To launch ISD :

Click on "I Service Desk" on the Facilities Management Home Page

                    OR

Type the following address in your browser:

http://www.fmc.uwp.edu:81/home.html

All of the choices you have will be on the left side of the page.

The First category is Work Request.

            Submit a request.

 After clicking on this choice you will get a screen called "Select a Facility". (UW-Parkside is the default and the only choice) click on the go arrow on the right.

The next screen will be Select your building. Use the down arrow to select your building and then click on the go arrow.

This will bring you to the work order request form. Type the information in the required fields. (* indicates required) Information must be supplied in these fields before the request will be accepted. You can use the down arrows to select information in several areas of this form.

If this is a chargeable work order you must fill in the second half of the form.   If you don't know whether the work is chargeable or not, click on the link under the form "Work Order Guidelines". This summary may help you decide. If you still don't know, call Facilities Management at 595-2228. This part of the form includes the chargeback accounting string. (enter as: fund-org-program 102-717030-7) You may also request just an estimate by clicking the radio button. When you are finished click on submit.

After the request is sent, a request number is issued. The number is sent to you and displayed on the web page. This is the reference number used to query for the status of your request. Once a request has been submitted to TMA, the office staff reviews the request and either accepts the request or rejects it.

            Query a request

To find the status of a request you must enter the building, a date range and the repair center. (FC, FM, PR)

After entering that information a list of open requests will appear on the screen.

Query Work Order

Once again you will be asked to select the Facility. Just click on the go arrow.

You may use drop down arrows to complete the Building and Department.

Next you can use the calendars to choose the beginning date and ending date of the search.

Click on the radio button indicating Open work orders (by request date), closed work orders (by closed date) or all work orders (by request date).

Use the down arrow to choose which repair center the work order would be.

The report will appear on your screen.

You will see the work order number, the Location ID, Request Date, Assign date and Completion date.

You can click on the Location ID and get some information about the area such as how many work orders were issued to this room or the last work order to be issued to this room.

You can click on the Work Order number and get more detail with a printable page. There is also a link on this page (upper right corner) which will take you to any charges to date. This page will give you number of hours, $ cost and the person who did the work.

See sample pages

Search by number

At the bottom of the left column there is a Search by number choice.
You can search by Work Order number, Work request number or Material
Request number.

Use the down arrow to choose the type of search you wish to make.

On the next line type the work order number, work request number or material
request number.

A report will appear on your screen. (see samples)

The work request shows that it was rejected on 7/26/06. The status will be
pending until it is accepted or rejected. If it is accepted, a work order number will
be assigned. An email is sent to the requester in either case.

The work order will show all the pertinent information along with a link to show
Charges to date.

IDS Reports List

The following reports are available from the drop down list under the Report Options selection.

Buildings

Rooms list (select by category)

Staff List

Inventory List (select by category)

Equipment list (select by type)

Vehicle list

Training course list

Warehouse List

Tools list

The News link and the Work order guidelines links will take you to the Facilities Management Web Page.

NOTE: There will be times that the web site will not be available. We will have to take it down to make changes on a page or some maintenance. When this happens, you will still have the form on the Facility Management web site to send your work requests. If it is going to be down for any length of time, we will send out a staff email.

All of the information you will see through ISD comes directly from TMA, our work order system. It is real time but there may be a slight lag time between changes made in TMA and the ISD screen. It shouldn't be more than 15 minutes.

IF you notice problems with ISD or it is down for a long time, please call:
  Sharon Stoltz #2576 or Heather Miles #2592