Computerized Maintenance Management System (CMMS)

I. Purpose

To describe the responsibilities, procedures, and methods for the operation of the computerized maintenance management system (CMMS).

II. Scope

This regulation is applicable to all personnel requiring or seeking support from the Office of Facilities Services, as well as those utilizing the CMMS in response to a work order request.

III. General Policies

A. A properly organized work order system provides a means for the submitting, receiving, evaluating, approving, scheduling, assigning, tracking, and analyzing of facilities maintenance work orders including the type of work and their associated costs. The key to effective maintenance is planning and scheduling.

B. When a work order request is submitted, it is actually a recording document which cites needed facility or equipment repairs, alterations, or additions. After approval by the responsible individual(s), the request becomes a work order to coordinate and/or perform the work. It is then the source document for the backlog report to the planner so the work can be scheduled. When distributed to a Facilities Services foreman, the work order is used as an instructional order to assign manpower to complete the work. Finally, when the work has been completed, the work order becomes a source document for accounting purposes and the facility equipment history file.

C. Work order requests shall be submitted well in advance of the work required. All work order requests shall be submitted electronically through the CMMS except when emergency work is required.

D. School work order requests shall be submitted by individuals designated by their principal.
IV. Work Order Priorities

A. Work orders shall be assigned a priority of work required. Work order priorities shall be classified as follows:

1. **Emergency**
   These are work orders that require immediate action to prevent injury to personnel, serious damage to property, and/or will result in closing the school concerned. This type of work order shall be given priority treatment over all other work. Overtime, contract maintenance, and all other sources available shall be used if necessary, to alleviate the emergency condition. Facilities Services staff shall inform the Supervisor of Facilities Management and other authorities in the school system to ensure that all responsible personnel are aware of the emergency condition. Individuals calling in an emergency work order should recognize that these work orders will be handled at the expense of delaying other work. An emergency work order is the only work order that will be accepted by telephone or in person. All other work orders must be submitted electronically through the CMMS. Examples of emergency work orders are: repairs for fire, power outage, gas leaks, and significant water leaks.

2. **High (Immediate Action)**
   An immediate action work order is one in which work must be performed immediately or the condition could become an emergency. Immediate action work orders shall be accomplished within seven (7) days. Examples are: discrepancies from a fire marshal report requiring immediate action; a broken window which could become hazardous if not corrected; a condition such as a roof leak which if not corrected, will soon become an emergency.

3. **Medium (Urgent Action)**
   An urgent action work order is a condition requiring correction within 30 days. Here again, urgent action work orders take precedence over routine work orders and will be accomplished at the expense of routine work.

4. **Low (Routine)**
   This is a request for work that should be accomplished within 90 days or as soon as possible. Most of the work Facilities Services performs should be in this category. This includes preventive maintenance and other normal maintenance actions which can be planned and scheduled.
V. Work Order Types (Purposes)

Work orders will be designated a type (purpose) of work as follows:

1. General Maintenance (Routine Work Orders): General Maintenance work is necessary to keep facilities, utility infrastructure, roads, and grounds in good repair, appearance, and operating condition at the current status quo.

2. Preventive Maintenance: Maintenance activities such as filter changes, adjustments, testing, cleaning, etc. that decrease the possibility of equipment failure. The purpose of preventive maintenance is to reduce unplanned equipment downtime.

3. Projects: Work that includes renovations, renewals, or school generated projects outside the scope of general maintenance. The work often involves alterations, renovations, renewals, modifications, or the repair/replacement of major equipment or building systems.

4. Additional purpose codes: Additional purpose codes may be used to track subsets of the above types.

VI. Procedures

A. Maintenance work requests will be submitted through the CMMS. Separate work requests are necessary if the work is to be done by different crafts. Several repair jobs for one craft can be submitted on a single work order.

B. Be specific, but brief when requesting work; submit the request in complete sentences with normal capitalization (not all caps or lowercase) for clarity. Describe the requested work in adequate detail so Facilities Services can schedule the proper technician to handle the work.

C. Describe the specific location where the work is required such as the room number. A contact person, whom has direct knowledge of the work requirements, is required.
D. Facilities Services personnel will do their best not to disrupt classes or other educational activity. To prevent the unnecessary use of overtime, most work will have to be accomplished during school hours. If special instructions are necessary concerning timing of maintenance work to prevent disruption of instruction, indicate such information on the work order.

E. Work order status can be checked electronically through the CMMS. If additional information on the status of an individual work order is required, please contact the foreman or secretary for further assistance. Please do not submit a work order requesting information about the status of a current work order.

F. Further instructions on submitting a work order request can be found on the Facilities Services website.

G. Upon receipt by Facilities Services, the work order shall be approved/disapproved, reviewed for proper codes including a priority, and other necessary codes. The work order shall then be routed to the next appropriate person for further planning and performing of the work. A Facilities Services administrative coordinator, or designee, may confirm or schedule the work requirements with the requestor when appropriate.

H. All work orders initiated because of vandalism will be appropriately marked by selecting “Vandalism” in the purpose code field. Facilities Services shall provide written estimates upon request to repair or replace school property that has been vandalized.

The Associate Superintendent for Support Services, or designee, is responsible for implementing and monitoring this regulation.

This regulation and related policy shall be reviewed at least every five years and revised as needed.

PRINCE WILLIAM COUNTY PUBLIC SCHOOLS
## MAINTENANCE WORK ORDER PRIORITY

<table>
<thead>
<tr>
<th>PRIORITY</th>
<th>TYPE OF ACTION</th>
<th>WHEN ACCOMPLISHED</th>
<th>REQUEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Emergency Action</td>
<td>Immediate</td>
<td>Verbally</td>
</tr>
<tr>
<td>High</td>
<td>Immediate Action</td>
<td>Within 7 Days</td>
<td>Electronically</td>
</tr>
<tr>
<td>Medium</td>
<td>Urgent Action</td>
<td>Within 30 Days</td>
<td>Electronically</td>
</tr>
<tr>
<td>Low</td>
<td>Routine Action</td>
<td>Within 90 Days</td>
<td>Electronically</td>
</tr>
</tbody>
</table>