

## College Operating Procedures (COP)



**Procedure Title:** Processing of Work Orders  
**Procedure Number:** 07-0712  
**Originating Department:** Facilities Planning & Management

**Specific Authority:**

Board Policy 6Hx6:1.02  
Florida Statute 1001.65  
Florida Administrative Code

**Procedure Actions:** Adopted: 06/09/2009; 07/0120/09; 12/16/2020

**Purpose Statement:** Facilities Planning and Management will perform campus wide maintenance and repair to facilities and grounds as requested by Departments through the submission of a Facilities Work Order Request.

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**Guidelines:**

Facilities Planning and Management will perform campus wide maintenance and repair to facilities and grounds as requested by Departments upon submission of a Facilities Work Order Request.

**Procedures:**

- I. A Work order request is submitted through the FSW website portal by Staff or Faculty and is sent directly to Facilities to review and determine what course of action is appropriate to resolve the issue.
- II. Work order items include all items relating to maintenance or repairs to buildings or grounds. All items relating to IT (Information Technology) should be directed through the IT work order system.
- III. Facilities will enter work order into the Work Order Data Base that is housed in Microsoft Teams. The work order request is assigned a number and assigned to the appropriate Facilities technician or outside contractor for completion.
- IV. Requestor will receive a copy of their submission if they have checked the box on the work order request page.

Upon notification from Maintenance Tech or outside vendor that the work has been completed, the Work Order Request ticket is closed out in system and is removed from the active list of work orders. Work Order Requestor will be notified work has been completed for items that are specific to the Requestor. General maintenance items are inspected by Facilities Scheduler for completion then closed.