1. **Purpose**
   This policy sets forth the process for submitting work order requests at BHSU and BHSU-Rapid City.

2. **Definitions:**
   a. **Maintenance:** the recurrent, day-to-day, periodic or scheduled work required to preserve or restore a building to such conditions that it can be used for its designated purpose. It includes normal operating expenses and planned preventative maintenance. Examples include fixing a leaky faucet or replacing worn out carpet.
   b. **Non-maintenance:** projects which include moving office furniture or setting up tables and chairs for an event.
   c. **Emergency needs:** are situations/instances that are immediately necessary to protect the public health and safety or the building’s integrity. Examples include a power outage or a broken pipe.

3. **Policy**
   a. Faculty and staff members may submit a work order for non-maintenance issues with department head approval. Non-maintenance work requests should be submitted a minimum seven (7) days in advance of the desired project start date.
   b. Faculty and staff members may submit a work order for maintenance needs with department head approval.
c. All work orders will be categorized into one of the following priority levels:
   i. Emergency – 24-hour response
   ii. Urgent – 2-day response
   iii. Medium – 7-day response
   iv. Important – 10-day response
   v. Daily or Routines – 30-day response
   vi. Preventative Maintenance – 30-day response
   vii. Information Gathering
   viii. Risk Management

d. All work orders will be assigned according to priority within 24 - 48 hours.

e. Any building emergencies shall be reported to Facilities Services immediately to preserve the building’s integrity and protect our faculty, staff, students, and visitors.

4. Procedures
   a. The work order system can be found under “Work Orders” on the A-Z listing of the BHSU website.
   b. The work order system uses single sign on, so the log in credentials are the same as logging into your computer each day.
   c. Non-maintenance requests must include contact information, the location, a description of what’s needed, and a target completion date.
   d. General maintenance requests must include contact information, room location, and a detailed description of the problem.
   e. Location information is available by using the dropdown menus.
   f. For additional information, view the training video located on the Facilities Services webpage.
   g. Emergency work requests for plumbing, electrical or other problems should be directed immediately to Facilities Services by calling 605-642-6244.
5. Responsible Administrator

The Associate Vice President for Facilities & Sustainability is responsible for the annual ad hoc review of this policy and its procedures. The University President is responsible for approval of this policy.

SOURCE: Approved by President Laurie Nichols on 9/7/2021.