

FACILITIES MANAGEMENT STEP 1 – NEED DEVELOPMENT PROCESS

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ND-1
Service Request Form
Submitted

ND-1 Service Request Form Submitted

Project Request Form initiated from the Plant Ops website, hard copy work request form, Capital Request or Capital Renewal and Deferred Maintenance Request. These requests mostly come from other UH Departments, however they can be initiated by Facilities Management.

Document Required: OWR: Online Work Request

CRDM Request

Process Required: OWR: Online Work Request

CRDM Request Process

Is
this project
over
\$4M?

Is this project over \$4 million?

All projects estimated over \$4M will be assigned to FPC. FM will not manage any project requiring board approval.

YES: To FPC Need Development Process

NO: To ND-2 Initial Request Review

ND-2
Initial Request Review

ND-2 Initial Request Review

Facilities Service Center assigns to appropriate shop based on initial review of project scope

Is this a
serviceable
or billable
request?

Is this a serviceable or billable request?

YES: To ND-3 Assign to Skilled Trades/Technical Shops for Dispatch

NO: To Should renovation be assigned to FM Shop?

ND-3
Assigned to Skilled
Trades/Technical Shops

ND-3 Assign to Skilled Trades/Technical Shops

Small billable and all services requests are sent to Skilled Trades/Tech Shops through FM.

Should
renovation be
assigned to FM
Shop?

Should renovation be assigned to FM Shop?

Based on the complexity of the scope, the Facilities Service Center will determine if the project should be assigned to Skilled Trades/Tech Shop or to Minor and Planned Projects.

YES: To Does Manager determine it's a minor project

NO: To ND-4 Request assigned to Minor and Planned Projects

Does
manager
determine it's
a minor
project?

Does manager determine it's a minor project?

Manager reviews Work Request and Scope, and then determines if it should be assigned to Minor Projects based on complexity.

YES: To Does Dir determine it's a minor project?

NO: To FM Scope Development Process

ND-4
Requests assigned to Minor
and Planned Projects

ND-4 Requests assigned to Minor and Planned Projects

All renovations and large billable services (as deemed by FM Management) are assigned to Minor and Planned Projects through FM and E-Mail.

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Does Dir determine it's a minor project?

The Director of Minor and Planned Projects evaluates scope for complexity to determine if project should be assigned to Skilled Trades/Technical Shops

YES: To ND-5 Director assigns to PM

NO: To Does manager determine it's a minor project?

ND-5
Director assigns to PM

ND-5 Director assigns to PM

The Director assigns project through Facilities Management Software and E-Mail to the PM. PM work load and project complexity are evaluated prior to assignment.

TO FM SCOPE DEVELOPMENT
PROCESS

TO FM SCOPE DEVELOPMENT PROCESS