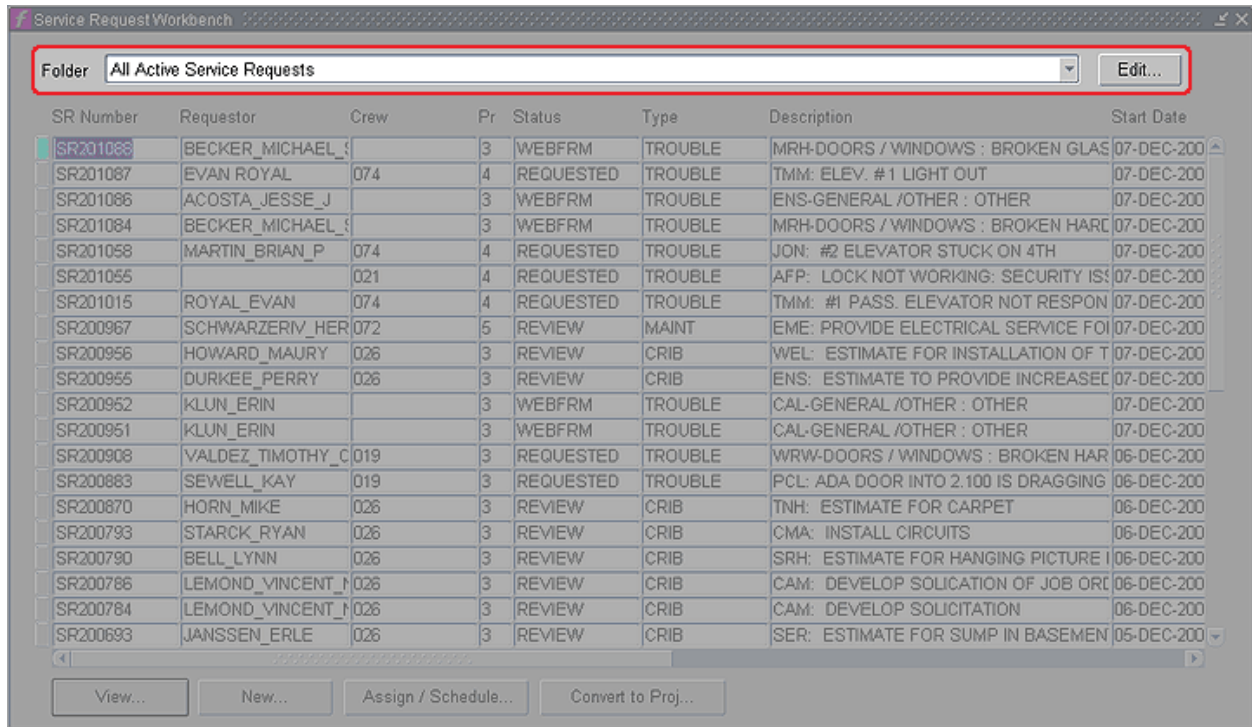


PROCEDURE

Service Request Workbench Form – Header Section



The screenshot shows the 'Service Request Workbench' application window. At the top, there is a 'Folder' dropdown menu set to 'All Active Service Requests' and an 'Edit...' button. Below this is a table with the following columns: SR Number, Requestor, Crew, Pr, Status, Type, Description, and Start Date. The table contains 25 rows of data, with the first row highlighted in blue. At the bottom of the window, there are four buttons: 'View...', 'New...', 'Assign / Schedule...', and 'Convert to Proj...'.

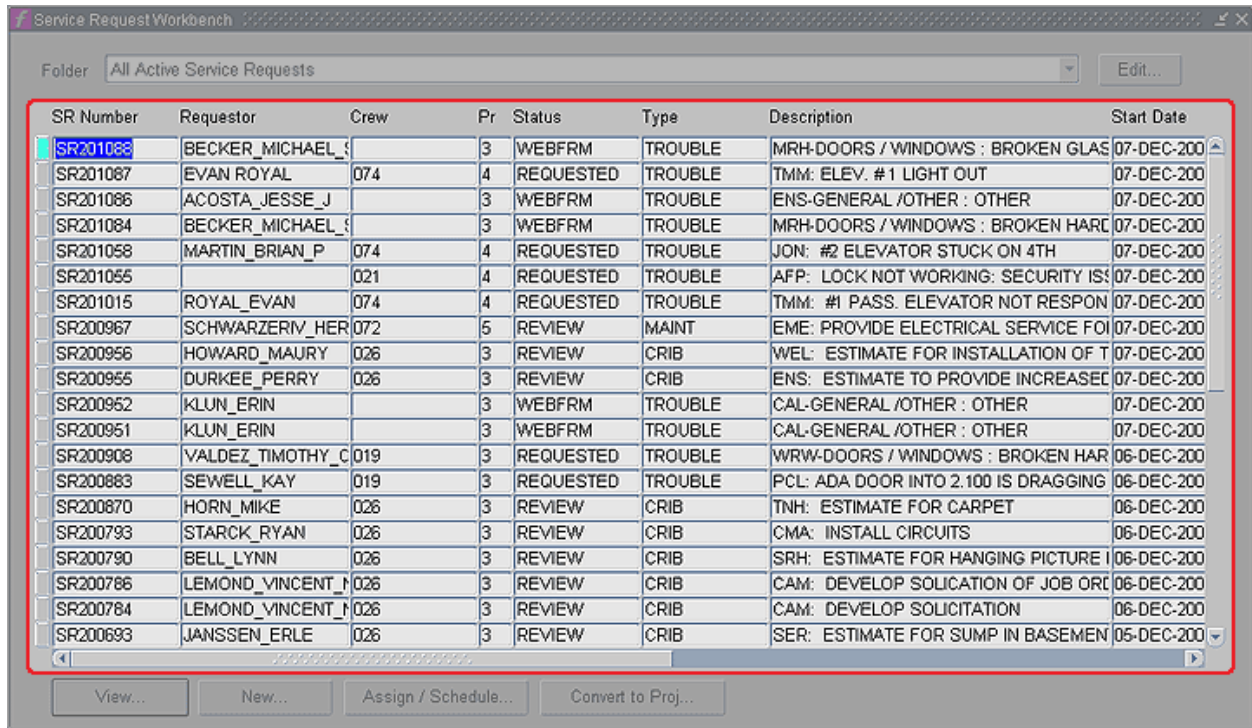
SR Number	Requestor	Crew	Pr	Status	Type	Description	Start Date
SR201083	BECKER_MICHAEL_		3	WEBFRM	TROUBLE	MRH-DOORS / WINDOWS : BROKEN GLAS	07-DEC-200
SR201087	EVAN ROYAL	074	4	REQUESTED	TROUBLE	TMM: ELEV. #1 LIGHT OUT	07-DEC-200
SR201086	ACOSTA_JESSE_J		3	WEBFRM	TROUBLE	ENS-GENERAL /OTHER : OTHER	07-DEC-200
SR201084	BECKER_MICHAEL_		3	WEBFRM	TROUBLE	MRH-DOORS / WINDOWS : BROKEN HARC	07-DEC-200
SR201058	MARTIN_BRIAN_P	074	4	REQUESTED	TROUBLE	JON: #2 ELEVATOR STUCK ON 4TH	07-DEC-200
SR201055		021	4	REQUESTED	TROUBLE	AFP: LOCK NOT WORKING: SECURITY IS	07-DEC-200
SR201015	ROYAL_EVAN	074	4	REQUESTED	TROUBLE	TMM: #1 PASS. ELEVATOR NOT RESPON	07-DEC-200
SR200967	SCHWARZERIV_HER	072	5	REVIEW	MAINT	EME: PROVIDE ELECTRICAL SERVICE FOI	07-DEC-200
SR200956	HOWARD_MAURY	026	3	REVIEW	CRIB	WEL: ESTIMATE FOR INSTALLATION OF T	07-DEC-200
SR200955	DURKEE_PERRY	026	3	REVIEW	CRIB	ENS: ESTIMATE TO PROVIDE INCREASEC	07-DEC-200
SR200952	KLUN_ERIN		3	WEBFRM	TROUBLE	CAL-GENERAL /OTHER : OTHER	07-DEC-200
SR200951	KLUN_ERIN		3	WEBFRM	TROUBLE	CAL-GENERAL /OTHER : OTHER	07-DEC-200
SR200908	VALDEZ_TIMOTHY_C	019	3	REQUESTED	TROUBLE	WRW-DOORS / WINDOWS : BROKEN HAR	06-DEC-200
SR200883	SEWELL_KAY	019	3	REQUESTED	TROUBLE	PCL: ADA DOOR INTO 2.100 IS DRAGGING	06-DEC-200
SR200870	HORN_MIKE	026	3	REVIEW	CRIB	TNH: ESTIMATE FOR CARPET	06-DEC-200
SR200793	STARCK_RYAN	026	3	REVIEW	CRIB	CMA: INSTALL CIRCUITS	06-DEC-200
SR200790	BELL_LYNN	026	3	REVIEW	CRIB	SRH: ESTIMATE FOR HANGING PICTURE I	06-DEC-200
SR200786	LEMOND_VINCENT_	026	3	REVIEW	CRIB	CAM: DEVELOP SOLICITATION OF JOB ORC	06-DEC-200
SR200784	LEMOND_VINCENT_	026	3	REVIEW	CRIB	CAM: DEVELOP SOLICITATION	06-DEC-200
SR200693	JANSSEN_ERLE	026	3	REVIEW	CRIB	SER: ESTIMATE FOR SUMP IN BASEMEN	05-DEC-200

1. Header Section

- a. **Folder** – Depicts work bench view. Use the drop down arrow to select different views.
- b. **Edit** – Provides access to mechanism for creating and modifying private views. For more information, see the SOP for changing and creating Custom Workbench Views.

Using Service Request Work Bench

Service Request Workbench Form – Content Section



SR Number	Requestor	Crew	Pr	Status	Type	Description	Start Date
SR201088	BECKER_MICHAEL_S		3	WEBFRM	TROUBLE	MRH-DOORS / WINDOWS : BROKEN GLAS	07-DEC-200
SR201087	EVAN ROYAL	074	4	REQUESTED	TROUBLE	TMM: ELEV. #1 LIGHT OUT	07-DEC-200
SR201086	ACOSTA_JESSE_J		3	WEBFRM	TROUBLE	ENS-GENERAL /OTHER : OTHER	07-DEC-200
SR201084	BECKER_MICHAEL_S		3	WEBFRM	TROUBLE	MRH-DOORS / WINDOWS : BROKEN HARC	07-DEC-200
SR201058	MARTIN_BRIAN_P	074	4	REQUESTED	TROUBLE	JON: #2 ELEVATOR STUCK ON 4TH	07-DEC-200
SR201055		021	4	REQUESTED	TROUBLE	AFP: LOCK NOT WORKING: SECURITY IS	07-DEC-200
SR201015	ROYAL_EVAN	074	4	REQUESTED	TROUBLE	TMM: #1 PASS. ELEVATOR NOT RESPON	07-DEC-200
SR200967	SCHWARZERIV_HER	072	5	REVIEW	MAINT	EME: PROVIDE ELECTRICAL SERVICE FOI	07-DEC-200
SR200956	HOWARD_MAURY	026	3	REVIEW	CRIB	WEL: ESTIMATE FOR INSTALLATION OF T	07-DEC-200
SR200955	DURKEE_PERRY	026	3	REVIEW	CRIB	ENS: ESTIMATE TO PROVIDE INCREASEC	07-DEC-200
SR200952	KLUN_ERIN		3	WEBFRM	TROUBLE	CAL-GENERAL /OTHER : OTHER	07-DEC-200
SR200951	KLUN_ERIN		3	WEBFRM	TROUBLE	CAL-GENERAL /OTHER : OTHER	07-DEC-200
SR200908	VALDEZ_TIMOTHY_C	019	3	REQUESTED	TROUBLE	WRW-DOORS / WINDOWS : BROKEN HAR	06-DEC-200
SR200883	SEWELL_KAY	019	3	REQUESTED	TROUBLE	PCL: ADA DOOR INTO 2.100 IS DRAGGING	06-DEC-200
SR200870	HORN_MIKE	026	3	REVIEW	CRIB	TNH: ESTIMATE FOR CARPET	06-DEC-200
SR200793	STARCK_RYAN	026	3	REVIEW	CRIB	CMA: INSTALL CIRCUITS	06-DEC-200
SR200790	BELL_LYNN	026	3	REVIEW	CRIB	SRH: ESTIMATE FOR HANGING PICTURE I	06-DEC-200
SR200786	LEMOND_VINCENT_J	026	3	REVIEW	CRIB	CAM: DEVELOP SOLICITATION OF JOB ORC	06-DEC-200
SR200784	LEMOND_VINCENT_J	026	3	REVIEW	CRIB	CAM: DEVELOP SOLICITATION	06-DEC-200
SR200693	JANSSSEN_ERLE	026	3	REVIEW	CRIB	SER: ESTIMATE FOR SUMP IN BASEMEN	05-DEC-200

2. **Content Section** - None of the fields in this section can be edited. Column and sort order can be modified from the Edit view dialog box
 - a. **SR Number** – Lists the service request number
 - b. **Requestor** – Shows the person who requested the work
 - c. **Crew** – Shows the crew assigned to the SR
 - d. **Pr** – Priority
 - e. **Status** – Current SR status
 - f. **Type** – Type of request
 - g. **Description** – Short description of work requested
 - h. **Start date** – Date SR was entered
 - i. **Site** – Campus Site where work will take place
 - j. **Equipment** – Contains equipment number, if applicable
 - k. **Building** – Building Number
 - l. **Craft** – Craft of worker needed on the SR, if applicable
 - m. **Assigned To** – Employee number of person assigned to SR, if applicable
 - n. **Due Date** – Date work is to be completed

Using Service Request Work Bench

Service Request Workbench Form – Button Section

The screenshot shows the Service Request Workbench interface. At the top, there is a folder dropdown menu set to "All Active Service Requests" and an "Edit..." button. Below this is a table with the following columns: SR Number, Requestor, Crew, Pr, Status, Type, Description, and Start Date. The table contains 25 rows of service request data. At the bottom of the interface, there is a button section with four buttons: "View...", "New...", "Assign / Schedule...", and "Convert to Proj...". The "View..." button is highlighted with a red box.

SR Number	Requestor	Crew	Pr	Status	Type	Description	Start Date
SR201088	BECKER_MICHAEL_		3	WEBFRM	TROUBLE	MRH-DOORS / WINDOWS : BROKEN GLAS	07-DEC-200
SR201087	EVAN ROYAL	074	4	REQUESTED	TROUBLE	TMM: ELEV. #1 LIGHT OUT	07-DEC-200
SR201086	ACOSTA_JESSE_J		3	WEBFRM	TROUBLE	ENS-GENERAL /OTHER : OTHER	07-DEC-200
SR201084	BECKER_MICHAEL_		3	WEBFRM	TROUBLE	MRH-DOORS / WINDOWS : BROKEN HARC	07-DEC-200
SR201058	MARTIN_BRIAN_P	074	4	REQUESTED	TROUBLE	JON: #2 ELEVATOR STUCK ON 4TH	07-DEC-200
SR201055		021	4	REQUESTED	TROUBLE	AFP: LOCK NOT WORKING: SECURITY IS	07-DEC-200
SR201015	ROYAL_EVAN	074	4	REQUESTED	TROUBLE	TMM: #1 PASS. ELEVATOR NOT RESPON	07-DEC-200
SR200967	SCHWARZERIV_HER	072	5	REVIEW	MAINT	EME: PROVIDE ELECTRICAL SERVICE FOI	07-DEC-200
SR200956	HOWARD_MAURY	026	3	REVIEW	CRIB	WEL: ESTIMATE FOR INSTALLATION OF T	07-DEC-200
SR200955	DURKEE_PERRY	026	3	REVIEW	CRIB	ENS: ESTIMATE TO PROVIDE INCREASEC	07-DEC-200
SR200952	KLUN_ERIN		3	WEBFRM	TROUBLE	CAL-GENERAL /OTHER : OTHER	07-DEC-200
SR200951	KLUN_ERIN		3	WEBFRM	TROUBLE	CAL-GENERAL /OTHER : OTHER	07-DEC-200
SR200908	VALDEZ_TIMOTHY_C	019	3	REQUESTED	TROUBLE	WRW-DOORS / WINDOWS : BROKEN HAR	06-DEC-200
SR200883	SEWELL_KAY	019	3	REQUESTED	TROUBLE	PCL: ADA DOOR INTO 2.100 IS DRAGGING	06-DEC-200
SR200870	HORN_MIKE	026	3	REVIEW	CRIB	TNH: ESTIMATE FOR CARPET	06-DEC-200
SR200793	STARCK_RYAN	026	3	REVIEW	CRIB	CMA: INSTALL CIRCUITS	06-DEC-200
SR200790	BELL_LYNN	026	3	REVIEW	CRIB	SRH: ESTIMATE FOR HANGING PICTURE	06-DEC-200
SR200786	LEMOND_VINCENT_	026	3	REVIEW	CRIB	CAM: DEVELOP SOLICITATION OF JOB ORC	06-DEC-200
SR200784	LEMOND_VINCENT_	026	3	REVIEW	CRIB	CAM: DEVELOP SOLICITATION	06-DEC-200
SR200693	JANSSSEN_ERLE	026	3	REVIEW	CRIB	SER: ESTIMATE FOR SUMP IN BASEMEN	05-DEC-200

3. Button Section

- View** – Opens the selected service request in the appropriate form
- New** – opens a blank service request
- Assign/Schedule** – Not used
- Convert to Proj** – Not used