

New Work Order System

Chad Thome

New Work Order Management Software



New Work Order Management Software

August 1st, 2022

AiM from AssetWorks

- Cloud Based
 - Opportunities for better integrations
 - Less outages and shorter maintenance windows
- More modules for future growth
 - Large family of products such as Utility Management, GIS, etc..
- Improved Mobile App
- Faster and more intuitive Interface



New Work Order Management Software

Fall Semester 2022

FAMIS

- Read Only access until Sept. 1st
- Historical data retained on UH servers



New Work Order Management Software

Fall Semester 2022

For Customers

What Won't Change:

- Still 4 Ways to FIXIT
- Continue online access through AccessUH
- Same Customer Service
- [Preview](#)



Outage Notification Process/ DAU Role

Canon Wineriter

Outage Notification Process

1. Facilities Notifications receives outage request from Project Manager or Facilities Services Shop
2. Outage request is sent for review/approval
 1. Sent to **Building Coordinator** for approval
 - Building Coordinator approves outage after verifying no concerns from all relevant building representatives
 - Building Coordinator approval is necessary to move forward
 2. After BC approval, outage is sent to **Fire Marshall** and **Facilities Services Director** for approval.
 3. High impact outages are sent to **AVP/AVC for Facilities** for approval
3. Outage is distributed once all appropriate approvals are received

Facilities Communications' goal is to distribute outage notifications within a 'planned' timeframe

Types of Notifications

- Be familiar with the [Notification Guidelines](#)
 - **Planned:** Distributed two weeks or more in advance.
 - **Immediate:** Distributed less than two weeks in advance.
 - **Emergency:** Distributed on the same day.
- Notify all building users
- [Outage Notification Calendar](#) website
- Contact FIXIT if any systems are not working properly after an outage

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EMERGENCY OUTAGE NOTIFICATION

| Building(s) Impacted and Date/Time | | | |
|------------------------------------|---------------------------------|-------------|----------------------|
| Building Name: | Classroom and Business Building | Building #: | 499 |
| Start Date: | Friday, 12/4/2020 | End Date: | Wednesday, 12/9/2020 |
| Start Time: | 11:00am | End Time: | 3:00pm |

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IMMEDIATE OUTAGE NOTIFICATION

| Building(s) Impacted and Date/Time | | | |
|------------------------------------|---------------------------------------|-------------|--------------------|
| Building Name: | Science & Engineering Research Center | Building #: | 545 |
| Start Date: | Friday, 12/11/2020 | End Date: | Friday, 12/11/2020 |
| Start Time: | 6:00 AM | End Time: | 10:00 AM |

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PLANNED OUTAGE NOTIFICATION

| Building(s) Impacted and Date/Time | | | |
|------------------------------------|------------------------|-------------|-----------------------|
| Building Name: | Houston Science Center | Building #: | 593 |
| Start Date: | Wednesday, 12/30/2020 | End Date: | Wednesday, 12/30/2020 |
| Start Time: | 6:30 AM | End Time: | 12:00 PM |

Purpose and Impact

PURPOSE: Preventive maintenance of exhaust fans.

IMPACT: Fume hoods will be off while exhaust fans are being serviced. Maintenance will service the roof top exhaust fans.

Impacted Service

| | | | |
|-----------------------------------|---------------------------------------|--|---|
| <input type="checkbox"/> Electric | <input type="checkbox"/> Gas | <input type="checkbox"/> Domestic Cold Water | <input type="checkbox"/> Elevators & Accessibility |
| <input type="checkbox"/> DI Water | <input type="checkbox"/> Construction | <input type="checkbox"/> Domestic Hot Water | <input type="checkbox"/> Air Handling Unit |
| <input type="checkbox"/> Steam | <input type="checkbox"/> Vacuum | <input type="checkbox"/> Chilled Water | <input checked="" type="checkbox"/> OTHER: Exhaust Fans |

Primary Contact Information

Primary Contact: Rey Tajonera
Secondary Contact: Al Blackmon

Please contact the FIXIT Call Center at 713-743-4948 or fixit@uh.edu to reach the primary contact.

Review and Approval Process (FBOC Office Use Only)

| | |
|-----------------------------------|---------------------------|
| Requested by: Rey Tajonera | Request Date: 11/30/2020 |
| Bldg Coordinator: Enlio Semaridez | Sign Off Date: 11/30/2020 |
| Fire Marshal: Chris McDonald | Sign Off Date: 11/30/2020 |
| FS Director: Jerry Bogus | Approval Date: 11/30/2020 |
| Issued by: Erica Vasquez | Issue Date: 12/09/2020 |

Work Order# W0027746
Project # N/A

DAU Role

- **Department Access User (DAU):** Responsible for the management of electronic access to building perimeter doors and other access areas under the control of the department. This includes granting and revoking access to all restricted areas.
- **Building Coordinators are default DAU's - may be delegated**
- **DAU is responsible for receiving request, reviewing request, and authorizing access**
 - Will receive software training so they can provide access
 - Will be for all building users, not just department level

**** REMEMBER TO REVIEW DAU DELEGATION REGULARLY****

Electronic Access Control

Rudy Jimenez

Electronic Access Control

- Assigning Department Access Users.
- DAU Audit.
- Setting up training.
- Location Responsibility.
- Team communication.
- EAC Assistance.

Assigning Department Access Users

Building Coordinators

- Designates all DAUs.
- Surveys need to be completed for each DAU.
- Delegates access requests to DAUs in specific departments.
- Approves building changes in programming.

Department Access Users

- Direct contact for all department Faculty/Staff/ePOI/Student.
- Reviews/approves/completes all department related access requests.
- Works closely with Building Coordinators to ensure building security.

DAU Audit

- Audit Surveys were sent to all BCs.
- BCs to select all DAUs.
- EAC keeps list updated.
- List is referenced for WO purposes.
- If no DAUs are assigned all responsibilities go to BC.

DAU Audit

Per MAPP NUMBER: 06.06.01:
SECTION: Campus Safety
AREA: Security Technology

Building Coordinators in conjunction with the departments, are responsible to designate individuals to act as primary and secondary **Department Access Users** (DAUs). A minimum of two (2) DAUs, but no more than four (4) DAUs.

Departments are responsible for controlling electronic Cougar Card access to building perimeter doors assigned to, or under the department's control and responsibility.

<https://uh.edu/policies/docs/mapp/06/060601.pdf>

Hi, Rudy. When you submit this form, the owner will see your name and email address.

* Required

1. Please Select the your building: *

585_General Services Building

2. Identify the Primary DAU: *

Enter your answer

3. Identify additional DAU: *

Enter your answer

4. Identify additional DAU:

Enter your answer

5. Identify additional DAU:

Enter your answer

6. Are you Building Coordinator for another Building?

Yes

No

Next

Setting Up Training

- NEW BC reach out to Facilities Communication (faccomm@central.uh.edu).
- Complete DAU Audit Survey.
- Put in FIXIT request for EAC Training.
- EAC sends instructions for software download (if needed).
- EAC sends calendar invite for software training.

Location Responsibility

- BC changes or requests EAC to change bldg. schedules.
- BCs receives & reviews bldg. access requests.
- DAUs receive & reviews all department access requests.
- DAUs confirm with leadership if access is needed/granted.
- DAUs complete the access request.

Team Communication

- BCs have to communicate with the DAUs.
- DAUs have to communicate with their department.
- DAUs have to inform department staff where to send requests.
- DAUs inform department of bldg. department DAU contacts.

EAC Assistance

- Electronic Access Control User Account set ups.
- Electronic Access Control Software training.
- Badge & PSID assistance.
- Access Level confirmation.
- Schedule updates.
- Troubleshooting
- Access Control Reports assistance.
- EMAIL EAC: eac@uh.edu

TEMPERATURE GUIDELINES

Greg Hanley and Anise Al Assar

CONTENT

- **University Houston Temperature Guidelines**
- **Temperature Set Point**
- **Set Point Schedule**
- **Set Back Hours**
- **BMS & HVAC Responsibilities**
- **BMS & HVAC Responses**

University Temperature Guidelines

- These Guidelines are the University of Houston Facilities' heating/cooling temperature set points and ranges.
- These guidelines aim to improve the comfort of building occupants, save energy, reduce operating costs, and reduce the University's carbon foot print.
- These are based on ASHRAE (American Society of Heating, Refrigerating, and Air-Conditioning Engineers) Standard 55-Thermal Environmental Conditions for Human Occupancy. This standard identifies the thermal comfort zone where 80% or more of occupants are comfortable.

Temperature Set Point

- **Set-Point** is the target value at which a controller attempts to maintain the temperature value.
- Temperature set points for campus buildings is as follows:
 - A. Occupied Spaces
 - Cooling Season - 74° F
 - Heating Season - 70° F
 - B. Unoccupied Spaces
 - All Seasons - 78° F

Set-Point schedule & Range

| | Summer Set Point (cooling) | Acceptable Temperature Range - Summer | Winter Set Point (heating) | Acceptable Temperature Range - Winter |
|---|----------------------------|---------------------------------------|----------------------------|---------------------------------------|
| Occupied Space | 74 °F | 70 - 78 °F | 70 °F | 68 - 74 °F |
| Unoccupied Space | 78 °F | 76 - 80 °F | 60 °F | 58 - 62 °F |
| Residence Hall Suites and Rooms* | 72 °F | 68 - 76 °F | 70 °F | 66 - 74 °F |
| Setback Hours | 78 °F | 76 - 80 °F | 60 °F | 58 - 62 °F |

<https://www.uh.edu/facilities-services/services/temperature-control/set-point-guidelines-4-12-2022.pdf>

Set Back Hours / After Hours

- F/CM implements setback hours in order to achieve further energy savings.
- Set back hours 10 PM - 7 AM Monday through Friday, and 10 PM Friday through 7 AM Monday morning.
- During Set Back Hours, the systems may be shut off or cycle on and off to maintain these adjusted setback temperatures and conserve energy.

BMS & HVAC

- BMS is Building Management System:
 - BMS works mostly from a remote location to adjust the thermostat, therefore you will not necessarily see a technician to respond to your query.
- HVAC is Heating, Ventilation Air-conditioning machinery:
 - HVAC is more concerned with the operation of the Air-conditioning machinery unit supplying cooling or heating air to a space, the BMS is more concerned with regulating the received air to the space to a point set range.

BMS / HVAC

Service Request Response Time

- Temperature adjustments are classified as a priority 2 service request.
- Priority 2 service requests will be addressed within 7 business days.