Self Service Portal

A learning guide with discussion and exercises

IBM Maximo 7.5 for Work Management

COLUMBIA UNIVERSITY
FACILITIES

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SELF SERVICE

Welcome to the **Self Service** course. You may use the **Self Service** portal to submit service request.

Log in to Maximo

To access Maximo, point your web browser to the following URL:

https://www.services.cuf.columbia.edu

The following web page is displayed:

Select the **Click here and login using your Columbia UNI** link.


Facilities Home

COLUMBIA UNIVERSITY FACILITIES

SERVICES CENTER

Online Request for Facilities Services

We're Improving For You!

Our new online request system launched on April 14, 2015 has a new look and enhanced features, including a custom dashboard that allows users to submit service requests, check status, approve estimates and review bills - all in one place!

Need help navigating the new system? Check out our video tutorial: ***How to submit a service request.***

Facilities staff provides hundreds of services ranging from event setup and cleanup to painting and locksmith services. Find the service you need by viewing our list of services as well as our service rates.

To request a service please click below and login using your Columbia UNI:

LOGIN

To view bills for older requests please click here

To ensure effective service and campus safety, this web application cannot accept requests requiring emergency response. Please make urgent or time sensitive requests over the phone:

- **Academic & Administrative Buildings: Facilities Services Center (212-854-2222)**
- **Graduate and Faculty Housing: Facilities Services Center (212-854-2222)**
- **Undergraduate Housing: Hartley Hospitality Desk (212-854-2779)**
- **Facilities Events Services (212-854-8607)**
- **Public Safety Guard Services (212-854-6797)**

Standard Response and Completion Times

- **Emergency:** respond within 30 minutes from receipt; completion in time required to arrest emergency
- **Urgent:** respond within two hours from receipt; completion within 48 hours
- **Routine:** completion within 45 days (Does not include work scheduled to be done at a future time at the user group's request.)

If you have comments or suggestions about this web request form, click here.

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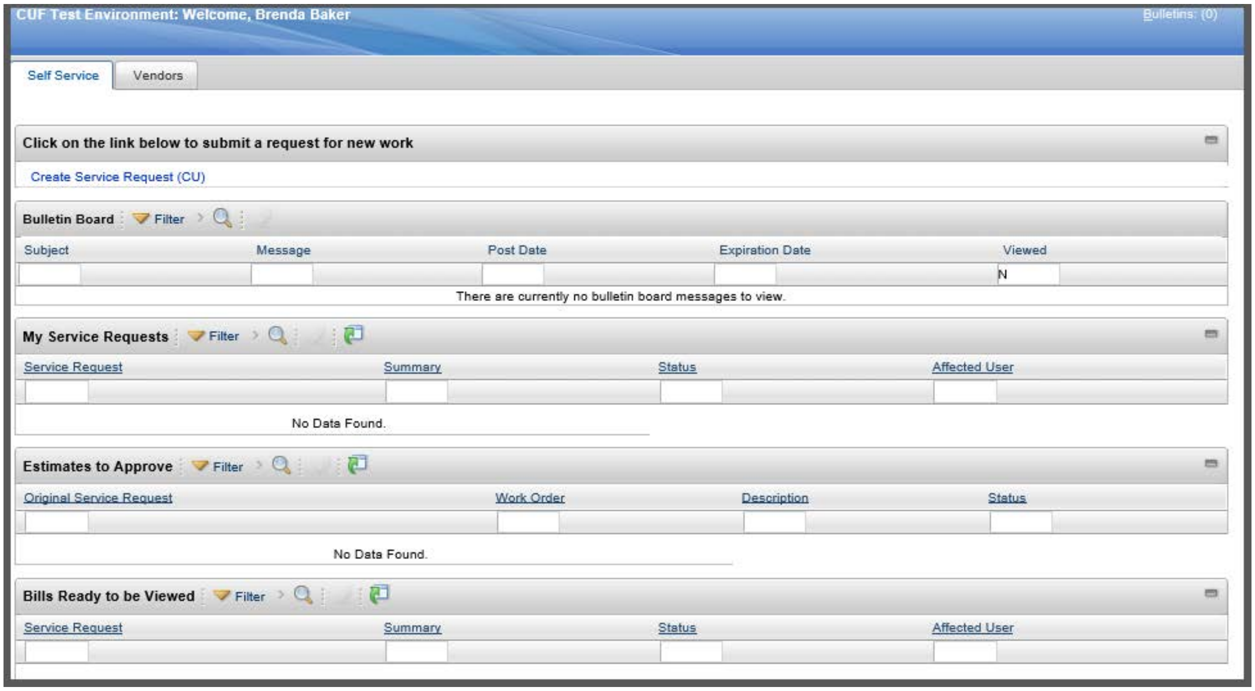
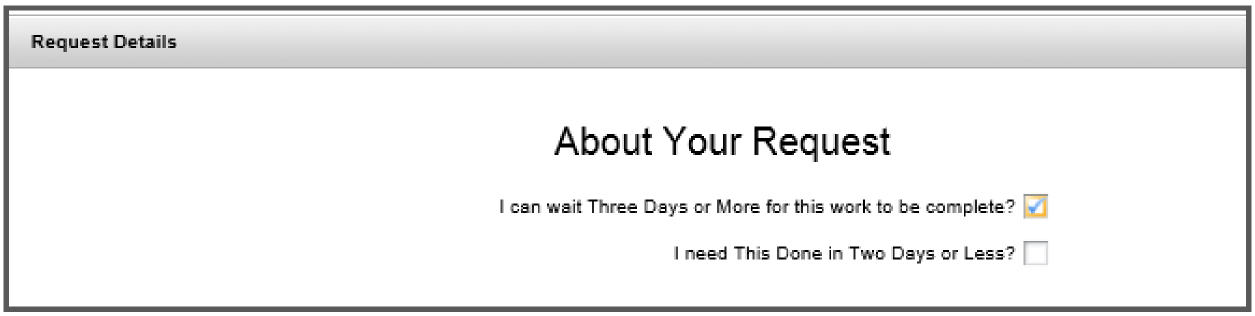
After credentials have been authenticated, the Self Service portal is displayed.



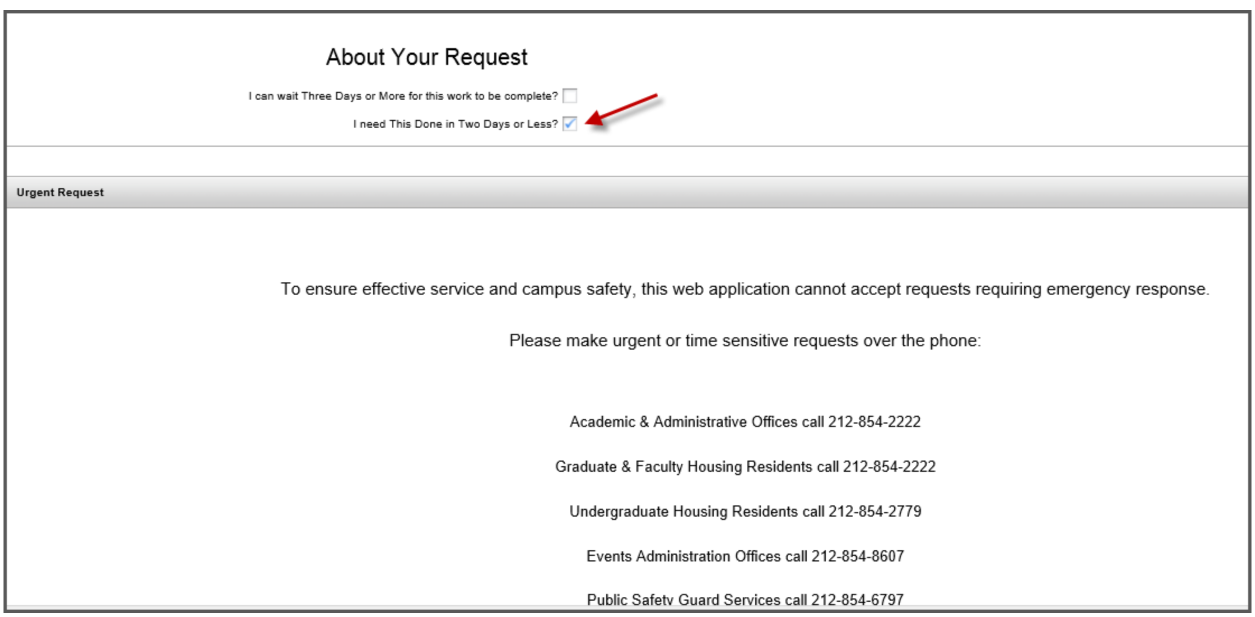
Create a Service Request

1. Navigate to the **Service Request** Application in MAXIMO by selecting the **New Service Request** link.

The **Service Request** Application is displayed with a service request record initiated. The **I can wait Three Days or More** for the work to be complete is checked by default. Only

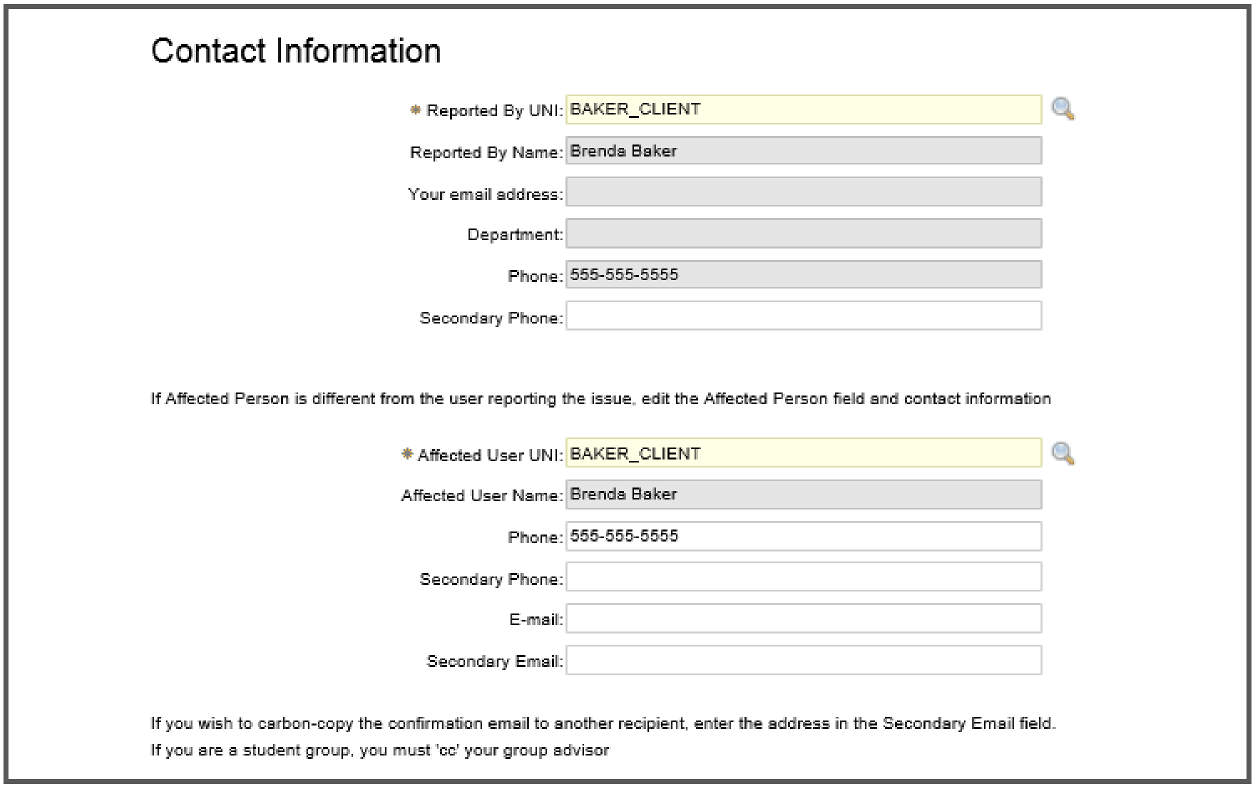


Note: Only non-emergency requests may be submitted. If the work to be performed requires two days or left, you are directed to submit your problem/issue over the phone. Appropriate phone numbers are displayed.

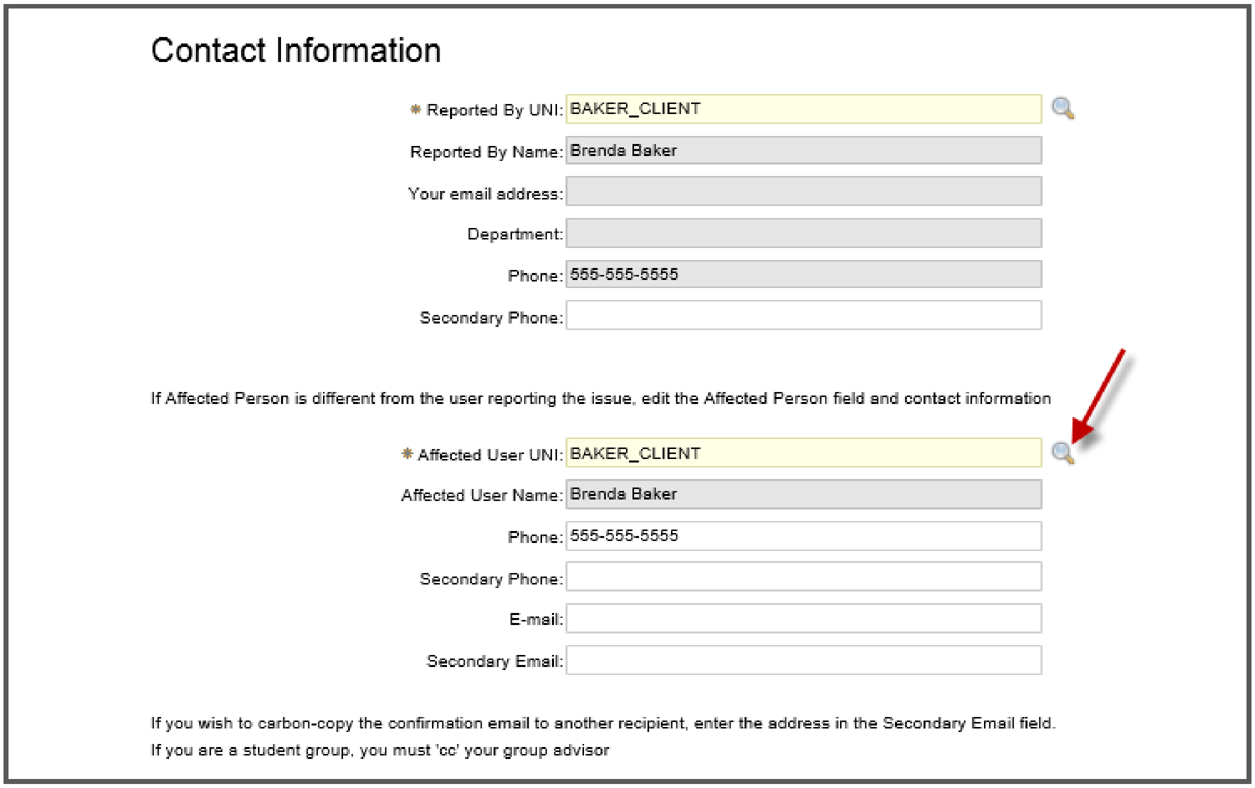


If you selected the 2 day response time, deselect.

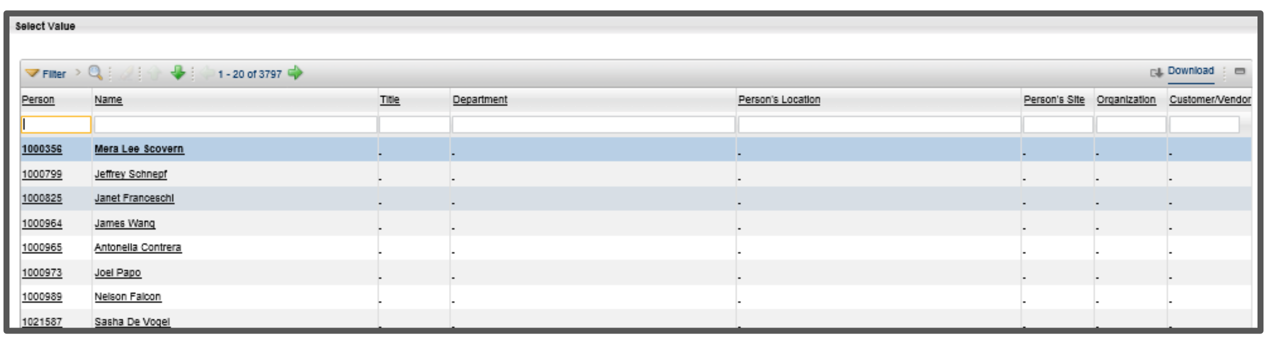
2 Enter your contact Information in the **Contract Information** section. By default the person who is currently signed on will automatically be populated in both the **Reported By UNI** and **Affected User UNI** fields. Typically if you are the student, falculty or client reporting the issue, the defaulted UNI is accepted. In the case that the **Affected User** is different, enter the appropriated person.



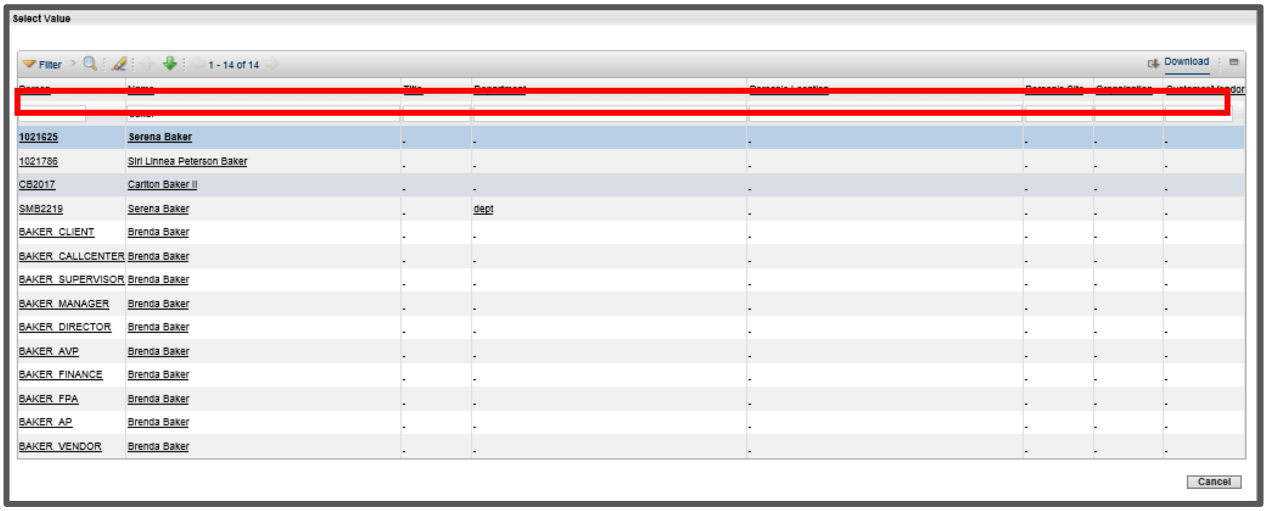
3. To change the Affected User UNI, select the magnifying glass to select the appropriated person.



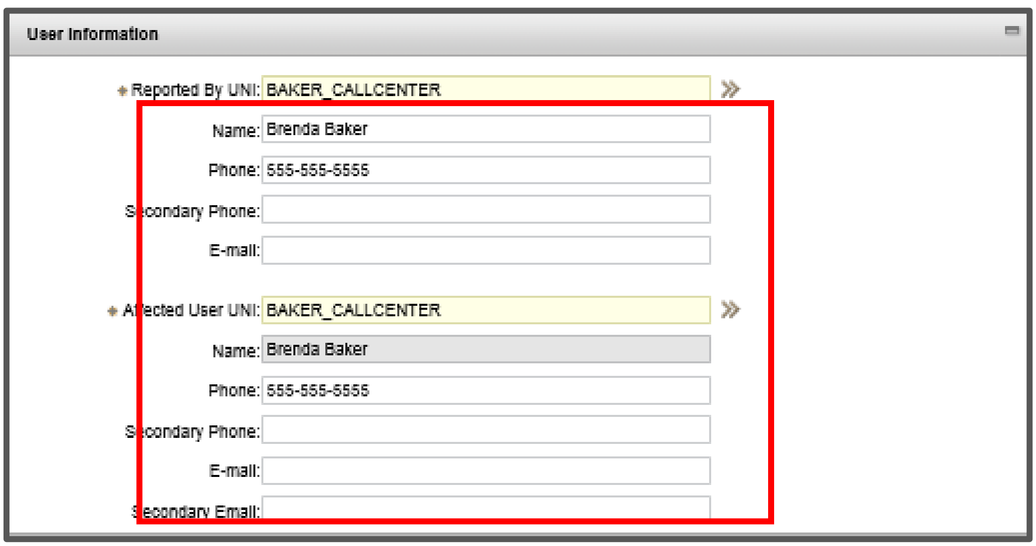
The **Select Value** dialog box is displayed with a list of valid personnel.



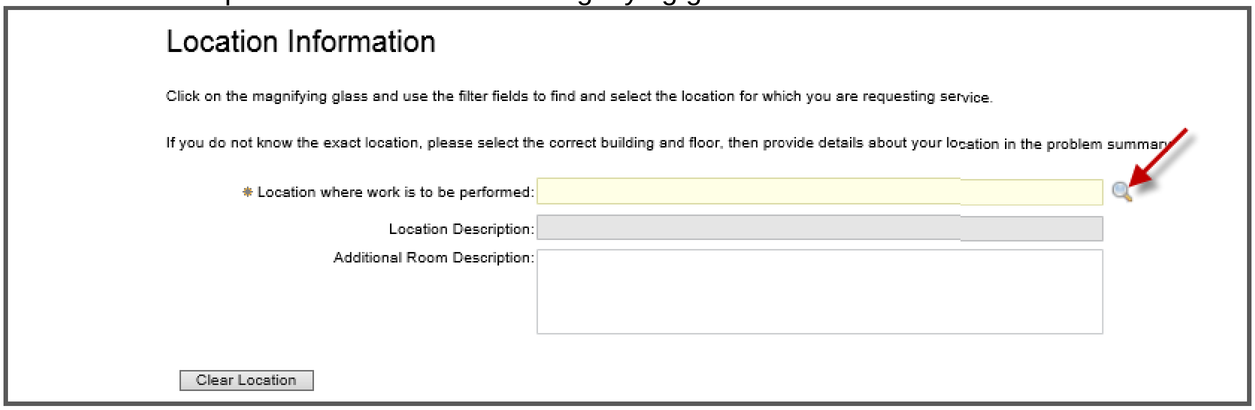
4. Use **Filter** fields to query for desired agent or personnel. Select appropriate vale.



Associated fields will be automatically populated including supporting data (i.e. phone, e-mail).

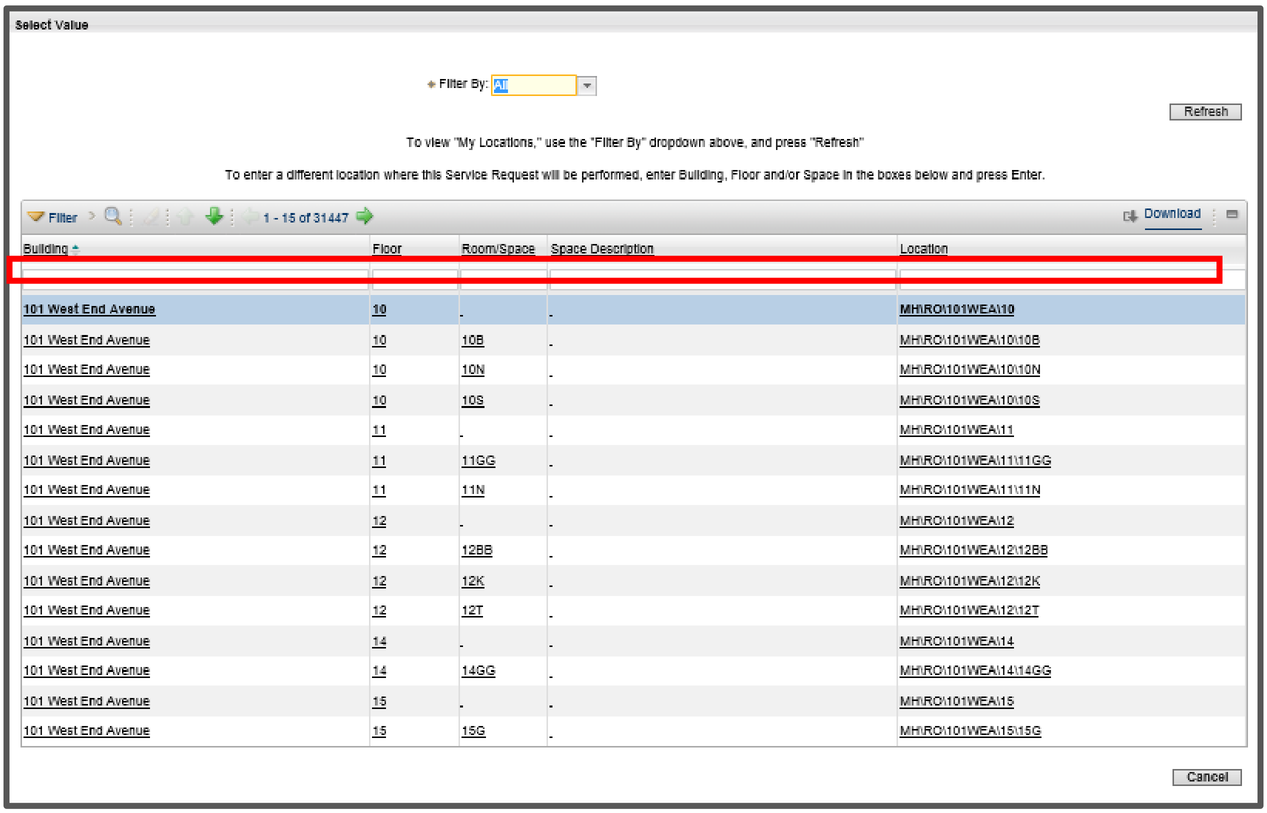


5. Enter a location in the **Location Information** section. The location identifies where the work is to be performed. Click on the magnifying glass icon.

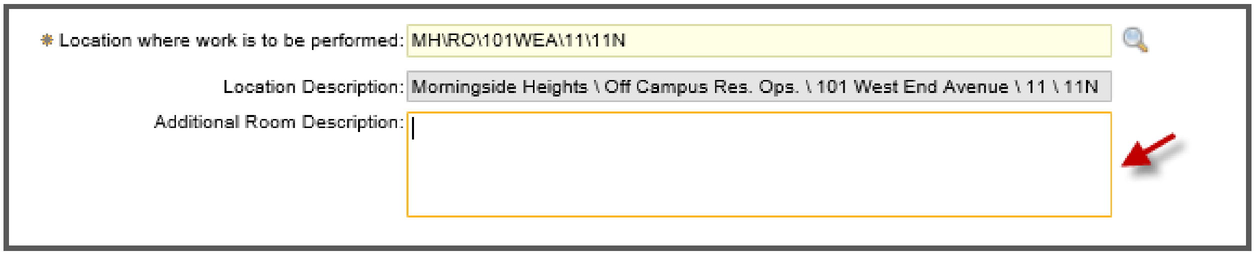


The **Select Value** dialog box is displayed with a list of valid Columbia locations.

6. Use **Filter** fields to query for desired agent or personnel. Select appropriate value.

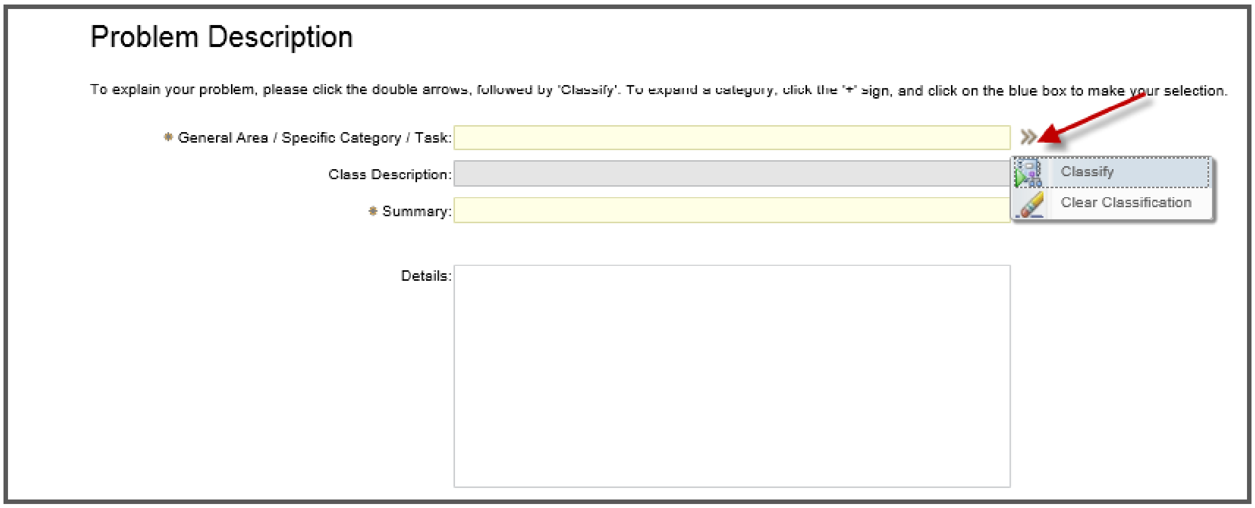


Associated fields will be automatically populated including supporting data (i.e. location description, building, room, and space#).



Next, define the problem/issue in **Problem Description** section.

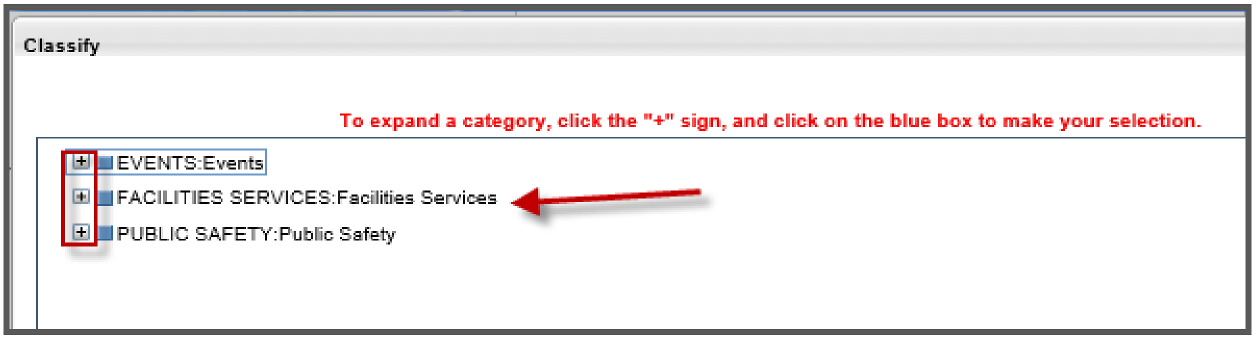
7. To define the problem/issue, the user indicates the **General Area**, **Category**, and **Task**. Click on the detail menu icon next to the **Area/Cat/Task** field, then select the **Classify** option.



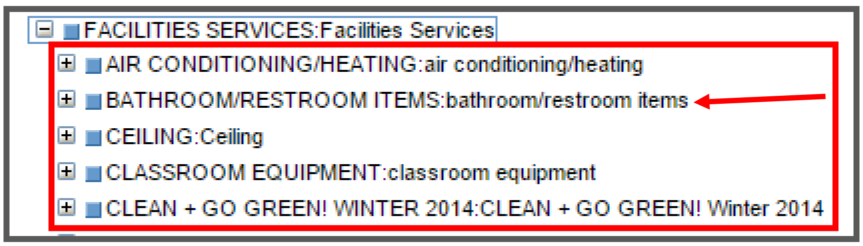
The **Classify** dialog box is displayed. Problems can be classified by selecting one of the following options.

- Events
- Facilities
- Public Safety

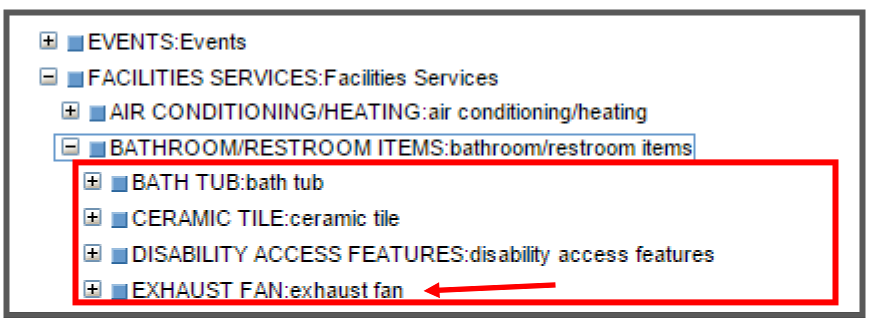
8. Select the plus sign next to appropriate classification for the work order to be performed.



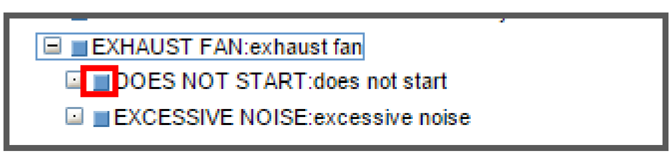
A list of **General Areas** are listed.
9. Select the plus sign next to appropriate General Area.



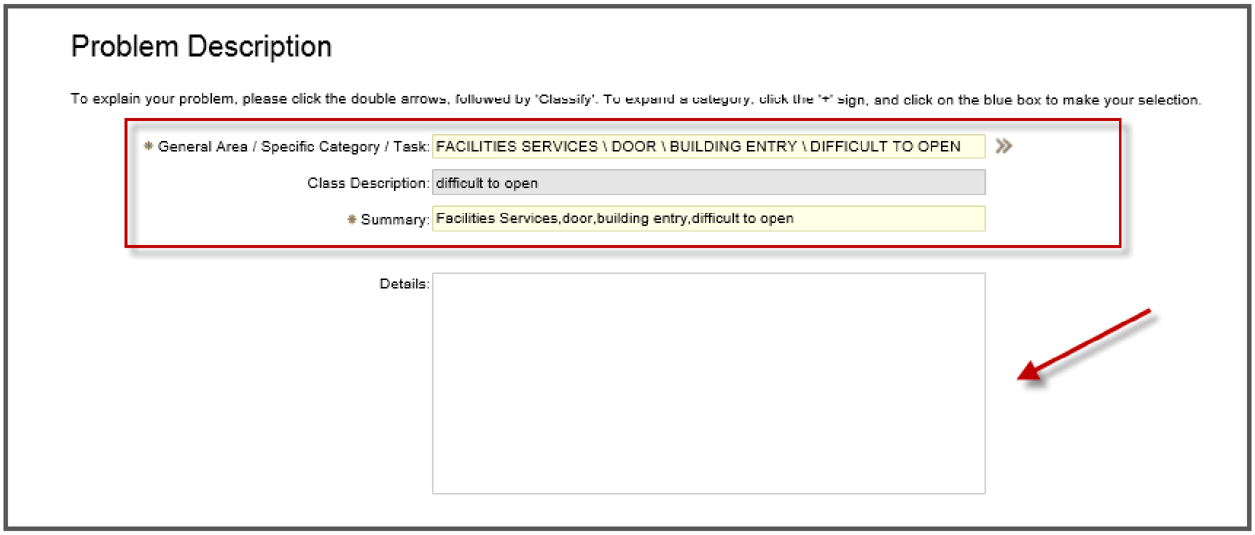
Under each **General Area** is a list of **Categories**.
10. Select the plus sign next to appropriate Category.



Under each **Category** is a list of **Tasks**.
11. Select blue icon next to appropriate Task.



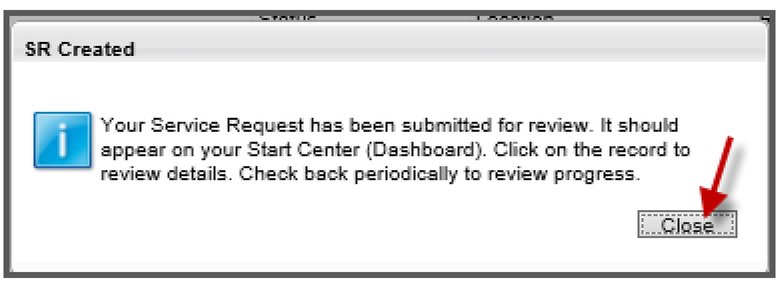
The classification structured is populated. You may use the **Details** section to additional details.



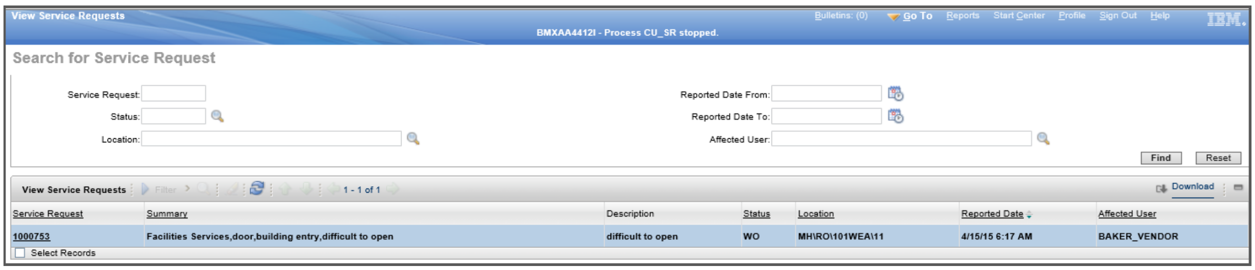
12. Click the **Save Record** button to submit the request.

The **SR Created** dialog box is displayed. It will indicated that the SR you created will be posted to your start center. (Alternatively, if you wish to cancel the sr, click on the **Cancel Record** button.)

13. Click **Close** button.



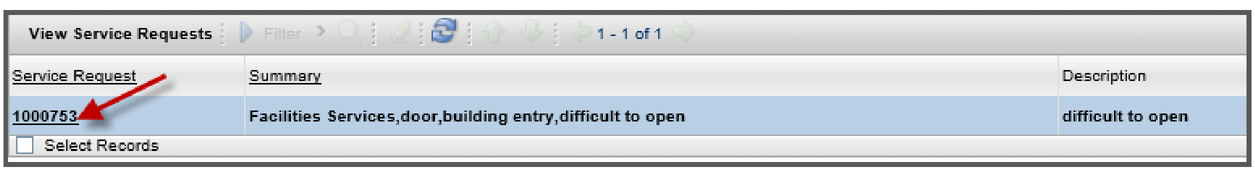
You are navigated to the View Service Request application. It list any srs that you have submitted.



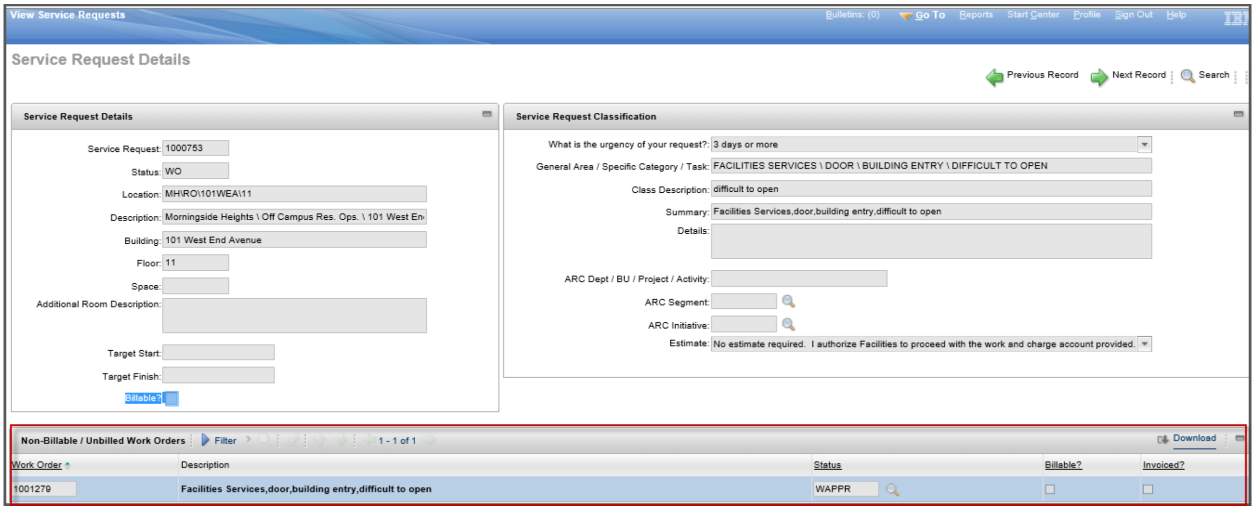
You have completed the steps to create a service request.

View a Service Request

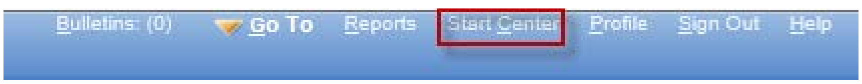
1. To view the service request, select from **View Service Requests** table window.



The details of the Service Request are displayed. A work order is automatically created and is displayed in the **Non-Billable/Unbilled Works Order** table window.



2. To return back to your start center, click on the **Start Center** link on your toolbar.



You have completed the steps to view a service request.