

## Academics & Auxiliaries

### Facilities Management - Operations

#### Operations and Work Request Prioritization

<b>High Priority/High Risk</b>		
Immediate threats to safety and health (Fire Detection, Equipment, Dangerous Conditions)	<b>*1-2 Days</b>	
Uncontrolled spills of fuel, chemicals, or bodily fluids		
Inoperable or malfunctioning water service		
Time critical or research-related outages		
Inoperable or malfunctioning toilets or sinks		
Loss of elevator service in a building		
Interruptions or loss of food service capabilities		
Inoperable or malfunctioning exhaust hoods		
Failed critical lighting or infrastructure		
<b>Moderate Priority/Minimal Risk</b>		
Loss of heating, cooling, or lighting in a classroom/lab	<b>*2-4 Days</b>	
Loss of heating, cooling, or lighting in an office/conference room		
Loss of elevator service in a (2) car building		
Minor flooding, leaks, or water issues		
Failed non-critical lighting or infrastructure (non-safety related)		
Minor electrical issues		
Damaged furniture, fixtures, or flooring (non-safety related)		
<b>Low Priority/Low Risk</b>		
Missing classroom supplies or materials	<b>*3-5 Days</b>	
Signage installation, replacement, or reconfiguration		
Squeaking or sticking hardware or furnishings		
Non-critical pest control issues		
Non-critical painting or cosmetic repairs		
Recycling collection and transfer		
Non-critical lighting repairs/replacement		
Damaged or malfunctioning doors and windows		
Damaged flooring, carpeting, or pavement		

\* Targeted Response time, based on the receipt of a work request to completion/resolution.