

Facilities Management

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**FM@YourService:  
Customer Service  
Request/Emergency Reporting**

**UI Building Coordinators Network**

March 20, 2024

# FM@YourService: Who We Are

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## Stephanie Rourke

Associate Director

FM@YourService

319-335-5074

## Chris Heick

Lead Coordinator

FM@YourService

319-335-5071

## Kari White

Coordinator

FM@YourService

319-335-5500

## Michelle Marxen

Coordinator

FM@YourService

319-335-5071

## Contact Us:

- 24/7/365 Emergency calls to 335-5071
- Email: [facilities-wcc@uiowa.edu](mailto:facilities-wcc@uiowa.edu)
- FM@YourService portal: Non-emergency and departmentally funded request: [facilities.uiowa.edu/services/fmyourservice](https://facilities.uiowa.edu/services/fmyourservice)

# FM@YourService: What We Do

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The communications, operational/work processing, and customer service support hub within Facilities Management for General Education Fund (GEF) buildings needing Maintenance, Utilities, Landscape Services, Security Engineering Services, Custodial, Fire and Life Safety, Design and Construction, Vendor Contractors and Campus Stewardship.

- Dispatch/triages emergency work
- Process non-emergency customer service request
- Enters work orders and supporting information in AiM (Computerized Maintenance Management System) to uphold information integrity
- Issuing campus outage or alert notices for building communication purposes
- Triage questions/concerns on campus
- Administrative support for FM teams

# FM Services Source of Truth

<https://bizhub.facilities.uiowa.edu/bizhub/fmservice>

Facilities Management (FM) provides services and support to many areas of campus. We receive General Education Funding (GEF) to support the baseline service levels for the academic and administrative functions of the university.



# SERVICE PRIORITIES

## How FM@YOURSERVICE Prioritizes Your Requests

All work is prioritized by specific definitions and parameters. This priority method allows fair and appropriate service responses to be planned and scheduled appropriately across all buildings and programs on campus. This system is utilized primarily for building maintenance, landscape and custodial services.

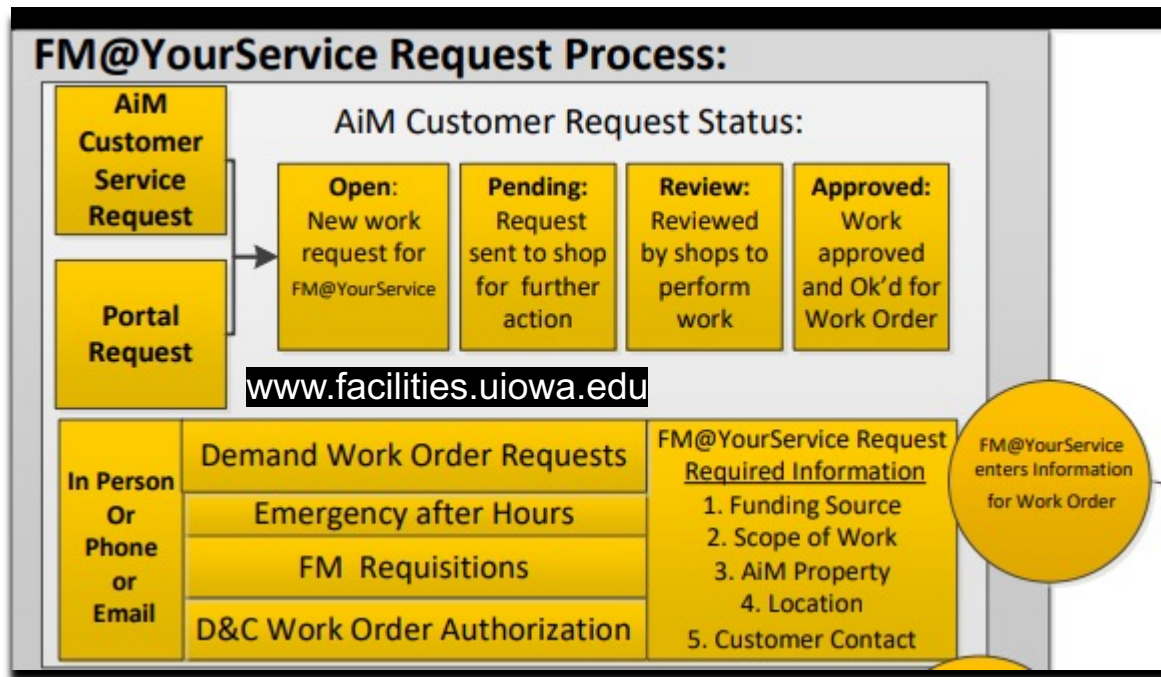
Service Priorities	
<i>What to Expect:</i> <u>FM@YourService</u> prioritizes work requests based on the scope of work provided. To allow us to most effectively and efficiently serve you, please be prepared to provide details regarding your request.	
Priority Type	Definition
Routine	Corrective and preventive maintenance or service item that does not pose an immediate risk to facilities, systems, equipment, or components. Routine work is investigated within fourteen (14) days and repaired within thirty (30) business days.
Urgent	Potential threat to life, property, security, or the environment. Warrants expedited action to mitigate the situation before conditions escalate or worsen. Urgent work is investigated within two (2) days and repaired within seven (7) business days.
Emergency	Imminent threat to life, property, security, or the environment. Warrants immediate response and mitigation but not necessarily a permanent fix. Emergencies should be called into <u>FM@YourService</u> , 24/7 at 335-5071. Emergency work is investigated within one (1) hour and repaired or situation stabilized within twenty-four (24) hours.

Example: One light out in a space with multiple lights

Example: Flickering, Multiple lights out in critical space

Example: All lights out in a stairwell or critical space

# HOW WORK GETS REPORTED TO FM@YourService



**GEF building emergencies**  
 24/7/365 – 335-5071

# AiM FM WORKFLOW

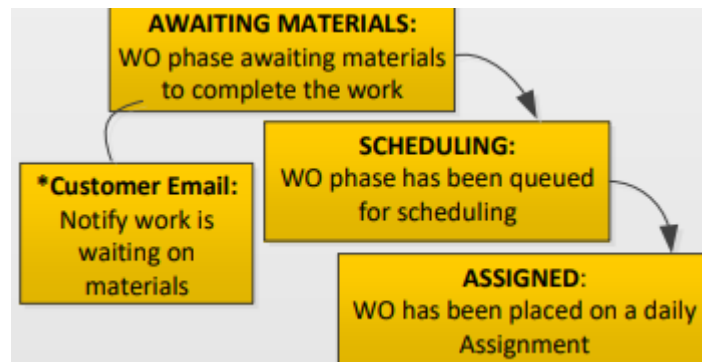
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**AiM  
Work Order  
Created.  
Number Assigned.  
Priority Assigned.  
Shop phases added.**

# WORK MANAGEMENT PROCESS

*Emails sent to contact email address when work is started, completed or awaiting materials.*

## AiM Work Order Status:





# Example of Job Started email:

Hi Ryan,

Thank you for letting me know.

I have opened another work phase on this work order (24-790934) noting the additional scope of work still needing to be completed.

Steph

-----Original Message-----

From: Baumert, Ryan M (PPC) <[ryan-baumert@uiowa.edu](mailto:ryan-baumert@uiowa.edu)>

Sent: Friday, March 15, 2024 12:39 PM

To: Rourke, Stephanie S <[stephanie-rourke@uiowa.edu](mailto:stephanie-rourke@uiowa.edu)>

Subject: FW: Work has started on a Work Order with Facilities Management -- Work Order #24-790934

Hi Stephanie,

Regarding the work order below, can you open this back up and have the person come out and replace the switch. Its now stuck on a dim setting and won't adjust or turn off.

Thanks.

-Ryan

-----Original Message-----

From: FM-AiM-Email <[FM-AIM-EMAIL@UIOWA.EDU](mailto:FM-AIM-EMAIL@UIOWA.EDU)>

Sent: Monday, February 5, 2024 1:29 PM

To: Baumert, Ryan M (PPC) <[ryan-baumert@uiowa.edu](mailto:ryan-baumert@uiowa.edu)>

Subject: Work has started on a Work Order with Facilities Management

From: Facilities Management

Subj: Work has started on Work Order #24-790934

Dear Customer,

Thank you for your recent work order request thru Facilities Management FM@YourService. This automated notification is to inform you that work has started on work order number: 24-790934, PPRB - The light controls in room 123 seem to be faulty. Please evaluate and replace as needed. Contact: Ryan Baumert - 335-6805. The work order was created on 1/29/24.

Please do not respond to this email as it is not a monitored email box. If you have any questions, please contact FM@YourService at 335-5071 or [facilities-wcc@uiowa.edu](mailto:facilities-wcc@uiowa.edu).

Thank you,

Steph Rourke

## FM's Intent with communication emails:

- Adds value in the communication between FM and work order contact as work progresses
- Customer can maintain a record of the work order from start to finish
- Immediate feedback can be provided if work shows complete by FM but not in alignment with the contacts expectations
- Aids with efficiency of communication: can triage these notices to others affected or who have reported the issue
- Communication that BC's have asked for to assist them in their role

# FM@YourService Portal: Non-emergency requests

<https://www.facilities.uiowa.edu/>

Welcome **Stephanie!** How may we assist you? I want to...

FM@YourService portal allows for electronically submitting non emergency requests to Facilities Management.

For emergencies, please call 319-335-5071, 24/7.

[Click here for site instructions](#)



Request Maintenance

Building Maintenance  
Custodial Maintenance  
Ground Maintenance



Order Work or Keys

Get Keys  
Install/Hang Small Items



Request Project

Renovate Space  
Install Signage/Furniture/etc.



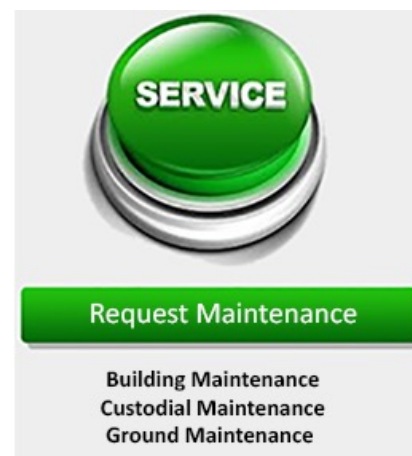
Get Help

Request Maintenance Estimate  
Contact Us  
Additional Resources

**IOWA**

Facilities Management – FM@YourService

# REQUEST MAINTENANCE



45,199 (July 2016 to December 2022)

9,335 (January 2023 to December 2023)

→ Your contact information populates

→ Service Location: *If the problem is not located in a listed building, please choose the closest building.*

Building\*:

Note: Facilities Management does not provide routine building services to UIHC or UI Housing & Dining facilities. Resources for these facilities can be found here.

Room #:

→ Problem Description: *Please include as many details as you can.*

Problem Description\*:

Characters left: 255

→ Related Attachment: *Please attach related files or photos.*

+ Add Attachment

- SUBMIT
- A tracking number will be issued to you
- A work order number may be issued

Examples of request:

- Room too hot/cold
- Light(s) out
- Sink won't drain
- Soap is out in restroom
- Tree limb needs cleaned up
- Outlet not working/is loose
- Slow leak
- Door won't shut properly
- Door handle loose
- Odor/smell
- Ceiling tiles need replaced

# ORDER WORK OR KEYS= Departmental Work Order

## → Project Description:

Description of Work Requested:

Characters left: 255

Time restrictions or other expectations:

Characters left: 255

Worked with someone in FM regarding this request:

## → Funding Information:

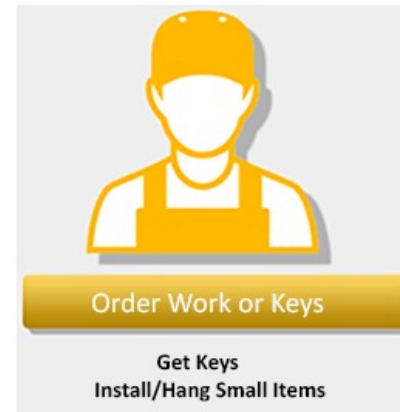
Note: [Click here for information regarding the Master File Key\(MFK\)](#)

	Fund	Org	Dept	SDept	Grnt/Program	IAcct	OAcct	DAcct	Func	Cctr	Slid	Slac	Amount
MFK:	000	00	0000	00000	000000000	0000	000	00000	00	0000			0.00

Validate and Apply

## → Related Attachment: Please attach related files or photos.

+ Add Attachment



- 7,991 (July 2016 to December 2022)
- 1,227 (January 2023 to December 2023)

Once workflow approvals are completed, FM@YourService creates a work order in AiM (Computerized Maintenance Management System)

Examples of departmental funded request:

- Need keys
- Need estimate from Security Engineering Services
- Re-keying in office space
- Repair A/C units
- New outlet(s) for departmental equipment
- Disconnect strobe (FLS) for an event
- Install dimmer switch-special lighting
- Custodial overtime for event cleaning
- Plumbing work (install dishwasher)
- Replace lighting in lab space

# REQUEST PROJECT= Design & Construction

→ Your contact information populates

→ Project Description:

Description of Work Requested:

Characters left: 255

Time restrictions or other expectations:

Characters left: 255

Worked with someone in FM regarding this request:

→ Funding Information:

[Note: Click here for information regarding the Master File Key\(MFK\)](#)

MFK:	Fund	Org	Dept	SDept	Grnt/Program	IAcct	OAcct	DAcct	Func	Cctr	Slid	Slac	Amount
	000	00	0000	00000	00000000	0000	000	00000	00	0000			0.00

Validate and Apply

→ Additional Information:

Project Estimated Cost:  \$0 - \$25,000  
 \$25,001 - \$100,000  
 \$100,001 - \$250,000  
 >\$250,000

Departmental Requisition Number:

→ Related Attachment: [Please attach related files or photos.](#)

+ Add Attachment



3,116 (December 2019 to December 2022)

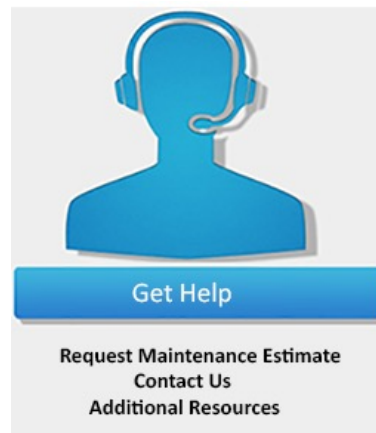
503 (January 2023 to December 2023)

- Once workflow approvals are completed, Design and Construction creates a BUI Project and a project team is assigned.

## Examples of Project Request:

- Hang pictures/white boards
- Install AMAG or Access keycard
- Drywall/painting requests
- Modify a room
- Install Fall Protection on equipment
- Install new window AC unit
- Repair display cases
- Replace flooring
- Install curtains or blinds

# GET HELP



1,130 (December 2019 to December 2022)

277 (January 2023 to December 2023)

## Get Help

Can't find what you're looking for or don't know where to start? Submit your question below and someone from FM@YourService will contact you. Please allow two business days to receive a response. If this is an emergency, please call FM@YourService at 319-335-5071.

For emergencies, please call 319-335-5071

Best way to contact you:

Email - stephanie-rourke@uiowa.edu

Question or Concern:

Please provide as much detail as possible.

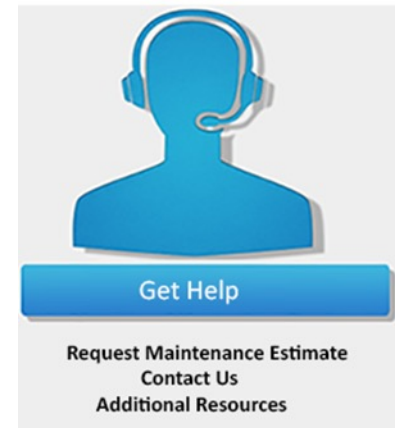
Attachments:

+ Add Attachment

Submit

Cancel

# GET HELP—FM RESOURCES



## FM Resources

Facilities Management has a number of resources available to help you find the information you need.

[How to use FM@YourService site](#)

[List of Major Services, A-Z](#) – Quick list of major services FM provides to campus

[FM Guide to Services](#) – Comprehensive guide to services

[Building Coordinators Network](#) – Find a building coordinator in your area

[Buildings by Operational Area and Manager](#)

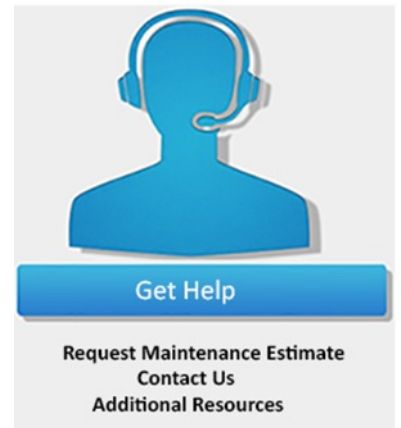
[Design Standards and Procedures](#)

[Security Engineering Services FAQs and Policies](#)

[Maps](#)

[SIMS Room Update Request](#)

# GET HELP-CAMPUS RESOURCES




## Campus Resources

Links to resources provided by departments other than Facilities Management

<a href="#">Athletics and Recreation Fields</a>
<a href="#">Campus ITS</a>
<a href="#">Campus Planning and Development</a>
<a href="#">Classrooms Support and Reservations</a>
<a href="#">Contacts - Purchasing, Accounts Payable &amp; Travel</a>
<a href="#">Emergency Information</a>
<a href="#">Environmental Health &amp; Safety</a>
<a href="#">Fleet Services</a>
<a href="#">Housing &amp; Dining</a>
<a href="#">Landfill Waste Services</a>
<a href="#">Moving Services</a>
<a href="#">Parking &amp; Transportation</a>
<a href="#">Public Safety</a>
<a href="#">Risk Management</a>
<a href="#">Sustainability</a>
<a href="#">University Surplus</a>
<a href="#">Waste Management</a>




# Information Available



**Request Maintenance**

Building Maintenance  
Custodial Maintenance  
Ground Maintenance



**Order Work or Keys**

Get Keys  
Install/Hang Small Items



**Request Project**

Renovate Space  
Install Signage/Furniture/etc.

## Actions

Submitted Service Requests  
Service Requests for Buildings

## Actions

Submitted Requests  
Work Order Requests By Building

## Actions

Submitted Project Requests  
Project Requests By Building

How  
cool is  
that?

Allows you to look up what requests you have entered or requests for your building if you are a building coordinator.

pretty  
cool

# A GREAT RESOURCE

## UI BUILDING COORDINATORS NETWORK

View our operational response to COVID-19 and how each FM unit is responding to campus-wide change.

[FM Operational Response](#)

### Building Coordinator Quick Menu

[Building Coordinator Orientation](#)

[Building Coordinator Information Library](#)

[Building Coordinator Meeting Archive](#)

[FM@YourService](#)

Have a topic for an upcoming Building Coordinators meeting? Submit it here:

[Submit a BC Meeting Topic](#)

### ABOUT US

The Building Coordinator is an important role on the University of Iowa campus. Our dedicated building coordinators work to facilitate effective working relationships and communication between building users and facilities service providers in order to achieve more effective service levels. The partnership between Facilities Management and the Building Coordinator depends on close coordination to keep building operations and management running smoothly.

Over 100 coordinators have committed to excellence in communication between building users and facilities service providers.



[BUILDING COORDINATORS LIST](#)



[EMAIL THE BUILDING COORDINATORS GROUP](#)

**IOWA**

Facilities Management – FM@YourService

# “Tools in your toolbox” offering help

## BUILDING COORDINATORS NETWORK MEETINGS

The following is an archive of updates and presentations from the Building Coordinator Meeting Series. Building Coordinator meetings are usually held on the 3rd Wednesday of each month.

February 2024	+
January 2024	+
2023 Archive	+
2022 Archive	+
2021 Archive	+
2020 Archive	+
2019 Archive	+
2018 Archive	+

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## HELPFUL LINKS

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[ACCESS & CONSTRUCTION ALERTS](#)



[FM@YOURSERVICE](mailto:FM@YOURSERVICE)



[BUILDING ENERGY DASHBOARDS](#)



[BUILDUI](#)



[BUILDING INFORMATION](#)



[SERVICES GUIDE](#)

## CONTACT US

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Have an idea for the Building Coordinators meeting or want to share a message with the Building Coordinators group?  
Need to add/delete/change a Building Coordinator contact?

**[Stephanie Rourke](#)**

Associate Director

[FM@YourService](mailto:FM@YourService)

(319) 335-5074