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

<table>
<thead>
<tr>
<th>Building Maintenance</th>
<th>Building Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electrical</strong></td>
<td><strong>Plumbing</strong></td>
</tr>
<tr>
<td>• Light out</td>
<td>• Water leaks</td>
</tr>
<tr>
<td>• Outlet Repair</td>
<td>• Plugged/slow drain</td>
</tr>
<tr>
<td>• Add/install outlet</td>
<td>• Other</td>
</tr>
<tr>
<td>• No power</td>
<td></td>
</tr>
<tr>
<td>• Other</td>
<td></td>
</tr>
<tr>
<td><strong>Heating/Cooling</strong></td>
<td><strong>Doors/Locks</strong></td>
</tr>
<tr>
<td>• Too hot/too cold</td>
<td>• HDCP doors/operator not working</td>
</tr>
<tr>
<td>• Lack of ventilation</td>
<td>• Lock repair</td>
</tr>
<tr>
<td>• Install window A/C</td>
<td>• Lock change</td>
</tr>
<tr>
<td>• Noises</td>
<td>• Electronic access trouble</td>
</tr>
<tr>
<td>• Other</td>
<td>• Key issue</td>
</tr>
<tr>
<td><strong>Elevators/Fire Alarms</strong></td>
<td>• Signage</td>
</tr>
<tr>
<td>• Elevator not working</td>
<td>• Other</td>
</tr>
<tr>
<td>• Alarm problem</td>
<td></td>
</tr>
<tr>
<td>• Other</td>
<td></td>
</tr>
<tr>
<td><strong>General Maintenance</strong></td>
<td></td>
</tr>
<tr>
<td>• Carpet repair</td>
<td>• Ceiling tile repair</td>
</tr>
<tr>
<td>• Painting</td>
<td>• Other</td>
</tr>
<tr>
<td>• Other</td>
<td></td>
</tr>
</tbody>
</table>
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:

Display Service Requests

Search

Search:  

Go  Advanced Search

Results

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


3. Click .
The following screen displays:

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 Next
The following screen displays:

**Create Service Request: Select Service - Step 2 of 5**

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

**Available Services**

- **BUILDING MAINTENANCE**
- **CUSTODIAL REQUESTS**
- **ESTIMATE REQUEST**
- **EVENT SUPPORT**
- **GROUND REQUESTS**
- **IT NETWORK & INFRASTRUCTURE SERVICES - 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.**
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

<table>
<thead>
<tr>
<th>Chart of Accounts</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>=====&gt; Clear current COA ======</td>
<td></td>
</tr>
<tr>
<td>STANDARD</td>
<td>DEFAULT CHART OF ACCOUNTS</td>
</tr>
</tbody>
</table>

Click on either STANDARD or DEFAULT CHART OF ACCOUNT. Which one does not matter. Both links do the same thing.
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 Next
The following screen displays:

**Create Service Request: Enter Location - Step 4 of 5**

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 Building to view a list of buildings. The list displays the buildings sorted alphabetically. Select the appropriate building.

13. Click Floor to view the floors in the building and select the appropriate floor.

14. Click Room to view the rooms on the floor and select the appropriate room.

15. Click Next
Submit a Service Request

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

<table>
<thead>
<tr>
<th>Requestor Name</th>
<th>ALCANTAR</th>
<th>Requestor Phone</th>
<th>319-273-6981</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requestor Dept</td>
<td>UNI</td>
<td>Requestor Email</td>
<td><a href="mailto:jeanne.alcantara@uni.edu">jeanne.alcantara@uni.edu</a></td>
</tr>
<tr>
<td>Alt Requestor Name</td>
<td></td>
<td>Alt Requestor Phone</td>
<td></td>
</tr>
</tbody>
</table>

Service Description

<table>
<thead>
<tr>
<th>Earliest Start Date</th>
<th>Latest Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackout Dates and Times</td>
<td>Work Title</td>
</tr>
<tr>
<td>Description</td>
<td>TOO HOT/TOO COLD</td>
</tr>
</tbody>
</table>

Room 39 is too hot.

Location

<table>
<thead>
<tr>
<th>Site</th>
<th>UNI</th>
<th>UNIVERSITY OF NORTHERN IOWA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building</td>
<td>190</td>
<td>FACILITIES MANAGEMENT</td>
</tr>
<tr>
<td>Floor</td>
<td>G</td>
<td>PHP - Ground Floor</td>
</tr>
<tr>
<td>Room</td>
<td>039</td>
<td>Inter Office Circulation</td>
</tr>
</tbody>
</table>

16. Click Finish

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 Attach File button. These files can better describe the work, layout, details etc. of the request.

See the screen display on the next page.
NOTICE: 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

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested</td>
<td>Service Request has been requested</td>
</tr>
<tr>
<td>Scheduled</td>
<td>A Work Order has been created</td>
</tr>
<tr>
<td>Canceled</td>
<td>Service Request has been canceled or is a duplicate</td>
</tr>
<tr>
<td>Approved</td>
<td>Service Request has been converted to a Work Order, but not assigned to technician</td>
</tr>
<tr>
<td>Hold</td>
<td>On hold until released</td>
</tr>
<tr>
<td>Review</td>
<td>For assignment and scope of request</td>
</tr>
<tr>
<td>Convert Project</td>
<td>Converted to project</td>
</tr>
</tbody>
</table>

### Work Order Status Codes

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>A work order has been created</td>
</tr>
<tr>
<td>Assigned</td>
<td>Assigned to technician</td>
</tr>
<tr>
<td>Canceled</td>
<td>Work canceled</td>
</tr>
<tr>
<td>Complete</td>
<td>Work done by technician</td>
</tr>
<tr>
<td>Convert Project</td>
<td>Converted to Project</td>
</tr>
<tr>
<td>Estimating</td>
<td>Work being estimated</td>
</tr>
<tr>
<td>Hold</td>
<td>On hold</td>
</tr>
<tr>
<td>Closed</td>
<td>Closed</td>
</tr>
</tbody>
</table>
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

The following screen displays:

Display Service Requests

Search

Search: [ ] Go [ ] Advanced Search

Results

Request Number Phase Work Order Request Description Status Conv. Project Requestor Alt. Requests! 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:

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Phase</th>
<th>Work Order</th>
<th>Request Description</th>
<th>Status</th>
<th>Item Projected</th>
<th>Requested By Request</th>
<th>Maint Type</th>
<th>Site</th>
<th>Building</th>
<th>Date Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR000057</td>
<td></td>
<td></td>
<td>INSTALL OR REPLACE CARPET</td>
<td>REQUESTED</td>
<td>WHIT</td>
<td></td>
<td>RENOVATION UNI 065 - WEST GYM</td>
<td>D3/17/2011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D300005</td>
<td></td>
<td></td>
<td>LOCK REPAIR NEEDED</td>
<td>REQUESTED</td>
<td>WHIT</td>
<td></td>
<td>CORRECTIVE UNI 065 - WEST GYM</td>
<td>D3/17/2011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>W11000038</td>
<td>WP18</td>
<td></td>
<td>W2 RM 216 PAT WHITT'S OTC REPAIR ELECTRICAL OUTLET</td>
<td>APPROVED</td>
<td>WHIT</td>
<td></td>
<td>CORRECTIVE UNI 065 - WEST GYM</td>
<td>D3/16/2011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>W1100031</td>
<td>WP18</td>
<td></td>
<td>W2 RM 216 NEED 3 TABLES FOR SPECIAL EVENT ON 4TH</td>
<td>APPROVED</td>
<td>WHIT</td>
<td></td>
<td>CUST SERV UNI 065 - WEST GYM</td>
<td>D3/16/2011</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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
- Requester Phone: 3-8881
- 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
- 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
- Building: 065
- Floor: 02
- Room: 206

**Status**
- Request Number: SR000057
- Work Order Number
- Status: REQUESTED

**Cost Information**
- Account Segment: 0011.40201.64210.0000.61.0000
- No Cost Data

[Attach File] [Continue]

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


The following screen will display:

```
Display Service Requests

Advanced Search
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
  • Site
  • Building
  • Floor
  • Room

Date Entered
  • From
  • To

Execute Query  Cancel
```

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 Execute Query and your results will display.