



## O&amp;M CUSTOMER SERVICE, TECHNICIANS &amp; SUPERVISORS

**APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES**

Provides a comprehensive list of available Service Request Categories and Types in Facilities Connect.

**▼ IMPORTANT**

Please note this is an internal document for NU Facilities only. Select Service Request Categories and Types listed within are only available to NU Facilities users.

**ALARM RESPONSE**

Service Request Type	Description	Charge Type	Responsible Workgroup
Alarm Other	Report any other activated/sounding alarm. If this is for a fume hood, please go to Health & Safety, otherwise be specific in the request.	Building	Customer Service
Door Alarm	Report an activated/sounding door alarm.	Building	Locksmiths
Fire Alarm	Report an activated/sounding fire alarm.	Building	Electricians
Gas Alarm	Report an activated/sounding gas alarm.	Building	Engineers
Generator Alarm	Report an activated/sounding generator alarm.	Building	Electricians
HVAC Alarm	Report an activated/sounding HVAC alarm.	Building	Engineers <sup>(1)</sup>
Lab Equipment Alarm	Report an activated/sounding alarm on lab equipment.	Building	Engineers <sup>(1)</sup>
Plumbing Alarm	Report an activated/sounding plumbing alarm (sump pump, booster pump, etc.).	Building	Engineers <sup>(1,2)</sup>
Supervisory Alarm	Report an activated/sounding supervisory alarm.	Building	Electricians
Trouble Alarm	Report an activated/sounding trouble alarm.	Building	Electricians

**BIKE**

Service Request Type	Description	Charge Type	Responsible Workgroup
Bike Other	Request other bike maintenance. Please be specific in the request.	Non-Building	Carpenters
Bike Rack Repair	Request bike rack maintenance.	Intra-FM	Carpenters
Bike Removal	Request removal of abandoned or illegally parked bike.	Non-Building	Carpenters
Bike Repair Station Maintenance	Request bike repair station maintenance.	Non-Building	Customer Service
Cut Bike Lock	Request a bike lock to be cut. Proof of ownership or bike registration required.	Non-Building	Carpenters

**NOTES:**

- (1) Work task is routed directly to **Science Building Mechanics** when requested location is **Technological Institute (Bldg. 8735)**
- (2) On the Chicago Campus, this service request type is handled by **Zone 6 Plumbers**.



## O&amp;M CUSTOMER SERVICE, TECHNICIANS &amp; SUPERVISORS

**APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES****ELECTRICAL & LIGHTING**

Service Request Type	Description	Charge Type	Responsible Workgroup
Blue Light Emergency Telephone	Report the light is out.	Intra-FM	Electricians
Doorbell	Report doorbell issues or outages.	Building	Electricians
Electrical & Lighting Other	Report any other electrical issues. Please be specific in the request.	Non-Building	Electricians
Electrical Outlet	Report an electrical outlet that is Not working.	Building	Electricians
Emergency or Exit Lighting	Report inadequate or missing emergency or exit lighting.	Building	Electricians
Extension Cord	Report a damaged/malfunctioning extension cord. Request a new extension cord.	Building	Electricians
Lights	Report broken or malfunctioning lights.	Building	Electricians
Power	Report power issues or outages.	Building	Electricians

**ELEVATOR**

Service Request Type	Description	Charge Type	Responsible Workgroup
Elevator Entrapment	Report an elevator entrapment. Please call Customer Service at (847) 491-5201 (Evanston) or (312) 503-8000 (Chicago) for immediate service.	No Charge	Customer Service
Elevator Other	Report any other elevator issues. Please be specific in the request.	No Charge	Customer Service
Elevator Repair	Report an elevator issue or malfunction.	No Charge	Customer Service

**ESTIMATE**

Service Request Type	Description	Charge Type	Responsible Workgroup
Estimate Request	Request an estimate. Please be specific in the request.	No Charge	Customer Service
Perform Estimated Work	Perform estimated work. Please clearly identify estimate.	Non-Building	Customer Service

**EVENT SUPPORT**

Service Request Type	Description	Charge Type	Responsible Workgroup
Event Support	Request support for an event on campus. Please be specific in the request.	Non-Building	Customer Service



## O&amp;M CUSTOMER SERVICE, TECHNICIANS &amp; SUPERVISORS

**APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES****EXTERIOR SERVICES / GROUNDS**

Service Request Type	Description	Charge Type	Responsible Workgroup
Exterior Flood	Report flooding outside of a building.	Building	Landscapers
Exterior Service/Grounds Other	Request other exterior services. Please be specific in the request.	Non-Building	Customer Service
Exterior Signage	Report damaged or missing signs on buildings/campus or request new exterior signs.	Building	Painters
Exterior Trash/Recycling	Request pickup of trash/recycling. Request a new trash/recycling container.	Building	Landscapers
Landscape	Report missing or damaged landscaping on campus.	No Charge	Landscapers
Porch Repair	Report a porch that is damaged or in need of repair.	Building	Carpenters
Ramps	Report a ramp that is damaged or in need of repair.	Building	Carpenters
Roads & Walkways	Report damaged roads and walkways.	Intra-FM	Landscapers
Snow & Ice	Report need for salting or removal of snow and ice.	Intra-FM	Landscapers
Window Washing	Request exterior window washing.	Non-Building	Custodians

**FURNITURE & APPLIANCES**

Service Request Type	Description	Charge Type	Responsible Workgroup
Accommodate Special Request	Accommodate special request. Please be specific in the request.	Non-Building	Customer Service
New/Replace Window Blinds	Report window blinds that are damaged or need to be replaced.	Non-Building	Carpenters
Furniture & Appliances Other	Request other furniture & appliances for maintenance. Please be specific in the request.	Non-Building	Carpenters
Hang Bulletin/White Board	Request a bulletin/white board to be hung.	Non-Building	Carpenters
Hang/Remove TV	Request a TV be hung or removed. Please call NUIT at (847) 491-4357 to connect a TV to the campus wireless network.	Non-Building	Carpenters
Remove Unwanted Bulletin/White Board	Request removal of unwanted bulletin/white board.	Non-Building	Carpenters



## O&amp;M CUSTOMER SERVICE, TECHNICIANS &amp; SUPERVISORS

**APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES****GENERAL REPAIRS & MAINTENANCE**

Service Request Type	Description	Charge Type	Responsible Workgroup
Ceiling Tile	Report a missing or damaged ceiling tile.	Building	Carpenters
Door	Report any door malfunctions. Please be specific in the request.	Building	Locksmiths
Fire Door	Report a problem with a fire door i.e. Not closing, missing signage, Not adequately rated for the space.	Building	Carpenters
Fire Escape	Report fire escape damage, obstruction, or inadequacy.	Building	Carpenters
Floor New/Replace	Request new or replacement flooring.	Non-Building	Carpenters
Floor Openings/Grates	Report if a floor has openings or grates missing, damaged, obstructed, or inadequate.	Building	Carpenters
Floor Repair	Report a floor in need of repair.	Building	Carpenters
General Repairs & Maintenance Other	Request other interior services. Please be specific in the request.	Non-Building	Customer Service
Hang Dispenser	Request hanging or rehanging of a soap dispenser, paper dispenser, etc.	Building	Carpenters
Hatch	Report a damaged, obstructed or inadequate fire escape hatch.	Building	Carpenters
Interior Signage New/Replace	Request new or replacement interior signage.	Non-Building	Painters
Interior Signage Repair	Request an interior sign to be repaired.	Building	Painters
Noise	Report a Noise issue.	Building	Engineers
Odor – Burning / Chemical / Gas	Report burning, chemical or gas odors. Please indicate the type of odor.	Building	Engineers
Odor - Other	Report other odors. Please indicate type of odor i.e. animal, sewer, bathroom.	Building	Engineers
Painting	Request painting.	Non-Building	Painters
Reattach Baseboard	Request baseboard to be reattached.	Building	Carpenters
Repair Wall	Report a damaged wall.	Building	Carpenters
Shelves & Pictures	Request shelves & pictures to be hung or repaired.	Non-Building	Carpenters
Stairs & Railings	Report a problem with stairs or railings.	Building	Carpenters
Windows & Shades	Report a window or shade repair.	Building	Carpenters



## O&amp;M CUSTOMER SERVICE, TECHNICIANS &amp; SUPERVISORS

**APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES****HEALTH & SAFETY**

Service Request Type	Description	Charge Type	Responsible Workgroup
Appliances (Lab)	Report an appliance issue i.e. broken or malfunctioning, plugged into extension cord.	Non-Building	Engineers
Egress	Report obstructions to emergency escape routes or paths i.e. blocked aisles, unmarked, poorly lit.	Building	Customer Service
Exit Sign	Report broken, missing, and incorrect exit sign.	Building	Electricians
Exposed Wire	Report exposed electrical wires.	Building	Electricians
Fire Extinguishers – Specialized	Request repair, replacement or purchase of a specialized or Non-standard fire extinguisher.	Non-Building	Customer Service
Fire Extinguishers – Standard	Request repair or replacement of standard fire extinguisher.	Building	Customer Service
Fume Hood Alarm	Report an activated/sounding fume alarm.	Building	DDC
Fume Hood Repair	Report an issue with a fume hood.	Building	DDC
Lab Gas Alarm	Report an activated/sounding gas alarm.	Building	Engineers
Guarding	Report exposed moving parts.	Building	Carpenters
Health & Safety Other	Report other health & safety issues. Please be specific in the request.	Building	Customer Service
Indoor Air Quality	Request indoor air quality assessment.	No Charge	Customer Service
Junction Boxes	Report uncovered or insecure junction boxes.	Building	Electricians
Lab Pressurization/Air Flow Issue	Report an issue with pressurization/air flow.	Building	Engineers <sup>(1)</sup>
Refrigerant	Request refrigerant removal.	Non-Building	Engineers
RO/DI Water	Report repair or malfunctioning RO/DI water.	Building	Engineers <sup>(1)</sup>

**NOTES:**

<sup>(1)</sup> Work task is routed directly to **Science Building Mechanics** when requested location is **Technological Institute (Bldg. 8735)**



## O&amp;M CUSTOMER SERVICE, TECHNICIANS &amp; SUPERVISORS

**APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES****HOUSEKEEPING**

Service Request Type	Description	Charge Type	Responsible Workgroup
Bodily Fluid Cleanup	Report a bodily fluid cleanup.	Building	Custodians
Broken Glass	Report broken glass to be cleaned up.	Building	Customer Service
Disinfect	Report something needs to be disinfected. Please be specific in the request.	Building	Custodians
Dusting	Report something needing to be dusted. Please be specific i.e. ledges, furniture, handrails.	Non-Building	Custodians
General Cleaning	Request general cleaning. Please be specific in the request.	Building	Custodians
Housekeeping Other	Request other house keeping services. Please be specific in the request.	Non-Building	Custodians
Mop/Sweep Floor	Request a floor to be mopped or swept.	Non-Building	Custodians
Recycling Bin	Request new recycling container.	Non-Building	Central Waste
Remove Mildew	Request mildew to be removed.	Building	Custodians
Remove Trash/Recycling	Request trash or recycling to be removed.	Building	Custodians
Replenish Supplies	Request for supplies to be replenished. Please be specific about what supplies are needed i.e. toilet paper, soap, disinfectant wipes.	Building	Custodians
Request Recycling Service	Request a recycling pickup.	Building	Custodians
Spot Cleaning	Request for spot-cleaning i.e. walls, ceiling, baseboards, furniture, floors.	Building	Custodians
Trash New Container	Request for new trash container.	Non-Building	Custodians
Trash Pickup	Request for trash pickup	Building	Custodians
Vacuum Carpet	Request carpet to be vacuumed.	Building	Custodians
Water and Spills	Request a water extraction. Please specify if there is an active leak.	Building	Custodians



## O&amp;M CUSTOMER SERVICE, TECHNICIANS &amp; SUPERVISORS

**APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES****KEY / LOCK / ACCESS**

Service Request Type	Description	Charge Type	Responsible Workgroup
Add Key to Key Ring	Request a key be added to a key ring.	Non-Building	Locksmiths
Broken Key/Lock	Report a broken key or lock.	Building	Locksmiths
Broken Reader/Keypad	Report a broken reader or keypad.	Building	Locksmiths
Cabinet/Desk/ Pedestal Lock	Request cabinet, desk or pedestal lock repair or replacement.	Non-Building	Locksmiths
Exterior & Stairwell Lockout	Report an exterior and stairwell lockout.	Building	Locksmiths
Key/Lock/Access Request Other	Other key/lock/access request. Please be specific in the request.	Non-Building	Locksmiths
Lost/Stolen Key	Report a lost key/fob/keycard.	Non-Building	Locksmiths
New Key/Access Request	Request new key or room access.	Non-Building	Locksmiths
Project Key	Request keys for a project.	Non-Building	Locksmiths
Return Key	Request to return a key.	Building	Locksmiths
Room Lockout	Report a room lockout.	Building	Locksmiths
Transfer Key	Request a key transfer.	Building	Locksmiths

**PEST & ANIMAL CONTROL**

Service Request Type	Description	Charge Type	Responsible Workgroup
Pest & Animal Control Other	Request pest & animal control. Please be specific in the request.	No Charge	Customer Service

**PLUMBING & LEAKS**

Service Request Type	Description	Charge Type	Responsible Workgroup
Backflow Preventer	Request backflow preventer maintenance.	Building	Engineers <sup>(2)</sup>
Ceiling Leak	Report an active leak from the ceiling.	Building	Engineers <sup>(1,2)</sup>
Clog	Report a sink/toilet/shower clog.	Building	Engineers <sup>(1,2)</sup>

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## APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES

## PLUMBING &amp; LEAKS (CONTINUED)

Service Request Type	Description	Charge Type	Responsible Workgroup
Drinking Fountains	Request a drinking fountain repair or maintenance.	Building	Engineers <sup>(2)</sup>
Eyewash/Safety Shower	Report a malfunctioning eyewash/safety shower.	Building	Engineers <sup>(2)</sup>
Fire Sprinklers	Report sprinklers missing parts i.e., connection caps, escutcheon plates.	Building	Engineers <sup>(2)</sup>
Flood	Report an interior flood.	Building	Engineers <sup>(2)</sup>
Floor Drain	Report a problem with a floor drain.	Building	Engineers <sup>(2)</sup>
Gas	Report a problem with gas.	Building	Engineers <sup>(2)</sup>
Leak	Report an active leak.	Building	Engineers <sup>(2)</sup>
Mixing Valve	Request mixing valve maintenance.	Building	Engineers <sup>(2)</sup>
Plumbing & Leaks Other	Report other plumbing and leak issues. Please be specific in the request.	Non-Building	Engineers <sup>(2)</sup>
Roof Leak	Report an active leak from the roof.	Building	Engineers <sup>(1,2)</sup>
Shower	Report a malfunctioning shower.	Building	Engineers <sup>(2)</sup>
Sink	Report a broken or leaking sink.	Building	Engineers <sup>(1,2)</sup>
Structural Leak	Report an active leak from interior walls or drains.	Building	Engineers <sup>(1,2)</sup>
Toilet	Report a toilet issue i.e., broken seats, Not flushing.	Building	Engineers <sup>(1,2)</sup>
Water Pressure	Report a problem with water pressure.	Building	Engineers <sup>(1,2)</sup>
Water Temperature	Report a problem with water temperature.	Building	Engineers <sup>(1,2)</sup>
Window Leak	Report an active leak from a window.	Building	Engineers <sup>(1,2)</sup>

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**APPENDIX: SERVICE REQUEST CATEGORIES AND TYPES****RISK / FACILITIES**

Service Request Type	Description	Charge Type	Responsible Workgroup
Backup Batteries	Request replacement backup batteries for lighting.	Building	Electricians
Fire Department Access	Report obstructions to fire reels, cabinets, connections, and Knox boxes.	Building	Customer Service
Fire Prevention - Ceiling Tiles	Replace missing ceiling tiles to avoid delay of fire alarm/sprinkler activation.	Building	Carpenters
Fire/Wall Penetration	Report damaged fire/wall penetration.	Building	Carpenters
Ground Fault Circuit Interrupter (GFCI)	Report if an area requires installation of a Ground Fault Circuit Interrupter (GFCI) or if the GFCI is not functioning.	Building	Electricians
Insurance	Requests that are associated with insurance claims and reimbursement	Non-Building	Customer Service
Install Knox Box	Request a Knox Box to be installed.	Non-Building	Locksmiths
Risk/Facilities Other	Report other Risk/Facilities issues. Please be specific in the request.	Building	Customer Service

**TEMPERATURE**

Service Request Type	Description	Charge Type	Responsible Workgroup
Other HVAC Service	Request other HVAC service. Please be specific in the request.	Non-Building	Engineers <sup>(1)</sup>
Pressurization/Air Flow Issue	Report a pressurization/air flow issue.	Building	Engineers <sup>(1)</sup>
Room Too Cold	Report that a room is too cold.	Building	Engineers <sup>(1)</sup>
Room Too Warm	Report that a room is too warm.	Building	Engineers <sup>(1)</sup>
Window AC - New	Request a new window AC unit.	Non-Building	Carpenters
Window AC - Repair/Replace	Request a repair or replacement of a window AC unit.	Building	Engineers

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**UNIVERSITY VEHICLE MAINTENANCE**

Service Request Type	Description	Charge Type	Responsible Workgroup
Athletics Request	Request maintenance on athletics vehicles.	Non-Building	Auto Mechanics
Electric Vehicle	Request maintenance on an electric vehicle.	Intra-FM	Auto Mechanics
Emergency Generator Repairs	Request emergency generator repairs.	Building	Auto Mechanics
Landscape Equipment	Request service on landscape equipment.	Intra-FM	Auto Mechanics
Roadside Service	Request roadside service.	Intra-FM	Auto Mechanics
Small Equipment	Request small equipment repairs or service.	Intra-FM	Auto Mechanics
University Vehicle Maintenance Other	Request other university vehicle maintenance. Please be specific in the request.	Non-Building	Auto Mechanics
Vehicles	Request vehicle maintenance or repair.	Intra-FM	Auto Mechanics

**VANDALISM**

Service Request Type	Description	Charge Type	Responsible Workgroup
Vandalism Other	Report vandalism. Please be specific in the request.	Building	Customer Service