

University of Northern Iowa
Facilities Management



FAMIS Self-Service
User Guide for Service Requests

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Introduction

What is FAMIS Self Service?

FAMIS is a web-based application that allows the campus community to submit Service Requests online. Users will receive an email notification when their Service Request has been converted to a Work Order and a second email will be received when the Work Order has been closed.

This tool should not be used in an emergency situation. Life and safety emergencies should be called to 273-4000. If the maintenance work is an emergency, call the Facilities Management front desk at 273-4400. If the emergency is after hours, call Public Safety at 273-2712.

How do I get access?

Access to FAMIS for Self-Service and the Online Store is granted by the department submitting a request for authorization for each person needing access through the Security Request System (SRS).

Role to request through SRS:

1. System = FAMIS – Facilities Management Role = FAMIS Services

How does it work?

All Service Requests submitted through **FAMIS** are automatically routed to Work Control. Work Control is responsible for reviewing requests and assigning them to the appropriate department.

Types of Service Requests

<p><u>Building Maintenance</u></p> <p>Electrical</p> <ul style="list-style-type: none"> • Light out • Outlet Repair • Add/install outlet • No power • Other <p>Heating/Cooling</p> <ul style="list-style-type: none"> • Too hot/too cold • Lack of ventilation • Install window A/C • Noises • Other <p>Elevators/Fire Alarms</p> <ul style="list-style-type: none"> • Elevator not working • Alarm problem • Other 	<p><u>Building Maintenance</u></p> <p>Plumbing</p> <ul style="list-style-type: none"> • Water leaks • Plugged/slow drain • Other <p>Doors/Locks</p> <ul style="list-style-type: none"> • HDCP doors/operator not working • Lock repair • Lock change • Electronic access trouble • Key issue • Signage • Other <p>General Maintenance</p> <ul style="list-style-type: none"> • Carpet repair • Ceiling tile repair • Painting • Other
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<p><u>Project/Renovation</u> Cabinets/counters Carpet/paint Furniture</p> <ul style="list-style-type: none"> • Replace furniture • Repair furniture • Purchase new <p>Ceiling Lighting General remodel/renovation Other</p> <p><u>Estimate Request</u> <u>Transportation/Delivery Requests</u></p> <p>Tables/chairs Move items Recycle Other</p>	<p><u>Grounds Requests</u> Broken glass Weather related – snow and ice Trash pick up Pest control – exterior Tree branches down Parking lot issue Other</p> <p><u>Custodial Requests</u> Light bulb out Clean up spill Pest control – interior Odors Other</p> <p><u>Event Support</u> <u>Other</u></p>
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How do I get Help?

For any questions or comments, please contact the following people, either by email or phone:

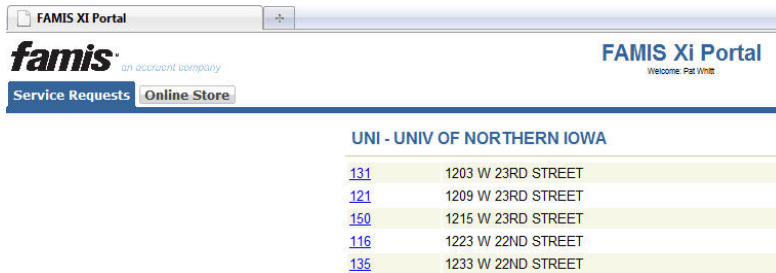
For FAMIS Service Request or Work Order Help or questions about work performed:
 Facilities Management Dispatch
 319-273-4400

For FAMIS Access, Account number charged, or Training help:

Jeanne Alcantara	Jackie Burvee
319-273-6961	319-273-2606
jeanne.alcantara@uni.edu	jackie.burvee@uni.edu

Submit a Service Request

1. Go to the Service Requests tab in FAMIS



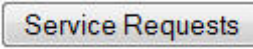
2. Option #1: Click the appropriate building number the request is for.

Click on the appropriate floor.

Click on the appropriate room.

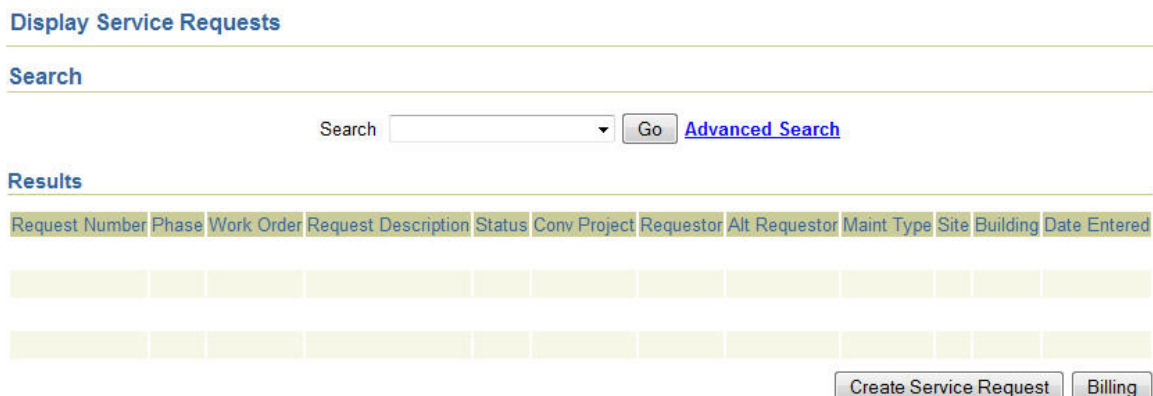
Then click .

Note: If you select a building number, this building number will default in each Service Request created during this login session in FAMIS. (a convenience if you have several Service Requests to submit for the exact same building)

Option #2: At the bottom of the page, click the button .

Note: If you don't select a building now, you will be given the opportunity later.

The following screen displays:



3. Click .

The following screen displays:

Create Service Request: Confirm Requestor - Step 1 of 5

Confirm Requestor Select Service Enter Service Details Enter Location Review

Requestor

Requestor *

Phone * Pager

Cell Phone E-mail

Department * Mail Code

Alternate Requestor

Name Phone

NOTE:

The information displays based on the person logged in. Any changes you make to the Requestor information will only apply to this specific service request and will not be saved for future Service Requests. If any of the information is not correct, contact Jeanne Alcantara or Jackie Burvee to make changes to the default information for a requestor.

Information in the Alternator Requestor fields is optional and will not be saved for future Service Requests.

4. Click

The following screen displays:

Create Service Request: Select Service - Step 2 of 5

Available Services

- [BUILDING MAINTENANCE](#)
- [CUSTODIAL REQUESTS](#)
- [ESTIMATE REQUEST](#)
- [EVENT SUPPORT](#)
- [GROUNDS REQUESTS](#)
- [IT NETWORK & INFRASTRUCTURE SVCS-DATA,VOICE & PRINTER REQUESTS](#)
- [POWER PLANT MAINTENANCE](#)
- [PROJECT/RENOVATION](#)
- [TRANSPORTATION/DELIVERY REQUESTS](#)
- [New Web Request *Create your own request*](#)

Note: You should try to select an option **other** than New Web Request “Create your own request”. Any requests submitted using New Web Request “Create your own request” will always ask for an account number even if the work is something that is ordinarily not charged for.

5. Click the type of service you want to request and continue to drill down until you reach the Enter Service Details – Step 3 of 5 screen.

NOTE: There are billable and non-billable Service Requests. With a billable service request the following screen displays. **To continue with a non-billable service request, go to #9.**

Submit a Service Request

Create Service Request: Enter Service Details - Step 3 of 5



Account

Chart of Accounts*	Acct Segment 1*	Acct Segment 2*	Acct Segment 3*	Acct Segment 4*	Acct Segment 5*	Acct Segment 6*	Pct
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Work Description

Work Title

Description of Work

To preserve the text formatting, please hit "Enter" after each line. (Limit 3000 chars)

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

6. Click on the X to the right of the field in the column Chart of Accounts*.

7. The following screen displays:

Select Chart of Accounts

Chart of Accounts	Description
	====> Clear current COA <====
STANDARD	DEFAULT CHART OF ACCOUNTS

Click on either [STANDARD](#) or [DEFAULT CHART OF ACCOUNTS](#). Which one does not matter. Both links do the same thing.

Submit a Service Request

The following screen displays:

Create Service Request: Enter Service Details - Step 3 of 5



Account

Chart of Accounts*	Fund*	Organization*	Object*	Program*	Function*	Activity*	Pct
STANDARD <input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Chart of Accounts*	Acct Segment 1*	Acct Segment 2*	Acct Segment 3*	Acct Segment 4*	Acct Segment 5*	Acct Segment 6*	Pct
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Chart of Accounts*	Acct Segment 1*	Acct Segment 2*	Acct Segment 3*	Acct Segment 4*	Acct Segment 5*	Acct Segment 6*	Pct
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Work Description

Work Title

Description of Work

To preserve the text formatting, please hit "Enter" after each line. (Limit 3000 chars)

Earliest Start Date mm/dd/yyyy

Latest Completion Date mm/dd/yyyy

Dates/Times Work Cannot be Done in Location e.g. Mon & Fri 8am - 10am

8. Enter the account and the percent (Pct) to charge for the work order. If there is more than one account to charge, enter each account number and the percent (Pct) to charge each account. The account number entered must be a VALID account combination in EBiz.
 - a. The account information only requires the account segments of fund, organization object, program, function and activity. The account segments of appropriation year and line are omitted in FAMIS.
 - b. Optional: Click on the X to the right of the field below any account segment (fund, organization, object, program, function or activity) to display a list of values.
 - c. NOTE: If you are charging to a Foundation account number, enter your 6 digit account number in the Description of Work field.
9. Enter a detailed description of the requested work.
10. Enter the other data if it applies to this request.
11. Click

The following screen displays:

Create Service Request: Enter Location - Step 4 of 5

Confirm Requestor Select Service Enter Service Details **Enter Location** Review

Site * Building

Floor Room

Cancel Back Next

Any building, floor or room information you selected when starting the service request appears in the respective fields. If you did not select this information earlier, you now have the opportunity to select this information.

12. Click to view a list of buildings. The list displays the buildings sorted alphabetically. Select the appropriate building.
13. Click to view the floors in the building and select the appropriate floor.
14. Click to view the rooms on the floor and select the appropriate room.
15. Click

The following screen displays:

The screen displays the Service Request information entered to review before submitting.

Create Service Request: Review - Step 5 of 5



Requestor Information

Requester Name	ALCANTAR	Requestor Phone	319-273-6961
Requestor Dept	UNI	Requestor Email	jeanne.alcantara@uni.edu
Alt Requester Name		Alt Requestor Phone	

Service Description

Earliest Start Date		Latest Completion Date	
Blackout Dates and Times		Work Title	TOO HOT/TOO COLD
Description			Room 39 is too hot.

Location

Site	UNI	UNIV OF NORTHERN IOWA
Building	190	FACILITIES MANAGEMENT
Floor	G	PHP - Ground Floor
Room	039	Inter Office Circulation

16. Click

Your Service Request displays showing the SR#, the date it was submitted and all of the information you included with the request. At this point, you may also attach a file to submit

with the request by clicking the button. These files can better describe the work, layout, details etc. of the request.

See the screen display on the next page.

Submit a Service Request

Create Service Request

Your Facilities Work Request (SR000057) was submitted on 03/17/2011.

Requestor Information

Requester Name	WHITT	Requestor Phone	3-6881
Requestor Dept	UNI	Requestor Email	pat.whitt@uni.edu
Alt Requester Name		Alt Requestor Phone	

Service Description

Account Segments	0011.40201.64210.0000.61.0000 - (100%)	Latest Completion Date	
Earliest Start Date		Work Title	INSTALL OR REPLACE CARPET
Blackout Dates and Times		Description	PLEASE GIVE DETAILS.

Location

Site	UNI	UNI
Building	065	WEST GYM
Floor	02	WST - Second Floor
Room	206	Office

[Attach File](#)

[Go Back to Service Requests](#)

NOTE: Your service request number displays at the top of the screen.

17. Click [Go Back to Service Requests](#) to submit another service request, OR

18. Click Logout (top, right hand of the screen) to log out of Self Service.

Status Codes and Definitions

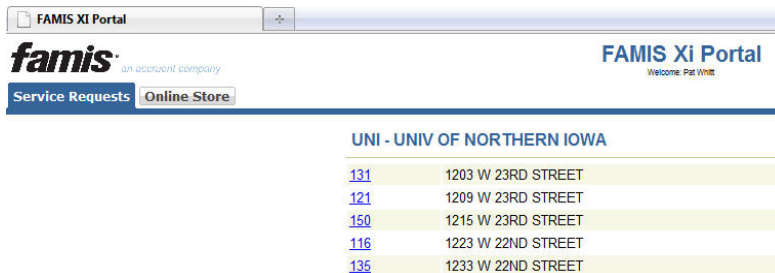
Service Requests Status Codes	
Requested	Service Request has been requested
Scheduled	A Work Order has been created
Canceled	Service Request has been canceled or is a duplicate
Approved	Service Request has been converted to a Work Order, but not assigned to technician
Hold	On hold until released
Review	For assignment and scope of request
Convert Project	Converted to project

Work Order Status Codes	
Open	A work order has been created
Assigned	Assigned to technician
Canceled	Work canceled
Complete	Work done by technician
Convert Project	Converted to Project
Estimating	Work being estimated
Hold	On hold
Closed	Closed

Query (Find) a Service Request

Search Only Your Request by Timeframe

1. Go to the Service Requests tab in FAMIS



2. Scroll to the bottom on the screen and Click

Service Requests

The following screen displays:

Display Service Requests

Search

Search [Advanced Search](#)

Results

Request Number	Phase	Work Order	Request Description	Status	Conv	Project	Requestor	Alt Requestor	Maint Type	Site	Building	Date Entered

3. Click the arrow in the drop-down list and select a query. Queries available are:

- a. My requests this week
- b. My requests last week
- c. My requests this month
- d. My requests last month
- e. All my requests

NOTE: Leaving the Search field blank and clicking  will return ALL Services Requests submitted from ALL Campus Users.

4. Click 

The following screen displays:

[Display Service Requests](#)

Search

Search My requests this week  [Advanced Search](#)

Results

Request Number	Phase	Work Order	Request Description	Status	Conv Project	Requestor	Alt Requestor	Maint Type	Site	Building	Date Entered
SR000057			INSTALL OR REPLACE CARPET	REQUESTED		WHITT		RENOVATION	UNI 065 - WEST GYM		03/17/2011
SR000056			LOCK REPAIR NEEDED	REQUESTED		WHITT		CORRECTIVE	UNI 065 - WEST GYM		03/17/2011
SR000052		W11000036	WST RM 206 PAT WHITT'S OFC REPAIR ELECTRICAL OUTLET	APPROVED		WHITT		CORRECTIVE	UNI 065 - WEST GYM		03/16/2011
SR000051		W11000043	WST RM 206 NEED 3 TABLES FOR SPECIAL EVENT ON 4/15	APPROVED		WHITT		CUST SERV	UNI 065 - WEST GYM		03/16/2011

5. Click a Request number [SR000057](#) to see the Service Request Details.

The following screen displays.

Display Service Request Details

Requestor Information

Requester Name	WHITT	Requestor Phone	3-6881
Requestor Dept	UNI	Requestor Email	pat.whitt@uni.edu
Alt Requester Name		Alt Requestor Phone	
Alt Requestor Dept		Alt Requestor Email	

Service Description

Work Title	INSTALL OR REPLACE CARPET		
Description	PLEASE GIVE DETAILS.		
Maintenance Type	RENOVATION	Request Type	SERVICE REQUEST
Crew		Craft	
Account	0011.40201.64210.0000.61.0000 (100%)		
Date Entered	03/17/2011	Start Date	03/17/2011
Modify Date		Closed Date	

Location

Site	UNI	Floor	02
Building	065	Room	206

Status

Request Number	SR000057	Work Order Number	
Status	REQUESTED		

Cost Information

Account Segment 0011.40201.64210.0000.61.0000
No Cost Data

Note: The account number shown is the account number currently tied to the work order. Any future charges will be charged to this account number. Past charges listed on the work order may have been charged to a different account number.

6. The button is active and a file can be uploaded to this service request if necessary.
7. Click to return to the Display Service Request screen.
8. Click to create a new Service Request OR click Logout to end your session.

Query Using Advanced Search

9. Click [Advanced Search](#) on the Display Service Request screen.

The following screen will display:

Display Service Requests

Advanced Search

Request Number

Request Number

Criteria

Requestor Name (For wildcard searches use % (e.g., %SMITH)).

Funding Type Customer-Funded Facilities-Funded (Please select at least one.)

Status Open Closed (Please select at least one.)

Request Type Web Requests Projects Service Request PMs (Please select at least one.)

Location Information

<input type="button" value="Site"/>	<input type="text"/>	<input type="button" value="Building"/>	<input type="text"/>
<input type="button" value="Floor"/>	<input type="text"/>	<input type="button" value="Room"/>	<input type="text"/>

Date Entered From To mm/dd/yyyy

Enter the information you want to search by.

Tips: You may search by:

- Requestor Name – this is useful if you want to see only your requests or a request submitted by someone else.
- Status – open or closed or both – determine if you want to see just a certain status.
- Request type – Web requests, Projects, Service Request (those called in), PMs
- Building –this is useful if you only want to see a certain building and you can limit the search more by adding the floor and/or room.
- Date Entered – you can search requests for a certain date range.

10. Click and your results will display.