



Service Level Timeframes

Submitting an EWORF

- Once you submit an EWORF, you will typically receive a work order number within one business day. That varies as to what the work request is and if more information is required (Fac Mod, estimate, billable account information required, more information needed).
- If you have not received a work order number in a reasonable amount of time, please contact the Customer Service Center at 474-7000.

Priority Levels

Facilities Services Customer Service Center assigns work order priority based on information provided by the customer or the work request originator. The following are the response priority levels.

Emergency - Immediate response, potential for personal injury or significant damage to building, systems and equipment

- Target Response time less than 30 minutes**
- To report, contact UAFPD or UAFFD as appropriate at 474-7721

Urgent - Requires immediate on-site assessment

- Target Response time less than 2 hours
- To report, contact Customer Service Center at 474-7000

Expedited - Repairs that do not pose an immediate risk to facilities

- Target Response time – typically within 5 business days
- To report, submit EWORF or contact Customer Service Center at 474-7000

Planned - Work that is scheduled or planned out in advance

- Target Response time - as schedule allows
- To report, submit EWORF or contact Customer Service Center at 474-7000

****After Hours Call-out response time is 60 minutes****

Regulatory issues: If the work order is due to a regulatory issue please be sure to note this in the EWORF, or if you are calling in the work order tell the Customer Service employee. Also please notate the deadline set by the regulatory agent for correction of the cited condition.

Please note that these are general guidelines. Situations may arise that alter the response times. If you have any questions regarding a work order that you have placed, please contact Customer Service Center at 474-7000