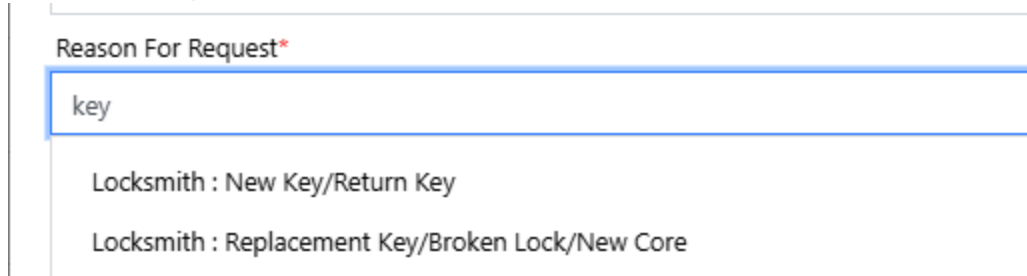


1. How are key requests initiated and processed? Info on Facilities website still has Archibus info: <https://www.uthsc.edu/facilities/key-control.php>

- We are working on removing Archibus references from the Facilities webpages.
- As of right now, Key Requests can be initiated by submitting a Work Request through the **Maintenance Work Request portal off of the DASH.tennessee.edu landing page**. There are two options to choose from:



A screenshot of a web form. At the top, there is a label "Reason For Request\*" in red. Below it is a dropdown menu with a blue border. The selected option is "key". Below the dropdown, two options are visible: "Locksmith : New Key/Return Key" and "Locksmith : Replacement Key/Broken Lock/New Core".

- This work request process replaces the forms and Archibus process that were used in the past.
- In the near future, we will be using Planon to manage the key process. We will make everyone aware of that change through the Daily Digest and the Bottomline.

2. After GO LIVE, many Facilities requests were routed as chargeable items; however, we were not paying for them in the past (examples - moving furniture, signage). If the units are required to pay for the work, will a cost estimate be provided as part of the approval workflow? If this issue has been resolved, please disregard the question.

- The Facilities Policy has always been that Facilities is responsible for **routine maintenance** and the requesting department is responsible for the cost of **special requests**.
- Charging departments for special requests was not a smooth process between Archibus and IRIS.
- However, due to the integration with the Financial modules, DASH provides Facilities with more functionality that will allow us to charge departments for these special requests.
- The Work Request Portal uses the information provided by the Requestor to determine if the request might be chargeable, which will then require a departmental approval before work is started.
- If the department approver determines they do not wish to pay for the request, it can be rejected.
- If you would like to get a cost estimate prior to start of the work, we ask that you include this in the request description and approve the request. The Facilities supervisors will then create an estimate before starting work.
- In addition, departments will see transactions within the month they are incurred, which will help both the department and Facilities stay on budget for the special request.
- This new DASH functionality will help the Facilities department to improve budgetary controls and better maintain a predictable budget, as we move towards more preventive maintenance of our campus.