Otis College of Art and Design
Facilities Management Department

# Track-It! Web Work Orders Policy

**Scope:** This policy covers all Track-It! Web users at Otis College of Art and Design and establishes a uniform protocol for requesting assistance from Facilities Management department.

**Procedure:** Facilities Management department utilizes Track-It! Web software to centralize campus-wide requested work operations. Users of Track-It! Web may initiate new work orders, check progress report on existing work orders, and report any problems or issues with filed work orders. This will be the primary method of requesting assistance from the Facilities Management.

Track-It! Web users need to be aware of the additional features designed and implemented to assist with work order filing process:

- E-mails sent to Facilities Management (facilitiesmanagement@otis.edu) webmail account and voicemails left on the Facilities Management phone line from campus phones are converted into a work order and a conformation is sent back with a tracking number.

Track-It! Web users also need to be aware of the following issues and must consider them in order to ensure that requested work is done on-time and to the requestor's specifications:

1. Track-It! Web work order process should be initiated at least two weeks in advance of the date the work is to be completed. Work orders generated within 24 hours of the expected completion time shall not be accepted.

2. Phone calls, memos, and in-person conversations will still work for emergencies but not for general help requests, and do not guarantee that a work order will be generated. Facilities Management staff will not perform any tasks without proof of a filed Track-It! Web work order.

3. Track-It! Web work orders must be scheduled to be completed within regular working hours of the Facilities Management department (Monday through Friday, 8:30 am – 5:00 pm). A separate work order must be submitted for each independent request made.

4. Facilities Management department will have all new work orders processed on a first come, first serve basis. Standard turnaround time on routine work orders is 10 business days.

5. Facilities Management staff will perform bulk furniture set-up for classes, meetings, presentations, and events, as appropriate and according to fire code and safety guidelines.
   - All requests to re-arrange furniture or space set-up must include lay-out diagrams and specify expected time frames for set-up and break-down.

6. Track-It! Web work orders for any of the following requests **will not** be accepted:
   - Augment, repair, or demolish either any of the permanent fixtures within campus buildings or any concrete and metal structural elements
   - Perform structural or surface cleaning tasks interfering with daily campus activities
   - Assist with assembly and installation of any artwork (student, faculty, or gallery)
   - Transfer chemicals or dispose of hazardous waste
   - Perform incidental changes to the furniture lay-out for individual campus offices
   - Build out or repair any furniture without available original replacement parts
   - Make incidental deliveries between Otis College facilities and campuses

Facilities Management and Security Desk staff **will not** open doors to any Otis College facility space without a written request signed by respective departmental manager. All requests for authorization to open studios, classrooms, and other campus facilities for a scheduled event must be submitted in no less than 2 business days prior to the event.