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.
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.

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.
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.

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.
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.