

Service Levels for the Service Office

Service Request Queue

Upon receiving a request in the Portal, action is taken within 20 minutes. This can be dispatching proper crafts/trades and submitting the request through to Service Request Review, or touching base with the customers/crafts/trades/Project Managers for any additional information that may be needed before a work order can be created.

JULIE Locates

Upon receiving a JULIE Locate, action is taken within 20 minutes. This can be issuing an all clear, submitting a normal Locate, or dispatching and submitting an Emergency Locate.

Steam Shop E-Mail

Upon receiving a request in the Steam Shop e-mail, action is taken within 20 minutes. This includes submitting the proper Service Request (which can include a No Action Needed work order) or reaching out to the customers/crafts/trades/Project Managers for any additional information that may be needed before a work order may be created.

Work Order E-Mail

Upon receiving a request in the Work Order E-mail, action is taken within 20 minutes. This includes dispatching crafts/trades, submitting the proper Service Requests, submitting Outages, or reaching out to the customers/crafts/trades/Project Managers for any additional information that is needed or being requested.

Phones

Phones are to be answered within 3 rings. The only time phones are to go beyond 3 rings is in the event of extreme weather or a campus emergency. Phone calls are set to roll over to Public Safety if the hold is longer than 45 seconds.