

SMU Facilities Department

Service Level Timelines

Note: All work order requests listed below **must** be submitted through the Helpdesk via BMC Service Desk Express in order for Facilities to track work order progress and to better serve the University community.

Request	Reasonable Response	Considerations
BMC Service Desk Express Requests	1 day response from Facilities	BMC Service Desk Express user will be notified that their work order request has been submitted to Facilities as well as when it is assigned to a specific Facilities team member.
Routine Work Orders (<i>ABSMC</i>) - Emergency - Non- Emergency	Same day 2-5 day from Engineering	Water leaks, floods, only light out Non-emergency work orders are dependent upon Engineering back log; however all work orders receive follow- up from Facilities and ETA is provided to internal clients.
Non – Routine Work Orders (<i>Outside –Contractor</i>) (Put up shelves, pictures, key boards trays etc.)	1 day response from Facilities 5-10 from contractor	All non –routine work orders are completed after 3pm (Monday –Friday) by the outside Contractor. Facilities Assistant provides response to request within 1 day and provides periodic ETA to internal clients.
Key Request (<i>ABSMC</i>) - Keys available through Engineering (Requires addition form off the Facilities Webpage under Services.) - Locksmith required	5-10 days 2-3 days	Time line is based on Engineering ability to deliver keys to Facilities. Recipient must pick up key(s) at Facilities Department. Outside locksmith vendor time require to set-up visit.
Telephone Request (<i>ABSMC</i>) - New employee set up - Employee move	5-10 days 5 days	Requires two (2) week advance notice Requires one (1) week advance notice
Telephone Repair	2-3 days	Call x2002
Pager Requests (<i>ABSMC</i>) - Remote sites	5-10 days 7–10 days	This includes set up time. Factor in shipping times for remote sites.
Facilities Projects	Dependent upon scope or work	All projects require significant time to secure funding and contact vendors to complete

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- Space Planning (Requires addition form off the Facilities Webpage under Services.)	1 day response from Facilities for assessment	Dependent upon the availability of open space.
Office/Departmental Moves - Office to Office	1 day response from Facilities 3-5 days	Allotted time to check vendor availability and set-up. Moving vendor requires a minimum of four (4) hours of work. If job is less than four hours, your department will be charged for four (4) hours.
- Furniture orders/requests	5-8 weeks	Delivery is dependent upon vendor inventory. Orders will be place <i>only</i> after verification that money is available in capital budget.
- Carpeting/flooring installations	4 -6 weeks	Delivery is dependent upon product type requested and vendor inventory. Orders will be place <i>only</i> after verification that money is available in capital budget.
- Painting	10 days	Paint jobs follow overall University color scheme. Orders will be place <i>only</i> after verification that money is available in capital budget.
HEC/Scheduling (non-academic usage)	1-2 days	Depending upon room availability. Alternate rooms may sometimes be offered.
Purchasing - PO assigned - Order placed - Order ETA	2-4 days 2-4 days 2 days	(Fulfillment times are dependent upon product availability.) 2-4 days within receipt of purchase request. 2-4 days within receipt of purchase request Dependent upon vendor agreement. ABSMC Purchasing will notify end user of delivery time obtained from vendor.
EVS Special Requests (ABSMC) (outside or normal EVS tasks)	5-10 days	Allow 48 hours for requests to be completed. Acute care areas of the Hospital take precedence over all other departmental requests. Special requests must be made two weeks in advance.
Parking Voucher (ABSMC) (Requires addition form off the Facilities Webpage under Services.)	2 weeks	Requires two (2) week notice before event. (There is a 2 week processing time per order.)

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Parking Armgate Requests (ABSMC)	2 weeks	Requires two (2) week notice before event. *Armgate request are for after 5 pm M-F, and on weekends 7am -6 pm.
Coffee Service	1 week	Orders placed each 3 rd Thursday of each month.
Mail Services - Bulk Mail	1 day 1-2 week	Mail is distributed daily Give 1 week notice.
UPS Shipping - Remote sites - Other Locations	1 day 1 day	All packages should be received in campus ship before 3pm to insure next day delivery. Factor in time to obtain departmental signoff when shipping to other locations.

*Note: Key Request and Parking Voucher Request require an additional form that is located on the **Facilities Webpage under Services**. This form needs to be signed by a Department Supervisor/ Manager before the request can be processed. You will then need to come to the Facilities Department, 3012 Summit St., 1st Fl B-Wing, Ste. G663, when your request is complete.

If any request listed above is not fulfilled within the referenced response time, please contact Maurice Borden x8673 in the Facilities Department.