

# Planned Service Impact Procedure

## STAGE 1: PLANNING

The Requestor drafts a scope of work and identifies all potential service impacts.

The Requestor initiates a coordination meeting with the applicable stakeholders, i.e. Facilities Management, TAPS, Fire Marshal, Public Safety, EH&S, Contractor to review the scope of work and coordinate a field walk as applicable.

The Requestor incorporates items identified from the coordination meeting/field walk and updates drawings, scope of work, temporary equipment, logistics, MOP's for inclusion with the submittal of the PLANNED SERVICE IMPACT REQUEST FORM.

Facilities Management identifies a Coordinator for the project who will work with Requestor throughout the process. The Coordinator will manage services internal to Facilities Management Department.

## STAGE 2: NOTIFICATION

The Requestor submits a PLANNED SERVICE IMPACT REQUEST FORM and the associated WORK ORDER(S) to FM Help Desk with a fourteen (14) business-day advanced notice. Facilities Management services which support construction projects and auxiliaries departments are rechargeable and an FAU is required.

The FM Help Desk works with the Coordinator and assigns Work Order(s) to applicable Facilities Management staff to support the service impact.

The Coordinator distributes the PLANNED SERVICE IMPACT REQUEST FORM to all applicable stakeholders and responds to the Requestor with an approval of the service impact. Approval is required before proceeding with the work.

The Coordinator issues a building/campus advisory or similar to all stakeholders with a twelve (12) business-day advance notice and posts large impacts to services, including schedule, on the Facilities Management website.

**\*\*NOTE:** All materials must be on site before start of planned utility outage

## STAGE 3: PLANNED OUTAGE / IMPACT

The Coordinator or designee is responsible to manage Facilities Management staff through the duration of the work.

The Requestor is responsible to manage all others involved in the scope of work, i.e. contractors, vendors.

The work is performed.

## STAGE 4: COMPLETION

Facilities Management staff checks equipment or systems for functionality as applicable.

The Requestor notifies the Coordinator upon completion and the Coordinator relays notification to applicable stakeholders and updates FM website.

The Requestor issues POST-SERVICE IMPACT ASSESMENT FORM; both the Requestor and Coordinator file for reference.