**Glossary**

**Approve :**

This console button is only visible to the Helpdesk team, and is used to instigate the approval step.

**Cancel :**

At the Assigned to Work Request status step the cancel button, closes and archives a Work Request. It will no longer appear on your console.

**Cause Code :**

The cause codes are a set of generic codes used to identify the route cause of a breakdown.

**Clear :**

This filter options clears out any existing filters in use.

**Close :**

This console button closes and archives a Work Request. Once closed it will no longer appear on your console.

**Comments :**

When viewing a Work Request, the comments tab is an optional area to leave information about a Work Request. Please note this is not where Work Request outcomes are recorded.

**Complete :**

This console button move a work request to the status step Complete.

**Craftsperson/s :**

Any one who is allocated a work request to carry out. This can a tradesman, Contract Services Co-ordinator, Cleaning Supervisor etc.

**Date to Perform :**

The date to perform on a planned mainteance request, shows the date the task must be completed by. The date to perform within an On Demand request is not used, and defaults to the date the job was requsted.

**Division :**

School code, linked to the University’s Organisational Hierarchy.

**Due Date :**

The date a Work Request should be completed in order to meet its completion time.

**Equipment :**

This refers to asset information.

**Escalated :**

An escalated Work Request is past its completion date.

**Estimate :**

This console button, is not currently being used, and should be ignored.

**Forward :**

This option allows a work request to be moved between work teams.

**Group By :**

This filter options allows you to change the console groupings, the default is status steps.

**History :**

When viewing a Work Request, the history tab contains a log of events to date. It also contains any comments from the Helpdesk approval step.

**Hold :**

This console button places a Work Request on Hold.

**Issue :**

This console button issues a Work Request to a Craftsperson.

**More Information :**

When viewing a Work Request, the more information tab contains additional information like documents, date requested, and customer details.

**On Demand :**

This refers to all Work Requests apart from PPM jobs.

**Other Costs :**

When viewing a Work Request, the other costs tab is not used, and will not contain any relevant information.

**PM :**

This refers to Planned Maintenance jobs.

**Part/s :**

This refers to stock codes, or stock used against a Work Request.

**Priority :**

This is linked to the response or completion times against a Work Request.

**Problem Type :**

A two tiered fault classification used by customers to report a problem.

**Repair Type :**

Repair types are a set of outcomes linked to the problem type. These are used to identify recurring maintenance trends.

**Requestor :**

Anyone reporting a problem.

**Schedule :**

The console button available to Estates staff allowing a Work request to be forwarded, or assigned to a Craftsperson.

**Stop :**

This console button, stops a work request that is issued and in process. The work request will move to status step of Stop, prior to being archived.

**Tool/s (Types) :**

When viewing a Work Request, the tools or tool type tabs are not used, and will not contain any relevant information.

**Trades :**

When viewing a Work Request, the trades tab is not used, and will not contain any relevant information.

**Update :**

This console button open up a Work Request to allow an update to be recorded.

**Update Work Request :**

When viewing a Work Request, the update work request tab will contain all Work Request outcomes, including Repair Type and Cause Codes.

**Work Request :**

This replaces Work Orders in the new system.

**(Work Request) Status :**

This refers to the status steps in the life cycle of a Work Request. A full list is as follows –

1. **Requested** – A work request has been raised and is awaiting approval by the Helpdesk.
2. **Assigned to Work Order** – At this point a Work Request can be forwarded between work teams, or assigned to a Craftsperson once with the correct work team.
3. **Issued and n Process** – At this step, the work has now been issued and actioned.
4. **On Hold for Parts/Labour/Access** – This is an optional step to place a Work Request on Hold.
5. **Complete** – The Work Request actions have been completed.
6. **Closed** – The work request has now been archived and will no longer show on your console. This is currently enabled in the Edinburgh system
7. **Stop** – Is a Work Request is stopped when it is Issued and Process, it will move to this status step, similar to Completed.
8. **Approved** – If an error occurs within the system, a Work Request may appear under the heading of Approved. If you see this, please contact the EBIS office.
9. **Rejected** – If a job is rejected during the approval process it will appear in the customers console under the status heading Rejected. The customer then has the options to re-instate or cancel and archive the job.

**Work Team :**

Any team within Estates who can have a Work Request allocated to them. A full list is as follows –

|  |  |
| --- | --- |
| BLD\_SERVICES | Building Services Group |
| CONTROLS | Controls (Building Services) |
| CS\_ACE  | Contract Services Team - ACE  |
| CS\_CENTRAL  | Contract Services Team - Central |
| CS\_KINGSB | Contract Services Team - KB |
| CS\_MVM  | Contract Services Team - MVM  |
| EST\_DEVLOP | Estates Development  |
| FESTIVAL  | Festival & Events  |
| FIRE\_RISK\_ASSESSMENT | Fire Risk Assessment |
| FIRE\_SAFETY | Fire Safety Team  |
| FURNITURE  | Furniture Team |
| HD\_G\_L\_PC\_FA | Graffiti, Lifts, Pest Control, Fire Alarm |
| HELPDESK | Estates Helpdesk |
| KEYS | Keys Team  |
| LANDSCAPE  | Landscape Team  |
| MS\_BIOQ\_EBUSH | Maintenance Services - BioQ/Easter Bush |
| MS\_CENTRAL | Maintenance Services – Central |
| MS\_COORDNTRS | Maintenance Services - Coordinators |
| MS\_GLAZIER | Maintenance Services Glazier |
| MS\_HOLYROOD | Maintenance Services - Holyrood |
| MS\_KINGSB | Maintenance Services - KB  |
| MS\_KINGSB | Maintenance Services - KB  |
| MS\_POLLOCK | Maintenance Services - Pollock Halls  |
| MS\_ROOFER | Maintenance Services Roofer |
| SMALL\_PROJECTS | Small Projects & Minor Works  |
| SS\_ CENTRAL  | Soft Services Cleaning - Central  |
| SS\_NON\_CENTRAL | Soft Services Cleaning – Non Central |

**Work Type :**

There are two work types, one demand (reactive) and PM (planned maintenance).