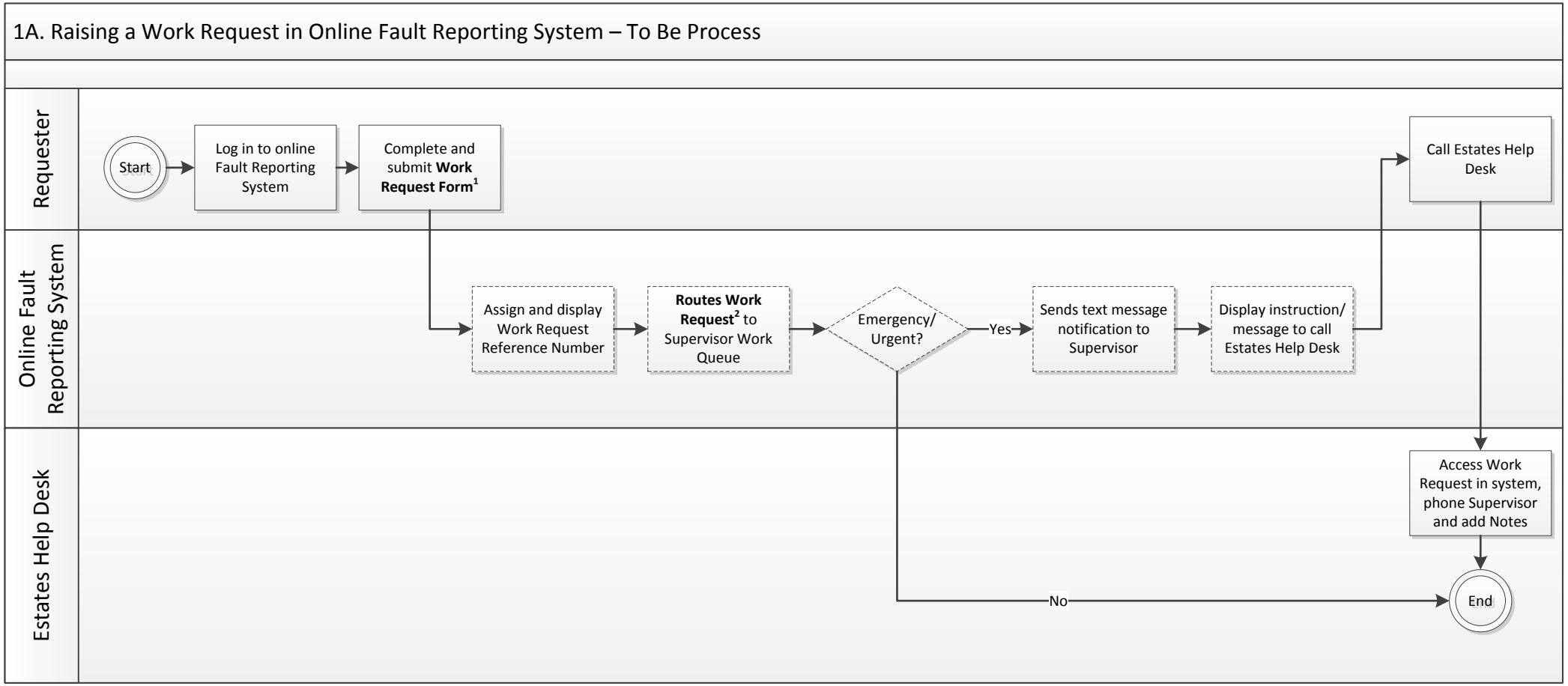
1A. Raising a Work Request in Online Fault Reporting System – To Be Process



[1] Work Request Form – Data Fields

- Requester Name and Phone Number - mandatory
- Contact Name (if different) and Phone Number - non mandatory
- Group Contact Details for Notification Emails - non mandatory
- Fault Type – mandatory [Estates Dept. to confirm Fault Type list]
- Description of Fault - mandatory
- Required Trade - mandatory (system to determine – include Lifts trade)
- Building Name/Code - mandatory
- Floor Number - mandatory
- Room - non mandatory
- Priority - mandatory [Emergency; Urgent; High Priority; Routine]
- Festival Work Flag - non mandatory (auto-set to no)
- Notes for Room Access - non mandatory
- Document/Photo Upload - non mandatory

[1] Work Request Form - System Workflow

- The system shall list out common Fault Types for selection by the Requester
- The system shall determine the Required Trade based on the Fault Type selected by the Requester
- The system shall only display Buildings relevant to the Requester's location
- The system shall link Building, Floor and Room data such that only the relevant Floor and Room options are displayed for selection
- The system shall provide contextual guidance that can be referred to by the Requester if desired (e.g. Estates contact details and working hours, Fault Type descriptions, descriptions of Trades remits, number of faults permitted per request)
- The system shall assign a Job Status to new requests

[2] Routing Work Request to Supervisor Work Queue

- The system shall follow pre-defined business rules to route new requests to Supervisors (Trades Team Managers, Zone Managers or Helpdesk Operator) to appear in their Work Queues

Estates will confirm the required business rules, currently these are:

- Graffiti and Pest Control to Estates Help Desk
- 'Multi-Trade' to Cameron Duncanson
- Blinds and Floor Coverings to Zone Manager/Premises Team according to Building selected
- Cleaning requests to Secretary in Estates Support Services (for Central Buildings) or Area Manager (for Peripheral Buildings)
- All other Trade selections to Trades Team Manager in appropriate location, according to Building selected