

PW-15.00.27 Facility Emergency, Urgent, and Routine (E/U/R) Service Request (SR) and Work Order (WO) Management

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Summary of Significant Changes:

- Updated links to Resource Documents.
- Included Work Type Definitions and completion goals in Enclosure 1.
- Included work flowchart in Enclosure 2.
- Revised terminology from Service Calls to Trouble Calls to align with NAVFAC P-1205.

Note: BOSC and other Contracts which execute Emergency, Urgent, and Routine (E/U/R) tasks are not typically structured to delineate between “unplanned breakdown maintenance” (E/U/R) and “other” work (new installation or construction (Projects)). The Fixed Price portion of the contract provides responsive E/U/R service which may include unplanned breakdown maintenance as well as other types of work within the service order threshold, which this and other PW5 Business Process Management System (BPMSs) would define as Projects. Further coordination with Facility Support Contract (FSC) is required to arrange for separation of work execution records for E/U/R work in Maximo to comply with the requirements of this BPMS such that “unplanned breakdown maintenance” is separated from other work.

Introduction:

Emergency, Urgent, and Routine (E/U/R) service requests are the un-planned repair work that a Public Works Department (PWD) performs to return components and equipment to operating status. Management of these services is highly visible to facility tenants, the facility Maintenance Unit Identification Code (MUIC) holder, and NAVFAC command structure through metrics and data analysis. Proper service request and work order management, from reception to work completion, is critical to the success of the PWD.

This BPMS mandates that E/U/R work that is not breakdown maintenance be classified using the Project Worktype.

Recording Master Systems and asset numbers for trouble calls provides a valuable tool for monitoring trends of equipment and facility condition/performance.

Acronyms	Definitions
APPR	Approved
APWO	Assistant Public Works Officer
BOSC	Base Operating Support Services Contract
BPMS	Business Process Management System
CNIC	Commander, Navy Installations Command
CIMU	Component Inventory Management Unit
DOD	Department of Defense
DPWO	Deputy Public Works Officer

Acronyms	Definitions
EEA	Environmental Executive Agent
E/U/R	Emergency, Urgent, and Routine
FEC	Facility Engineering Command
FMD	Facilities Management Division
FSC	Facility Support Contracts
ICDO	Installation Command Duty Officer
IEPD	Installation Environmental Program Director
LEC	Lead Environmental Component
MAP	Maintenance Action Plan
MEP	Maintenance Execution Plan
MUIC	Maintenance Unit Identification Code
PMP	Planned Maintenance Plan
POC	Point of Contact
PWD	Public Works Department
PWO	Public Works Officer
RPD	Regional Program Director
SOP	Standard Operating Procedure
SR	Service Request
ST	Status
WO	Work Order
WOSTATUS	Work Order Status

Process Step	Associated Procedure	Resources
15.27.0 Develop Facility SR Execution Strategy	<p>Facility Engineering Commands (FEC) and Public Works Departments (PWD):</p> <ul style="list-style-type: none"> Meet at least annually with Assistant Regional Engineer, Maintenance UIC (MUIC) holder(s), and supported commands/tenants to develop Service Request (SR) execution strategy, funding levels, and expectations based on CNIC OPS Plan and other governing direction. Execution strategy shall be added to the Planned Maintenance Plan (PMP) and Maintenance Execution Plan (MEP) and/or Maintenance Action Plan (MAP) to document annual sustainment program. Update FEC OPSNOTE, Standard Operating Procedures (SOP), Proper Work Classification Playbook, Maintenance Service Agreement, etc. annually. 	<p>PW-15-00.06 Proper Work Classification</p> <p>FEC OPSNOTE Example</p>
15.27.1 Receive and Classify Facility Emergency/ Urgent/Routine (E/U/R) SR	<p>PWD Service Desk or Regional Call Center personnel:</p> <ul style="list-style-type: none"> Receive Facility E/U/R SR at Work Reception by phone, email, through MAXIMO submission, or handwritten on approved form. Evaluate SRs for scope, work type, and content. Classify the Work Type and Sub-Work Type in accordance with Enclosure 1. Environmental Emergency SRs will be coordinated by the Installation Command Duty Officer (ICDO) with the Installation Environmental Program Director (IEPD). If it is NOT an emergency, reclassify the request as an Urgent or Routine SR. Utilize the "Proper Work Classification Playbook" and, if necessary, the PWD chain of command to make this determination. Facility Urgent/Routine SRs related to the environmental program shall be coordinated with the Installation Environmental Program Director (IEPD), who will coordinate with the DOD Lead Environmental Component (LEC)/ Environmental Executive Agent (EEA) as appropriate. Begin induction of Facility SR into MAXIMO. 	<p>MAXIMO User Guide</p> <p>PW-15-00.06 Proper Work Classification</p>

Process Step	Associated Procedure	Resources
15.27.2 Process Facility Emergency SR	<p>PWD Service Desk or Regional Call Center personnel:</p> <ul style="list-style-type: none"> • A Facility Emergency SR shall be immediately inducted as an Approved Emergency Work Order (WO). Facility Emergency WO Response Time clock begins. • After working hours, notify the ICDO of Facility Emergency SRs. • Dispatch tradesperson to arrest the emergency. • Ensure all MAXIMO fields are properly completed. Notify customer of status through MAXIMO automated notifications or other means. <p>Notes: Some service desks or call centers may include the UNIFORMAT Master System based on the description of the Service Request.</p>	PW-15-00.17 Work Tracking
15.27.3 Process Facility Urgent/Routine SR	<p>PWD Service Desk or Regional Call Center personnel:</p> <ul style="list-style-type: none"> • Urgent and Routine SRs that are directed for immediate execution via a pre-negotiated agreement with the supported command as documented in the playbook or Regional Call Center SOP may be submitted as a WO and approved for immediate execution. • Urgent and Routine SRs not subject to immediate execution or not covered under a pre-negotiated agreement with the supported command will be saved as a SR with status of "NEW". • SR's should not be held or delayed approval due to lack of workforce or personnel of the Production Shops or Service Provider. All valid and funded SR's shall be approved and a WO generated. <p>PWD Facilities Management Division (FMD) Requirements Branch personnel:</p> <ul style="list-style-type: none"> • FMD Requirements Branch will conduct regular reviews for "NEW" and "PENDING" SRs to ensure they are properly validated, 	PW-15-00.17 Work Tracking

Process Step	Associated Procedure	Resources
	<p>prioritized, funded, and inducted into the work management system.</p> <ul style="list-style-type: none"> Disposition of U/R SRs will be determined in accordance with the E/U/R execution strategy outlined and guidance documented in step 15.27.0, or in coordination with Supported Commands, MUIC holders, and others as required. Coordinate with Production Division (or Service Provider) for material and personnel resources. FMD Requirements Branch Head shall maintain a list of Points of Contact (POC) for each MUIC/Supported Command. Once a "NEW" SR has been accepted for execution by the Requirements Branch, submit the SR as a WO with status of "APPR". SR status will automatically change to "INPROG". If the SR cannot be executed presently due to funding constraints/shortfalls, and is a valid request, change the SR status to "PENDING". Once funding has been verified, submit the SR as a WO with status of "APPR". Ensure all fields are properly completed in MAXIMO. Notify customer of status through MAXIMO automated notifications or other means. <p>Notes: Some service desks or call centers will include the UNIFORMAT master system based on the description of Service Call.</p> <p>Facility Urgent and Routine WO Completion clock starts when the WO status is changed to "APPR".</p>	
<p>15.27.4 Evaluate WO on Site</p>	<p>Production Division (or Service Provider):</p> <ul style="list-style-type: none"> Supervisor/Dispatcher assigns WO to Tradesperson and dispatches them to job site. Tradesperson arrives on-site. Tradesperson evaluates work for required materials, work scope, permits, specialized equipment, staff capability or other support. 	<p>PW-15-00.38 Truck Stocking</p> <p>PW-24-00.09 Supply Chain Management</p>

Process Step	Associated Procedure	Resources
	<ul style="list-style-type: none"> • Tradesperson identifies asset number, as applicable, of the component which requires repair and records asset number on WO. • If any of the above conditions exist that would prevent a Facility E/U/R WO from being performed, notify the supervisor or work leader. • If Material is required, follow the local supply process to obtain required materials (This may be done by other designated personnel) and coordinate specialized equipment or long-lead items as needed. • Update WO to accurate status within MAXIMO as execution progresses. <p>Notes: Facility Engineering Commands (FECs) shall establish and document message escalations in MAXIMO to automatically notify the Customer each time the Work order status (WOSTATUS) changes, or as documented in their customer notification policy (if applicable).</p> <p>Based on the rules established by the FEC, MAXIMO automatically notifies the customer by e-mail if an e-mail address is provided on the original WO. Notifications may include any status change (i.e. "assigned", "awaiting material", etc.).</p> <p>For components which do not have a specific asset number but are part of a larger system – the number of the next component in the system hierarchy should be used (e.g. for a compressor within a chiller; use the chiller asset number). For components that are part of a CIMU (e.g. doors, toilets, lights); an asset number is not required, and the Master System is sufficient.</p>	
15.27.5 Execute Work	<p>Tradesperson (using safety procedures):</p> <ul style="list-style-type: none"> • (For Emergency SRs) Arrests emergency. • (For Urgent and Routine SRs) Completes Facility Urgent/Routine WO. • Record actual completion date and time. • Record response time (for Emergency WOs). 	<p>PW-15-00.17 Work Tracking</p> <p>PW-15-00.38 Truck Stocking</p> <p>PW-15-00.05 Workplace Oversight</p>

Process Step	Associated Procedure	Resources
	<ul style="list-style-type: none"> Record asset number on the Work Order as applicable. See note in 15.27.4. After all work as detailed in the work order has been completed, report completed status to the PW representative, other designated personnel at the PWD, or through handheld device. <p>Shop Supervisors</p> <ul style="list-style-type: none"> Perform Quality Control (QC) oversight of completed work. 	
15.27.6 Close-out Completed WO	<p>Designated PW representative:</p> <ul style="list-style-type: none"> Once all work required by the work order is completed, on the Maximo Work Order, through either data entry or handheld device, enter and save the following information: <ul style="list-style-type: none"> Asset Number, as applicable Master System Actual completion date and time Actual labor hours Actual material cost Update WO status to "COMP" Verify SR status automatically changes to "RESOLVED". <ul style="list-style-type: none"> MAXIMO automatically notifies client by e-mail when the WO is completed (provided that an e-mail address is put in the original Facility Emergency/Urgent/Routine SR) in MAXIMO. If follow-on work is necessary for a Facility Emergency/Urgent/Routine WO, an appropriate SR is created and processed based upon category of work (Service Request, Planned Maintenance, or Project). Follow-on SR and WO shall be related to the original WO. E/U/R response and completion percentage goals are listed in enclosure 1. 	

Process Step	Associated Procedure	Resources
15.27.7 SR Review and Backlog Management	<p>PWD FMD:</p> <ul style="list-style-type: none">• Requirements Branch perform regular queries for "NEW", "REQUESTED", and "PENDING" SRs.• Host recurring (quarterly at a minimum) SR execution coordination meetings with Production Division Director (or other service provider) to discuss SR backlog, shops capacity, WO backlog (if any), and alternate execution tactics (if needed).• Update PWO, DPWO, APWO, etc. regularly on SR status, backlog, and execution strategy.• Brief MUIC holder, Supported Commands, Tenants (Building Managers), etc. at least annually on SR status, backlog, and execution strategy.	

P&S Matrix	Work Category	Definition	Metric	Measure
H2	Emergency Service (Un-Planned)	Situations which require immediate action to prevent loss or damage to government property; restore essential services that have been disrupted; eliminate hazard to personnel; restore essential mission operational capability	90% of Emergency Service work orders responded to within 1 hour. 100% Emergency Service work orders arrested within 24 hours	-Time (hrs) to respond to Emergency Service -Time (hrs) to arrest Emergency Service
H2	Urgent Service (Un-Planned)	Any deficiency that not immediately endangers personnel or property, but extended delays of repairs could result in damage to Government property or soon affect the security, health or well-being of personnel or the continued operation of a service system	90% of Urgent Service work orders completed within 5 working days	-Time (working days) to resolve Urgent Service
H2	Routine Service (Un-Planned)	Any deficiency that does not qualify as Emergency or Urgent, but is needed to maintain the agreed upon facility condition	90% of Routine Service work orders are completed within 30 calendar days	-Time (calendar days) to complete Routine Service

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