

Facilities Services

Go to:

<http://www.calstatela.edu/univ/facility/iservicedesk.php>

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If this is an emergency, call (323) 343-3440 during normal business hours

or

Public Safety (after hours) at (323) 343-3700

Enter a Service Request

Use the drop down to select your building, then click the button.

The required fields are in red:

Name

Phone #

E-mail

Area: Use the drop down to specify the location where the service is needed. *If an area is not listed, include the location in the Request field.*

Chargeable request:

Chargeable work orders require the requester to adhere to their internal departmental protocol. By indicating 'Yes' and entering your Account #, all work will be charged accordingly, no further authorizations will be required.

Yes - enter your financial chartfield (required):

Account - 660873 (for all chargebacks)

Fund

Department Id

Program (optional)

Refer to the next section 'Chargeable Work' to determine if your request is chargeable.

No - Click on the drop down for all non-chargeable work and leave Account# blank.

Department: Specify the requester's department

Request: Enter your request as detailed as possible. *If an area is not listed, include the location in this field.*

Estimate Only Checkbox - Estimates are non-chargeable and do not require the account number.

Click Once your request has been submitted, you will see this confirmation page. Note your **Request #** at the top, you will be able to use this to check the status of your request.

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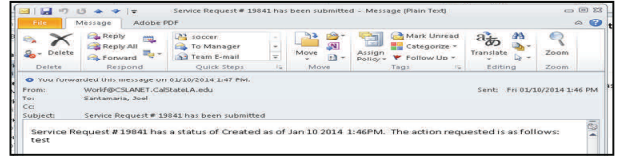
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iServiceDesk User Manual



Requesters receive an email confirming the submission of their request



Approvers receive an email for all requests submitted by their departments. When a request is chargeable, the Chargeable field = Yes and the Account # is included (see highlighted area). In addition, a link is provided to view the work request.

From: Work@CSLANET.CalStateLA.edu [mailto:Work@CSLANET.CalStateLA.edu]
Sent: Thursday, March 20, 2014 7:48 AM
To: Santamaria, Joel
Subject: WebTMA Transaction Pending Authorization

You are receiving this email as the department's designee to review the work request submitted by Joel Santamaria, Phone Number 5755. The Work Request Number is 20849. Work Description: Install new carpet chargeable: Yes Account #: 660873-sf001-xxxxxx, Location: Administration 0001. You can find more information on the request by going to https://webtma.calstatela.edu:11010/query_req_results.html?20849. If you have any questions or would like additional information, please reply to this email. Thank you.

Chargeable Work

Work that is not routine or schedule maintenance is considered chargeable work. The following services are normally charged to the requesting unit:

- Department requests for buildings or structural alterations
- Repair/service/replacement of department equipment or property, including non-standard coverings and surfaces
- Relocation of moveable equipment
- Relocation or installation of electrical outlets, lighting, HVAC, HVAC controls, or fire suppression systems per department request
- Installation and repair of window treatments other than originally installed
- Non-routine and decorative painting and wall covering repairs
- Carpet or floor tile maintenance - other than normal schedule
- Labor and equipment for special events including custodial services
- Hanging of pictures, plaques, signs banners, etc
- Installation of shelving and cabinetry
- Assembly or dismantling of desks, partitions, etc
- Relocation of items from surplus to departments
- Window cleaning - other than routine
- Parking lot maintenance
- Repair and maintenance of all chargeable items
- Repairs necessitated by non-authorized appliances, i.e. heaters, etc.

Renovations

For renovation-type work, please contact one of our project managers first before submitting a requisition, so that we can discuss the scope of your project.

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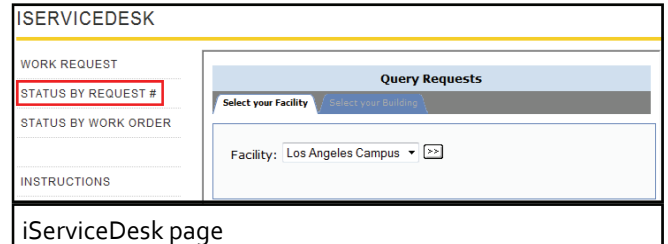
**Public Safety
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Check the Status of your Request

By clicking on the link provided in the email, you can directly go to the status page (see bottom screenshot) or you can go to the 'Status By Request #' section.

Click on 'Status by Request #'

Click the  button



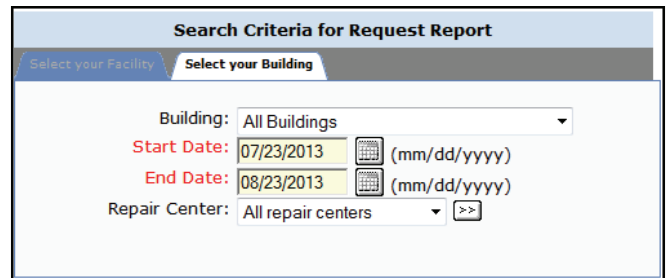
iServiceDesk page

Building: Use the drop down to select your building (this will narrow the search down)

Start  Date / End Date: enter a search range

Repair Center: leave default 'All repair centers'

Click the button



Status by Request # Search page

Displays all work requests within the date range along with the 'Accept Date' and 'Reject Date'

Click on your Request # to view the work request

Request List				
Query Results				
Request #	Request Date	Accept Date	Reject Date	Location ID
17878	08/23/2013			008-0308
17876	08/23/2013	08/23/2013		015A-2RRW
17875	08/23/2013	08/23/2013		030-KITCH
17874	08/23/2013	08/23/2013		003-2RRM

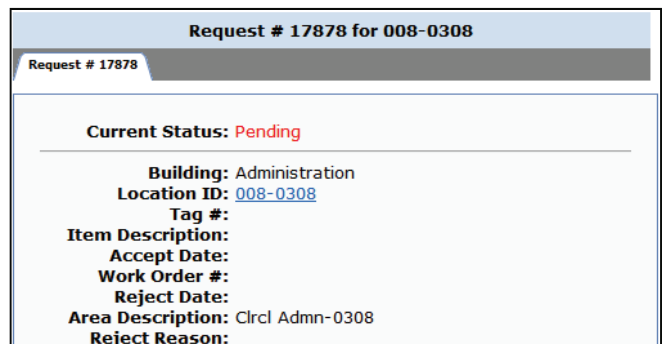
Request List page

View your work request and status:

Pending - waiting approval from Facilities Services

Accepted - work request is approved and been submitted as a Work Order

Rejected - work request has been rejected



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Check the Status of your Work Order

By clicking on the link provided in the email, you can directly go to the work order page (see bottom screenshot) or you can go to the 'Status By Work Order' section.

Once your work request has been approved it will be assigned a Work Order. Click on 'Status by Work Order'

Click the >> button

Building: Use the drop down to select your building (this will narrow the search down)

Department: Use the drop down to select your department

Start Date / End Date: enter a search range

Repair Center: leave default 'All repair centers'

Click the >> button

Displays all work orders within the date range selected

Work Order #	Location ID	Request Date	Schedule Date	Complete Date
FS-201302361	008-0514	08/22/2013		
Action: Unbolt filing cabinets to get access to the internet box/line connection for the additional scanner that need to be set-up. Carpentry General				
FS-201302091	008-0308	08/13/2013		
Action: test for approver Dispenser, Repair/Replace				

Click on your Work Order to view

Open Work Order