

Common Problems on Customer Projects & Service Request

<u>Description</u>	<u>Category</u>	<u>Trade</u>
Access - Contractor/Visitor CCure Badges	Service Request	Security Systems (Ccure)
Access - Installation of Cameras	Customer Project - Camera	Project Services Group
Access - Installation of Card Readers & Panic Buttons	Customer Project - CCure	Project Services Group
Access - Rekeying, Key Cutting and Key Pads	Service Request	Building Access (Key Shop)
Carpentry - Repairing Walls and Paint	Service Request	District Carpenter
Carpentry - Installing Whiteboards, Pictures, Hooks, Brackets	Service Request	District Carpenter
Carpentry - New Carpet, Window Blinds, Painting of Entire Room	Customer Project	Project Services Group
Carpentry - Repair/Refinishing Department owned Tables, Chairs, Podiums	Service Request	Campus Carpenter Shop
Carpentry - Roofs and Drains, Rain Gutters	Service Request	Campus Carpenter Shop
Custodial - Extra Cleaning and Event Support	Service Request	District Building Maintenance (Custodial)
Custodial - Window, Floor or Upholstery Cleaning	Service Request	Custodial Specialty
Electrical - Damaged Lights, Switches and Outlets (non-emergency)	Service Request	District Electric
Electrical - Exit Sign Replace Batteries, Transformer, or Sign	Service Request	District Electric
Electrical - Installation of Wiring, Outlets, Lights, Switches	Customer Project	Project Services Group
Equipment - Lab, Meters or Other Small Electronics	Service Request	Electronics
Equipment - Refrigerators, Freezers, Lab Equipment	Service Request	District HVAC
Equipment - Walk in Boxes, Autoclaves, Fume Hoods	Service Request	District HVAC
Equipment- Freon Removal	Service Request	Heavy Equipment and Moving - Moving
Events - Request Support for Large Event	Customer Project - Events	Project Services Group
Fire Systems - Alarms, Extinguishers, Sprinklers	Service Request	Fire Systems
Metal Fabricating	Service Request	Metal - Metal Shop
Moving, Hauling and Delivery	Service Request	Heavy Equipment and Moving - Moving
Name Plates, Signs and Graphics	Service Request	Metal - Signage
Outside - Landscaping, Lawns, Irrigation, Trees	Service Request	Landscape Maintenance
Outside - Sidewalks, Concrete Repair	Service Request	Campus Carpenter Shop
Outside - Walkway and Parking Lot Lights	Service Request	Electric - MEP Technical Resources - Electric
Plumbing - Drinking Fountain Change Filter, Clogged or Leaking	Service Request	District Plumbing
Plumbing - Installation of Water Lines/Drains	Customer Project	Project Services Group
Project Services	Customer Project	Project Services Group
Recycling/Waste - Pick-up needed, Supplies dropped off	Service Request	Waste Management
Remodel Major - Changing Purpose of Room - Moving Walls, Additional HVAC Needs, New Modular Furniture, Plumbing, Electrical.	Customer Project	Project Services Group
Remodel Minor - Room Reconfiguration - Furniture, Carpet, Paint	Customer Project	Project Services Group
Revit, Drafting and Mapping	Service Request	Overhead - Facilities Support - Overhead
Shutdowns - Interruption of Service	Service Request	TBD