OBJECTIVES

1. Inputting Service Request (SR) Information
2. Saving Service Request
1) Navigate to the Maintenance Module and enable any content that needs to be enabled.
2) Select the Service Request (SR) Form, remember to distinguish between report and form.
   - In the SR description field (white box, next to the yellow SR box), type “ROOM TOO COLD”, this is the initial title of your service request.
   - The wording **Assign** will automatically populate after the title is typed.
   - You may notice that fields are highlighted in yellow; those are required fields.

What did you do? By typing in the title of the service request, you are beginning the process which can possibly become a work order.
3) The next step would be inputting the Requestor (Required) and Alternate Request (Optionally).

What did you do? By selecting the ellipsis button, you can type a last name (after the percent sign) to input the requestor and alternate requestor. For example: You may be the Requestor and the alternate requestor may be a Point of Contact.
FAMIS: Inputting Service Request

4) Select the Site (Required Field), building, floor, and room of the request. As you notice, the site field is in yellow which means it is required. This information is pulled from the space database.

What did you do? This is called a hierarchy of location. Essentially, you are starting at a very broad location (00730) and narrowing down to a specific location (0585, 02, 203A). You must always put a “0” in front of the building number.
5) Asset Class/Equipment is not required but may be entered. This is going to be the location where you enter the specific equipment that will be utilized (if any).

6) Select the type of request (Serviceable, Billable, Direct, or Preventive). This will be based on the type of service being requested.

7) Select the particular priority of the service request
   - 1- Emergency - Response within 30 minutes - 1 hour
   - 2- ASAP - Response within 1-2 hours
   - 3- TOP - Respond within 24 hours
   - 4- NORMAL - Response within 3 days
   - 5- Scheduled - Response within 30 days (PM)

This is a screen shot of items 5-7
8) The crew, assigned individual, and non available time can be chosen (not required, as it will occur in the WO). The crew is the equivalent to the particular shop, the assigned individual is the technician, and the non-available time is time in which the work can not be completed.
9) On the work plan button, you may add additional details in the task. This will be printed and will show on the work order when assigned to the technician. You may chose to create a plan from a library. This allows you to automatically have the information populated when a specific job is requested.
10) By selecting the routing tab, you are able to notice the changes that are being made to your specific service request. This is also available in the work order form.
11) Save your service request, you will notice that a SR number is filled in once you save your service request.
While working in your office, you notice that it is extremely warm. You are asked to put a Service Request into FAMIS. You are getting ready to go on vacation.

Here is your information:

A) Your in General Services (0585), 1st floor, 123
B) You are the requestor and your co-worker will be the Point of Contact
C) The type is serviceable and priority is normal
D) You will have a meeting from 1pm-3pm and office will be inaccessible.
E) Save this information as you will need it for the next module.