



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 **request** unplanned work in FAMIS, complete the following steps:

1. Select an *Asset* from the Asset List 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 Job Type 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 Replacement/Refurbishment, ensure UNPLANNED is selected from the additional dropdown list provided.
 - c) Enter descriptive details regarding the work request in the Work Description field. (**Note:** this field is limited to 160 characters).

The screenshot shows a 'Job Details' form with the following fields and values:

- Job Type:** BREAKDOWN MAINTENANCE
- Work Description:** (Empty text area)
- Cost Category:** (Empty dropdown)
- Account Code:** (Empty dropdown)
- Required Trade:** (Empty dropdown)
- Job Priority:** 5
- Vandal:** (Checked checkbox)

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

Refer example below:

The screenshot shows the FAMIS uatagency interface for creating a Work Request. The top navigation bar includes 'File', 'Search', 'Reports', and 'Help'. The main header displays 'Asset: TRAN.05971 | ADEL 77 GRENFELL STREET' and 'Address: 77 GRENFELL STREET ADELAIDE'. The 'Work Request' tab is highlighted in the top menu. The form is divided into 'Payment Details' and 'Job Details' sections. The 'Job Details' section contains dropdown menus for 'Job Type' (set to 'BREAKDOWN MAINTENANCE'), 'Cost Category', 'Account Code', and 'Required Trade'. A 'Job Priority' dropdown is set to '5'. A 'Vandal' checkbox is present. At the bottom, there are 'Save As Default', 'Submit', and 'Cancel' buttons. Three red callout boxes provide instructions: 'Select an Asset from the Asset List' points to the asset list on the left; 'Complete the required fields' points to the dropdown menus; and 'Click the Submit button to Complete or Click the Cancel button to Cancel' points to the bottom buttons.

Select an Asset from the **Asset List**

Complete the required fields

Click the **Submit** button to Complete
or
Click the **Cancel** button to Cancel

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

The screenshot shows a software interface with a top navigation bar containing the following tabs: Welcome, Budget, Schedules, Work Request (highlighted), Agreement, Job Tracking, Approvals, Job History, Job Billing, Invoicing, and Asset List. Below the navigation bar is a section titled "Payment Details" with the following fields and controls:

- Customer:** TRA0000 - DPTI (with a "Use Last" button)
- Local Id:** 8815
- Agency Ref:** (empty field)
- General Ref:** (empty field) (with a "Use Default" button)
- Job Type:** BREAKDOWN MAINTENANCE (dropdown menu)
- Work Description:** LAST WORK REQUST
- Cost Category:** ELECTRICAL (EXT OR MINOR WORK) (dropdown menu)
- Account Code:** (empty dropdown menu)
- Required Trade:** CONTROLS TECHNICIAN (dropdown menu)
- Job Priority:** 5 (dropdown menu)
- Vandal:** (checkbox, currently unchecked)

At the bottom of the form are three buttons: "Save As Default", "Submit", and "Cancel".