FISC 101 & Service Now Overview

ELT Meeting

Dec 8, 2014
Agenda

• FISC 101
• Service Now Overview
Services Provided By the FISC

• Badging services

• Parking/Transportation

• Primary contact for ALL FMD Services

• Olin Residence Hall Desk Management

• Other/as needed
Contact Entry Points to the FISC

- Call 2-3100
- Email WUSMFacilities@wusm.wustl.edu
- Submit a Service Request in ServiceNow
- Walk-up Services
FISC - Key Performance Indicators

- Call Volume
  - Monthly Call Volume
  - Average talk time
  - Average speed to answer
  - Monthly Call Abandonment Rate
- Work Order Management
  - Number of Monthly Facilities Engineering Work Orders Opened
  - Number of Monthly Custodial Work Orders/Requests Opened
  - Opened vs closed work orders
Facilities Maintenance Requests – Opened/Closed Stats

<table>
<thead>
<tr>
<th>Month</th>
<th>Opened</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>May-14</td>
<td>34 open</td>
<td>34 open</td>
</tr>
<tr>
<td>Jun-14</td>
<td>9 open, 1 pending</td>
<td>9 open, 1 pending</td>
</tr>
<tr>
<td>Jul-14</td>
<td>30 open, 1 work started</td>
<td>30 open, 1 work started</td>
</tr>
<tr>
<td>Aug-14</td>
<td>47 open, 1 pending, 1 waiting on materials</td>
<td>47 open, 1 pending, 1 waiting on materials</td>
</tr>
<tr>
<td>Sep-14</td>
<td>77 open</td>
<td>77 open</td>
</tr>
<tr>
<td>Oct-14</td>
<td>68 open, 1 pending, 1 waiting on materials, 2 work started</td>
<td>68 open, 1 pending, 1 waiting on materials, 2 work started</td>
</tr>
<tr>
<td>Nov-14</td>
<td>128 open, 2 pending, 3 waiting on materials, 3 work started</td>
<td>128 open, 2 pending, 3 waiting on materials, 3 work started</td>
</tr>
</tbody>
</table>
### Open Facilities Maintenance Requests – by Category

<table>
<thead>
<tr>
<th>Category</th>
<th>Open</th>
<th>Pending</th>
<th>Waiting on Materials</th>
<th>Work Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Controls</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Building Exterior</td>
<td>6</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Elevators</td>
<td>7</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Grounds</td>
<td>7</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Electrical</td>
<td>9</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Pest Control</td>
<td>21</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Door</td>
<td>24</td>
<td>2</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>HVAC</td>
<td>34</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>46</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpentry</td>
<td>62</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plumbing</td>
<td>63</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lighting</td>
<td>88</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Custodial Requests Created by FISC vs. Created by Customers

- Aug-14: 85 (FISC) vs. 18 (Customer)
- Sep-14: 48 (FISC) vs. 29 (Customer)
- Oct-14: 26 (FISC) vs. 39 (Customer)
- Nov-14: 14 (FISC) vs. 36 (Customer)
Custodial Requests – Opened/Closed Stats

### Sub-categories of Open Requests

- **Clean Toilet**: 1
- **Dusting**: 4
- **Mopping**: 6
- **Other**: 13
- **Paper Towel Dispenser Nonfunctioning**: 2
- **Restock Toilet Paper**: 1
- **Trash Removal**: 3
- **Vacuuming**: 6

### Custodial Requests

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Opened</th>
<th>Number Closed</th>
<th>Number Not Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug-14</td>
<td>103</td>
<td>6</td>
<td>97</td>
</tr>
<tr>
<td>Sep-14</td>
<td>77</td>
<td>7</td>
<td>70</td>
</tr>
<tr>
<td>Oct-14</td>
<td>65</td>
<td>10</td>
<td>55</td>
</tr>
<tr>
<td>Nov-14</td>
<td>50</td>
<td>23</td>
<td>27</td>
</tr>
</tbody>
</table>

### Month Opened

- **Aug-14**: 6 open
- **Sep-14**: 7 open
- **Oct-14**: 10 open
- **Nov-14**: 26 open, 1 work started

### Custodial Request % Closed vs % Still Open

- **Aug-14**: 94.2% closed, 5.8% open
- **Sep-14**: 90.9% closed, 9.1% open
- **Oct-14**: 84.6% closed, 15.4% open
- **Nov-14**: 54% closed, 46% open
Requested Items May 2014 – Nov 2014
Requested Items May 2014 – Nov 2014
By Type of Requested Item
Parking/Transportation

- **May-14**: Parking Permits - 87, Exit Passes - 140
- **Jun-14**: Parking Permits - 274, Exit Passes - 158
- **Jul-14**: Parking Permits - 219, Exit Passes - 110
- **Aug-14**: Parking Permits - 183, Exit Passes - 138
- **Sep-14**: Parking Permits - 180, Exit Passes - 124
- **Oct-14**: Parking Permits - 177, Exit Passes - 127
- **Nov-14**: Parking Permits - 164, Exit Passes - 110

Legend:
- Parking Permits (Blue)
- Exit Passes (Red)
for Facilities

Marshall Howell
Applications Analyst - CIT

Facilities Management
Central IT Services

Washington University in St. Louis
School of Medicine
Glossary of Terms

- **Requested Item (RITM)** – is the parent for all tasks related to special requests or projects, not related standard custodial or maintenance work orders
  - **Facilities Task (FTASK)** – all maintenance work tasks related to requested items, including D&C requested work and customer requested projects. These belong to RITMs
  - **Custodial Task (CSTASK)** – created and associated with moves, setups and floor cleaning request

- **Facilities Maintenance request (FMR)** – standard maintenance work orders usually non-chargeable

- **Custodial Service Request (CSR)** – standard custodial work orders usually non-chargeable

- **Customer Service Rep (CSR)** – Individual working at the FISC service desk
Accessing “Facilities Service Center”

- On the left navigation pane click on “Facilities Service Center”
- The Page shown will be displayed after*

*Display may appear slightly different based on browser.
Submitting a Work Order

- Click on “Submit a Work Order”.
- Name/Dept./Phone will be pre-populated.
- Enter the location information for the specific request.
Request a Service

- Click on “Request a Facilities Operations Service”.
- Select an available service that meets your needs. i.e. “Request a Setup Service”
New Key Request

- Click on “New Key Request”
- “On Behalf of” will auto populate but can be changed to another user you’re requesting for.
- Enter the location information for the specific request.

**Number of keys is not quantity, it is number of different key types.**
Accessing your Work Orders and Requests

- Click on “Access your Work Orders and Requests”
- To view all of your active Work Orders select the corresponding application link.
Q&A

Feel Free to ask any questions related to ServiceNow for Facilities as well as any concerns you may want to discuss.