

FACILITIES MANAGEMENT I-SERVICE DESK (iSD) USERS GUIDE

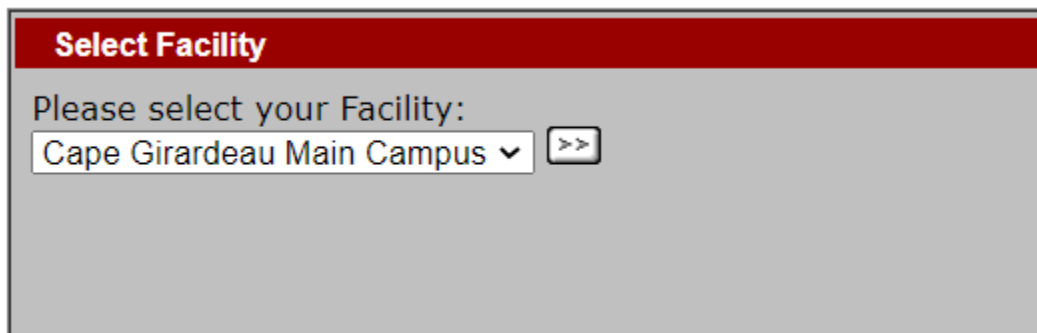
A *work request* is a request for service that is submitted to Facilities Management through iSD. Facilities Management then reviews the request to assure that all pertinent information is included.

If the request is accepted and processed, a work order number is assigned and is routed to the appropriate trade for action.

The requester will receive an email notification indicating whether the request is accepted or rejected. If the request is accepted, the email will include the work order number. If the request is rejected, the email will include the reason for rejection. The requester can contact FM at x2349 for additional information.

Submit a Work Request

To submit a work request, select "Submit a Request" from the left-hand legend.



The screenshot shows a web form titled "Select Facility". The form has a red header bar with the text "Select Facility" in white. Below the header, the text "Please select your Facility:" is displayed. Underneath this text is a white input field containing the text "Cape Girardeau Main Campus" and a small downward-pointing arrow on the right side. To the right of the input field is a small, square button with a right-pointing arrow.

Click the drop-down arrow to select the campus if other than the Cape Girardeau Main Campus. Highlight the desired campus by clicking on it. Click the next button to continue.

The next page prompts to select the building being reported from the drop-down list. Click the down arrow and scroll to find the desired building and highlight it by clicking on it. Click the next button to continue.

NOTE: Vehicle requests are to be submitted under the building titled "Vehicles".

You will be prompted with the Request Form window:

Request Form for DEMPST

*Name:	<input type="text"/>
*Phone #:	<input type="text"/>
*E-mail Address:	<input type="text"/>
*Repair Center:	<input type="text" value="FM - Facilities Management"/>
*Area:	<input type="text"/>
Index #:	<input type="text"/>
Tag Type:	<input type="text" value="Area"/>
Tag #:	<input type="text"/>
Department:	<input type="text"/>
*Request:	<input style="height: 50px;" type="text"/>

Note: Required fields are identified with an asterisk ().*

Enter your name, campus phone number, and email address.

The Repair Center field will default to FM - Facilities Management.

Use the drop-down list to select the area your request pertains to within the building you selected. If the specific space is not listed, use the floor or general area, and *enter additional location information in the Request field.*

Enter your departments index number in the Index# field.

Note: Index# is not required, but it may result in a delay in the processing of the work request if service requested is chargeable.

The Tag Type field will default to Area.

NOTE: Vehicle requests are to be submitted using the "Tag Type" of Vehicle. Then enter the assigned VExxx (containing the 3 or 4 digit vehicle code).

Enter your department name in the Department field.

In the Request field, enter a complete description of the services you are requesting.

When finished entering your work request, click the submit button to submit the work request to Facilities Management. After submitting, your screen will update with the Request#.

Request #		Important	
174 for DEMPST-3		Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email. Current Status: Pending	
Building:	Dempster Hall	Location ID:	DEMPST-3
Tag #:		Item Description:	
Accept Date:		Work Order #:	
Reject Date:		Area Description:	Computer Lab
Reject Reason:			
Requested Action:		Install programmable card swipe lock on lab door. Please contact Joann to schedule the installation. Account #: 123456	

Email notifications will automatically be sent to the requester upon either approval or rejection of the request. If approved, the email will include the work order number; if rejected/denied, it will include an explanation. If you feel your request has been incorrectly rejected, please contact the FM Call Center at x2349.

Query Work Request (without a work request number)

Note: Use this process if the work request number is unknown. If the work request number is known, use the [Search by Number](#) option.

To review a request and its status, select "Query Request" on the legend on the left side of your screen.

Click the drop-down arrow to select a campus other than the Cape Girardeau Main Campus. Highlight the desired campus by clicking on it. Click on the next button to continue. You will then be prompted to complete the Search Criteria window:

Search Criteria for Request Report

Building:
 ▼

*Start Date:
 (mm/dd/yyyy)

*End Date:
 (mm/dd/yyyy)

Repair Center:
 ▼

Click the Building down arrow and scroll through the building list to find the desired building. Highlight it by clicking on it.

The Start Date and End Date will default using a one-month window based on the current date as the End Date. The dates can be changed by typing the desired date in either field or by clicking on the calendar button to the right of either date field.

The Repair Center field will default to FM Facilities Management.

Click the next button to continue. A Request List will appear like this:

Request List

Request #	Request Date	Accept Date	Reject Date
228790	04/14/2021	04/14/2021	
228619	04/08/2021	04/08/2021	
228513	04/06/2021	04/06/2021	
228122	03/23/2021		03/24/2021
227960	03/16/2021	03/16/2021	

This list identifies the status and status date of a work request. The request number is a link that can be used to view details of the request. Clicking on the request number will provide the following view:

Request #		Important	
228619		Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email.	
for 1221BRDW-103		Current Status: Accepted	
Building:	1221 Broadway - Athletics Admin	Location ID:	1221BRDW-103
Tag #:		Item Description:	
Accept Date:	04/08/2021	Work Order #:	FM-265573
Reject Date:		Area Description:	Office
Reject Reason:			
Requested Action:		See Property Transfer Workflow number: 100455-2021-4-7-76929299	

Please record your request number for future reference. To submit another request, search for a previous request or work order, or to order consumable supplies, please click on the [iServiceDesk home page](#).

If the work request has been accepted, the accepted date and work order number will be noted on this view. The work order number is an active link. Clicking on it will provide a work order view. If the work request has been rejected, the date and reason will be noted on this view.

Query Work Order (without a Work Order Number)

Note: Use this process if the work order number is unknown. If the work order number is known, use the [Search by Number](#) option.

To query a work order, select "Query a Work Order" on the legend on the left of screen. The following dialog box will appear:

Query Work Orders

Facility:

Cape Girardeau Main Campus ▾
>>

Click the drop-down arrow to select a campus other than the Cape Girardeau Main Campus. Highlight the desired campus by clicking on it. Click on the next button to continue. You will then be prompted to complete the Search Criteria window.

Search Criteria for Work Order Query

Building:

Department:

*Start Date:
 (mm/dd/yyyy)

*End Date:
 (mm/dd/yyyy)

Open Work Orders *(By Request Date)*
 Closed Work Orders *(By Closed Date)*
 All Work Orders *(By Request Date)*

Repair Center:

Use the drop-down lists to select the building and department.

The Start Date and End Date will default using a one-month window based on the current date as the End Date. The dates can be changed by typing the desired date in either field or by clicking on the calendar button to the right of either date field.

Click one of the three radio buttons to select work order status.

The Repair Center field will default to FM Facilities Management. Select the next button.

Work Orders matching selected criteria will populate in your result as shown below:

All Work Orders for DEMPST

Work Order #	Location ID	Request Date	Assign Date	Complete Date
FM-265746	DEMPST-EXTERIOR	04/13/2021		
<small>Action: Breakdown On Wednesday, 4/21, by 9:30am, please have 2-8' tables and 5 chairs setup outside Dempster for the Criminal Justice Week Meeting. Event ends at 5:00pm. Contact is Jockey Reyes. jareyes1s@semo.edu Thanks!</small>				
FM-265745	DEMPST-EXTERIOR	04/13/2021		
<small>Action: On Wednesday, 4/21, by 9:30am, please have 2-8' tables and 5 chairs setup outside Dempster for the Criminal Justice Week Meeting. Event ends at 5:00pm. Contact is Jockey Reyes. jareyes1s@semo.edu Thanks!</small>				
FM-265585	DEMPST-ELEV_1	04/13/2021	04/13/2021	
<small>Action: HOIST/HYDRAULIC ELEVATOR CHECK</small>				

The work order number is an active link. Clicking on it will open the work order view as shown below:

Work Order Number	Important	print page	view charges
FM-265746	<small>Work Order information is provided in real-time and is subject to change. To confirm the exact status of this work order, please call at (573) 651-2349.</small>		

Date Closed:

Facility:	Cape Girardeau Main Campus	FM-265745
Building:	Dempster Hall	
Location ID:	DEMPST-EXTERIOR	Tag Number:
Priority:	Department	Item Description:
Request Date:	04/13/2021	Request Time:
Schedule Date:		Date Last Posted:
Work Status:	Created	Trade:
Date Closed:		Support Services
Main Charge Account:	100946 Academic Support Services	

Requested Action: Breakdown On Wednesday, 4/21, by 9:30am, please have 2-8' tables and 5 chairs setup outside Dempster for the Criminal Justice Week Meeting. Event ends at 5:00pm. Contact is Jocey Reyes. jareyes1s@semo.edu Thanks!

Corrective Action:

Click [here](#) to update the Work Order when the requested action has been completed.

Click on view charges to go to the detail of any charges accumulated to date. The view will appear as shown below:

Work Order Number	Important	print page	back
FM-265746	<small>Work Order information is provided in real-time and is subject to change. To confirm the exact status of FM-265746, please call at (573) 651-2349.</small>		
for Dempst-Exterior			
Total Labor:	\$ 0	Total Labor:	0 Hours
Total Part:	\$ 0	Total Part Quantity:	0
Total Other:	\$ 0		
Total Cost:	\$ 0		

Search by Number

WORK REQUEST

If the work request number is known, select the Search by Number option on the left side of the screen. From the drop down, select Work Request and enter the work request number in the field below, click the next button to continue. From the work request's active WO link, you can open the Work Order.

WORK ORDER

If searching for a work order and the number is known, select Work Order using the drop down, enter the work order number in the field below, and click the next button.

Submit a Request for Consumable Supplies

To request consumable supplies from Central Receiving, go to Consumable Supplies on the left side of your screen and click on Catalog Search. The following dialog box will appear:

Office Supplies is the default part type. You can choose to browse the office supplies list, search by a specific part code, or enter a description of the part.

To browse the list of office supplies, select "office supplies" from the drop-down button by Part Type and then click the next button. The results populate as shown below:

Southeast Facilities Management
*iServiceDesk *PROD**

021 Southeast Missouri State University

Part List
filtered by **Office Supplies**

Part Code	Description	Avail
5001	Adding machine tape, 2 1/4" x 130 ft, sold by roll	39
5003	Binder, 3 ring D, 3" capacity, black, no overlay, sold by each	0
5005	Rubber Band, Size #64 (like from the PO), 1 pound per bag	29
5006	Binder, 3-ring round, 1/2" capacity, Avery, no overlay, black	10
5006BLUE	Binder, 3 ring round, 1/2" capacity, BLUE, no overlay	0
5006RED	Binder, 3-ring round, 1/2" capacity, Red, no overlay	3

If you know the Central Supplies' part number, enter it in the Enter Part Code field and click the next button. The result populates as shown:

Southeast Facilities Management
*iServiceDesk *PROD**

Southeast Missouri State University

Warehouse Locations for Part
filtered by **6001 - Label, business reply, self adhesive sold by each**

SKU Code	Warehouse	Available
6001-CR	Central Supplies	1540

To search by part description, enter the description in the Enter Part Description field and click the next button. Results will populate and you can determine the part needed:

Southeast Facilities Management
*iServiceDesk *PROD**

Southeast Missouri State University

Part List
filtered by **label**

Part Code	Description	Avail
5131	Label, address, Avery #5160, 1" x 2-5/8", white, easy peel, 3000 labels/box	0
5132	Label, shipping, Avery #5663, 2" x 4", clear, easy peel, 500 labels/box	1
5133	Label, address, Staples Brand, 1-1/3" x 4", white, permanent, 1400 labels/box, compares to Avery #5162/8162	1
5133CLEAR	Label, address, Avery #5662, easy peel, 1-1/3" x 4", clear, 700 labels/box	6
5134	Label, file folder, Avery 5366 TruBlock, 2/3" x 3-7/16", white, 1500 labels/box	2

Each part code is an active link. Browse through the list(s) to select the specific item and click on that part code to select it. The following screen will appear:

Warehouse Locations for Part

filtered by 6001 - Label, business reply, self adhesive sold by each

SKU Code	Warehouse	Available
6001-CR	Central Supplies	1540

Click on the SKU Code to view a detail of that item. The following screen will appear:

[print page](#)

SKU #

6001-CR

Label, business reply, self adhesive sold by each

Part information is provided and is assumed to be true. Please contact Central Receiving at (573) 651-2953 for more information

Part Code:	6001-CR	Description:	Label, business reply, self adhesive sold by each
Warehouse:	CR	Qty Avail:	1540
		Unit Cost*:	0.0700

Order Quantity:

*Price and availability are subject to change without notification.

The order quantity field defaults to 1. Click in the field to change the quantity as needed. Click the Add to Cart button to continue. The following screen will appear:

Item has been added to your cart.

Click [here](#) to view your cart.

Click [here](#) to search for Parts.

Click [here](#) to checkout.

The word [here](#) is an active link and will take you to the action noted. If additional parts are needed, click the [here](#) to search for parts. This will return you to the Inventory Query screen to begin the selection of the next part. If no additional parts are needed, click to checkout. The following screen will appear:

| [Select your Facility](#)

| [Select your Building](#)

| [Final Checkout](#)

Select Facility

Please select your Facility:

Click the drop-down arrow to select a campus other than the Cape Girardeau Main Campus. Highlight the desired campus by clicking on it. Click the next button to continue.

The next page prompts you to select the building where the Central Supplies is to deliver your order. Select the building from the drop-down list. This dialog box appears as follows:

You will then be prompted with the Final Checkout window:

Final Checkout

* Name:

* Phone #:

* E-mail Address:

* Department:

* Index #:

Repair Center:

Required Date:

* Bldg. and Room:

Comment

Submit

**Price and availability are subject to change without notification.*

Note: Required fields are identified with an asterisk ().*

Enter your name, phone number, and email address.

Use the drop-down list to select your department.

Enter your department's index number.

The Repair Center field will default to FM - Facilities Management.

Enter your complete building and room number.

Use the comment field for any additional information or clarification.

When ready for submission, click the submit button. The screen that appears will show the Material Request Number as confirmation that the order was received by Central Supplies.