Property and Facilities Division will replace its existing work order system, *PROFIT*, with the ARCHIBUS Building Operations module, ServiceFM. The ServiceFM module links to UQ’s existing ARCHIBUS Space and Property modules utilising location and employee data. ARCHIBUS web central allows users to create and manage service requests anytime, anywhere. Internal and external service providers will have the ability to access, update and close out their work orders.

**Benefits**

- More transparent work request process.
- Improved tracking of work request status.
- Workflows that can be customized to allow work requests to be prioritized, authorized or routed based on client, location or problem type.
- System identifies same issue work requests to avoid duplication.
- Attach documents to requests.
- Ability to view and/or mark floor plans with more information.
- Better management reporting across UQ building portfolio.
- Ability to identify reoccurring defects in the same location.

The #1 Solution for Total Infrastructure and Facilities Management in the World
## Service Requests

Service requests that will be processed in ARCHIBUS will include:
- Maintenance
- User Funded Requests
- Locks and keys
- Electronic security
- Cleaning
- Pest control
- Furniture
- Minor works projects.

## Nominated Users

Property and Facilities Division will restrict access to ARCHIBUS web central system only to nominated users to allow them to create and track service requests using the web portal.

UQ currently has an extensive network of staff within the University who raise and manage service requests on behalf of their organisational units.

The benefits of nominated users include:
- Direct routing – requests can flow directly to trade supervisors for processing, bypassing review stage.
- Increased control of user funded requests – P&F will accept user funded work only from nominated users reducing likelihood of unapproved work and incomplete documentation.
- Improved tracking of service requests – view requests raised by nominated users, building and organisational unit.
- Efficient raising of service requests – ARCHIBUS retains user information including contact details, work location and organization unit, so there is no need for user to re-enter.

Nominated users will be trained in ARCHIBUS in:
- How to create a service request,
- Identify the correct problem type,
- Correctly describe the problem,
- Recording the problem location,
- Check status of open service requests
- What is defined as user funded maintenance work and user funded workflow.