

## 1. Task Orders

### 1.1. Campus Community Members shall be able to submit on-demand task orders

1.1.1. These task orders may be submitted by a form on [facm.umn.edu](http://facm.umn.edu), or by a phone call to the facm call center.

1.1.2. These task orders shall contain information on the location (2.1.1.1) and task (2.1.1.3).

### 1.2. The system shall automatically submit task orders for regularly scheduled requests.

### 1.3. System administrators shall be able to submit "Maintenance Alert" task orders

## 2. Requests

### 2.1. The system shall automatically create new requests out of submitted tasks.

#### 2.1.1. The system shall keep the following information for each request:

##### 2.1.1.1. Location. This field represents the location that the problem is in.

2.1.1.1.1. This information shall be copied from their respective fields in the submitted task.

2.1.1.1.2. The information will be in the format of "Building, floor, room"

##### 2.1.1.2. Time. This field represents the time that the task was submitted.

2.1.1.2.1. This information shall be filled in with the time of task submission.

2.1.1.2.1.1. This time shall be formatted in accordance to ISO 8601: "Combined data and time in UTC"

##### 2.1.1.3. Task. These fields contain user submitted information on the problem.

2.1.1.3.1. This information shall be copied from their respective fields in the submitted task

2.1.1.3.1.1. The task submitter's description of the symptoms of the problem.

2.1.1.3.1.2. The asset(s) with the problem.

- 2.1.1.4. Status. This field contains information on the current status of the request.
        - 2.1.1.4.1. The request will be assigned a status of “Open” upon creation.
        - 2.1.1.4.2. The three possible Status values are Open / Scheduled / Completed
    - 2.1.2. Multiple requests shall be created for the same task if the problem is with multiple assets.
      - 2.1.2.1. One request shall be created for each asset described in the task.
  - 2.2. Maintainers and Maintenance Staff Management shall be able to query the system to sort or filter the requests by the values listed in 2.1.1
  - 2.3. Requests in the system shall be grouped by their “Status” value
  - 2.4. Maintainers shall be able to amend, but not delete, the information (described in 2.1.1) of requests.

3. Request Allotment

  - 3.1. Maintainers shall be able to assign “Open” requests to themselves
    - 3.1.1. Requests assigned to Maintainers, but not yet completed, shall have their status changed to “Scheduled”
  - 3.2. Maintenance Staff Managers shall be able to request an allotment report from the system.
    - 3.2.1. The allotment report shall be generated on-demand when a Maintenance Staff Manager requests it
    - 3.2.2. The allotment report shall contain a list of requests that have been allotted to Maintainers across user specified sets of maintainers.

4. Maintainers shall be able to set the status of a request that has been allotted to them to “Completed”

5. The system shall interface with an external monitoring system to monitor maintenance supply levels in each maintenance supply area.

  - 5.1. Supply Chain Staff Members shall be able to access the supply level information