University *of* Idaho
Facilities Services

What is a Service Request?

The Maintenance Module within FAMIS is a management tool for tracking maintenance activities. It provides a comprehensive and powerful tool for managing corrective maintenance, preventive maintenance, renovations, and other service related work. From FAMIS Self Service, you can create a service request, or you may search for past requests and view such information as status and costs. You can also use the Advanced Feature to query work orders by service request number, building, floor, room, requestor, etc. (Faciities Services, 2012)

Before you can enter or view service requests, the following needs to be done:

- Receive training from Facilities Management on Service Requests
- Get access to FAMIS Self Service with Service Request privileges.

Service Request Training

To schedule training on initiating and viewing a service request, contact the FAMIS Administrator at 885-2880.

Self Service Access

After you have been trained, the FAMIS Administrator should give you access to FAMIS Self Service and Service Requests. Once that is completed, you will be able to view and initiate service requests. For more information on Service Requests, go to FAMIS Self Service - Service Requests.

If you have any problems or questions about creating service requests, contact the FAMIS Administrator at 885-2880.

Other links –

Self Service User Training

Creating Service Requests

Bibliography

Facities Services. (2012, April 2). Retrieved May 29, 2012, from Facilities Documentation: http://fm-lightning.dfm.uidaho.edu/documentation/docs/self_service/FAMIS_Self_Service_Service_Requests.pdf

Change History

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