

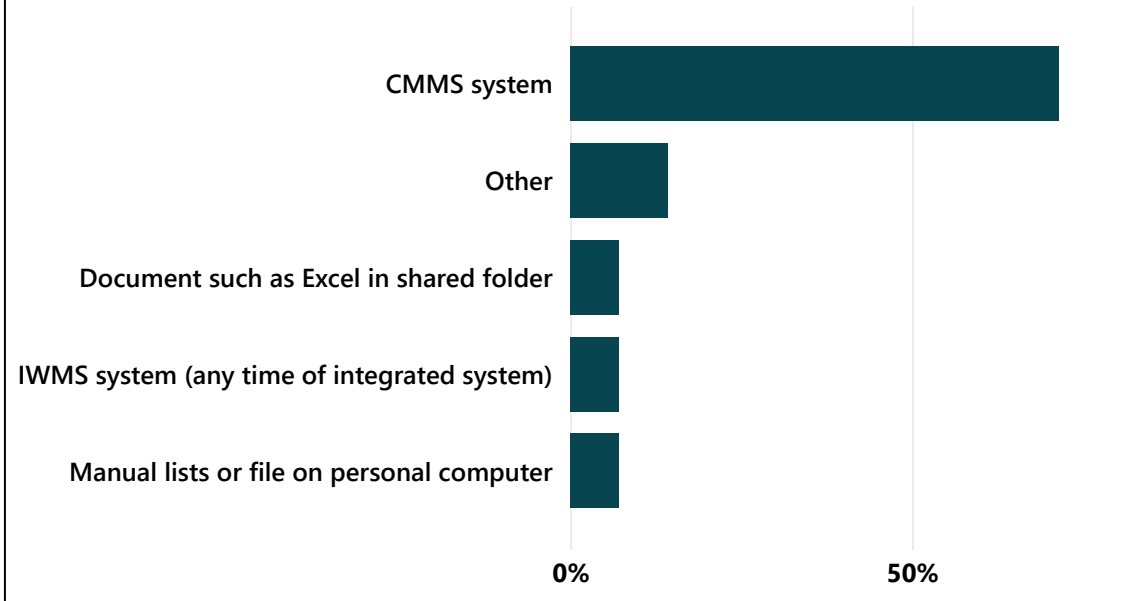


This report contains the results of a "Shared Practice Survey" on [How We Use Our Work Order Systems](#) and reflects the answers based on voluntary participation.

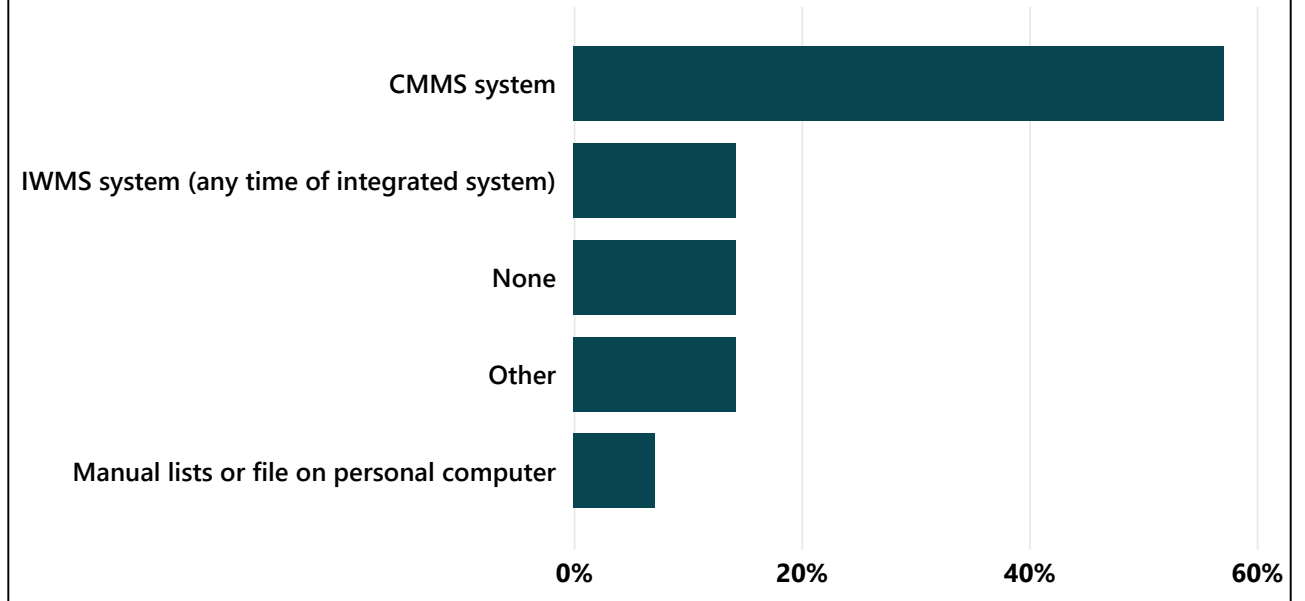
System Used

7/24/2023...
Use of this report is subject to the [terms of use](#).

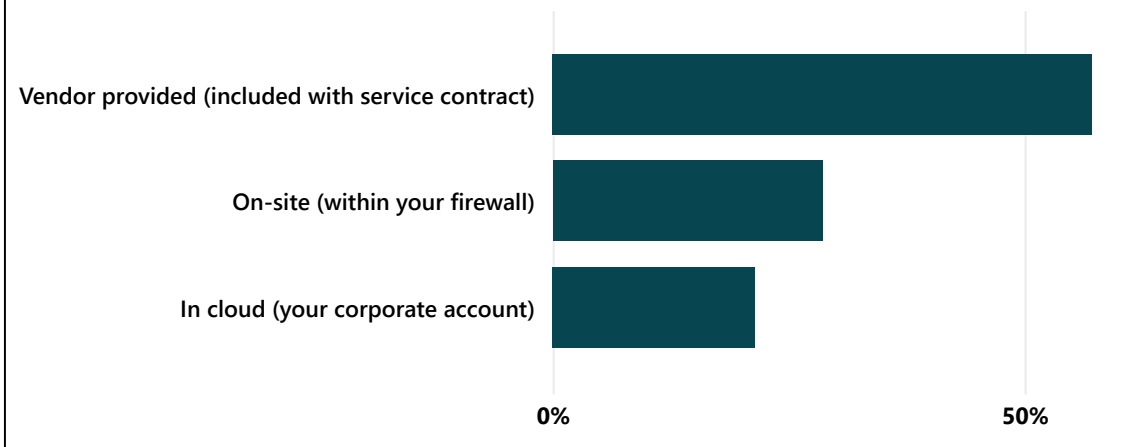
Kind of System used for Scheduled Work



Kind of System used for Service Requests



Kind of System used for Scheduled Work



Comments

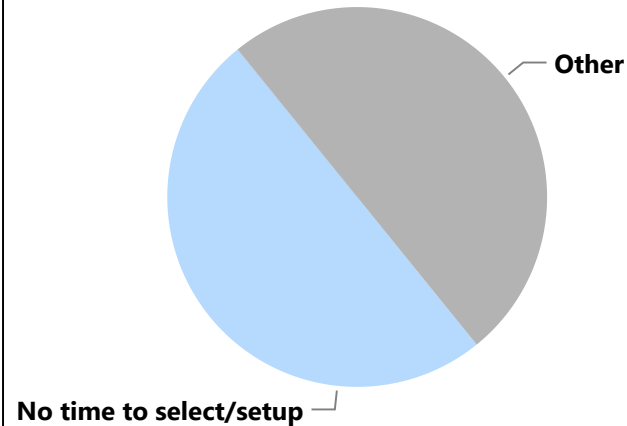
Corrigo for CMMS provided by Engineering vendor. Zendesk for service requests,

Preventive maintenance and service requests are both tracked in JIRA, an issue tracking system originally designed for software project management. JIRA is a legacy system for us, originally used by our IT department and now used by all support departments at our organization (IT, Facilities, Accounting, and others). We also use Google Calendars and Smartsheet to schedule PMs and other projects.

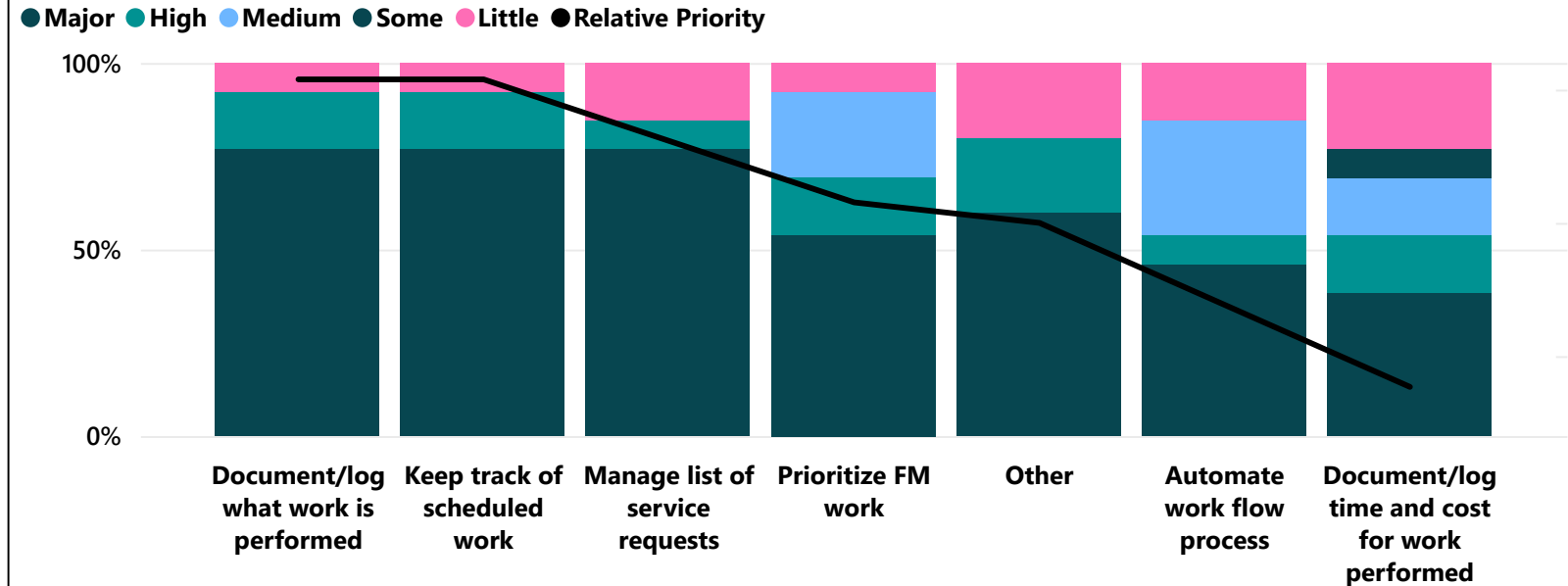
We have purchased a CMMS and are implementing it over the next year. Currently our building operators use an Excel list for PMs. We are using emails to track client requests for service calls.

We use Service Now and Facility Center

Reasons Why No System



Benefits of Having a System



Challenges

internally not enough to need a system, outside vendors have a system we use

Benefits

Asset Management

Build business case for additional resources

Formerly, engineers were printing tickets from the old system and spending hours creating hand written records (stacked in boxes, unsearchable).

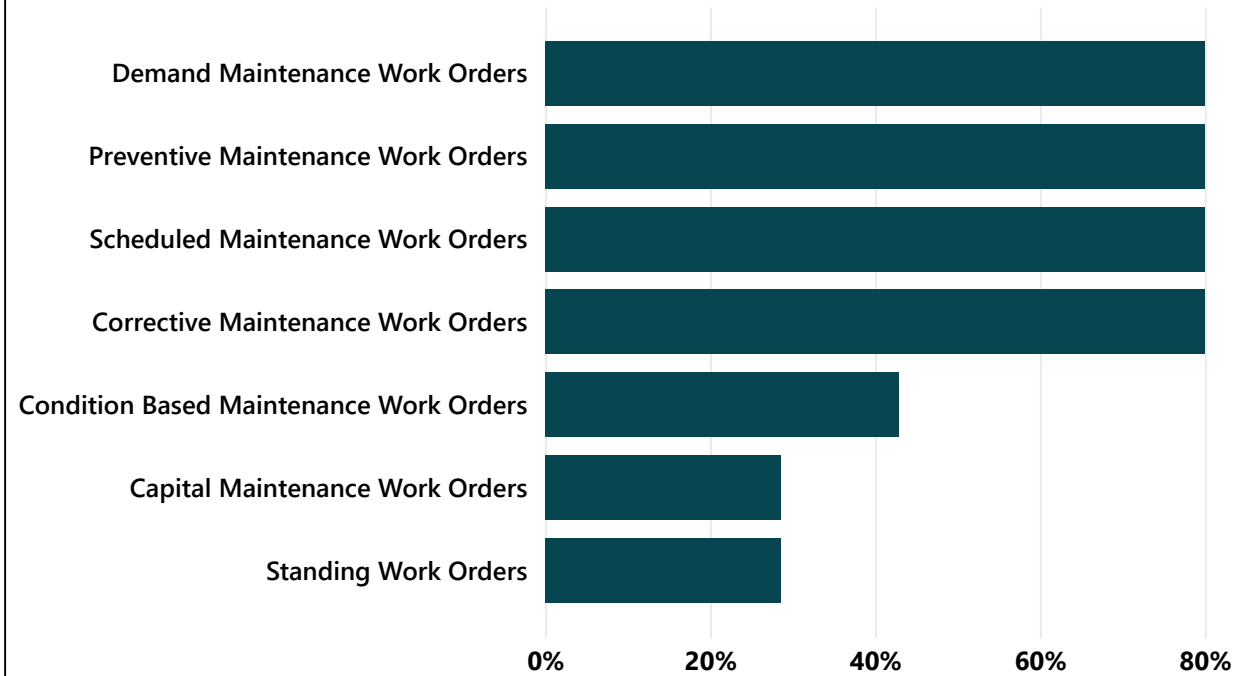
Priority levels are none, low, medium, high. Not really flexible-or at least we do not have "definitions" that can apply equally. Also difficult for everyone to understand importance of the system for me.

System is only as good as it is managed and kept up to date by adding in new equipment. Keeping the inventory current is a challenge.

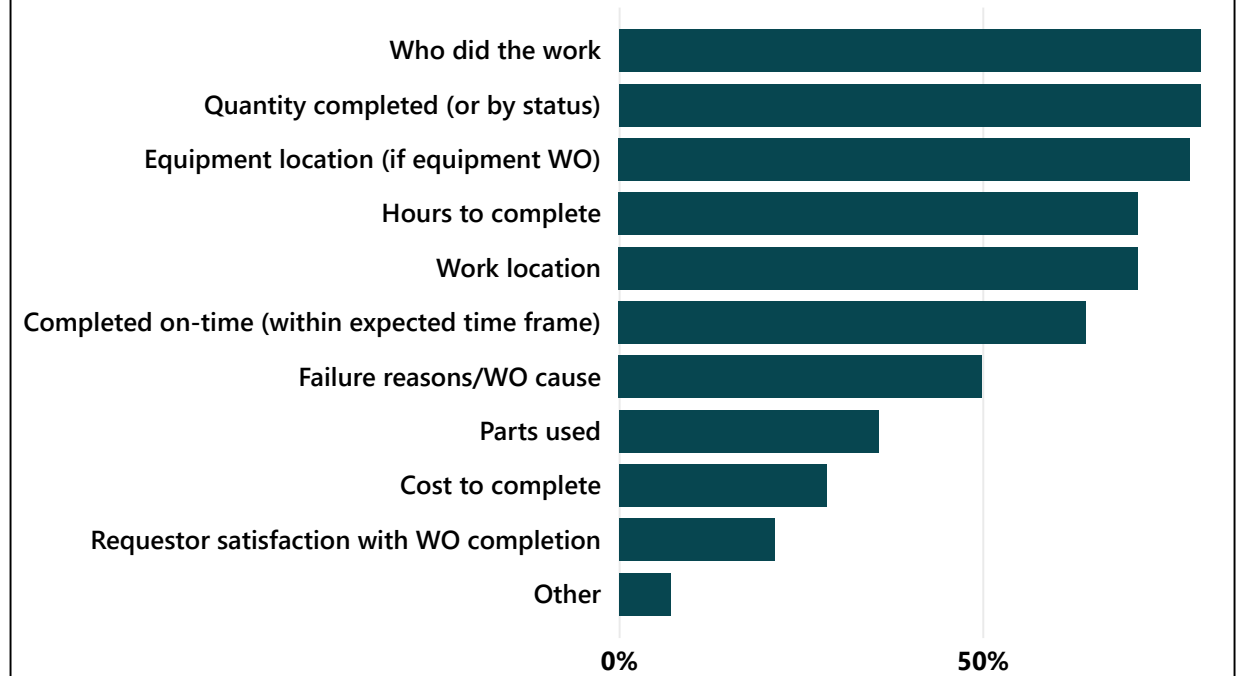
We are just bringing up our new CMMS and expect it to provide great benefits for tracking PMs, etc.



Type of Work Orders in System(s)



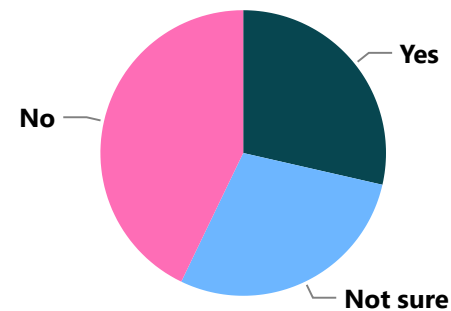
Data Types on Work Orders



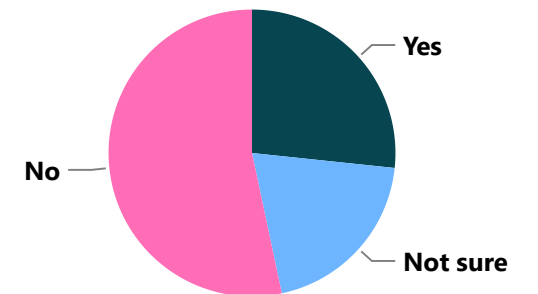
Comments

- Still bringing the system up and will require testing to assess reliability and accuracy of data tracked.
- Some work does not get recorded in the work order system.
- Ongoing improvements needed.
- Currently Installing a new system

Confident in Asset Register Data



Confident in WO Data Quality



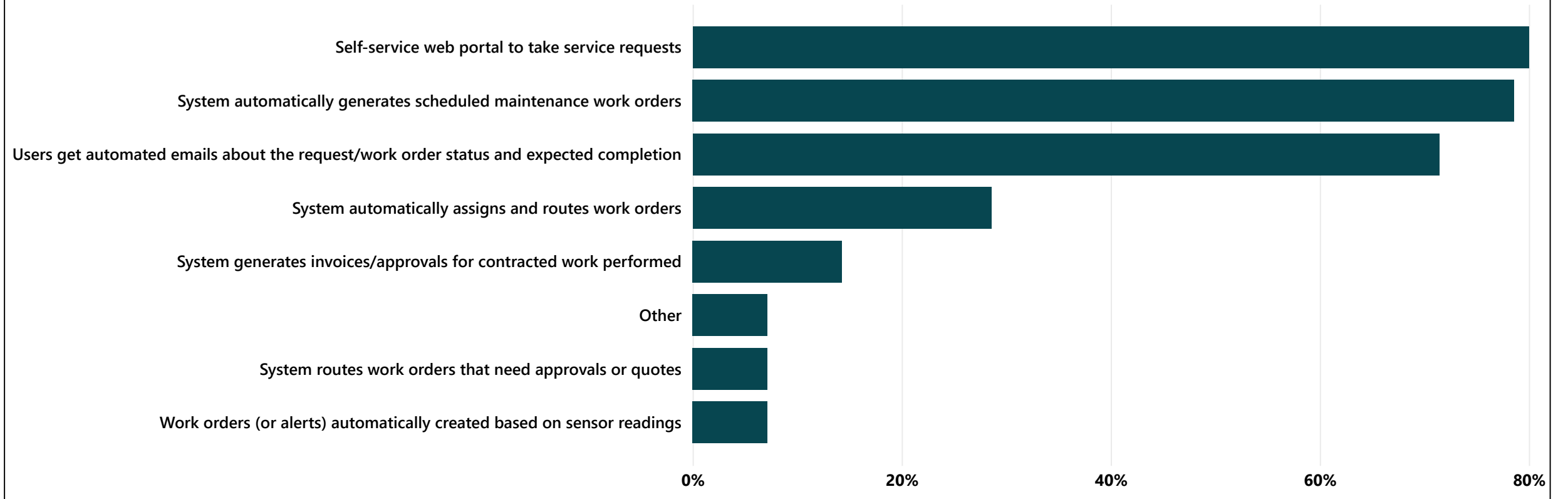


This report contains the results of a "Shared Practice Survey" on [How We Use Our Work Order Systems](#) and reflects the answers based on voluntary participation.

Automation

7/24/2023...
Use of this report is subject to the [terms of use](#).

Automation Within WO System



Comments

We will probably take advantage of all of the features of our new CMMS system called 'GuideTi'