Asset Service Desk Module

User Guide– V.1

Last Updated: 3 December 2012
1.1 Overview

The On Demand Work application is a Web-based application that automates the requisitions for Works and Services for UNSW. It manages service requests, approvals and dispatching, estimating and scheduling, creating and issuing work orders, and closing work orders.

The On Demand Work application uses service level agreement (SLA) to automate the routing and handling of the service requests. Complex workflows can be generated, based on the service level agreements for service requests.

Users can log into the application using their web browser (Internet Explorer or Firefox). They will be able to view various tasks appropriate to their role, such as submitting a request, approving a quote and examining a request status.

1.2 Benefits

- Access to space data and floor plans while raising a service request
- Ability to add photographs or videos while making a service request
- Automated workflow to handle the creation and approval of service requests
- Automated workflow for approving of work request quotations
- Managing and tracking of work requests
- Communication with stakeholders like requestors, approvers, vendors and craftsperson.
2.1 Logging into ARCHIBUS

It is recommended that you log-in to ARCHIBUS using Internet Explorer or Mozilla Firefox as your browser.

You start the ARCHIBUS Welcome page by typing in your Internet browser the URL address https://archibus.unsw.edu.au in your browser's address bar.

You will then see the ARCHIBUS Login Page (refer screenshot below). You will need your > Z:ID and Z-PASS to sign-in to the application.

2.2 Logging off ARCHIBUS

Click > on the ‘SIGN OUT’ out option within the navigation bar on the top right hand corner of the screen.
3.1 Creating a Service Request

As an employee of UNSW, you will be able to use ARCHIBUS to raise a service request.

CLICK > on the CREATE MAINTENANCE SERVICE REQUEST task

The followings screen will display

Hint: All fields that have a red asterisk are mandatory fields and require you to input a value

Your Z-ID will automatically display on the “Requested By” field.

**TYPE >** in your PHONE NUMBER so that a Client Facilities Manager can contact you if required.
SELECT > the work location information: SITE - BUILDING - FLOOR –ROOM by clicking on the respective dropdowns.

Hint: Complete as much of the hierarchy as necessary for your request

SELECT > the PROBLEM LOCATION and select the appropriate location. “Internal” is selected as the default location.

Hint: If you are reporting a problem on the roof or lifts, change the problem location from the default “Internal” to select from the dropdown appropriately.
SELECT > the PROBLEM TYPE dropdown

A list of pre-populated problem types will show in the dropdown.

CLICK> on the appropriate Problem Type
Use the Description text box to supply more information on your request. Based on the type of request you are making, you will have the option to select a priority level to indicate how urgent your request is.

**Note:** The priority selected will be reviewed and can be changed by the Central Facilities Manager (CFM).

**TYPE > the problem DESCRIPTION**

**SELECT > the appropriate PRIORITY radio button**

The system looks up the priority level, according to the defined Service Level Agreements (SLA). The system provides a description of the workflow for the selected priority level by listing it on the right-hand side.

**Hint:** You will also have the option of providing a specific date and time required by which the work must be completed by checking the Specific Date and Time Required checkbox and entering a date and time. For example, if you are making a request to have furniture removed, you may wish to enter the date and time by when you need it removed.

After completing the form, Scroll to the top and **CLICK > NEXT**
If necessary, you can use the Documents tab to upload up to four documents to support your request.

**Hint:** You could upload a picture, video or a PDF document to better support your Service Request.

**Hint:** This step is optional

To access the floor plan of the problem location, **CLICK** on the ADD REDLINES button.
This will bring up the floor plan
You can add redlines to drawings using the tool to clarify the location of a work request sent.

The following icons will be visible - Draw Line, Draw Rectangle, Draw Arrow, Draw Position Marker, Draw Text, Clear redlines and Undo the last redline.

CLICK an icon to activate it, and then CLICK and DRAG on the drawing to draw.
To add text, CLICK the Draw Text (T) icon, and CLICK and DRAG to create a text box on the drawing. When you release the mouse, a cursor appears in the left corner of the text box you created.

TYPE to add the desired text.
Once complete,

CLICK on SAVE REDLINES TO SERVICE REQUEST

Hint: This step is optional
CLICK > the SUBMIT button, available from the Documents tab to submit your request. You will then see the overview if the information for the request you made.

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The system will generate an email that will be sent to the approver (Client Facilities Manager for your faculty and/or a person designated to handle the problem) for review and approval.

You will receive a system generated email confirming your Service Request.

Service Request 69 REQUESTED

FM FMSystem Archibus
Sent: Tue 25/09/2012 12:25 PM
To: Philip George

Service Request with ID 69 has been REQUESTED

Request Details:
Problem Type: AIR CONDITIONING
Priority: 2 : High
Requested By: 
Description: The air conditioning is not working in my office.

Site Code: KENC
Building Code: F23
Floor Code: L3
Room Code: 320

Hint: Once you submit a request, the system will route it to the appropriate parties for approval, financial approval, execution, and so forth. The exact path that the request follows depends upon the SLA governing your request and the type of Problem.
3.2 Viewing the status of a service request

To view the status of all your service request at any time, 

**CLICK >** on the “VIEW SERVICE REQUESTS” on the tab to the left of your screen.

You will then be able to view a summary of all the services requested by you with its current Status.
4.1 Approving a Work Request (Quote)

If the request is billable, the Client Facilities Manager will send the work request back to the requestor for an approval on the quotation. To view the list of work requests pending approval:

CLICK > on the APPROVE WORK REQUEST tab on the left hand side of the screen

To select a specific work request:

CLICK > the SELECT button beside the work request number.

The user can then either APPROVE or REJECT the work request and provide COMMENTS in the approval information tab.