

NUPD UPDATE - JANUARY 21, 2021

## REVIEW ON NUPD PROCESS

---

As a reminder to all NUPD members, we updated and simplified the Facilities Service Request process for NUPD.

Only the Risk/Facilities - NUPD request class should be used for every service request created regardless of the type of request, even if there is a request class that closely aligns to the request type (i.e. Alarm).

Following this process will simplify NUPD's processing of Facilities Connect service requests and improve the visibility of the Work Tasks for off-shift/weekend engineers.

Please take a few minutes to review the process below for this NUPD process.

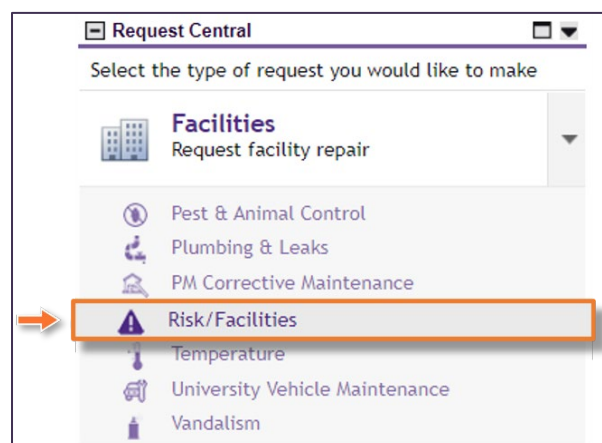
---

### Process for NUPD-Originated Facilities Service Requests:

Step #1

Select the 'Risk/Facilities' Service Class for ALL Requests

From the Facilities Connect > Request Central menu, select the service class option titled Risk/Facilities. This is the only class that should be used for all service requests entered by NUPD.



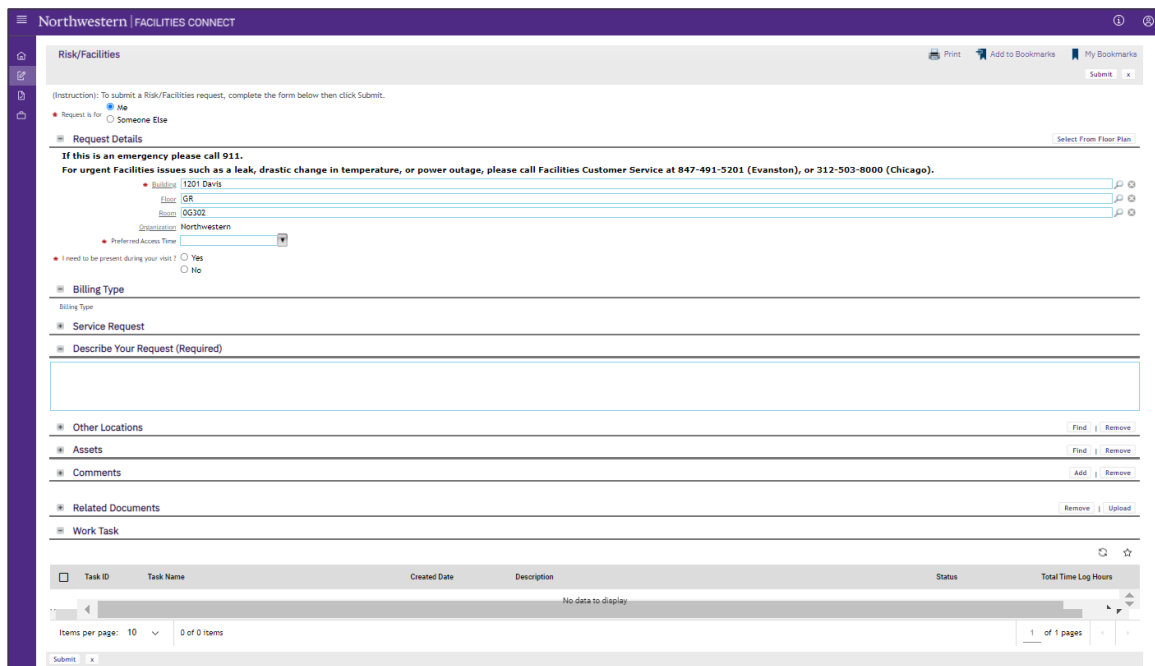
# REVIEW ON NUPD PROCESS

## Step #2

### Add Details to Request Form

Upon opening, complete the Request Form with the details pertaining to the request, including: Requester NetID, Location Information, Preferred Access Time / Presence During Visit, and Description.

**Note:** Please be as specific as possible when adding the request **Description**; technician(s) receiving this request will rely on Description as their primary source of information about the particular issue / situation.



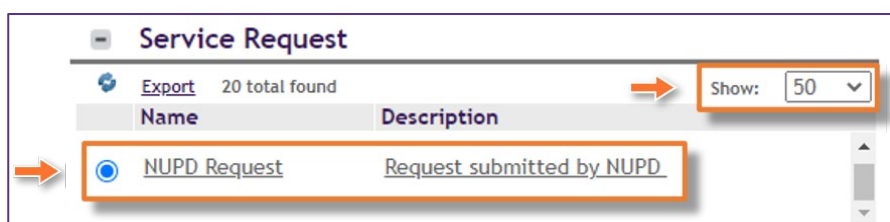
The screenshot shows the 'Northwestern FACILITIES CONNECT' interface for a 'Risk/Facilities' request. The form includes sections for 'Request Details', 'Billing Type', 'Service Request', 'Describe Your Request (Required)', 'Other Locations', 'Assets', 'Comments', 'Related Documents', and 'Work Task'. The 'Request Details' section is expanded, showing fields for 'Request is for' (Someone Else), 'Building' (1201 Davis), 'Floor' (GR), 'Room' (06302), and 'Organization' (Northwestern). A 'Preferred Access Time' dropdown is set to 'Northwestern'. Below this, there are radio buttons for 'I need to be present during your visit?' (Yes/No). The 'Service Request' section is also expanded, showing a list of request types. At the bottom, there is a table with columns for 'Task ID', 'Task Name', 'Created Date', 'Description', 'Status', and 'Total Time Log Hours'. The table is currently empty, displaying 'No data to display'.

## Step #3

### Select 'NUPD Request'

In the Service Request section of the request form, select NUPD Request, for all requests.

Please note that the available options in the Service Request section are in alphabetical order; you may need to adjust the Show dropdown menu to ensure that all available options are visible.



The screenshot shows a 'Service Request' dropdown menu. The menu is open, displaying a list of request types. The 'NUPD Request' option is selected and highlighted with a blue circle. The 'Show:' dropdown menu is set to '50'. The table below the dropdown menu has columns for 'Name' and 'Description'. The 'NUPD Request' entry has the description 'Request submitted by NUPD'.

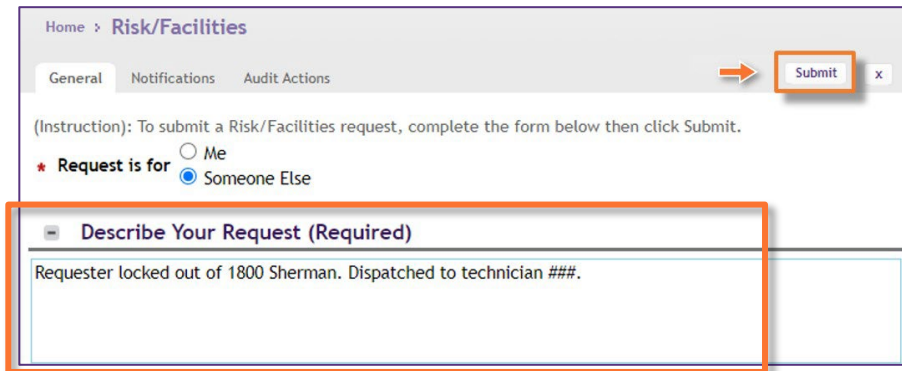
Name	Description
<input checked="" type="radio"/> NUPD Request	Request submitted by NUPD

# REVIEW ON NUPD PROCESS

## Step #4

### Radio Dispatch / Add Technician #

Prior to submitting the completed Service Request in Facilities Connect, radio dispatch the request to an on-call Facilities engineer. Add the responding technician's # in the Description section of the request. Click on the Submit button to process the request.



Home > Risk/Facilities

General Notifications Audit Actions Submit

(Instruction): To submit a Risk/Facilities request, complete the form below then click Submit.

Request is for  Me  Someone Else

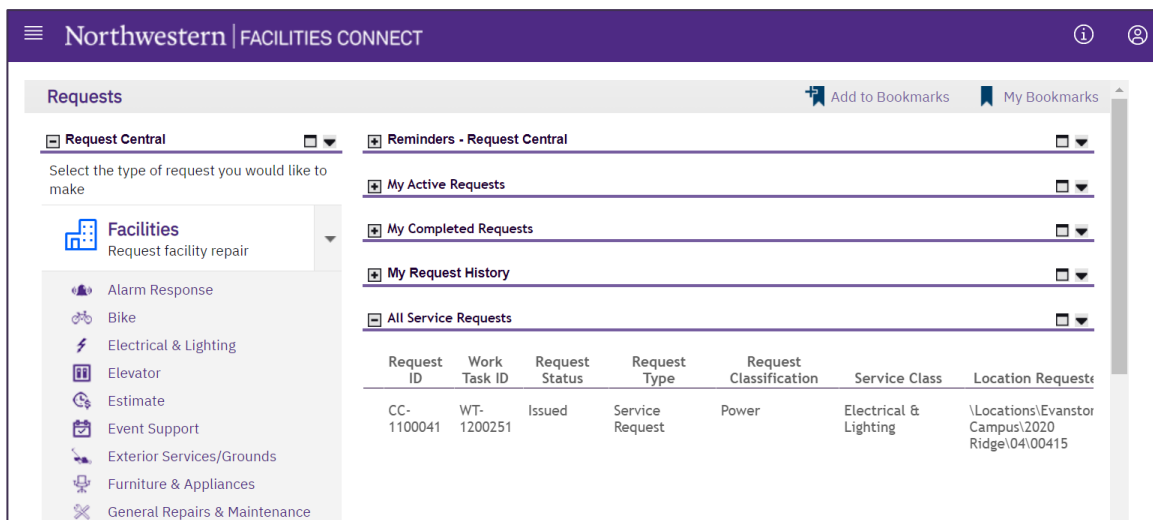
**Describe Your Request (Required)**

Requester locked out of 1800 Sherman. Dispatched to technician ###.

## Step #5

### Open the Service Request Record

On the Facilities Connect > Requests screen, locate the new service request which has just been recorded. Click anywhere on the Service Request Record to open.



Northwestern | FACILITIES CONNECT

Requests Add to Bookmarks My Bookmarks

**Request Central** Reminders - Request Central

Select the type of request you would like to make

**Facilities**  
Request facility repair

- Alarm Response
- Bike
- Electrical & Lighting
- Elevator
- Estimate
- Event Support
- Exterior Services/Grounds
- Furniture & Appliances
- General Repairs & Maintenance

**My Active Requests**

**My Completed Requests**

**My Request History**

**All Service Requests**

Request ID	Work Task ID	Request Status	Request Type	Request Classification	Service Class	Location Request
CC-1100041	WT-1200251	Issued	Service Request	Power	Electrical & Lighting	\\Locations\Evanston Campus\2020 Ridge\04\00415

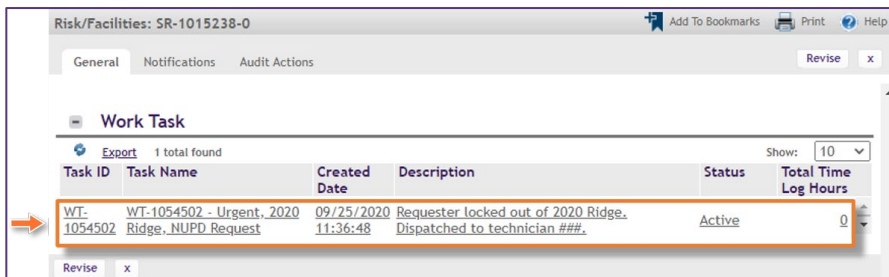
# REVIEW ON NUPD PROCESS

---

## Step #6

### Open the Corresponding Work Task

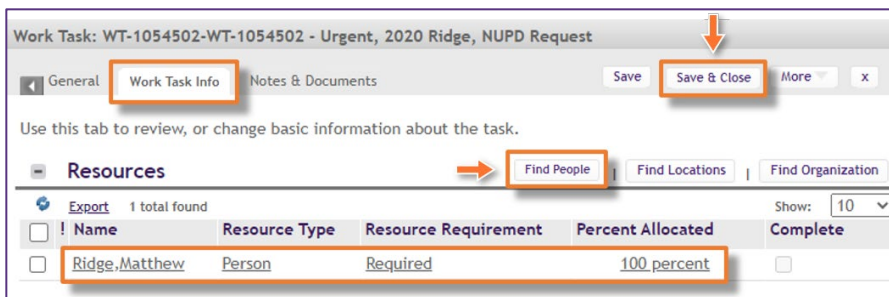
Scroll to the bottom of the Service Request Record, and locate the corresponding Work Task. Click anywhere on the Work Task Record to open.



## Step #7

### Add the Responding Technician as a 'Resource'

Within the Work Task Record, locate the Work Task Info (or Resources) tab. Use the Find People button to locate and add the responding technician as a Resource. Once the technician has been added to the Work Task, click on the Save & Close button to complete this process.



---

Do you have questions or would you like additional support?

Please contact the FC Project Team at [facilities.connect@northwestern.edu](mailto:facilities.connect@northwestern.edu).