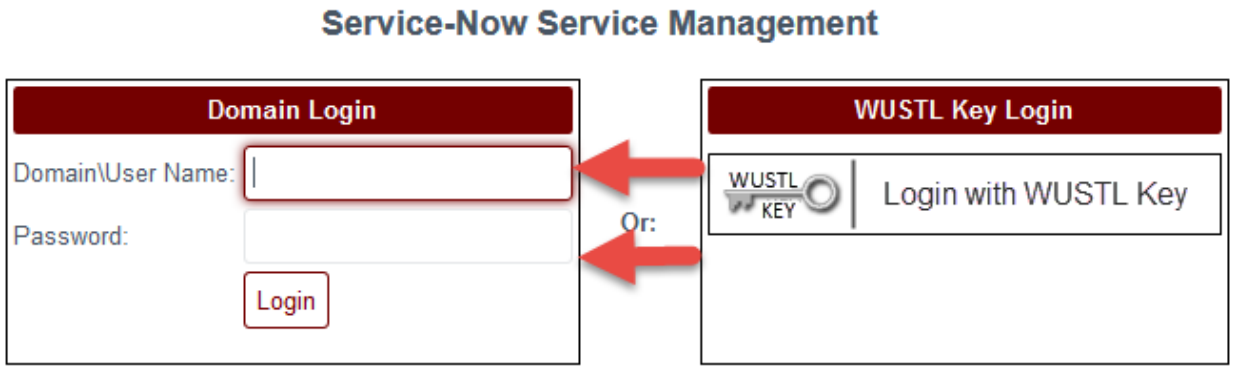
Washington University in St. Louis
School of Medicine

Operations & Facilities Management

# How to Submit an Outage Notification

Revised 10/12/17




Log into ServiceNow.

Click on “Facilities Service Catalog”.

# Facilities

Items

**Facilities Operations: WUSM Facilities Work Order**
Request or report custodial (cleaning, supplies, trash) and maintenance (doors, electrical/lighting, heating/cooling, plumbing, fire safety, pest control) services and issues

**Facilities Operations: WUSM Floor Cleaning Services**
Request floor cleaning services from School of Medicine Facilities

**Facilities Operations: WUSM Move Services**
Request permanent or temporary moving services from School of Medicine Facilities

**Facilities Operations: WUSM Setup Service**
Request additional furniture setup/arrangement and custodial personnel services for events, meetings, and special functions from School of Medicine Facilities

**Key Shop: WUSM Key and Lock Core Services**
Request key and door lock core services from School of Medicine Facilities

**Lab Coat Branding**
Catalog item for ordering Lab Coat Branding - WU Physicians Logo and Embroidery of Name and Dept
▶ preview

**Notifications: WUSM Outage Communication**
Issue a School of Medicine Facilities outage communication

**Projects: WUSM Design and Construction**
For Internal School of Medicine Facilities Use Only

**Projects: WUSM FMD Project Intake**
School of Medicine Operations & Facilities Management Department (OFMD) in-house renovation project request intake form
▶ preview

**Technology: Facilities OSIS System Access**
Request OSIS System Access
▶ preview

Click on “Notifications: WUSM Outage Communication”.

Service Catalog > Facilities > Notifications: WUSM Outage Communication

Issue a School of Medicine Facilities outage communication

- Planned – An interruption in utility services, which can be foreseen and includes all projects with enough lead time (preferably 10 or more business days) to allow them to be accomplished on a non-emergency basis.
- Limited Notice – An interruption in utility services which cannot be foreseen or which does not allow for extensive pre-planning or coordination prior to the interruption and includes outages which must be accomplished within a short time frame to safeguard property, research and occupant health.
- Emergency – An interruption in utility services that has occurred and was not initiated by FMD. This may occur as the result of a natural or human-caused hazard, such as a flood or "power blip".

Outage Information

* Select Communication Type

-- None --

Campus Wide

No

Buildings

* Type of Outage

-- None --

* Start Date/Time (Use Calendar Selector)

Unknown End Date/Time

No

* End Date/Time (Use Calendar Selector)

* Contact Person

* Contact Phone Number (not shown on notification)

* Impact / Additional Information

Fill out the form. You can include multiple buildings, if need be.

Service Catalog > Facilities > Notifications: WUSM Outage Communication

Issue a School of Medicine Facilities outage communication

- Planned – An interruption in utility services, which can be foreseen and includes all projects with enough lead business days) to allow them to be accomplished on a non-emergency basis.
- Limited Notice – An interruption in utility services which cannot be foreseen or which does not allow for ext coordination prior to the interruption and includes outages which must be accomplished within a short time fram research and occupant health.
- Emergency – An interruption in utility services that has occurred and was not initiated by FMD. This may occ human-caused hazard, such as a flood or "power blip".

Outage Information

* Select Communication Type

-- None --

-- None --
Planned
Limited Notice
Emergency

Buildings

* Type of Outage

-- None --

* Start Date/Time (Use Calendar Selector)

Unknown End Date/Time

No

* End Date/Time (Use Calendar Selector)

* Contact Person

* Contact Phone Number (not shown on notification)

* Impact / Additional Information

Service Catalog > Facilities > Notifications: WUSM Outage Communication

Issue a School of Medicine Facilities outage communication

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- Emergency – An interruption in utility services that has occurred and was not initiated by FMD. This may occur as the result of a natural or human-caused hazard, such as a flood or "power blip".

Outage Information

* Select Communication Type

-- None --

Campus Wide

No

Buildings

* Type of Outage

-- None --

-- None --
Electric
DI Water
Steam
Vacuum
Gas
Elevator
Compressed Air
Air Handling Unit
Domestic Cold Water
Domestic Hot Water
Chilled Water
Exhaust Fan
Other

* Contact Phone Number (not shown on notification)

* Impact / Additional Information

Click “submit” when you are done.

After you have submitted the outage notification, follow the instructions in “sending an outage notification” in order to send out the email.