Slide Transcript for FAMIS Self Service elearning course

What is FAMIS?

FAMIS was implemented to improve communication between Facilities Management and the Northwestern community. It helps Facilities Management prioritize requests for repairs, maintenance, estimates and emergencies. You can enter in a service request and later search for the request to see its status. If you have a light bulb that is out or a lock that is jammed or you want an estimate to repaint the Dean's office, FAMIS is where you initiate the service request or ticket.

Confirm Contact Information

Notice there are only 5 steps to enter a service request!

First you need to confirm your contact information that has auto-populated based on your NetID. You can add in a cell phone number or other information if you'd like.

Also, notice that you can add in an alternate requestor or contact in case you won't be around when the Facilities Management technicians come by to do the work.

Click in the Alternate Requestor Name field and type John Smith.

Select a Service

Facilities Management gets over 90,000 requests for service in a year! On this page you want to select the service you need. If you need to report an Emergency, please, please, please, don't take the time to request a service, just call 911 and get out of the building. Your safety is the most important thing! if your safety is not in jeopardy, then call Facilities Management or University Police. You do not have to enter a Service Request.

If you need to request a service, select Request a service, this is probably the most common selection.

If you need to request an estimate, select Request an Estimate. Estimates are free and might be something you want to request if your department is going to be the one paying for the work. Once you receive the estimate you can then decide whether to move forward with the work or not. The steps for an estimate are similar to the Request a Service Steps and result in you receiving an estimate from Facilities Management.

If you are having a Special Event such as for graduation or reunions or other, you might want to request Facilities Management to set up a room or tent or other needs. Select Special Events for these requests and make sure you tell them the date of the event! Again, the steps for a special events set up are similar to the Request a Service steps.

You don't need to worry about Project Requests as then are for FM's use only.

Lastly, you can always create your own service request if you have a very specific need. Make sure you include as much detail as possible!

For today, please click on Request a Service.

Select a Service Category of Carpentry & Paint

To make the request process easier, there is a procedure library of the most common requests. You would select the major category closest to your type of request. If you are unsure or if your request doesn't fall into those categories, you can always select Create your own request. You

might notice that these categories are somewhat in synch with the Facilities Management shops that would do the work. For example, there is an electrical shop, lock shop, etc.

For today, please select Carpentry & Paint

Enter your chart string

Hey, look at that, we're already on Step 3!

Here is where you would enter a chart string, but let's talk about this first. Every building on campus has a chart string associated with it. This pool of money is to pay for building maintenance and repairs.

If you are requesting a service that the building maintenance would cover you don't have to enter a chart string. In fact it will auto-populate the chart string later for the building. So for requests like a clogged sink in a rest room, replacing light bulbs etc, you don't need to fill in a chart string.

If you are requesting a service that your department will need to pay for, then you will need to enter your chart string. You can see the job costs on the completed service request or your department financial statements. Notice that you can enter multiple chart strings and divide up costs by percentages.

If you don't know if the request would be a building charge or not, leave it blank and Facilities Management will contact you if they need a chart string to proceed.

Click in the Fund Code field.

Description of Work Field

Here is the most important section of the service request!

Because we chose Broken Screen as our subcategory, FAMIS auto-populated that as the Work Title. If you had chosen Create your own request, you have to enter your own title.

Also, because we chose Broken Screen, FAMIS has listed some prompting questions to try to draw out more information about the request. Answer the questions and include as much information as you can. This helps the FM supervisors estimate how many technicians, hours and which parts are needed for a request.

Also, you can indicate multiple rooms here. You will see on the next step that FAMIS only let you select 1 room, but if, say, room 301, 302, and 303 are cold, you can indicate multiple rooms here.

One Big Caution Here! Please do not indicate that a room is restricted, contains hazardous materials or is an animal lab. Facilities Management already knows this by room coding behind the scenes. Unfortunately with the way FAMIS security works, all FAMIS Self Service users can see all users' requests, so we would rather not indicate restricted areas across the entire application user base.

Enter the Location

Here is where you enter the location for the service request. FAMIS requires that you enter the fields in a specific order.

You can click the button to make a selection. FAMIS actually filters as you select. When you choose a campus, then in the building menu, it only shows the buildings on that campus. When you select a building, it only shows the floors in that building and so on!

Hot Tip and a Caution! My Hot Tip is that if you memorize your 4 digit (sometimes 5 digit) code for your building, you can type it in without looking it up each time. My Caution is for floors and rooms, the numbering is not consistent across buildings and you need to identify the floor and room the way FAMIS has them identified. I recommend selecting floor and room from the menu to be sure to get the numbering correct!
Click the Site button

Service Request Stages
When you have submitted a service request, Facilities Management Customer Service first reviews it for completeness and accuracy. They might be in touch with you for more information. Then they turn the service request into a work order and assign it to the appropriate shop. The Supervisor of the shop assigns the Work Order to a field technician who completes the work. The technician turns in their work orders and reports the status, and time and materials used. This information is entered into FAMIS and interfaced to NUFinancials as a job cost on chart strings. If this was a service request that your department would be paying for, then you would see the charges on your chart string reports.

Service Request Statuses
FAMIS will display all of your service requests. You could click on the Request Number hyperlink to drill in and see your request's detail. This is where you would see billing information at the very bottom of that page. Remember you can also see the costs on your department's financial statements
You can also see the status of your request. Some of the statuses that you might see are:
Requested, for when you first request a service
In Prog, for a request that is being worked
Parts Hold, when FM is waiting for a part to arrive to complete the work
DT Hold, when FM is waiting for down time or a space to be available to complete the work

Advanced Searches in FAMIS
You can search for a specific SR number.
Or you can search by someone else's name.
You can also search by location to see if a request already exists for an issue.
Note: Facilities Management Customer Service is able to run a duplicate checking function in case duplicates are entered and then take care of duplicates.
You have seen how to enter and search for a service request in FAMIS Self Service!