What to Include in a Service Request

BASIC SERVICE REQUEST QUESTIONS:

- What building is the problem in
- What room (if applicable) is the problem in
- Name of person calling
- Net ID of person calling
- Phone number of person calling
- Department charge number (if determined to be needed)

SPECIFICS:

LIGHTS

Is the light florescent, can, track, under cabinet, or on specialty equipment?
Is this the only light in the room?
Where in room, hallway, etc. is the light located?

PROJECTION SCREENS

Are they manual or electrical?

CLASSROOM CHAIRS

How many need repair?
Seat number?
Is it the seat, back, tablet arm that is broken?
Is it a fixed or moveable type classroom chair?

A/C ISSUES

Is it a window unit, central, stand-alone/liebert unit?

If Window A/C:
Upper or lower sash?
Which unit
  (if more than one in the room)?
Not running?
Not cooling?
Noisy?

If Central A/C:
Not cooling?
Not running?
Noisy?
Leaking?

TOILETS

Private or public restroom?
Location of leak: flush handle, pipe, etc?
Only toilet in the restroom? If not, which toilet has the problem?
Is water cleanup needed?

SINKS

Location: Public restroom, private restroom, lab, kitchen, etc.?
Is it leaking at handles, pipe, drain?
Only sink in the room? If not, which sink has the problem?
Is water cleanup needed?

FUME HOODS

Is hood running?
Is hood exhausting like it should?
In alarm?

DOORS

Is this a security issue?
Type of door: glass, metal, wooden?
 Is the problem a closure issues, sticking in frame, dragging?

WINDOWS

Is this a security issue?
Is the window wooden, aluminum, metal?

LOCKS

Is this a security issue?
Deadbolt lock, combination lock, regular lock, etc.?
Is the lock sticking, not unlocking, etc.?

ELEVATOR

Is someone stuck in the elevator?
Is this the only elevator in the building?
If not, which elevator is having a problem?
Not responding to call, not leveling?
Stuck on which floor?