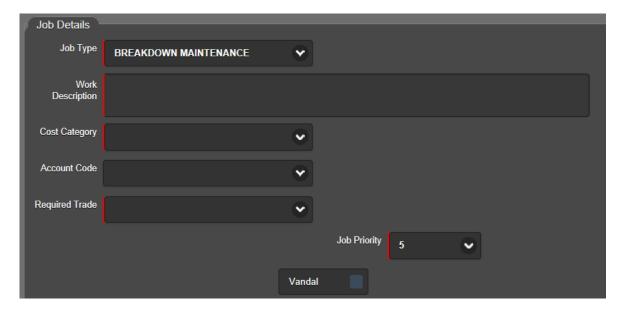
## **Work Instruction**

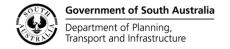
## **Requesting Unplanned Work Requests**

Unplanned work requests are typically for breakdown services or structures and require a response ranging from 45 minutes or up to 30 calendar days.

## To <u>request</u> unplanned work in FAMIS, complete the following steps:

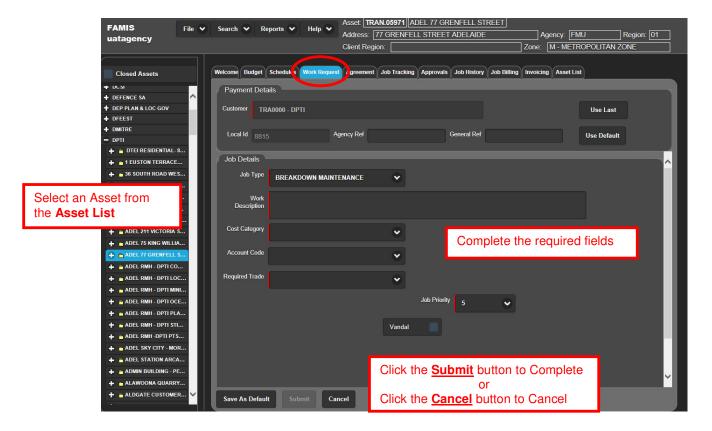
- 1. Select an *Asset* from the <u>Asset List</u> pane.
- 2. Select the Work Request tab. (Note: A new form is displayed in the Display window).
- 3. Complete the applicable fields from the work request tab. Available fields may differ depending on business requirements.
  - a) Agency Ref and General Ref are optional fields and may be used by the Agency to further identify work on invoices).
  - b) Select the type of work from the <u>Job Type</u> drop down list (**Note**: System defaults to Breakdown Maintenance).
    - If job type is Minor Works, ensure UNPLANNED is selected from the additional dropdown list provided.
    - If job type is <u>Replacement/Refurbishment</u>, ensure <u>UNPLANNED</u> is selected from the additional dropdown list provided.
  - c) Enter <u>descriptive details</u> regarding the work request in the <u>Work Description</u> field. (**Note**: this field is limited to 160 characters).





- d) Select the relevant cost category from the <u>Cost Category</u> dropdown list.
- e) Select the relevant tradesperson from the Required Trade dropdown list.
- f) Nominate a relevant job priority from the <u>Job Priority</u> dropdown list. (**Note**: this field defaults to a *Priority 5*).
- g) Enter <u>Site Contact person's</u> name and phone number in the <u>Contact Name</u> and <u>Contact Phone</u> fields.
- h) Click the Submit button to complete the request.

Refer example below:



**Example**: For a *Breakdown Maintenance* job, a request can be entered as per below:

