FAMIS Service Requests

NUIT Administrative Systems
What are we doing today?

Topics for the session:
• FAMIS overview
• Reporting of Emergencies
• Creating a Service Request
• Searching and Viewing a Service Request
FAMIS

Facilities Administrative Management Information System (FAMIS)

• Manage request and completion of facilities issues on campus

• Emergency: No need to log a request! Call 911 and get out of the building!
Enter a Request in FAMIS Self Service
Login using the NUPortal

- Select **Facilities** in the left menu and click the **FAMIS Self Service** tab
Select Service Requests
Click Create Service Request
Complete Requestor Information

1. Confirm your contact information
2. Enter Alternate Requestor information, if applicable
3. Click Next
Select a Service

Create Service Request: Select Service - Step 2 of 5

Available Services

1. REPORT AN EMERGENCY
2. REQUEST A SERVICE
3. REQUEST AN ESTIMATE
4. SPECIAL EVENTS
5. PROJECT REQUESTS (FACILITIES MANAGEMENT ONLY)
New Web Request "Create your own request"

Click Request a Service
Select a Category of Service

Create Service Request: Select Service - Step 2 of 5

Select a major category, ex. Carpentry & Paint

- CARPENTRY & PAINT
- CUSTODIAL
- DOORS, LOCKS & KEYS
- ELECTRICAL
- ELEVATOR
- EXTERMINATORS
- PLUMBING
- TEMPERATURE
- TRASH & RECYCLING
- New Web Request "Create your own request"
Select a Subcategory

Services within: REQUEST A SERVICE - CARPENTRY & PAINT

- BROKEN SCREEN
- BROKEN WINDOW
- INSTALL CEILING TILE
- INSTALL SHELVES
- MOVE (EVANSTON ONLY)
- PAINT
- REPAIR FLOORING
- REPLACE OR INSTALL FLOORING
- New Web Request "Create your own request"
# Chart Strings

Create Service Request: Enter Service Details - Step 3 of 5

1. Enter chart string
2. Enter percentage allocation
3. Scroll down

<table>
<thead>
<tr>
<th>Seq</th>
<th>Fund Code</th>
<th>Dept ID</th>
<th>Project</th>
<th>Activity</th>
<th>Account</th>
<th>Program</th>
<th>Pct</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>110</td>
<td>4001260</td>
<td></td>
<td></td>
<td>75610</td>
<td></td>
<td>100</td>
</tr>
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</tbody>
</table>
Work Description

1. Enter description

WHERE IS THE SCREEN (WHICH WINDOW)? It is the window facing south.
IS THIS DAMAGE-RELATED? No it is old and deteriorated.
DOES SOMEONE NEED TO BE CONTACTED IN ORDER TO MAKE ARRANGEMENTS FOR WORK? IF SO, WHO? Please contact Virginia 1-XXXX.

To preserve the text formatting, please hit "Enter" after each line. (Limit 3000 chars)

2. Enter dates, if appropriate; note formatting.

Earliest Start Date: 08/15/2008
Latest Completion Date: 08/20/2008

Dates/Times Work Cannot be Done in Location: not MWF afternoons, 1-4pm

3. Click Next
Enter Location

Create Service Request: Enter Location - Step 4 of 5

Click Site

Click the link for the appropriate campus site
### Review Information

**Create Service Request: Review - Step 5 of 5**

**Requestor Information**
- **Requestor Name**: VIRGINIA ROBBINS
- **Requestor Dept**: 1100473
- **Requestor Phone**: 123-456-7890
- **Requestor Email**: v.robbins@northwestern.edu
- **Alt Requestor Name**: John Smith
- **Alt Requestor Phone**: 123-456-1234

**Service Description**
- **Earliest Start Date**: 08/15/2008
- **Latest Completion Date**: 08/20/2008
- **Work Title**: BROKEN SCREEN
- **Description**: WHERE IS THE SCREEN (WHICH WINDOW)? It is the window facing south.
- **IS THIS DAMAGE-RELATED? No it is old and deteriorated
- **DOES SOMEONE NEED TO BE CONTACTED IN ORDER TO MAKE ARRANGEMENTS FOR WORK? IF SO, WHO?** Virginia 1-XXXX

**Location**
- **Site**: EV
- **Floor**: 01
- **Building**: 2244
- **Room**: 00101

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**Review all information and click Finish**
Note your Service Request Number

Your Facilities Work Request (SR000379) was submitted on 04/22/2008.

Requestor Information
- Requester Name: VIRGINIA ROBBINS
- Requestor Dept: 1100473
- Alt Requester Name: John Smith
- Requestor Phone: 123.456.7890
- Requestor Email: v.robbins@northwestern.edu
- Alt Requestor Phone: 123.456.1234

Service Description
- Account Segments: 110.1000000...40033... (100%)
- Earliest Start Date: 08/15/2008
- Blackout Dates and Times: not MWF afternoons, 1-4pm
- Work Title: BROKEN SCREEN
- WHERE IS THE SCREEN (WHICH WINDOW)? It is the window facing south
- IS THIS DAMAGE-RELATED? No it is old and deteriorated
- DOES SOMEONE NEED TO BE CONTACTED IN ORDER TO MAKE ARRANGEMENTS FOR WORK? IF SO, WHO? Virginia 1 XXXX

Location
- Site: EV
- Floor: 01
- Building: 2244
- Room: 00101

Click Go back to Service Requests to create a new service request
Search and View your Requests

Select All my requests from the Search drop down

Click Go
View Status of Request

![Image of the Famis software interface showing a table of service requests with columns for Request Number, Phase, Work Order, Request Description, Status, Conv Project, Requestor, Alt Requestor, Maint Type, Site, Building, and Date Entered.]

<table>
<thead>
<tr>
<th>Request Number</th>
<th>Phase</th>
<th>Work Order</th>
<th>Request Description</th>
<th>Status</th>
<th>Conv Project</th>
<th>Requestor</th>
<th>Alt Requestor</th>
<th>Maint Type</th>
<th>Site</th>
<th>Building</th>
<th>Date Entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>SR000379</td>
<td></td>
<td></td>
<td>BROKEN SCREEN</td>
<td>REQUESTED</td>
<td></td>
<td>VIRGINIA ROBBINS</td>
<td></td>
<td>GEN MAINT</td>
<td>EV 2244</td>
<td>CHI PSI</td>
<td>04/22/2008</td>
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<tr>
<td>SR000378</td>
<td></td>
<td></td>
<td>LIGHTS NOT WORKING</td>
<td>REQUESTED</td>
<td></td>
<td>VIRGINIA ROBBINS</td>
<td>MAGGIE OLDHAM</td>
<td>GEN MAINT</td>
<td>EV 8567</td>
<td>ALLISON HALL</td>
<td>04/21/2008</td>
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<tr>
<td>SR000372</td>
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<td></td>
<td>LIGHTS NOT WORKING</td>
<td>REQUESTED</td>
<td></td>
<td>VIRGINIA ROBBINS</td>
<td>MAGGIE OLDHAM</td>
<td>GEN MAINT</td>
<td>EV 8756</td>
<td>1310 HINMAN</td>
<td>04/17/2008</td>
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<tr>
<td>SR000371</td>
<td></td>
<td></td>
<td>CONY PROJ</td>
<td></td>
<td>PR000020</td>
<td>VIRGINIA ROBBINS</td>
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<td>GEN MAINT</td>
<td>EV</td>
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<td>SR000375</td>
<td></td>
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<td>W0000314 WINDOW A/C PROBLEM</td>
<td>APPROVED</td>
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<td>VIRGINIA ROBBINS</td>
<td>MAGGIE OLDHAM</td>
<td>GEN MAINT</td>
<td>EV 8854</td>
<td>1800 SHERMAN</td>
<td>04/16/2008</td>
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<tr>
<td>SR000368</td>
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<td></td>
<td>ESTIMATE FOR INSTALLING ADDITIONAL OUTLET</td>
<td>REQUESTED</td>
<td></td>
<td>VIRGINIA ROBBINS</td>
<td>MAGGIE OLDHAM</td>
<td>ESTIMATE</td>
<td>EV 8756</td>
<td>1310 HINMAN</td>
<td>04/15/2008</td>
</tr>
</tbody>
</table>

To view a service request, click SR Number.
Advanced Search

![Advanced Search Interface](image)

### Display Service Requests

<table>
<thead>
<tr>
<th>Search</th>
<th>Advanced Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>All my requests</td>
<td>Go</td>
</tr>
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</table>

### Results

<table>
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<tr>
<th>Request Number</th>
<th>Phase</th>
<th>Work Order</th>
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- Click "Advanced Search"
Enter a specific Service Request

Enter Service Request Number and click **Go**
Use Filters to Search

Enter specific filters for your search

FAMIS Quirk:
Enter Location Information before checking/unchecning boxes for Funding Type, Status, and Request Type

Click Execute Query
What happens next?

• Service request reviewed by FM Customer Service
• Work order is generated and scheduled for completion
• Work is completed and job costs are billed to chart string
Thank you!