

Service Requests & Follow up

Policy #	AD-301	Revision #	1
Accessibility level	A	Effective date	27 April 2015

1. Impetus

This document aims to define policies related to providing and following up on services provided by the Facilities Management unit that plays a major role in ensuring the readiness and proper management of university facilities.

2. Definitions

2.1. **University Administration:** Chancellor or Vice Chancellor

2.2. **The Unit:** Facilities Management Unit

3. Policy

3.1. Services classification:

3.1.1. Periodic service: No service request or further approvals are needed. The unit manager schedules this service and ensures that it is implemented on time and documented in separate records, indicating the date and time of service, the performed work, and any available receipts.

3.1.2. Routine service: Service request and approvals are needed. The unit manager schedules and plans to implement this service according to work pressure and priority after filling out the proper forms and obtaining the necessary approvals.

3.1.3. Emergency service: These are cases that may directly or negatively impact work continuity or public safety, are dealt with immediately, and reported promptly and without undue delay. Upon completion, an emergency service is documented with a maintenance request and reported to the relevant parties detailing the actions, procedures, or measures that were taken to address the problem and ensure it does not recur if possible.

3.1.4. Major service: These are cases that require higher administrative approvals and the availability of funds. The Unit executes or supervises them (in the case of external contractors) while adhering to specified public safety regulations and approved schedule.

3.2. Service Requests may be submitted by any university employee and are subject to the following approvals:

- A) Approval of the applicant's faculty dean or department director.
- B) Approval of the Director of the Unit, and
- C) Approval of the university administration for major services.

3.3. Service request execution priority is subject to the following:

Service Requests & Follow up

Policy #	AD-301	Revision #	1
Accessibility level	A	Effective date	27 April 2015

- 3.3.1. Priority is given to public safety related requests, urgent requests, and those that have the greatest impact on teaching and extracurricular activities.
- 3.3.2. The unit director schedules the service tasks according to priorities and capabilities.
- 3.4. The Unit director prepares and submits:
- A) Statistics on completed and pending jobs as well as completion rates in order to determine performance strengths and weaknesses and take the necessary improvement measures.
 - B) Quarterly periodic reports to the university administration explaining these statistics and clarifying work progress.
- 3.5. The Unit supervises the general cleanliness through:
- A) Preparing cleaning schedules and assigning tasks,
 - B) Supervising work progress to ensure the cleanliness and readiness of university facilities
 - C) Supervising the attendance and departure of cleaning workers and ensuring their compliance with uniforms and personal protective equipment
 - D) Ensuring that the necessary materials and tools are available and that supply is not interrupted.
- 3.6. The Unit has the exclusive right to transfer equipment, furniture, or any other assets between the various departments, offices and classrooms, while adhering to the following:
- A) No assets shall be transferred until a Service Request Form is filled out and approved.
 - B) Care is taken to minimize the impact of the material, equipment and other assets on the educational process.
 - C) The transfer is concluded by filling out the asset transfer form and obtaining the signature of the recipient of the asset, the Unit member who supervised the asset transfer, the Unit director, and submitting the signed form to the Financial Department to record the transfer on the system.
- 3.7. In performing their tasks, the service employees are expected to:
- A) Follow approved safety procedures.
 - B) Use personal protective equipment while working.
 - C) Refrain from entering occupied offices without the occupants' or the administration's prior permission.

4. Related Documents