

**BLACK HILLS STATE UNIVERSITY**  
**Policy & Procedure Manual**

SUBJECT: Work Order Requests  
NUMER: 6:5

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Office/Contact: Facilities Services

Source: [SDBOR Policy 6:6](#)

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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.