



## WHEN TO USE “SERVICE REQUEST” VS “PROJECT REQUEST”

**SERVICE REQUEST**      <https://fpmtma.uww.edu:444/home.html>

Types of requests that would qualify:

- Break-Fix (repairs)
- Simple updates to electric/data
- Sign replacement requests
- Painting (one or two rooms)
- Reporting roof leaks

**KEY REQUEST**      <https://my.uww.edu/fpm-key>

**PROJECT REQUEST**      <http://www.uww.edu/icit/campus-project-request>

Types of requests that would qualify:

- Any Central Funding request (*regardless of size or scope*)
- Estimates
- ANY new spaces
- Renovations of any kind (*moving or addition of walls/doors, windows, painting, flooring, ceiling, lighting, electrical, data, furniture etc*)
- Large Scale Technology/AV Improvements (*replacement of department or lab computers*) (a)
- Change of Use of any kind (*for example: closet to office, classroom to office etc. These requests need to review building codes and long term strategic plans for compliance.*)
- Accreditation compliance issues that impact physical space, mechanical systems etc.

(a) Individual computer or phone issues still need to be directed through TSC Helpdesk at 262-472-HELP (4257) or helpdesk@uww.edu.

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## PROJECT REQUEST REVIEW/APPROVAL PROCESS

In 2014, the Chancellor and Provost requested a way to quickly access where campus funds were being spent and to have a single point of origin for project requests of all types. Facilities Planning and Management and iCIT have been working together to streamline this process and to better align it with the State Building Programs and processes that campus must work within. On the next page is a simple diagram showing the process to date.

## TIMING OF PROJECTS

Each project is unique to the unit and all possible effort is made to efficiently review, scope and schedule approved projects. However, the following guidelines should assist you in planning your submittal:

# THINK A YEAR IN ADVANCE

This applies to all projects, especially those that may have to follow a state project process. So the earlier you can submit your request the more time is available for scoping and coordination.

**Summer Projects:** Mostly reserved for Instructional and Student Service area projects. Submit request the summer before you want the work done. This allows time to properly scope the project, develop estimates, block out rooms, order equipment, etc. Summer is the busiest time to for FPM/iCIT because it is the largest block of time in the academic calendar for work to be performed with as little disruption as possible to instructional programs.

**Fall & Spring Semester Projects:** Typically these are for non-instructional spaces and are easier to schedule with less impact on students and student services. However, planning a year in advance is also beneficial in these instances so that there is time to coordinate staff relocation (if required), services, equipment purchases and any other special circumstances. When planning your submittal, please do not assume your project can be done during Winterim & Spring Break. These breaks in the academic schedule are reserved for special projects and emergencies. FPM/iCIT will determine if is appropriate to schedule a project during these timeframes.

**Contingency:** We all know to include a financial contingency (typically 10-15%), but many often do not remember to include a Time Contingency. When working with older buildings, the unknown is always a factor. For example: equipment could be back-ordered affecting the end date of a project; or demolition could uncover asbestos or other hazardous material that requires abatement, just to name few scenarios. Many of these unknowns are out of our control but we still need to manage them. So when planning a project, keep in mind to build flexibility into your schedule and allow the room/area to be available long enough for the work to be properly completed.

**CAMPUS PROJECT REQUEST PROCESS**

