SERVICE REQUEST: WHAT TO INCLUDE

BASIC SERVICE REQUEST QUESTIONS

• What building is the problem in
• What room/area (if applicable) is the problem in
• Name of person calling
• Net ID of person calling
• Phone number of person calling
• Department charge number (if determined to be needed)

SPECIFICS

LIGHTS
• Is the light florescent, can, track, under cabinet, or on specialty equipment?
• Is this the only light in the room?
• Where in room, hallway, etc. is the light located?

PROJECTION SCREENS
• Are they manual or electrical?

CLASSROOM CHAIRS
• How many need repair?
• Seat number?
• Is it the seat, back, tablet arm that is broken? Is it a fixed or movable type classroom chair?

A/C ISSUES
Is it a window unit, central, stand-alone/liebert unit?

IF WINDOW A/C:
• Upper or lower sash? Which unit
• (If more than one in the room)? Not running?
• Not cooling?
• Noisy?

IF CENTRAL A/C:
• Not cooling? Not running? Noisy? Leaking?

SINKS
• Location: Public restroom, private restroom, lab, kitchen, etc.? Is it leaking at handles, pipe, drain?
• Only sink in the room? If not, which sink has the problem? Is water cleanup needed?

FUME HOODS
• Is hood running?
• Is hood exhausting like it should? In alarm?

DOORS
• Is this a security issue?
• Type of door: glass, metal, wooden?
• Is the problem a closure issue, sticking in frame, dragging?

WINDOWS
• Is this a security issue?
• Is the window wooden, aluminum, metal?

LOCKS
• Is this a security issue?
• Deadbolt lock, combination lock, regular lock, etc.? Is the lock sticking, not unlocking, etc.?

ELEVATOR
• Is someone stuck in the elevator?
• Is this the only elevator in the building?
• If not, which elevator is having a problem? Not responding to call, not leveling?
• Stuck on which floor?

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Request service at my.fs.illinois.edu. For urgent assistance, call the F&S Service Office at 217-333-0340. For additional information or questions, email fsserviceoffice@illinois.edu.