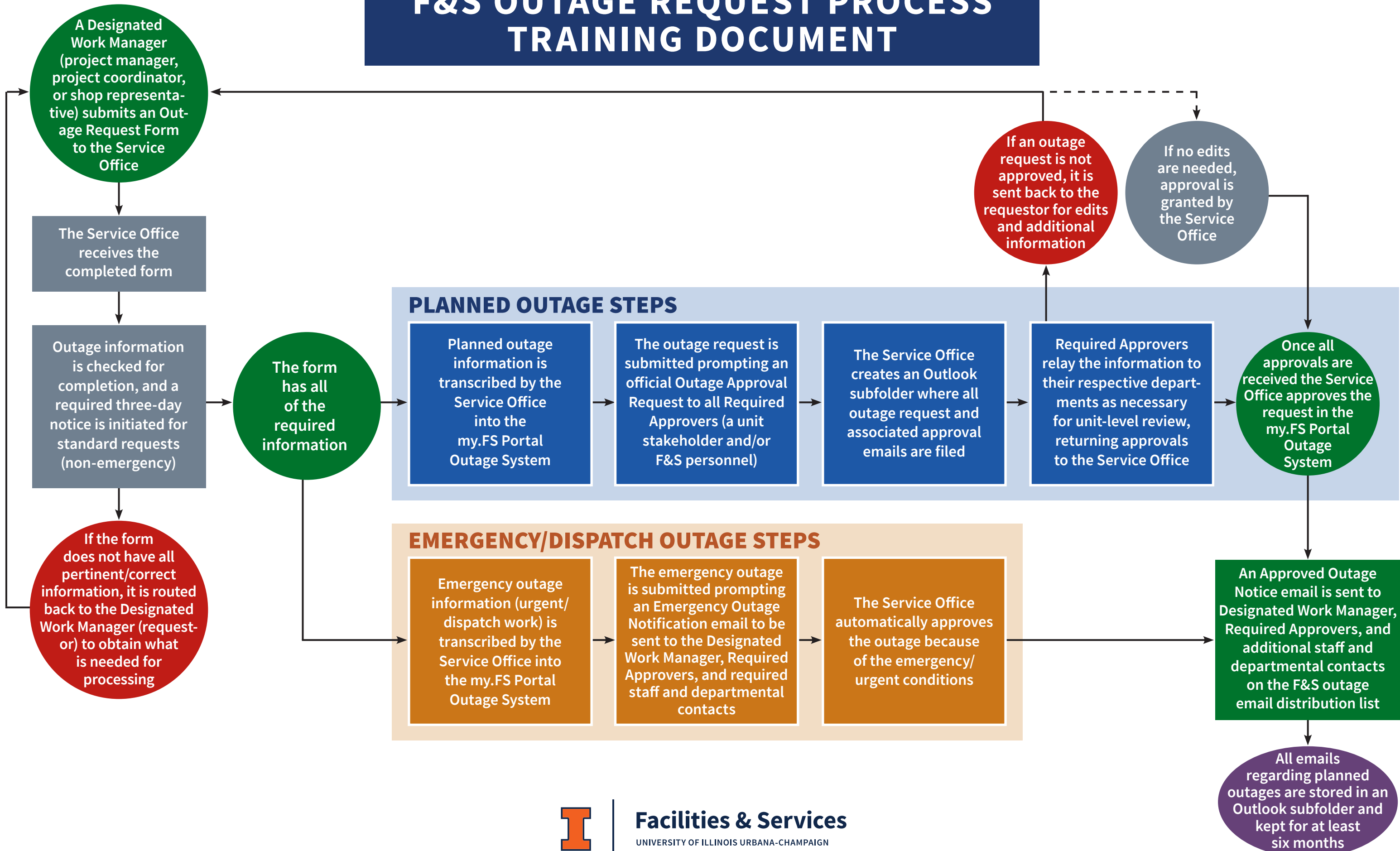


F&S OUTAGE REQUEST PROCESS TRAINING DOCUMENT





Planned Outage Request Form Submittals

How the Process Works

1. REQUEST INITIATED

A Designated Work Manager (requestor) submits the initial Outage Request Form to the F&S Service Office.

2. SUBMITTAL TO THE OUTAGE SYSTEM

For an expedited review, a Designated Work Manager (requestor) should submit planned service outage requests within 72 business hours of the scheduled outage and during regular business hours. The F&S Service Office will address any questions about the request form with the Designated Work Manager (requestor) before submittal to the outage system.

3. AUTOMATIC NOTIFICATIONS

For each request, the outage system will generate a list of Required Approvers based on the building(s) involved and the type of outage needed, who will receive an automatically generated email notification from the fsserviceoffice@illinois.edu with "Outage Approval Required" in the subject line. For questions about a building contact list or to make updates for your department, please contact the Service Office.

4. APPROVER REVIEW PROCESS

Each Required Approver must review all designated outage requests. This includes sharing the information with others in their department/shop to receive additional unit-level approval (e.g., coordination with leadership/administration), if necessary.

5. STATUS UPDATES

CONFIRMED

If a Required Approver agrees to an outage request, the decision should be indicated in a reply to the original email: "Outage Approval Required."

MORE EXPLANATION

If Required Approvers need additional information regarding an outage request before making a decision, they may ask for clarifying details about the work, propose rescheduling, or they may choose to decline the outage initially as a precondition. This should be indicated in a reply to the original email: "Outage Approval Required." The F&S Service Office will receive the replies and forward them to the Designated Work Manager (requestor) for follow-up. After notification, the manager and an approver may also communicate directly, but they should always notify the F&S Service Office of new information, so they can send a systems status updated to the entire distribution group.

REVISED

If a Required Approver revises the outage in any way, the F&S Service Office will mark this in the outage system. The my.FS Portal will automatically send a new email: "Updated: Outage Approval Required." Suppose an outage has initially been agreed to by a Required Approver and edited later based on revised circumstances. In that scenario, all individuals will still need to approve the edited/updated version once a new email is distributed.

Defining the Participants

Designated Work Manager: Typically, an F&S project manager/coordinator or shop foreperson responsible for the work

F&S Service Office: Staff in the Customer Relations & Communications department who process service requests, outages, and utility locates

Required Approver: A unit stakeholder in the building and/or F&S personnel typically identified with an associated trade or departmental/shop service

6. FOLLOW-UP NOTIFICATIONS

The F&S Service Office will compare the list of Required Approvers to the approval emails they have compiled and send follow-up emails to required approvers who have not responded. Before final confirmation that the request is approved or declined, the F&S Service Office will cross-reference and obtain all required responses.

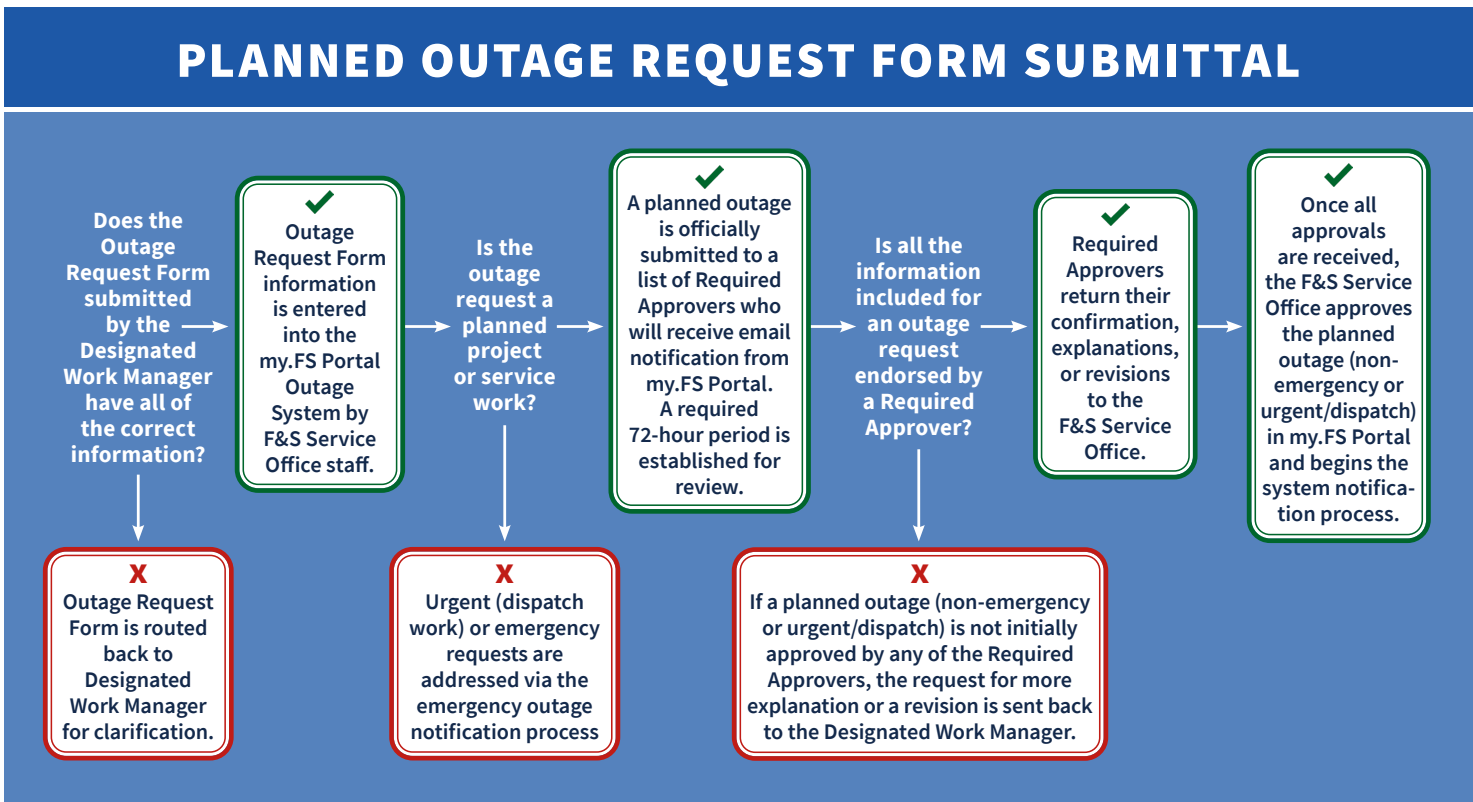
7. CONFIRMATION MESSAGE

APPROVED

Once all of the necessary approvals have been received, the F&S Service Office will officially mark the outage as approved in the outage system. The my.FS Portal will automatically send an “Approved Outage Notice” email to the Designated Work Manager (requestor) and each Required Approver. Other F&S building contacts and staff may also receive the same final approval information to help raise additional awareness about the upcoming approved outage.

DECLINED

Once a Required Approver formally declines the outage, after the explanation step is completed and a denial is confirmed, the F&S Service Office will mark this in the outage system. The my.FS Portal will then automatically send out an “Outage Approval Declined” email to the entire distribution group.



NOTES:

- Urgent or emergency outage requests are addressed through a separate process that expedites the notification and confirmation steps
- All outage correspondence is retained by the F&S Service Office (planned outage emails are kept in a database for at least six months)
- Facility liaisons and building contacts should notify the F&S Service Office regarding any updates to recipients on the building specific notification list



Emergency Outage Request Form Process

How the Process Works

1. REQUEST INITIATED

The initial Outage Request Form is submitted to the F&S Service Office by a Designated Work Manager.

2. SUBMITTAL TO THE OUTAGE SYSTEM

For an expedited review, a Designated Work Manager (requestor) should submit emergency service outage requests during regular business hours. Any questions about the request form will be addressed by the F&S Service Office before submission to the outage system.

3. AUTOMATIC NOTIFICATIONS

Emergency outage information is transcribed by Service Office staff into the Outage Request App as an Emergency Outage within the Service Request Portal.

Outage is submitted officially, prompting the Emergency Outage Notification e-mail to be sent to all Building Contacts & other required departments.

4. APPROVER REVIEW PROCESS

Service Office automatically approves the Outage due to it being an emergency/dispatch situation. Building contacts who receive these notifications must review them and disseminate information within their unit as necessary.

5. CONFIRMATION MESSAGE

APPROVED

An automated Outage Approval e-mail is distributed to all building contacts, required departments, the requestor and the FANDS OUTAGE e-mail distribution list.

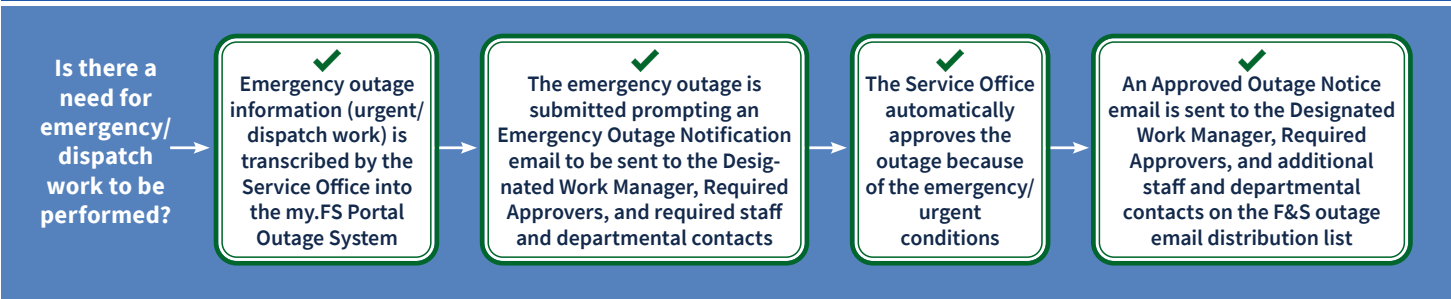
Defining the Participants

Designated Work Manager: Typically, an F&S project manager/coordinator or shop foreperson responsible for the work

F&S Service Office: Staff in the Customer Relations & Communications department who process service requests, outages, and utility locates

Required Approver: A unit stakeholder in the building and/or F&S personnel typically identified with an associated trade or departmental/shop service

EMERGENCY OUTAGE REQUEST FORM SUBMITTAL



NOTE: Planned outage requests are addressed through a separate process that includes an extended review period, status updates, and follow-up notification steps.