FM@YourService: Customer Service Request/Emergency Reporting

UI Building Coordinators Network
March 20, 2024
FM@YourService: Who We Are

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FM@YourService  
319-335-5074

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FM@YourService  
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319-335-5071

Contact Us:

• 24/7/365 Emergency calls to 335-5071
• Email: facilities-wcc@uiowa.edu
• FM@YourService portal: Non-emergency and departmentally funded request: facilities.uiowa.edu/services/fmyourservice
FM@YourService: What We Do

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
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.
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

<table>
<thead>
<tr>
<th>Priority Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine</td>
<td>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.</td>
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<tr>
<td>Urgent</td>
<td>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.</td>
</tr>
<tr>
<td>Emergency</td>
<td>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 FM@YOURSERVICE, 24/7 at 335-5071. Emergency work is investigated within one (1) hour and repaired or situation stabilized within twenty-four (24) hours.</td>
</tr>
</tbody>
</table>

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

FM@YourService Request Process:

- **AiM Customer Service Request**
  - Open: New work request for FM@YourService
  - Pending: Request sent to shop for further action
  - Review: Reviewed by shops to perform work
  - Approved: Work approved and OK’d for Work Order

- **Portal Request**
  - In Person Or Phone or Email:
    - Demand Work Order Requests
    - Emergency after Hours
    - FM Requisitions
    - D&C Work Order Authorization

- **FM@YourService Request**
  - Required Information:
    1. Funding Source
    2. Scope of Work
    3. AiM Property
    4. Location
    5. Customer Contact

GEF building emergencies 24/7/365 – 335-5071
AiM FM WORKFLOW

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.*
Example of Job Started email:

Hi Ryan,

Thank you for letting me know.

I have opened another work phase on this work order (24-790034) noting the additional scope of work still needing to be completed.

Steph

----- Original Message -----
From: Baumer, Ryan M (PPO) <ryan-baumer@uiowa.edu>
Sent: Friday, March 15, 2014 12:39 PM
To: Youkta, Stephanie S <stephane-youkta@uiowa.edu>
Subject: WO: work has started on a Work Order with Facilities Management – Work Order #24-790034

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-IM - Email <FM-IM@UIOWA.EDU>
Sent: Monday, February 5, 2014 7:25 PM
To: Baumer, Ryan M (PPO) <ryan-baumer@uiowa.edu>
Subject: Work has started on a Work Order with Facilities Management

From: Facilities Management
Subj: Work has started on Work Order #24-790034

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: 24-790034. PRR8 - The light controls in room 123 seem to be faulty. Please evaluate and replace as needed. Contact: Ryan Baumer - 355-6805. The work order was created on 1/29/14.

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 355-5071 or facilities-sec@uiowa.edu.

Thank you,

Steph Youkta
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 319-335-5671, 24/7.

Click here for site instructions

- **SERVICE**
  - 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
REQUEST MAINTENANCE

→ Your contact information populates

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

Building: 

Search by Building # or Building Name

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.

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
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

- 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

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-rouke@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.

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<td>How to use FM@YourService site</td>
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<tr>
<td>List of Major Services, A-Z — Quick list of major services FM provides to campus</td>
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<tr>
<td><strong>FM Guide to Services — Comprehensive guide to services</strong></td>
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<tr>
<td>Building Coordinators Network — Find a building coordinator in your area</td>
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<tr>
<td>Buildings by Operational Area and Manager</td>
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<tr>
<td>Design Standards and Procedures</td>
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<td>Security Engineering Services FAQs and Policies</td>
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<tr>
<td>Maps</td>
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<td>SIMS Room Update Request</td>
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### Campus Resources

Links to resources provided by departments other than Facilities Management

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

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.
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.
“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.

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<tr>
<th>Year</th>
<th>Archive</th>
<th>2022 Archive</th>
<th>2023 Archive</th>
<th>2024 Archive</th>
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<th>2020 Archive</th>
<th>2019 Archive</th>
<th>2018 Archive</th>
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<td>February</td>
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HELPFUL LINKS

ACCESS & CONSTRUCTION ALERTS

FM@YOURSERVICE

BUILDING ENERGY DASHBOARDS

BUILDUI

BUILDING INFORMATION

SERVICES GUIDE

CONTACT US

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
(319) 335-5074