

## WORK ORDER PRIORITIES

*-Priorities Allows Better Triage-*

### Facilities Emergency

Call x 4717

Imminent threat to personal safety,  
security, or property damage

### Urgent

Submit on the Portal

An issue that if left unattended,  
it could turn into an Emergency

### Routine

Submit on the Portal

Work that can be scheduled per  
the Shop's discretion

### Planned

Submit on the Portal

Work that will be performed per  
the Requester's scheduled date

# Caltech

## AiM Implementation



## Need Help?

[AiMHELP.edu](http://AiMHELP.edu)



AiM is an Integrated Workplace  
Management System (IWMS)



Go-Live August 29, 2016

# SERVICE REQUEST PROCESS

Caltech

Service Request

Access.Caltech



## Emails sent to Requester

- Work Order Open
- Scheduled
- Delayed for Resources
- Work Complete
- Work Order Closed

### CREATE NEW REQUEST



Transportation



Graphics



Facilities Mgmt



Housing



Safety



Events



Security

## HIGHLIGHTS

### AiM Customer Portal

- One-Stop Shop for Requesting, Tracking, and Viewing Requests of Facilities Service

### Consistent & Reliable Service to our Facilities Customers

- Using AssetWork's AiM software package

### More Visibility

- Portal reflects work Status changes and AiM pushes Notification messages

## MULTI-SHOP



**Proposal = Chargeable Activity**

WHY?

- Requires dedicated resources to get an accurate cost projection

**Estimate = No Charge**

WHY?

- Simple rough estimate, does not require significant facilities resources to develop

### Work Order

Information available in the AiM Customer Portal

All Columns

Creation Source

Requestor

Contact

Description

Status

\$ Active Req

Building

Room

AiM Req No.

AiM WO No.

Submission Date