

Louisiana State University

Office of Facility Services

Operating Instruction 1106

Revision: 3
Effective Date: December 1, 2010
Page 1 of 2

SUBJECT: INSTRUCTIONS FOR COMPLETION OF WORK ORDER RECORD

I. General

1. The Work Order system is a rapid way to authorize work that does not require detailed planning. The system includes emergency, urgent and routine job orders.
 - a. Emergency job orders are considered delinquent if they are more than 48 hours old awaiting manpower, more than 48 hours old in progress or more than 48 hours old awaiting materials.
 - b. Urgent job orders are considered delinquent if they are more than five (5) working days old awaiting manpower or materials.
 - c. Routine job orders are to be completed within 30 calendar days after identification of the requirement or receipt of materials.
2. Form is to be entered by Customer Service personnel.
 - a. Collection Work Order Number-A reference to a chargeable or non-chargeable work order.
 - b. Job Order Number-Actual job number assigned to track the request
 - c. Priority-
 1. Emergency-immediate response required
 2. Urgent-48 hour response required
 3. Routine-30 day response required

- d. Date that the request for service was received
- e. Time the request was entered
- f. Name of requestor-First and last name
- g. Department of requestor
- h. Building-Requestor's building number
- i. Requestor's room number
- j. Telephone number at which the requestor can be contacted
- k. Description of work/services requested
- l. Shop Codes-Code entered for each craft group assigned to perform services
- m. Funding Account #-Refers to a department's budget code on a chargeable request or to a non-chargeable work order number
- n. Work Authorization Signature-Signature of Customer Service Manager is required on chargeable