

# Facilities and Engineering Work Order Request Policy

## I. Purpose

The purpose of this policy is to outline how work Facilities and Engineering work requests are to be processed at Albert Einstein College of Medicine (Einstein).

## II. Scope

This policy applies to all employees and students of Einstein.

## III. Policy

There are two ways a work order request can be processed:

- 1) Dialing extension 3000, which is the Engineering Operations Center. This should be used for emergencies such as:
  - a) Power outage
  - b) Water/steam leaks
  - c) Too hot/too cold
  - d) Lights out
  - e) Environmental control failures in critical areas.
  - f) Elevator Calls
  
- 2) Processing an online work order request at <http://eng.einsteinmed.org/WebRequest/Login.aspx>. This should be used for all other requests such as:
  - a) Hang a picture
  - b) Routine repairs
  - c) Equipment hook-ups
  - d) Install Shelving
  - e) Install an outlet

Note that work orders are not used for renovations of labs or offices.

### Renovations

Renovations are not handled through the work order system. They must be approved by the Chairperson or Director of the initiating department and submitted to the Dean's Office along with programmatic justification and a proposed funding source. If fiscal and programmatic approval are received, the request will be prioritized by the Dean's Office and forwarded to Engineering by the Dean's Office.

**Requirement**

A work order request must be completed before any work is performed by the engineering department. Requesters are advised to speak to their administrator prior to submitting the request to ensure funding is available. All work is scheduled on a first come, first serve basis; however, an accommodation will be considered to fit the need of the department. At the completion of work, the requester will be contacted by phone or email.

**IV. Definitions**

None.



**V. Effective Date**

Effective as of: 30 March 2018

**VI. Policy Management and Responsibilities**

Einstein’s Facilities Management and Engineering Department is the Responsible Office under this Policy. Einstein’s Associate Dean for Finance and Administration is the Responsible Executive for this policy. Einstein’s Associate Vice President for Facilities Management and Engineering is the Responsible Officer for the management of this policy.

**VII. Approved (or Revised)**

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Responsible Executive <b>Jed M. Shivers</b> Associate Dean for Finance and Administration	Date