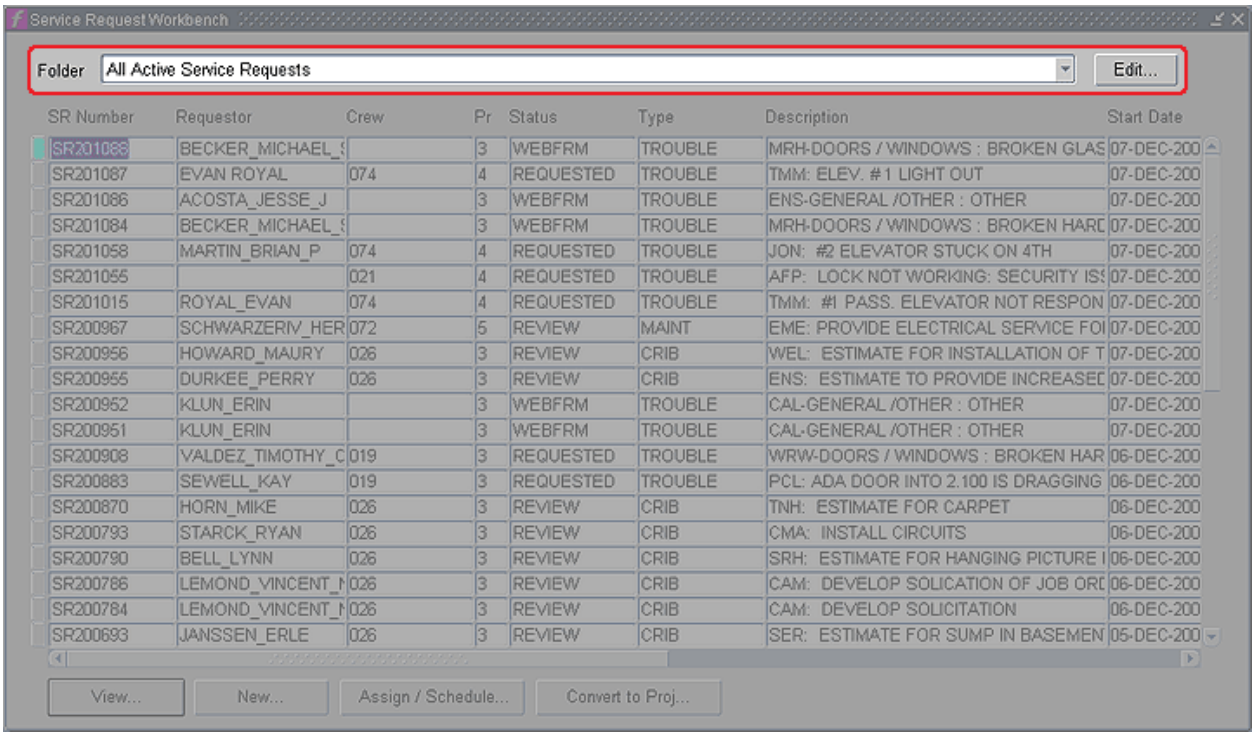
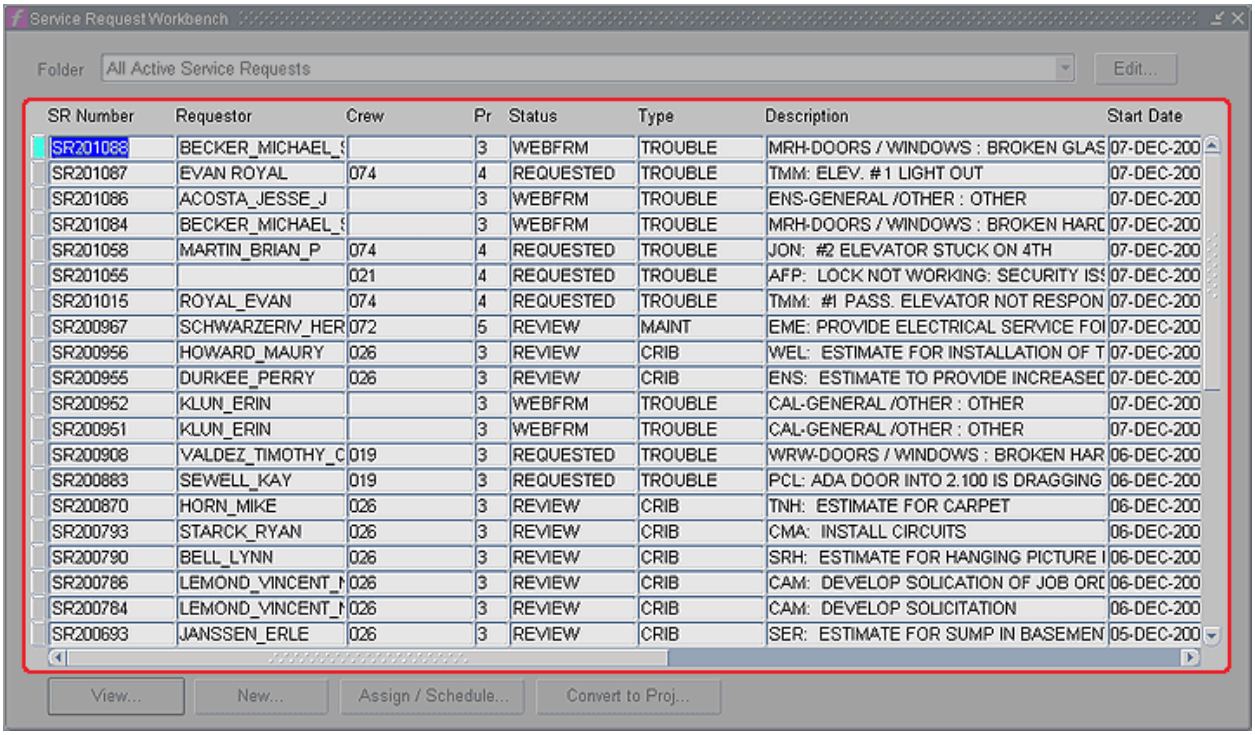
PROCEDURE

Service Request Workbench Form – Header Section



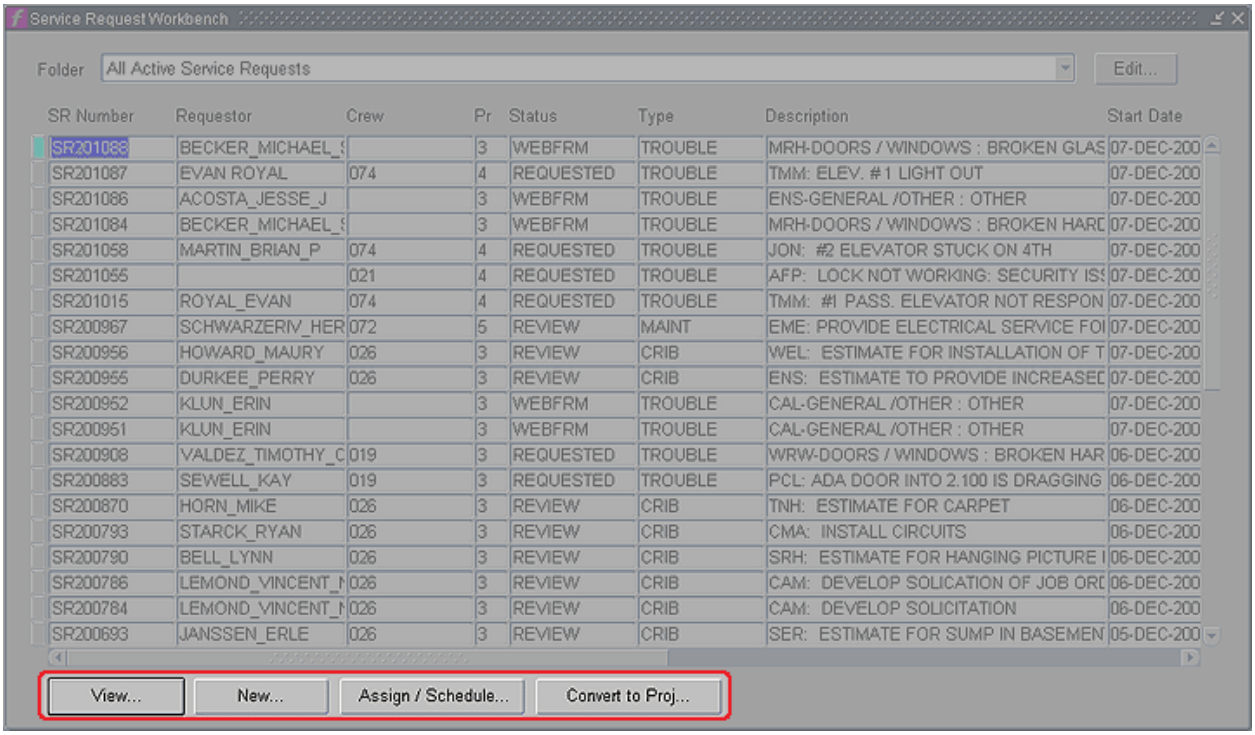
1. **Header Section**
   a. **Folder** – Depicts work bench view. Use the drop down arrow to select different views.
   b. **Edit** – Provides access to mechanism for creating and modifying private views. For more information, see the SOP for changing and creating Custom Workbench Views.

Service Request Workbench Form – Content Section



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

Service Request Workbench Form – Button Section



3. **Button Section**
   a. **View –** Opens the selected service request in the appropriate form
   b. **New –** opens a blank service request
   c. **Assign/Schedule –** Not used
   d. **Convert to Proj –** Not used