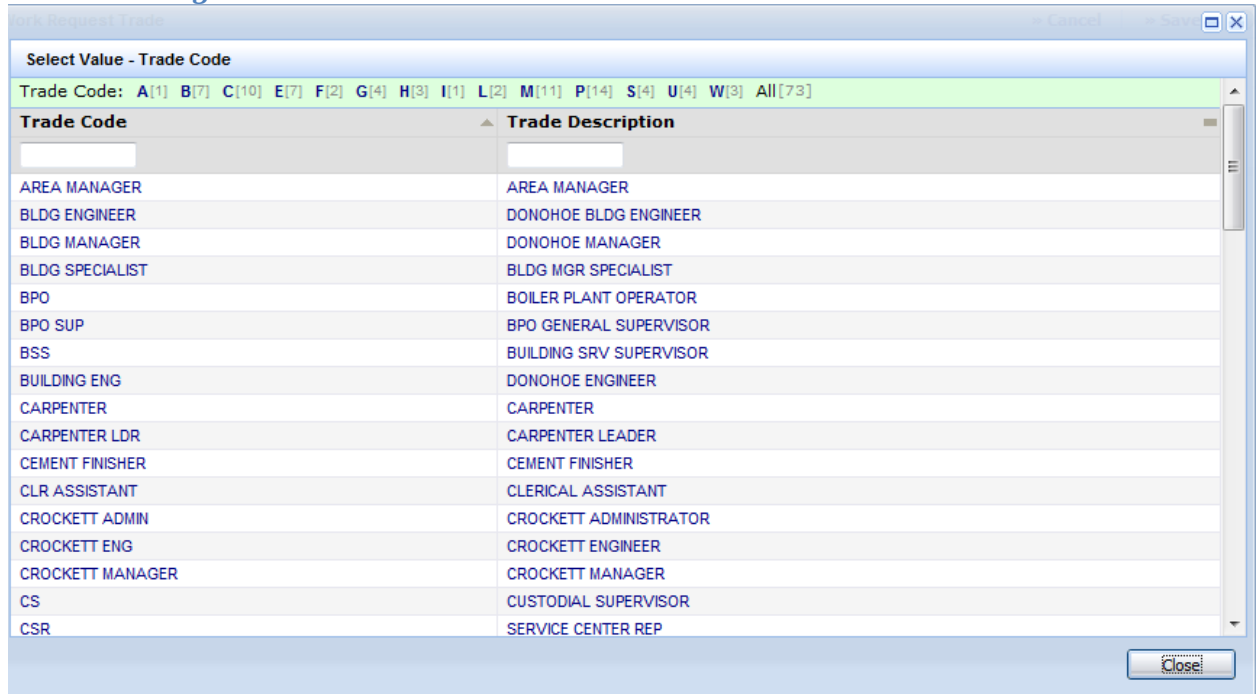
Travel Time

Wait for Security

Wait for Client

Click the elipsis button to select the Trade Type

Select Trade Dialog Box



The dialog box is titled "ork Request Trade" and contains a "Select Value - Trade Code" section. Below this, there is a list of trade codes and their corresponding descriptions. The list is organized into two columns: "Trade Code" and "Trade Description".

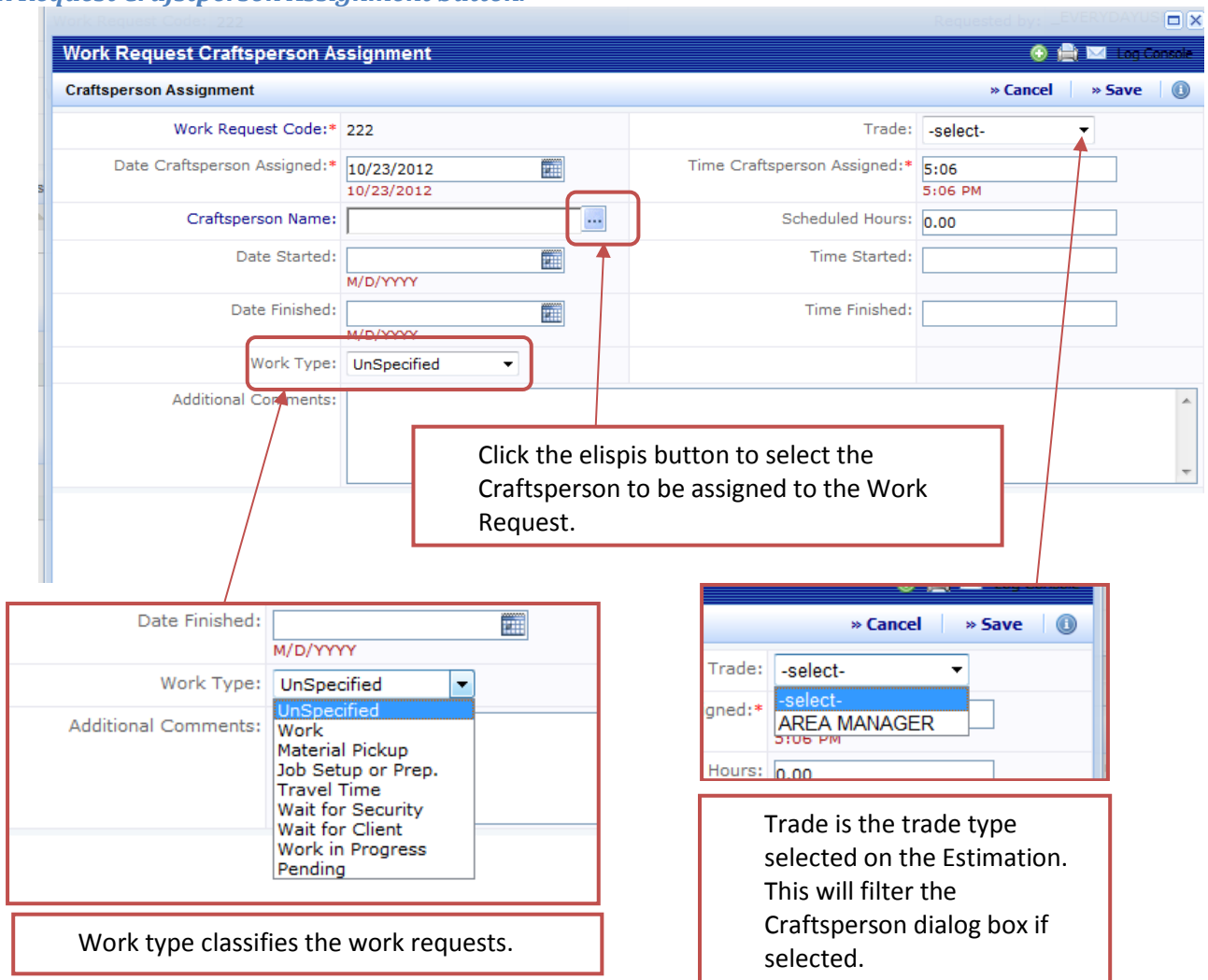
Trade Code	Trade Description
AREA MANAGER	AREA MANAGER
BLDG ENGINEER	DONOHUE BLDG ENGINEER
BLDG MANAGER	DONOHUE MANAGER
BLDG SPECIALIST	BLDG MGR SPECIALIST
BPO	BOILER PLANT OPERATOR
BPO SUP	BPO GENERAL SUPERVISOR
BSS	BUILDING SRV SUPERVISOR
BUILDING ENG	DONOHUE ENGINEER
CARPENTER	CARPENTER
CARPENTER LDR	CARPENTER LEADER
CEMENT FINISHER	CEMENT FINISHER
CLR ASSISTANT	CLERICAL ASSISTANT
CROCKETT ADMIN	CROCKETT ADMINISTRATOR
CROCKETT ENG	CROCKETT ENGINEER
CROCKETT MANAGER	CROCKETT MANAGER
CS	CUSTODIAL SUPERVISOR
CSR	SERVICE CENTER REP

At the bottom right of the dialog box, there is a "Close" button.

- After clicking the Complete Estimation button, this will select the Schedule Tab.

To assign a Craftsperson: on the Craftsperson Assignments panel, click "Assign Craftsperson" button.

Work Request Craftsperson Assignment button.



The screenshot shows the 'Work Request Craftsperson Assignment' dialog box. It contains fields for Work Request Code, Date Craftsperson Assigned, Craftsperson Name, Date Started, Date Finished, Work Type, and Additional Comments. There are also fields for Trade, Time Craftsperson Assigned, Scheduled Hours, Time Started, and Time Finished. A red box highlights the ellipsis button next to the Craftsperson Name field. A red arrow points from this box to a callout that says 'Click the elipsis button to select the Craftsperson to be assigned to the Work Request.' Another red box highlights the Work Type dropdown menu, which is open, showing options like 'Unspecified', 'Work', 'Material Pickup', 'Job Setup or Prep.', 'Travel Time', 'Wait for Security', 'Wait for Client', 'Work in Progress', and 'Pending'. A red arrow points from this box to a callout that says 'Work type classifies the work requests.' A third red box highlights the Trade dropdown menu, which is open, showing options like '-select-', 'AREA MANAGER', and 'STUB PM'. A red arrow points from this box to a callout that says 'Trade is the trade type selected on the Estimation. This will filter the Craftsperson dialog box if selected.'

Craftsperson Assignment Dialog box

Select Value - Craftsperson			
Craftsperson Code	Craftsperson Name	Primary Trade	Work Team Code
TECH	Frank Technician	HVAC	DC TEAM
CONTRACTOR DGS	Contractor DGS	HVAC	DC TEAM
40132	Shaw, Bernard	FO MGR	DC TEAM
RISK MANAGER	Risk Manager	MULTI-TRADE	DC TEAM
CFI SUPER	Test Supervisor	MAINTENANCE	DC TEAM
AFM	AFM	MAINTENANCE	DC TEAM
CFLCF1	Test Craftsperson	MAINTENANCE	DC TEAM
CSC	Customer Service Center	MECHANIC	DC TEAM

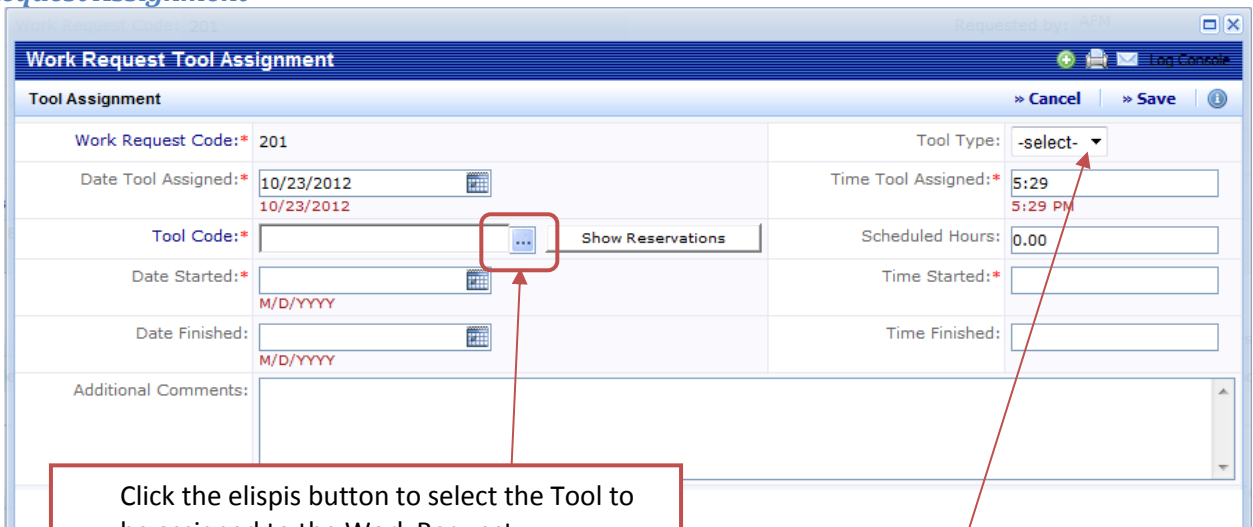
** When adding craftspeople, the default value for the hours estimated are the remaining hours to be scheduled for this trade. The start date and time are entered and the end date and time are calculated using the Service Window of the selected SLA.

****NOTE** This option is not required. Only use when NEEDED or NECESSARY**

Assign Tools: on the Tool Assignments panel, click "Assign Tool"

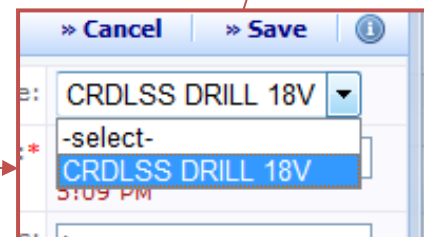
» **Assign Tool**

Work Request Assignment



Click the elipsis button to select the Tool to be assigned to the Work Request.

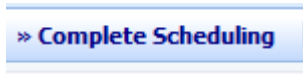
Selecting a value on this will filter the Tool assignment dialog box. The value on this dropdown list was based on the Estimation Step



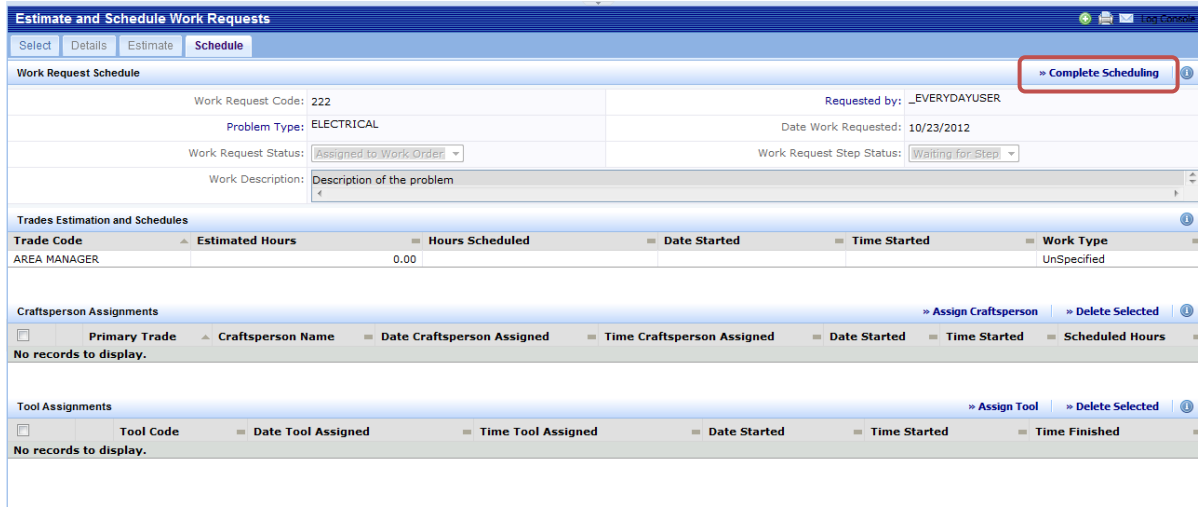
Tool Assignment Dialog box

Select Value - Tool		
Tool Code	Building Code	Tool Type
DRILL 1	2210 ADAMS PLACE NE	CRDLSS DRILL 18V
DRILL 2	2210 ADAMS PLACE NE	CRDLSS DRILL 18V
2" SUB-PUMP 1	2210 ADAMS PLACE NE	TRASH PUMP
2" SUB-PUMP 2	2210 ADAMS PLACE NE	TRASH PUMP
RECIPRACTING SAW	2210 ADAMS PLACE NE	SAW

Then select the “Complete Scheduling” button.



This will end the schedule step, the work request is now ready to be work on and issued.



The screenshot shows the 'Estimate and Schedule Work Requests' interface. At the top, there are tabs for 'Select', 'Details', 'Estimate', and 'Schedule'. The 'Schedule' tab is active. In the top right corner of the 'Schedule' tab, there is a button labeled '» Complete Scheduling' which is highlighted with a red rectangle. Below the tabs, the 'Work Request Schedule' section displays the following information:

- Work Request Code: 222
- Problem Type: ELECTRICAL
- Work Request Status: Assigned to Work Order
- Work Description: Description of the problem
- Requested by: _EVERYDAYUSER
- Date Work Requested: 10/23/2012
- Work Request Step Status: Waiting for Step

Below this section is the 'Trades Estimation and Schedules' table:

Trade Code	Estimated Hours	Hours Scheduled	Date Started	Time Started	Work Type
AREA MANAGER		0.00			UnSpecified

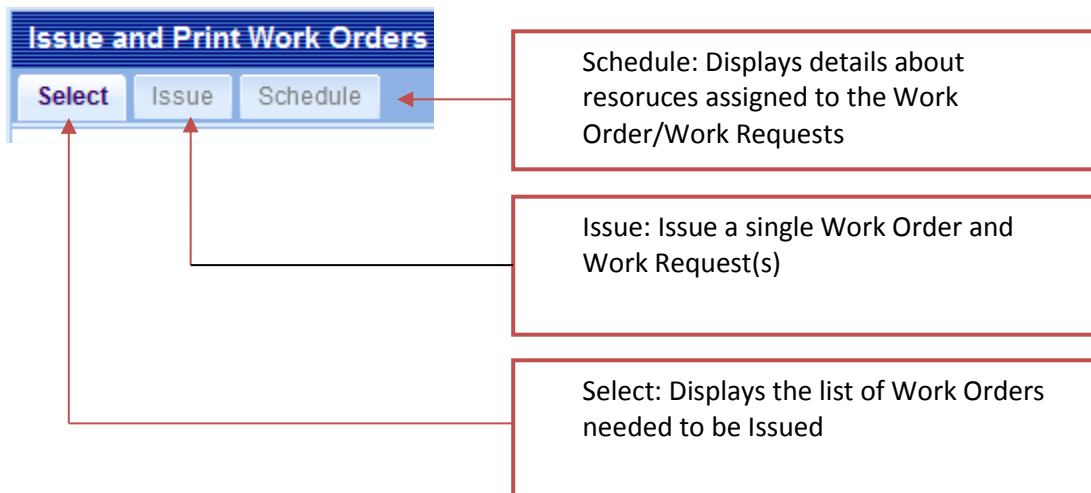
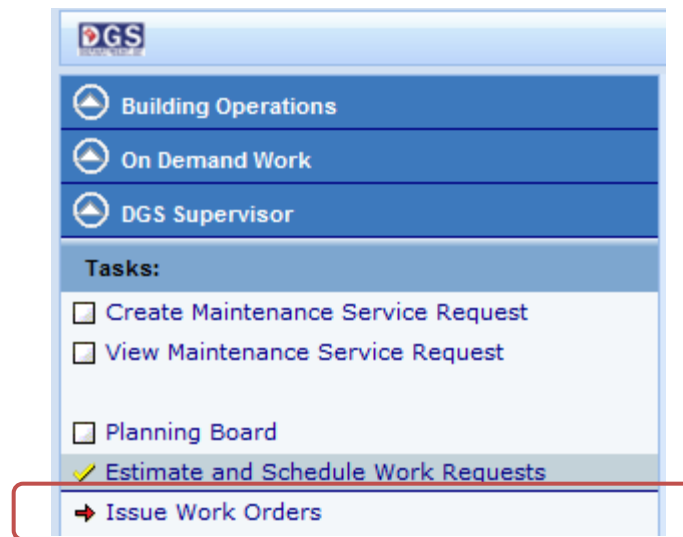
Below the table is the 'Craftsperson Assignments' section, which includes a button '» Assign Craftsperson' and a button '» Delete Selected'. It shows a table with columns: Primary Trade, Craftsperson Name, Date Craftsperson Assigned, Time Craftsperson Assigned, Date Started, Time Started, and Scheduled Hours. The message 'No records to display.' is shown below the table.

Below the 'Craftsperson Assignments' section is the 'Tool Assignments' section, which includes a button '» Assign Tool' and a button '» Delete Selected'. It shows a table with columns: Tool Code, Date Tool Assigned, Time Tool Assigned, Date Started, Time Started, and Time Finished. The message 'No records to display.' is shown below the table.

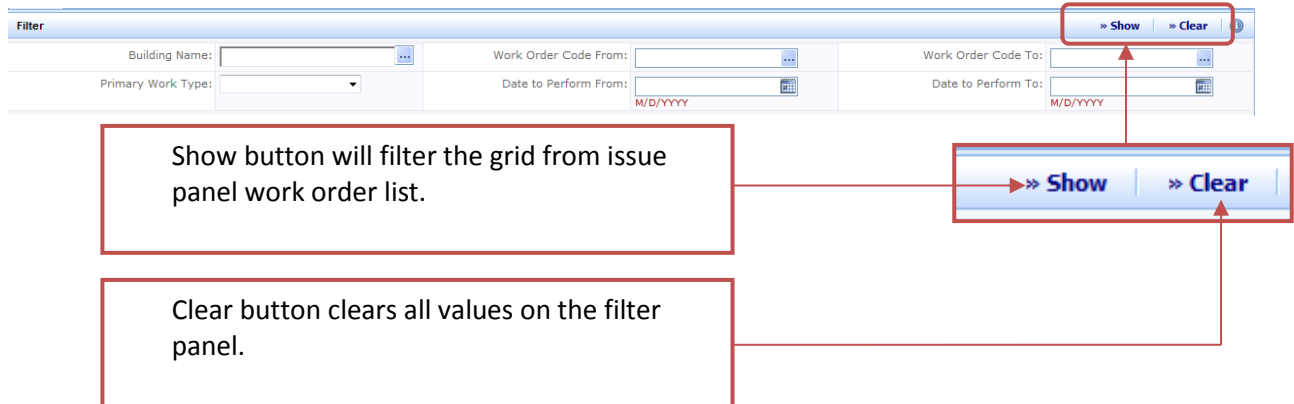
Issuing Work Orders

Once all work requests have been assigned to work orders, whether it was manually or automatically based on the parameters of the SLA, the work orders must be issued. Work Orders can be issued if estimates and schedules for all attached work requests are completed and approved according to the Service Level Agreement.

Select **Building Operations > On Demand Work > DGS Supervisor > Issue Work Orders** from the Web central navigator.

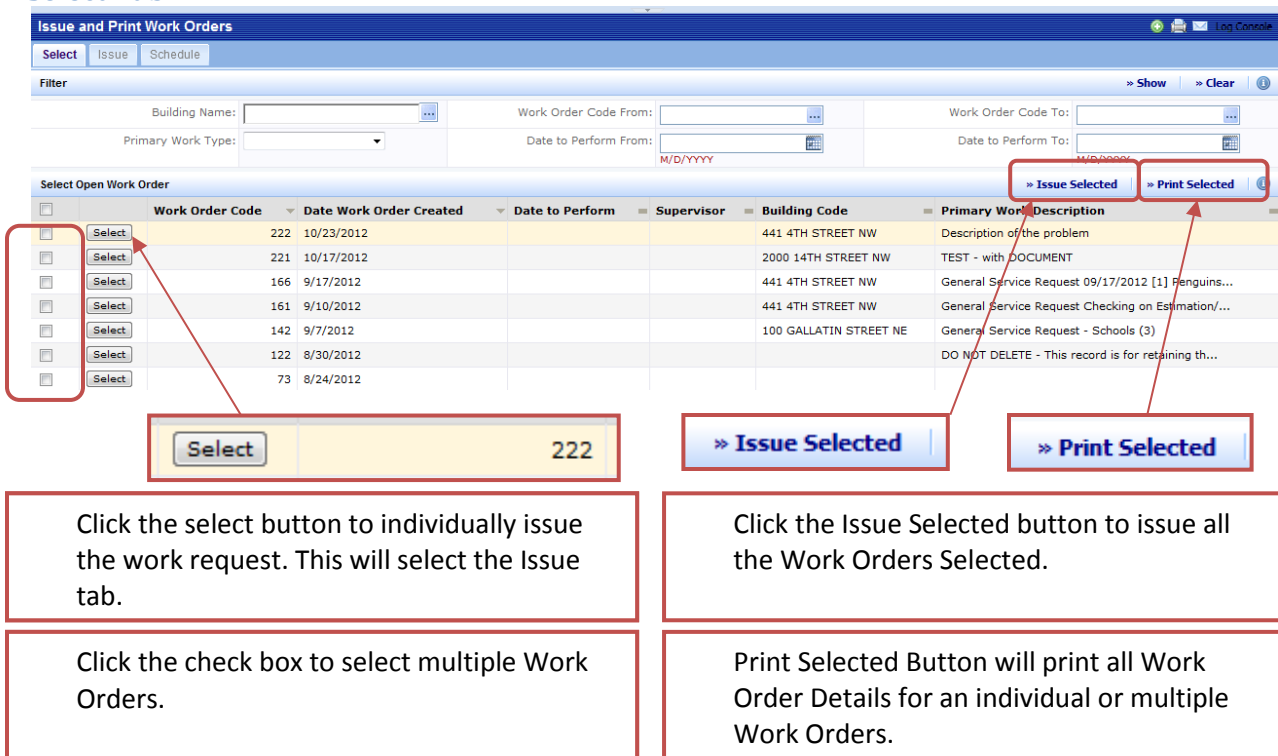


Filter Panel, can limit the number of records displayed on the grid.



The screenshot shows a filter panel with fields for Building Name, Work Order Code From/To, Primary Work Type, and Date to Perform From/To. Two callout boxes explain the 'Show' and 'Clear' buttons. The 'Show' button is highlighted with a red box and an arrow pointing to a larger callout box that says: "Show button will filter the grid from issue panel work order list." The 'Clear' button is highlighted with a red box and an arrow pointing to a larger callout box that says: "Clear button clears all values on the filter panel."

Select Tab



The screenshot shows the 'Select' tab of the 'Issue and Print Work Orders' interface. It includes a filter panel and a table of work orders. Two callout boxes explain the 'Select' button and the 'Issue Selected' button. The 'Select' button is highlighted with a red box and an arrow pointing to a larger callout box that says: "Click the select button to individually issue the work request. This will select the Issue tab." The 'Issue Selected' button is highlighted with a red box and an arrow pointing to a larger callout box that says: "Click the Issue Selected button to issue all the Work Orders Selected." A third callout box points to the 'Print Selected' button, stating: "Print Selected Button will print all Work Order Details for an individual or multiple Work Orders." A fourth callout box points to the 'Select' button in the table, stating: "Click the check box to select multiple Work Orders."

	Work Order Code	Date Work Order Created	Date to Perform	Supervisor	Building Code	Primary Work Description
<input type="checkbox"/>	222	10/23/2012			441 4TH STREET NW	Description of the problem
<input type="checkbox"/>	221	10/17/2012			2000 14TH STREET NW	TEST - with DOCUMENT
<input type="checkbox"/>	166	9/17/2012			441 4TH STREET NW	General Service Request 09/17/2012 [1] Penguins...
<input type="checkbox"/>	161	9/10/2012			441 4TH STREET NW	General Service Request Checking on Estimation/...
<input type="checkbox"/>	142	9/7/2012			100 GALLATIN STREET NE	General Service Request - Schools (3)
<input type="checkbox"/>	122	8/30/2012				DO NOT DELETE - This record is for retaining th...
<input type="checkbox"/>	73	8/24/2012				

Issue Tab

The Supervisor will have the ability to

- Issue the individual Work Order and Work Request(s) associated to it
- Print The Work Order Details
- View the Schedule

Details

Click the details button to display the Work Request Details.

Issue and Print Work Orders

Select **Issue** Schedule

Work Order

Work Order Code: 222
 Date Work Order Created: 10/23/2012
 Supervisor:
 Account Code:
 Building Code: 441 4TH STREET NW
 Primary Work Description: Description of the problem

Date to Perform:
 Contact:
 Date Built: 07/7/2011

» Issue Work Order » Print » View Schedule

Work Requests

» Cancel Selected

» Details

Work Request Code	Problem Type	Date Work Requested	Date to Perform	Work Request Status
222	ELECTRICAL	10/23/2012	10/23/2012	Assigned to Work Order

» Issue Work Order » Print » View Schedule

» Cancel Selected

Issue Work Order will issue the Work Order and all the Work Request(s) associated to it

Print will print the Work Order Details and all the Work Request(s) associated to it

Cancel Selected will cancel an individual or multiple Work Requests. Cancel will Archive the request

Work Request Details Dialog box

Work Request

» Close » Cancel Work Request Request

Work Request

Work Request Code: 222
 Date Work Requested: 10/23/2012
 Date to Perform: 10/23/2012
 Problem Type: ELECTRICAL
 Work Request Status: Assigned to Work Order

Work Description: Description of the problem

Work Location

» Show Floor Plan

Building Code: 441 4TH STREET NW
 Room Code:
 Floor Code: 11
 Problem Location:

Estimation

Estimated Cost of Labor:	0.00	Estimated Labor Hours:	0.00
Estimated Other Costs:	50.00		
Estimated Cost of Parts:	0.00		
Estimated Cost of Tools:	0.00		
Estimated Total Cost:	50.00		

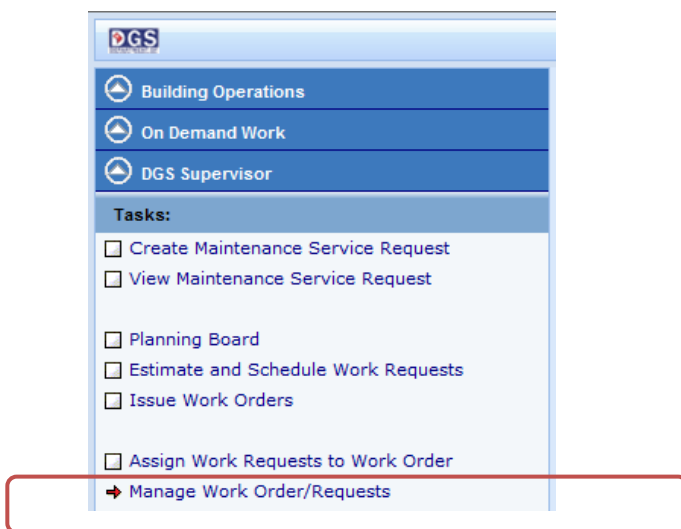
Click the Cancel Work Order button cancel the selected Work Request.

Manage Work Order/Requests

In this step, the Supervisor has the ability to

- add Work Requests to the same Work Order
- forward the Work Request to another Work Team

Select **Building Operations > On Demand Work > DGS Supervisor > Manage Work Orders/Requests** from the Web central navigator.



Manage Work Orders

Supervisor - Manage Work Orders | Work Order Details | Work Request Details | Work Request Documents

Filter

Date Created From: Date Created To:

M/D/YYYY M/D/YYYY

Work Orders

	Work Order Code	Supervisor	Building Code	Primary Work Description	Date Work Order Created
Select	221		2000 14TH STREET NW	TEST - with DOCUMENT	10/17/2012
Select	176		441 4TH STREET NW	Violation 2	9/26/2012
Select	175		2000 14TH STREET NW	test 3 - 9/25	9/25/2012
Select	174		2000 14TH STREET NW	test 4 - 9/25	9/25/2012

» Add Work Order

Manage Work Orders

Supervisor - Manage Work Orders

Work Order Details

Work Request Details

Work Request Documents

Supervisor – Manage Work Orders:
Displays list of Work Order before the issue step

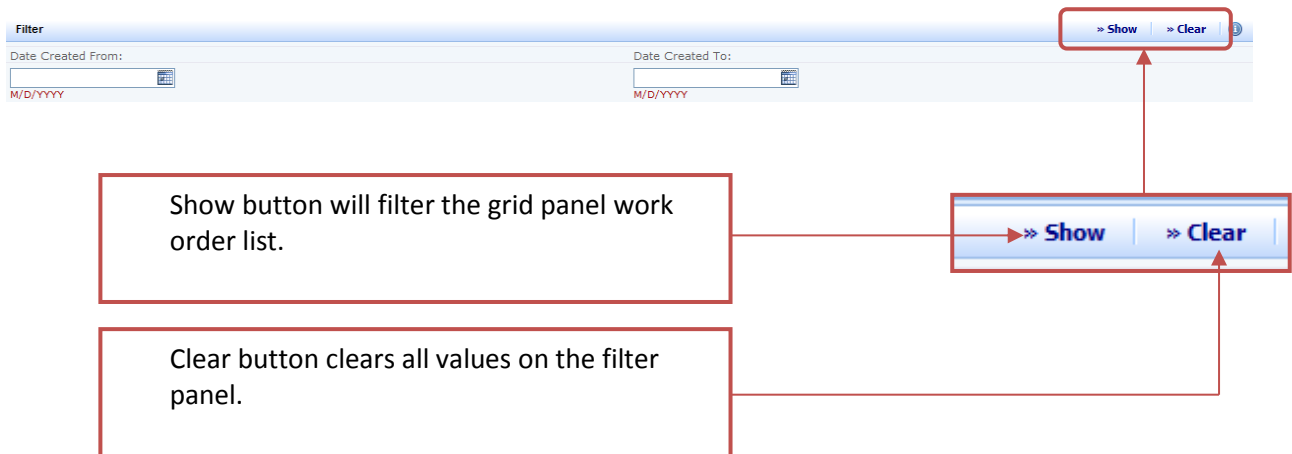
Work Request Details: displays the details of the Selected Work Request

Work Order Details: display the details of the selected Work Order.

Work Request Documents: Displays the Documents attached to the request.

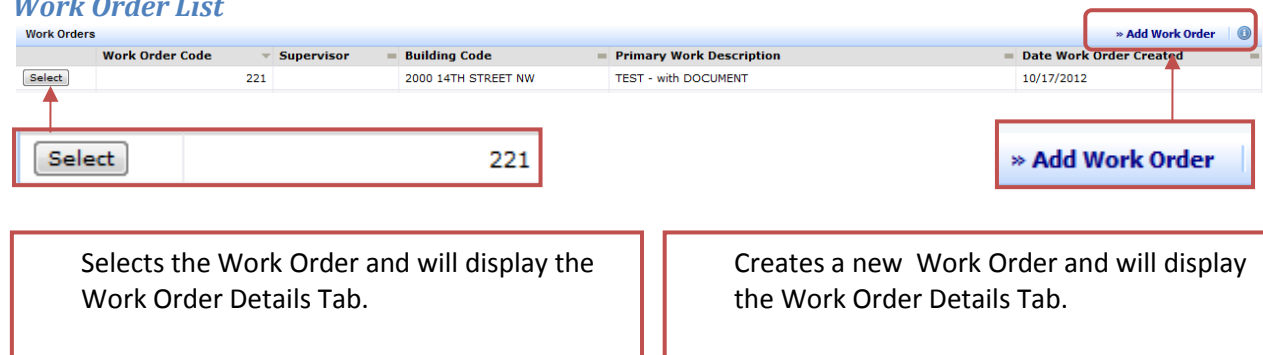
Supervisor – Manage Work Orders Tab:

Filter Panel, can limit the number of records displayed on the grid.



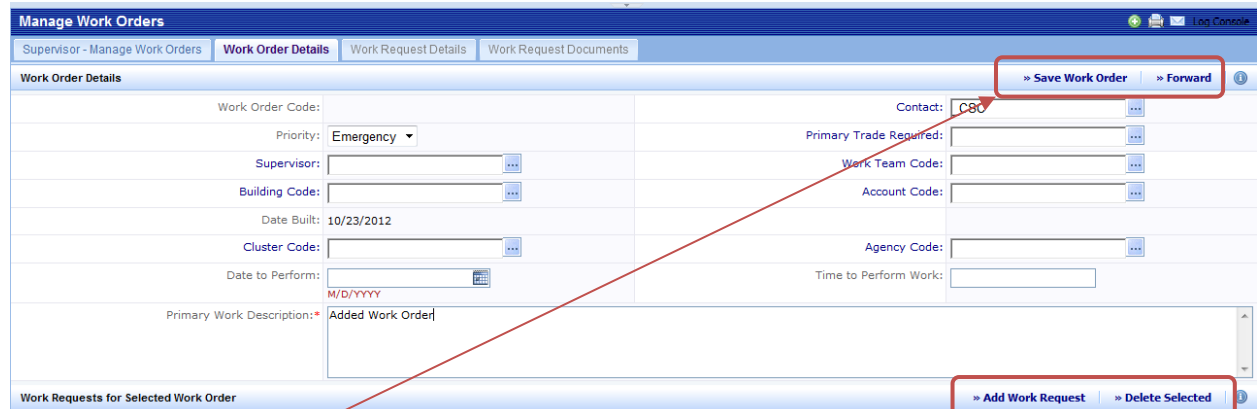
The screenshot shows the 'Filter' panel with two date input fields: 'Date Created From:' and 'Date Created To:'. Both fields have a calendar icon and a placeholder 'M/D/YYYY'. To the right of these fields are two buttons: '» Show' and '» Clear'. Below the screenshot, two text boxes provide explanations: 'Show button will filter the grid panel work order list.' and 'Clear button clears all values on the filter panel.' Arrows point from these text boxes to the 'Show' and 'Clear' buttons respectively.

Work Order List



The screenshot shows the 'Work Orders' table with columns: 'Work Order Code', 'Supervisor', 'Building Code', 'Primary Work Description', and 'Date Work Order Created'. A single row is visible with values: '221', '2000 14TH STREET NW', 'TEST - with DOCUMENT', and '10/17/2012'. To the left of the table is a 'Select' button. To the right is an '» Add Work Order' button. Below the screenshot, two text boxes provide explanations: 'Selects the Work Order and will display the Work Order Details Tab.' and 'Creates a new Work Order and will display the Work Order Details Tab.' Arrows point from these text boxes to the 'Select' and 'Add Work Order' buttons respectively.

Work Order Details Tab:



» Save Work Order

Save Work Order: Saves the Work Order
Forward: Forwards the Work Order and
Work Requests to another Work Team.

» Add Work Request | » Delete Selected

Add Work Request: adds a work request to
the wor order
Delete Seelected: Deletes the Work Request

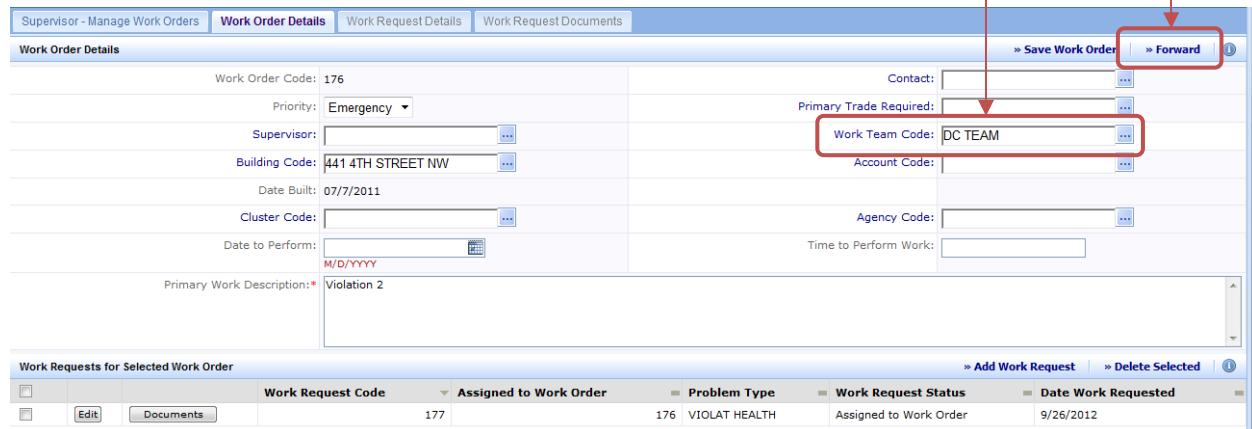
the instructions below. Once a request has been forwarded to another WORK TEAM or SHOP it will no longer show up in your work and therefore is no longer your responsibility.

Forwarding Work Order/Requests

1. Select the forward button on the Work Order Details Tab



2. Select a desired work team to forward to



Supervisor - Manage Work Orders | **Work Order Details** | Work Request Details | Work Request Documents

Work Order Details

Work Order Code: 176

Priority: Emergency

Supervisor: [Select]

Building Code: 441 4TH STREET NW

Date Built: 07/7/2011

Cluster Code: [Select]

Date to Perform: M/D/YYYY

Primary Work Description: Violation 2

Contact: [Select]

Primary Trade Required: [Select]

Work Team Code: DC TEAM

Account Code: [Select]

Agency Code: [Select]


Time to Perform Work: [Select]

Buttons: Save Work Order, Forward

Work Requests for Selected Work Order

Work Request Code	Assigned to Work Order	Problem Type	Work Request Status	Date Work Requested
177	176	VIOLAT HEALTH	Assigned to Work Order	9/26/2012

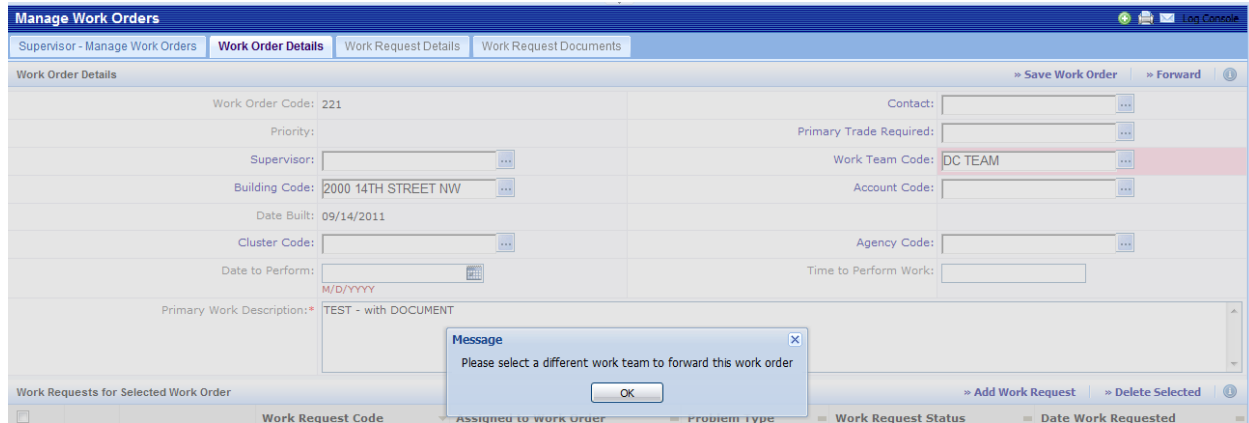
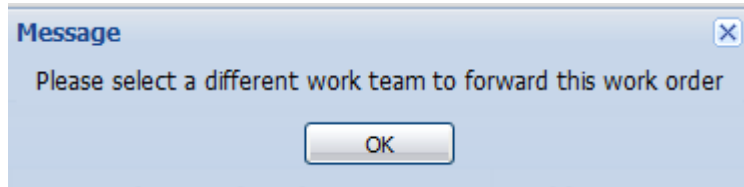
Select Workteam Dialog box



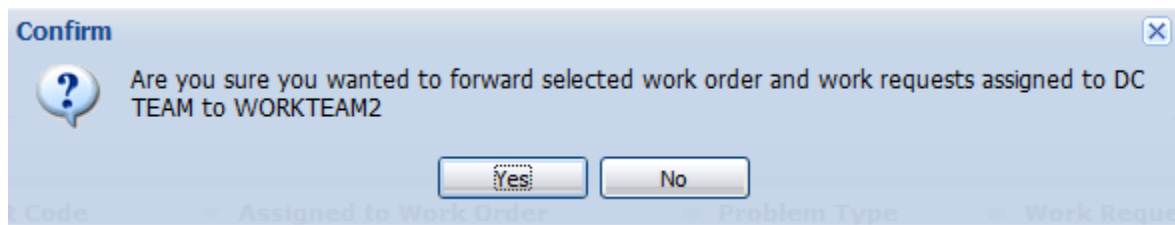
Select Value - Work Team Code

Work Team Code	Description
ADAMS PLACE	ADAMS PLACE
AREA 01	Area 01
AREA 01 CONT/REEVES	Area 1 Contractor/REEVES
AREA 02	Area 02
AREA 02 CONT/OJS	Area 2 Contractor/OJS
AREA 03	Area 03
AREA 03 CONT/MINN AVE	Area 3 Contractor/Minn Ave
AREA 03 CONT/UCC	Area 3 Contractors/UCC
AREA 03 CONT/WILSON	Area 3 Contractor/WILSON
AREA 04	Area 04
AREA 05	Area 05
AREA 05 CONT/DMV	Area 5 Contractor/DMV
AREA 05 RFK	Area 05 RFK
AREA 06	Area 06
BPO TEAM	BPO Team for Schools
CONTRACTOR 01 PPM	Contractor Team for Service Area 01
CONTRACTOR 02 US FACILITIES	Contractor Team for Service Area 02
CONTRACTOR 03A US FACILITIES	Contractor Team for Service Area 03A
CONTRACTOR 03B CROCKETT	Contractor Team for Service Area 03B
CONTRACTOR 03C DONOHUE	Contractor Team for Service Area 03C
CONTRACTOR 04	Contractor Team for Service Area 04
CONTRACTOR 05	Contractor Team for Service Area 05
CONTRACTOR 06	Contractor Team for Service Area 06
DC TEAM	DC TEAM
LOCKSMITH	Locksmith Group
OUTSOURCE CONTRACTOR	Outsource Contractor

Forwarding a work request requires you to change the workteam.

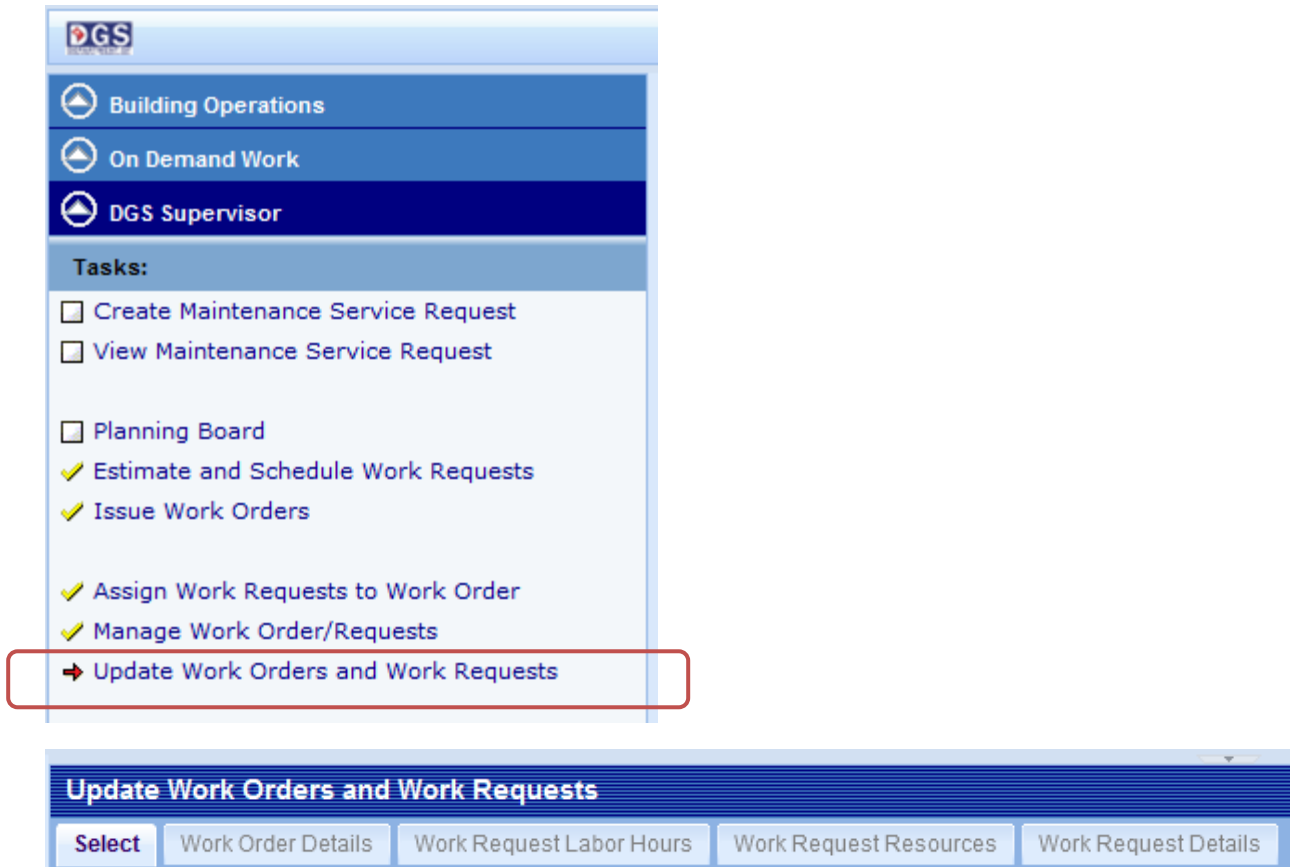
- Once the appropriate work team was selected, a confirmation will be prompted. Upon clicking yes would forward the Work Order and Work Request(s) to the other work team. The Work Order will go back to the Estimate & Schedule Step for the new work team supervisor to edit or continue the estimation and assigning of resources for the request.



Completing and Closing Work Orders/Work Request

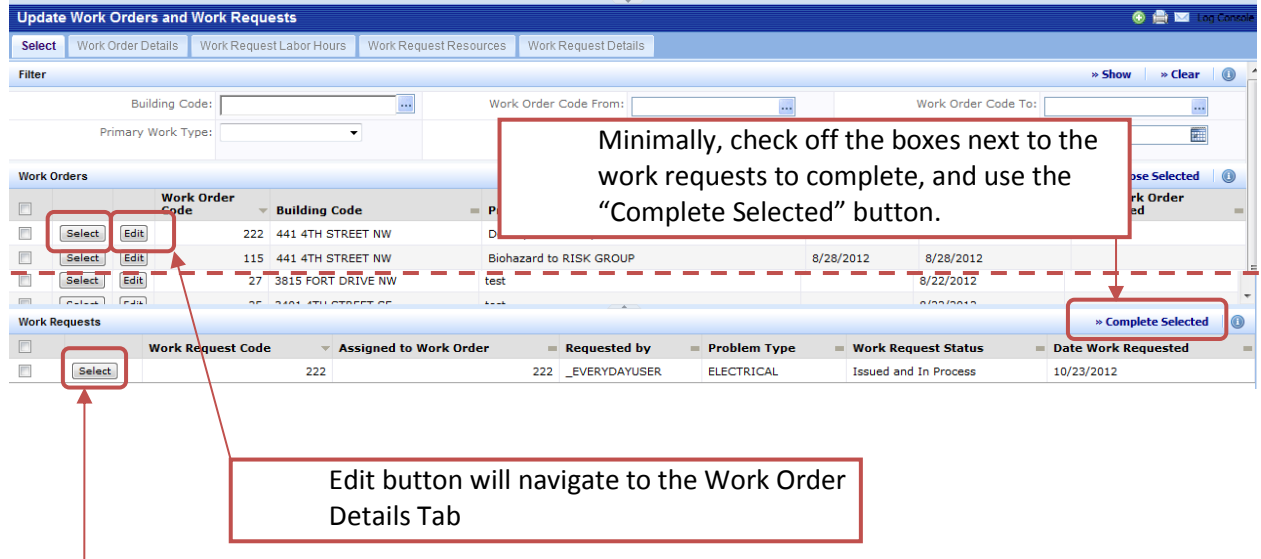
When craftspersons have completed their tasks and all invoices are completed, work orders can be closed out and archived. The supervisor may complete work requests if craftspeople don't have access to the application.

Select **Building Operations > On Demand Work > DGS Supervisor > Update Work Orders and Work Requests** from the Web central navigator.



Select Tab:

1. Use the Select button next to one of the listed work orders to view a list of work requests assigned to the work order.



Minimally, check off the boxes next to the work requests to complete, and use the "Complete Selected" button.

Edit button will navigate to the Work Order Details Tab

2. Use the Select button next to each work request to navigate to the Work Request Labor Hours tab. Update an existing craftsperson assignment by clicking the Edit button in front of the craftsperson to edit. A pop-up window will display detailed information on the selected craftsperson assignment. Update this information and save your changes or press cancel to close the pop up window without submitting changes. If no craftsperson assignments are listed, or another craftsperson should be assigned, click on the 'Add' button. Again the pop-up window will allow entry of the new craftsperson assignment

Work Order Details Tab:

Update Work Orders and Work Requests

Select **Work Order Details** Work Request Labor Hours Work Request Resources Work Request Details

Work Order » Close Work Order » Print Work Order

Work Order Code: 222 Work Order Authorized by:

Contact: Work Order Planned by:

Primary Work Description: Description of the problem

Work Order Priority: 0 Number of Open Requests: 0

Building Code: 441 4TH STREET NW

Date Built: 07/7/2011 Account Code:

Cluster Code: Agency Code:

Progress

Date Work Order Created: 10/23/2012 Time Work Order Created: 4:09 PM

Date to Perform: Time to Perform Work:

Date Work Order Issued: 10/23/2012 Time Work Order Issued: 6:38 PM

Date Work Order Completed: Time Work Order Completed:

Costs

Cost of Labor: 0.00 Cost of Parts: 0.00

Cost of Tools: 0.00 Other Costs: 0.00

Total Cost: 0.00

Work Requests

	Work Request Code	Assigned to Work Order	Problem Type	Work Request Status	Date to Perform
Select	222		222 ELECTRICAL	Issued and In Process	10/23/2012

Work Request Labor Hours Tab:

Update Work Orders and Work Requests

Select Work Order Details **Work Request Labor Hours** Work Request Resources Work Request Details

Work Request » Next >>

Work Request Code: 222 Requested by: _EVERYDAYUSER

Problem Type: ELECTRICAL Date Work Requested: 10/23/2012

Craftspersons Assignments » Add » Delete Selected

	Craftsperson Name	Work Request Code	Date Craftsperson Assigned	Time Craftsperson Assigned	Date Started	Total Hours	Total Labor Cost
Edit	Frank Technician	222	10/23/2012	5:06 PM		0.00	0.00

In this tab, the supervisor can edit the labor hours by clicking the edit button, or add another labor hours from the same craftsperson or another craftsperson.

- Use the Next button to navigate to the Work Request Resources tab. A user can update resources like tools and parts for the work request

Work Request Resources Tab:

Update Work Orders and Work Requests

Select Work Order Details Work Request Labor Hours **Work Request Resources** Work Request Details

Work Request Code: 222 Requested by: _EVERYDAYUSER
Problem Type: ELECTRICAL Date Work Requested: 10/23/2012

» << Previous » Next >> ⓘ

Work Request Parts » Add Part » Delete Selected ⓘ

	Part Code	Work Request Code	Quantity Used	Date Part Assigned	Time Part Assigned
<input type="checkbox"/>	BALLAST-FLOR	222	0.000	10/23/2012	4:51 PM

Work Request Tools » Add Tool » Delete Selected ⓘ

	Tool Code	Work Request Code	Date Tool Assigned	Time Tool Assigned	Total Straight Time Cost	Straight time Hours Used
<input type="checkbox"/>	DRILL 1	222	10/23/2012	5:09 PM	0.00	0.00

Work Request Other Costs » Add » Delete Selected ⓘ

	Date Used	Other Resource Type	Work Request Code	Actual Cost
<input type="checkbox"/>	10/23/2012	ADMINISTRATION	222	0.00

In this tab, the supervisor can edit the resources used in the request by clicking the edit button, or add more resources.

- Use the Next button navigates to the Work Request Details tab, where the status of the work request can be updated or completed

Work Request Details Tab:

Update Work Orders and Work Requests

Select | Work Order Details | Work Request Labor Hours | Work Request Resources | **Work Request Details**

Work Request Code: 222 | Assigned to Work Order: 222 | >> << Previous | **Update**

Date Work Requested: 10/23/2012 | Time Work Requested: 4:09 PM

Requested by: _EVERYDAYUSER | Requestor's Phone #: 202-XXX-XXXX

Problem Type: ELECTRICAL | Work Request Priority: 3

Building Code: 441 4TH STREET NW | Floor Code: 11

Date Built: 07/7/2011 | Room Code:

Equipment Code: | Problem Location:

Date to Perform: 10/23/2012 | Current Equip. meter reading: 0.00

Date of Est. Completion: | Time to Perform Work:

Status: **Issued and In Process** | Primary Trade Required:

Cluster Code: GDS | Account Code:

Agency Code: AMO

Work Description: Description of the problem

Craftspersons

Cause Code: | Repair Type:

Craftspersons Notes:

Document 1: activity_log-502-doc1.jpg | Document 2:

Issued and In Process ▼

- Issued and In Process
- On Hold for Parts
- On Hold for Access
- On Hold for Labor
- Stopped
- Completed

Select the status of the work request

Clicking the update button will save the changes

Update

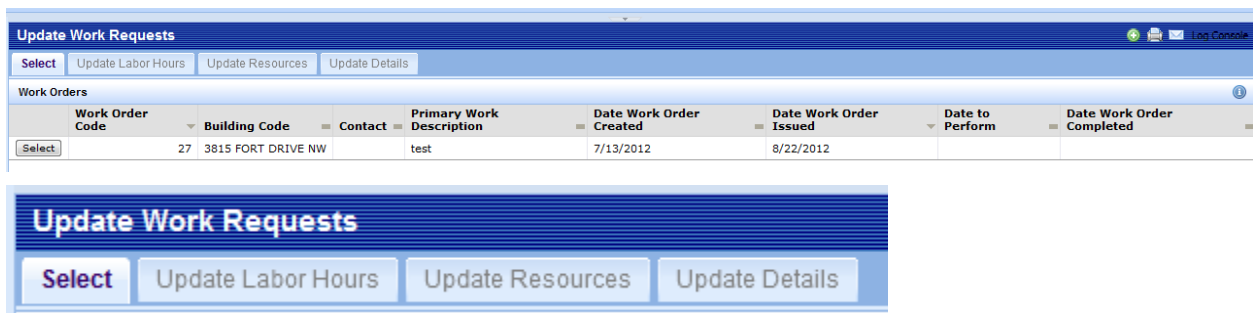
- To return to the listing of work orders and work requests, press the "Select" tab.

Craftsperson/Technician

After Work Orders are issued the Craftsperson are now ready to work on the work requests assigned.

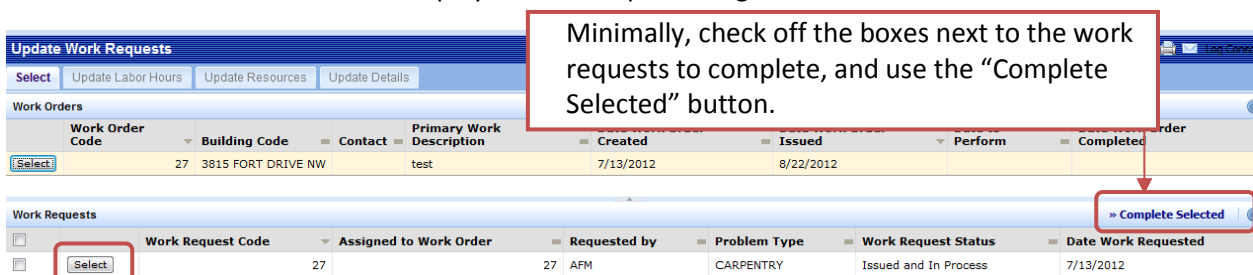
Select **Building Operations > On Demand Work > DGS Technician > Update Work Orders and Work Requests** from the Web central navigator.

Update Work Order and Work Requests



Select Tab:

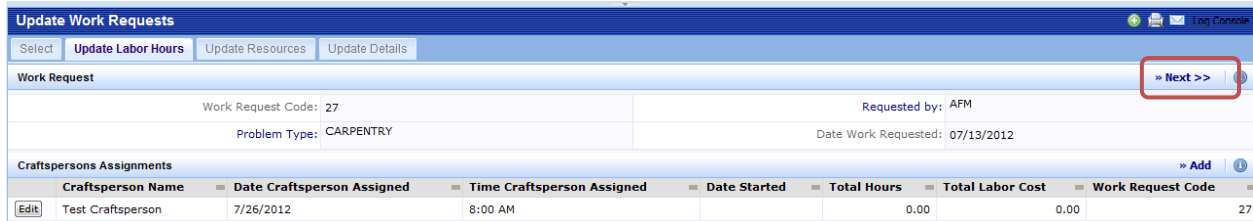
1. Select the Work Order to display all work request assigned to the work order



2. Select button will navigate to the Update Labor Hours Tab

Update Labor Hours Tab:

3. Select the edit button to update the labor hours on the selected work request.



Update Work Requests

Select **Update Labor Hours** Update Resources Update Details

Work Request Code: 27 Requested by: AFM
Problem Type: CARPENTRY Date Work Requested: 07/13/2012

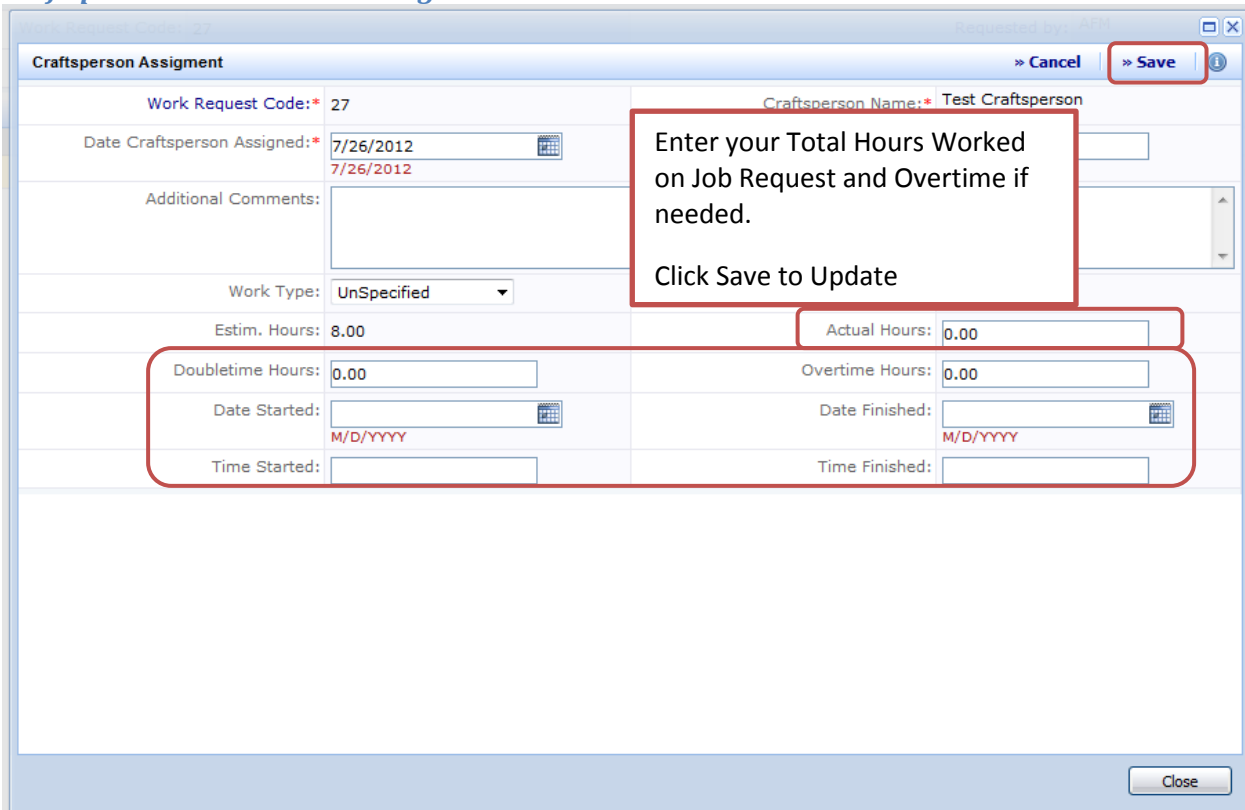
Craftspersons Assignments

Craftsperson Name	Date Craftsperson Assigned	Time Craftsperson Assigned	Date Started	Total Hours	Total Labor Cost	Work Request Code
Test Craftsperson	7/26/2012	8:00 AM		0.00	0.00	27

» Next >>

4. Click the "Next" button to navigate to the Update Resources Tab

Craftsperson Labor Hours Dialog Box



Work Request Code: 27 Requested by: AFM

Craftsperson Assignment

» Cancel » Save

Work Request Code: 27 Craftsperson Name: Test Craftsperson

Date Craftsperson Assigned: 7/26/2012

Additional Comments:

Work Type: UnSpecified

Estim. Hours: 8.00 Actual Hours: 0.00

Doubletime Hours: 0.00 Overtime Hours: 0.00

Date Started: M/D/YYYY Date Finished: M/D/YYYY

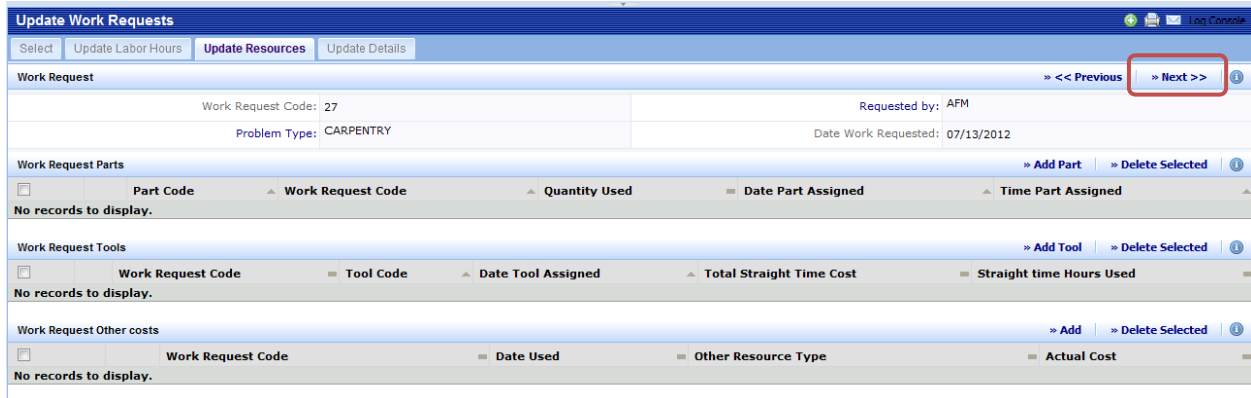
Time Started: Time Finished:

Enter your Total Hours Worked on Job Request and Overtime if needed.
Click Save to Update

Close

Update Resources Tab:

- Click the **"Next"** button to navigate to the Update Details Tab



Update Work Requests

Select Update Labor Hours **Update Resources** Update Details

Work Request Code: 27 Requested by: AFM
Problem Type: CARPENTRY Date Work Requested: 07/13/2012

Work Request Parts: Add Part Delete Selected
No records to display.

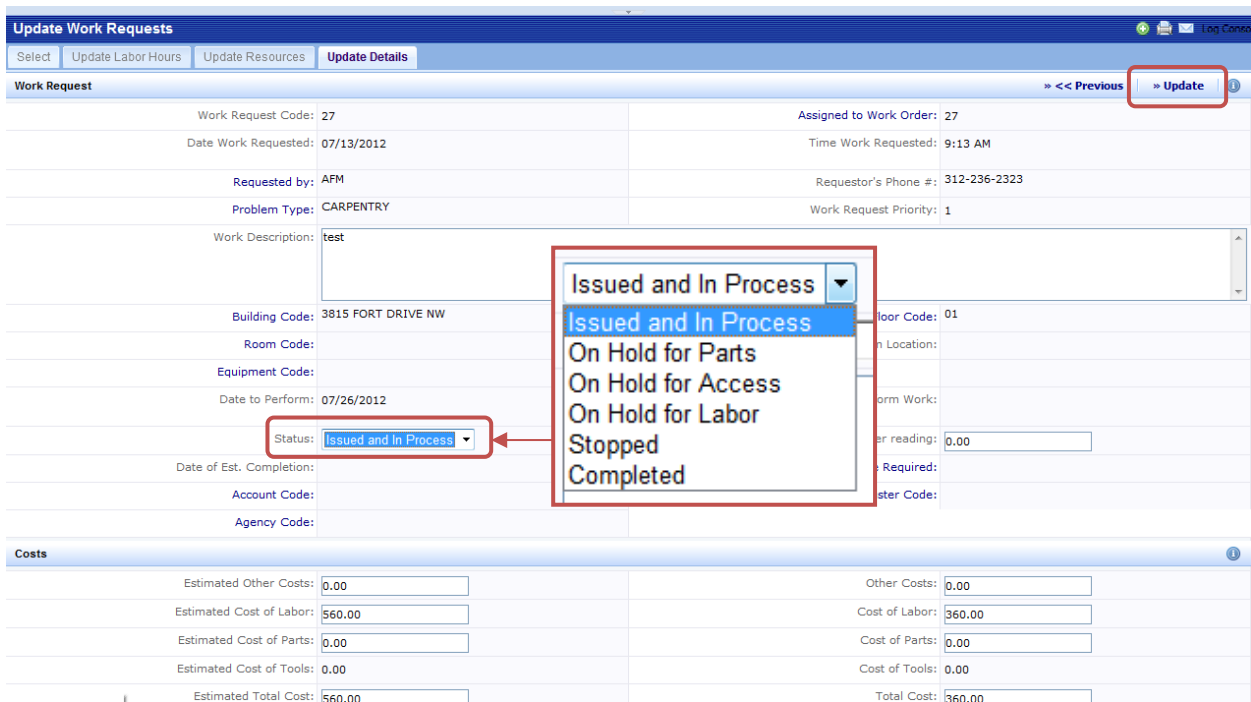
Work Request Tools: Add Tool Delete Selected
No records to display.

Work Request Other costs: Add Delete Selected
No records to display.

This tab allows the craftsperson to add or edit the resources used for the work request.

Update Details Tab:

- Click **"Update Button"** to update the status of the Work Request



Update Work Requests

Select Update Labor Hours Update Resources **Update Details**

Work Request Code: 27 Assigned to Work Order: 27
Date Work Requested: 07/13/2012 Time Work Requested: 9:13 AM
Requested by: AFM Requestor's Phone #: 312-236-2323
Problem Type: CARPENTRY Work Request Priority: 1
Work Description: test

Building Code: 3815 FORT DRIVE NW
Room Code:
Equipment Code:
Date to Perform: 07/26/2012
Status: Issued and In Process
Date of Est. Completion:
Account Code:
Agency Code:

Costs

Estimated Other Costs:	0.00	Other Costs:	0.00
Estimated Cost of Labor:	560.00	Cost of Labor:	560.00
Estimated Cost of Parts:	0.00	Cost of Parts:	0.00
Estimated Cost of Tools:	0.00	Cost of Tools:	0.00
Estimated Total Cost:	560.00	Total Cost:	560.00

The Work Ticket is Completed you can Add Finances and Parts Used and then Close Out the Ticket