



College Procedure: 307.2 – Maintenance Requests
Policy Reference: 307 – Use of College Facilities
Responsible Department: Facilities & Public Safety
Approval Authority: Cabinet
Procedure Owner: Vice President, Facilities & Public Safety
Effective Date: 6/14/2010

Version Number: 5
Legal Counsel Reviewed (yes/no): No
Legal Reference(s):
Scope: College-wide

Reason for Procedure

All facilities requests are to be made by submitting a Maintenance Request via “INFOR EAM” in order to document and track all requests.

The Procedure

The Service Request portal can be found within the employee links section of Kirkwood MyHub. Users log in to Service Request portal using their Kirkwood ID number. Contact the Facilities office at 5561 if your Service Request account has not been setup.

Once logged into the Service Request portal, click on the “Create Request” button found on the upper left-hand side of the screen.

1. Several fields are pre-populated.
2. **Location.** Complete the location information for where the problem is located. Use the dropdown menus to select the room number or space description.
3. **Select a Service Category and Service Code.**
4. **Select a Requested Priority.** Emergency requests and requests that need immediate attention must be followed with a call to the Facilities office at 5561.
5. **Select the Requested Completion date.**
6. **Type in the Request Details.** Give as much detail as possible to describe your problem or request.
7. **Submit.** Click “Submit” to save your request. After you click submit, you will return to the portal home screen. On this screen, you will see the status of your service request.

Please refer to the service request number when making inquiries, changes or cancellations.

References

Definitions

Term	Definition
Term1	
Term2	
Term3	
Term4	

Revision Log:

Version Number	Date Approved	Approved by	Brief Description of Change
1	6/14/2010	Troy McQuillen, Vice President, Facilities & Security	
2			New template 6/4/2018
3			Verbiage updates by owner 6/11/2019
4		Cabinet	Procedure template 9/3/2019
5			Updates to reflect the new work order system 3/4/2021