

FACILITIES AND CAMPUS DEVELOPMENT
SERVICE COMMITMENT – Burnaby Campus Facilities Service Desk

Service name	Burnaby Campus Facilities Services Desk
General Service Description	<ul style="list-style-type: none"> • Dispatches emergency work requests and elevator service requests to the appropriate trades or contractor • Provides first level of assistance for users of the Facilities Request System • Enters routine work requests on behalf of students and tenants who are unable to use the Facilities Request System • Provides clients with information about work requests
Key Core Services	Communications
Specification Sheet Owner	Dylan Rickard, Manager Accounting and Business Systems
Version Date	April 22, 2016
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Key Core Service: Facilities Service Desk

Service Description			
<p>The Facilities Service Desk is a communication channel between the BCIT community and Facilities Services at the Burnaby Campus.</p> <p>Activities include:</p> <ul style="list-style-type: none"> • Answering the Service Desk phone line and email account • Dispatching emergency requests to the appropriate trade • Assisting users with entering their work requests into the Facilities Request System • Entering routine requests from students and tenants into the Facilities Request System • Updating notification systems such as the Loop and twitter with service interruption notices • Data entering work request completion information 			
Service Characteristics			
<p><u>Service Available:</u></p> <p>Emergency, routine, and planned requests are described in Appendix I.</p>			
Requests	Channel	Service	Availability
Emergency	Telephone	Request sent immediately to the responsible trades person	24 / 7
Routine / Planned	Facilities Request System	Request sent immediately to the responsible foreman or supervisor	24 / 7
Routine / Planned	Telephone	User will receive assistance with entering the request into the Facilities Request System	M – F: 07:30 – 16:00 Excluding Institute Holidays
Routine / Planned	Email	User will receive assistance with entering the request into the Facilities Request System	One business day
Service Level Objectives			
<p>Burnaby Campus Core hours are Monday to Friday, 07:30 to 16:00, excluding Institute holidays.</p> <p><u>Telephone (604-432-8777)</u></p> <ul style="list-style-type: none"> • During core hours: <ul style="list-style-type: none"> ○ Calls will be answered within 15 seconds on average per month ○ The operator will dispatch emergency requests to Facilities Services or the appropriate service contractor 			

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- The operator will assist callers with using the Facilities Request System to submit Routine requests
- Outside of core hours:
 - Calls are automatically routed to the on-duty shift engineer

Email (bcit_facilities_management@bcit.ca)

- Emails will be read within one business day
- Email requests will be data entered into the Facilities Request System within one business day

Facilities Request System

- 90% of completed demand work requests entered within 1 business day of receipt from Facilities Services
- 90% accuracy rate for data entry of demand work requests

Customers of This Service

Included:

- BCIT staff, students, and tenants at the Burnaby Campus

Not included:

- Customers having maintenance related needs for the satellite campuses will be referred to the appropriate service provider.

Business Process Enabled by This Service

This service enables a fast, prioritized, informed response by Facilities Services to the BCIT community's requests.

Customer Role

Customers are encouraged to access the Service Desk through the methods listed in the "How to access this service" section below.

Customers are expected to be respectful, to abide by BCIT's Code of Conduct and Harassment and Discrimination Policies, and to be prepared to provide the following information:

- Name
- Phone number
- Email address
- Problem location including campus, building, floor, and room
- Description of the problem or work to be performed

How to Access This Service

Burnaby Campus

Priority	Channel
Emergency	604-432-8777 (24/7)

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Routine	www.bcit.ca/facilities
Planned	

Other Campuses (Compass)

Priority	Channel
Emergency	604-622-7888 (24/7)
Routine	www.bcit.ca/facilities
Planned	

Annacis Island Campus Maintenance Requests (Vancouver Community College)

Priority	Contact
Emergency	604-871-7000 ext. 8555 (M-F 08:00 – 16:00) AIC Security 604-456-1115 (24/7)
Routine	http://fsrbcit.vcc.ca

Related Policies

1500 – Code of Conduct
7507 – Harassment and Discrimination
7100 – Safety and Security

APPENDIX I

Issue	Classification	Dispatched to
Life	Emergency	SSEM
Safety		SSEM
Flooding (washrooms, pipes)		FS Plumbing
Flooding (roof leaks)		FS General Trades
Snow Removal		FS Grounds
Power Outage		FS Electrical
Elevator		Kone
Temperature	Emergency or Routine depending on situation	FS HVAC
Power issues		FS Electrical
Lighting issues in classrooms		FS Electrical
Spill cleanup		FS Custodial
Fire alarms		SSEM
Door alarms		SSEM
Running toilets		FS Plumbing
Refrigeration issues		FS HVAC
Garbage pickup	Routine	FS Custodial
Supplies		FS Custodial
Pest		FS Custodial
Garbage pickup	Planned	FS Custodial
Recycling		FS Custodial
Room dividers		FS Custodial or FS General Trades
Installations		FS General Trades
Desk locks		FS General Trades
Satellite Campuses		Compass
Annacis Island Maintenance		Vancouver Community College