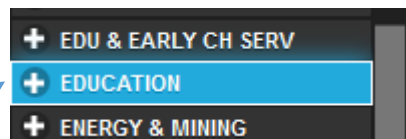
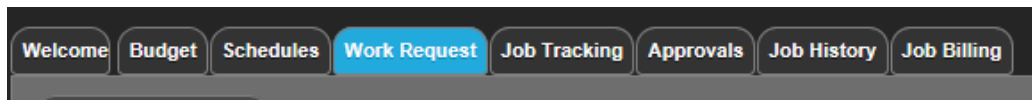


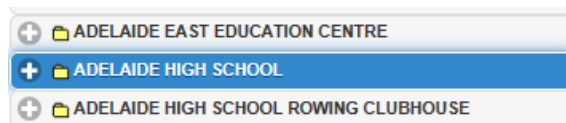
FAMIS – Raising unplanned breakdown maintenance work request - Education users

1. Log on to FAMIS.
2. Select the Work Request tab.

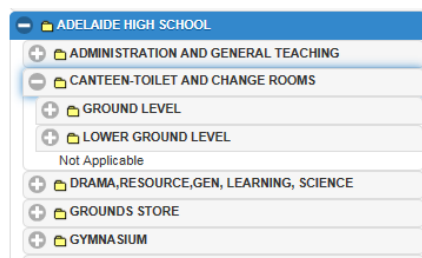


Click on the + sign under the Agency to reveal a list of sites.

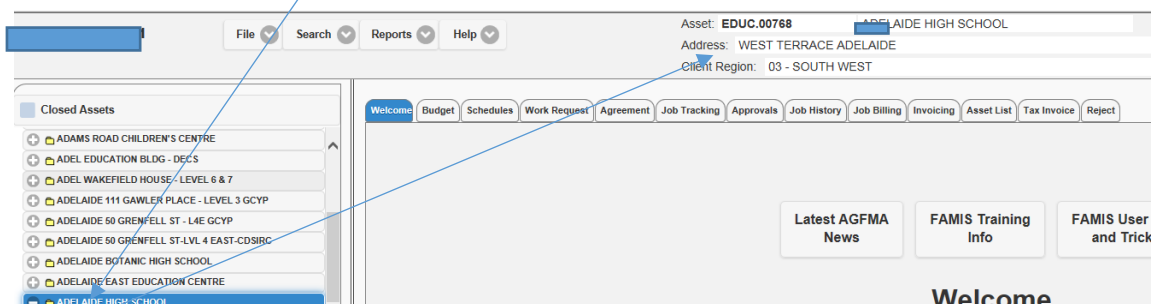
3. Select the appropriate site, level or room (the active site, building or room will be highlighted) - if there are multiple sites choose from the list:



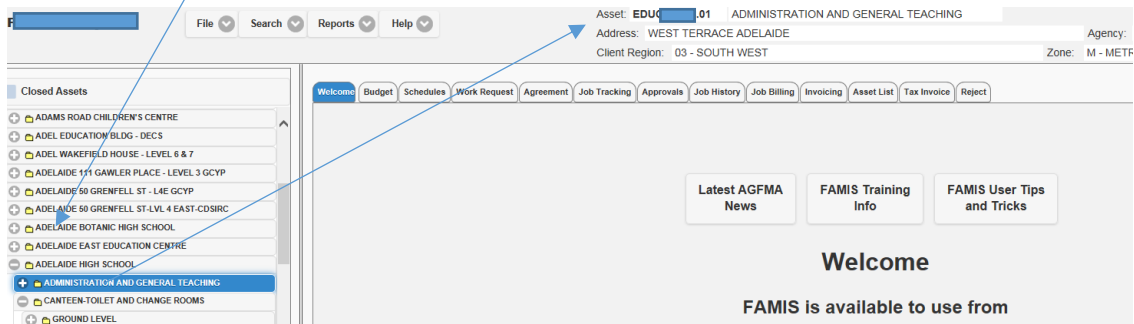
By clicking the + button you can see all buildings and rooms that have been set up for the site.



Select the site, building or room then hit the work request tab.

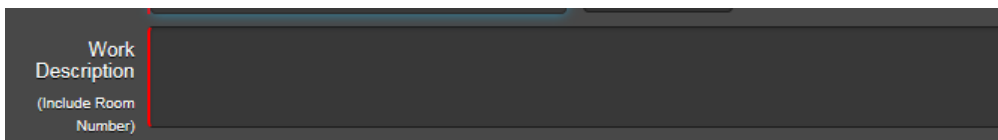


Selecting the building or room will change the details on the work request:

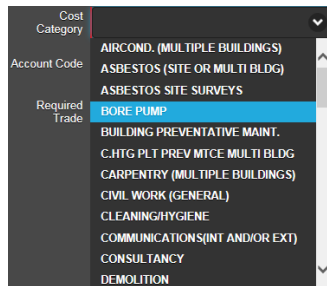


The work request now identifies the building. If available in the list, the work request can be raised against a particular room.

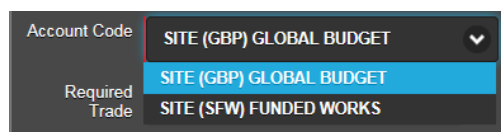
4. Complete **Work Description** (free text 150 characters).




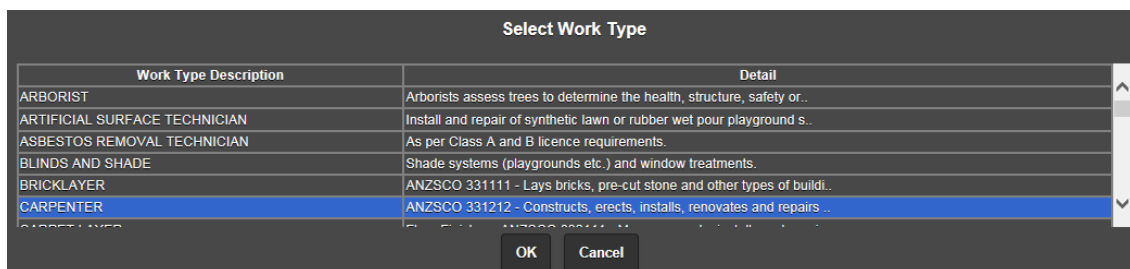
5. Select **Cost Category** from the drop down list.



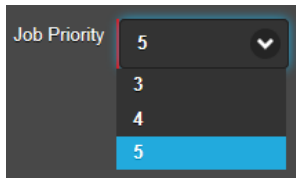
6. Select **Account Code** from the drop down list.



7. Select **Required Trade** from the drop down list for the main type of trade required. Click on  for details of trades and work types.



8. Select **Priority** from drop down list. Priority 1 & 2 cannot be raised in FAMIS and must be raised via the Hotline. Higher rates apply to Priority 1 & 2 and should only be used in exceptional circumstances. **Call out fees** apply for Priority 1-4 (not 5).



Version 1.15

PRIORITY RESPONSE TIMES FOR EACH ZONE

Priority	Metro	Regional South Australia Only			
		Urban	Outer	Remote	Isolated
ALL PRIORITY 1 and 2 RESPONSES MUST BE TELEPHONED ONLY					
1	Within 45 minutes	1 hour	2 hours	*Same day before 1PM	2 days
2	Within 2 Hours	3 hour	4 hours	2 days	3 days
3	*Same day before 1PM	*Same day before 1PM	*Same day before 1PM	5 days	5 days
4	Within 5 working days	Within 5 working days	Within 5 working days	Within 7 working days	Within 7 working days
5	Within 30 days	Within 30 days	Within 30 days	Within 30 days	Within 30 days
*Same day if raised before 1PM if not by 1PM next day					
After Hours Priority 1	1 hour	1 hour	2 hour	Same day	2 days

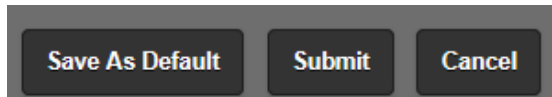
Note: Allow up to 30 Minutes processing time by Hotline

9. Complete **Site Contact Name** and **Contact Number** (free text)

Site Contact Details

Contact Name Contact Phone

10. Select **SUBMIT** to complete job request. (Use **Cancel** to clear prior to submission).



Click on **Job Tracking** tab after processing to see the request (wait approx. 5 minutes).

Asset Zone	Job Ident	Remote Request ID	Note	Job Type	Job Description	Est Cost	Fixed Price	Total Fixed Price	Class	Ident	Plan Start	Plan Finish	Sched Att DT	Priority	Vandal Ind	Cost Category
M	311339280			BD	PREF ALERTONS(GRAEME)REPR A/C UNIT FC..				U					4		HEATING/COOLING PLANT
M	311339277			BD	PREF CLIMATE CONTROL-RENE/BLD 4/DEGRE..				U					5		HEATING/COOLING PLANT
M	311339246			BD	BLD 1/PRINCIPAL'S OFFICE/RPR CRACKS +..				U					5		INTERNAL/EXTERNAL PAINT
M	311338605			BD	PREFER WESTSIDE AIR CON/BLD 7/RPR PAC..				U					5		ELECTRICAL PREVENTATIVE MAI
M	311338358			BD	PREF ELECTRIC RESULTS/BLDG 4/RM 301/R..				U					4		ELECTRICAL (BUILDING ONLY)
M	311338291			BD	PREF LEDA SECURITY/BLDG 7 RM 10 ELECT..				U					3		SECURITY SERVICES
M	311338288			BD	PREF DARYL WHITE PLUMB/BLDG 1A RM 7R..				U					3		PLUMBING (BUILDING ONLY)
M	311337503			BD	PREFER ELECT RESULTS/BLD 1/ROOM 249 &..				U					4		ELECTRICAL (BUILDING ONLY)
M	311337377			BD	PREF CLIMATE CONDITION-RENE/BLD 2/RM ..				U					3		HEATING/COOLING PLANT
M	311336929			BD	PREF ELEC RESULTS/BLD 2/RM 235/RPR/IN..				U					5		ELECTRICAL (BUILDING ONLY)
M	311336762			PR	ELECTRONICS MAR 2020 SITE SCHEDULED M..	1400			S	7251-PR-2019	01/03/2020	31/03/2020				ELECTRONIC PREVENTATIVE MAI

To cancel a job after it has been submitted, follow the standard job cancellation process.