**Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive**

Procedure for Maintenance Request

Procedure No. 106

	Print Name	Title	Date
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INTRODUCTION
The purpose of this procedure is to outline the system used for Requesting Maintenance.

Scope

To ensure a system is in place for logging and updating daily work requests.

Responsibility
It is the responsibility of the Technical Services Supervisor.

Definitions:

Technical Services Supervisor – T.S.S.
Technical Services – T.S.

PROCEDURE

1.0 Requests for Maintenance are received from three sources:
- Help Desk at T.S. on extension no. 2295
- Extension no. 2080
- Email address Maintenance RHC on Internal System.

2.0 All requests are routed to the Help Desk in T.S. Administration Office.

3.0 The Help Desk operator records:
- Problem Location
- Problem Type
- Requested by
- Requestors phone number
- Date work requested
- Work request status
- Precise Description

4.0 The system automatically allocated on individual works order code.

5.0 The Help Desk Operator prints off Maintenance Requests work loads at three times, 10.15 am, 12.45 pm and 3.45 pm for that day.

6.0 These reports are left in the "in tray" of the appropriate Foreman.

7.0 The Foreman allocates work to his staff based on this report.

8.0 As jobs are completed, the Foreman states on the Maintenance Request Work Load Report who completed the job and any comments to be entered into the Maintenance System.

9.0 The following day the Help Desk Operator enters these details into the computer system and changes the work request status to "closed off" as appropriate.

10.0 A review of work requests not completed is carried out by the T.S.S. Foreman and Requestor and a decision is made to move the work request to "backlog of maintenance" stating the reason for doing so.

REFERENCES : Maintenance Computer Package