

# Trades

## Facilities Management - Operations

### Operations and Work Request Prioritization

<b>High Priority/High Risk</b>		
Compromised safety, environmental, and regulatory compliance		<b>*1-2 Days</b>
Food service interruptions and inspections		
Loss or interruption of campus utilities		
Impending failure or loss of utilities in a building		
Compromised building security		
Interruptions or loss of food service capabilities		
Loss of elevator service in a building		
Failed critical lighting or infrastructure		
Loss of heating or electrical service		
<b>Moderate Priority/Minimal Risk</b>		
Loss of heating, cooling, or lighting in a classroom/lab		<b>*3-10 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		
Loss or interruption of exterior lighting		
Damaged or malfunctioning doors and windows (non-security related)		
<b>Low Priority/Low Risk</b>		
Campus building appearance improvements		<b>*15-30 Days</b>
Damaged flooring, carpeting, or pavement		
Interior door repairs/replacement		
Painting, drywall, repairs/replacement		
Special-funded departmental billable improvements		
Non-critical lighting repairs/replacement		
Damaged or malfunctioning doors and windows		
Squeaking or sticking hardware or furnishings		
Malfunctioning cabinetry/fixes furnishings (MTU Property)		

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