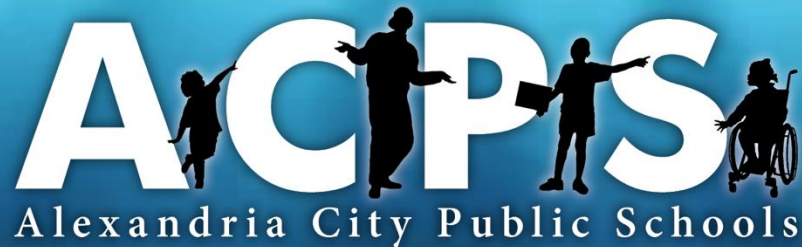


# Overview: SchoolDude

School Board Meeting  
Thursday, May 25, 2017  
7:00 pm



***Every Student Succeeds***

# Essential Questions

- What is SchoolDude?
- What is a Work Order?
- How are Work Orders created?
- What is the Work Order process?
- What are the Work Order performance metrics?

# What is SchoolDude?

- Web-based system tailored for Schools
- ACPS subscription to MaintenanceDirect since 2006

# What is a Work Order?

Work Orders are service requests addressing:

- Facility emergencies
- Repairs
- Request for services such as moving furniture, pick-up and deliveries, event set-up and clean-up
- Requests for interior furnishings such as furniture, window blinds, carpet, floor tile, etc.
- Small projects/room reconfiguration, painting, etc.

# How are Work Orders Created?

- Requests are entered in MaintenanceDirect
- Work Orders are electronically generated
- Facilities assigns Work Orders as received
- Requesters automatically receive updates as Work Orders change status

# Work Order Request Screen

**Work Request**

## Work Order


Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.









**Step 1 Please be yourself, click here if you are not TEST ACCOUNT**

**First Name**  **Last Name**  **Email**   
**Phone**  **Pager**  **Mobile Phone**

**Step 2 Location**   
  
**Area**  **Area/Room Number**   
 Yes, remember my area entries for my next new request entry.

**Step 3 Select Problem Type:**


 **Maintenance Help Desk:**  
Click [here](#) for Maintenance Emergency Contacts  
Click on the problem type below that best describes your issue.

 Alarm     Asbestos     Asphalt     Bleachers  
 Building Engineer     Cafeteria     Carpentry     Carpet Cleaning

**Maintenance Emergency**  
 Check here if this is an emergency or call any of the emergency contacts below.

Contact Name	Contact Phone
Facilities Department	703-619-8038
Maintenance Shop	703-212-4916/4917

**Step 4 Please describe your problem or request.**

**Step 5 Requested Completion Date**  
   
(A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

**Step 6 Submittal Password**   
 [Forgot Password?](#)

**Step 7**

# Work Order In Process Screen

## My Maint Requests

**Your request has been successfully submitted.**

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for:   Show All 

1 - 1 of total 1 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input checked="" type="checkbox"/> WOID	<input type="checkbox"/> Description	<input type="checkbox"/> Assigned To	
<input type="checkbox"/> Area		<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area Number		<input type="checkbox"/> Type	
New Request	Charles Barrett Elementary School	No Action Note	
52064	Please deliver two boxes of ceiling tiles. Thank you.	Byrd, Telly	
Classroom		5/16/2017	
42		Ceiling Tile	



◀ Previous 10 Next 10 ▶

# Work Order Completed Screen

## My Maint Requests

**Your request has been successfully submitted.**

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for "

Search this results for:   Show All 

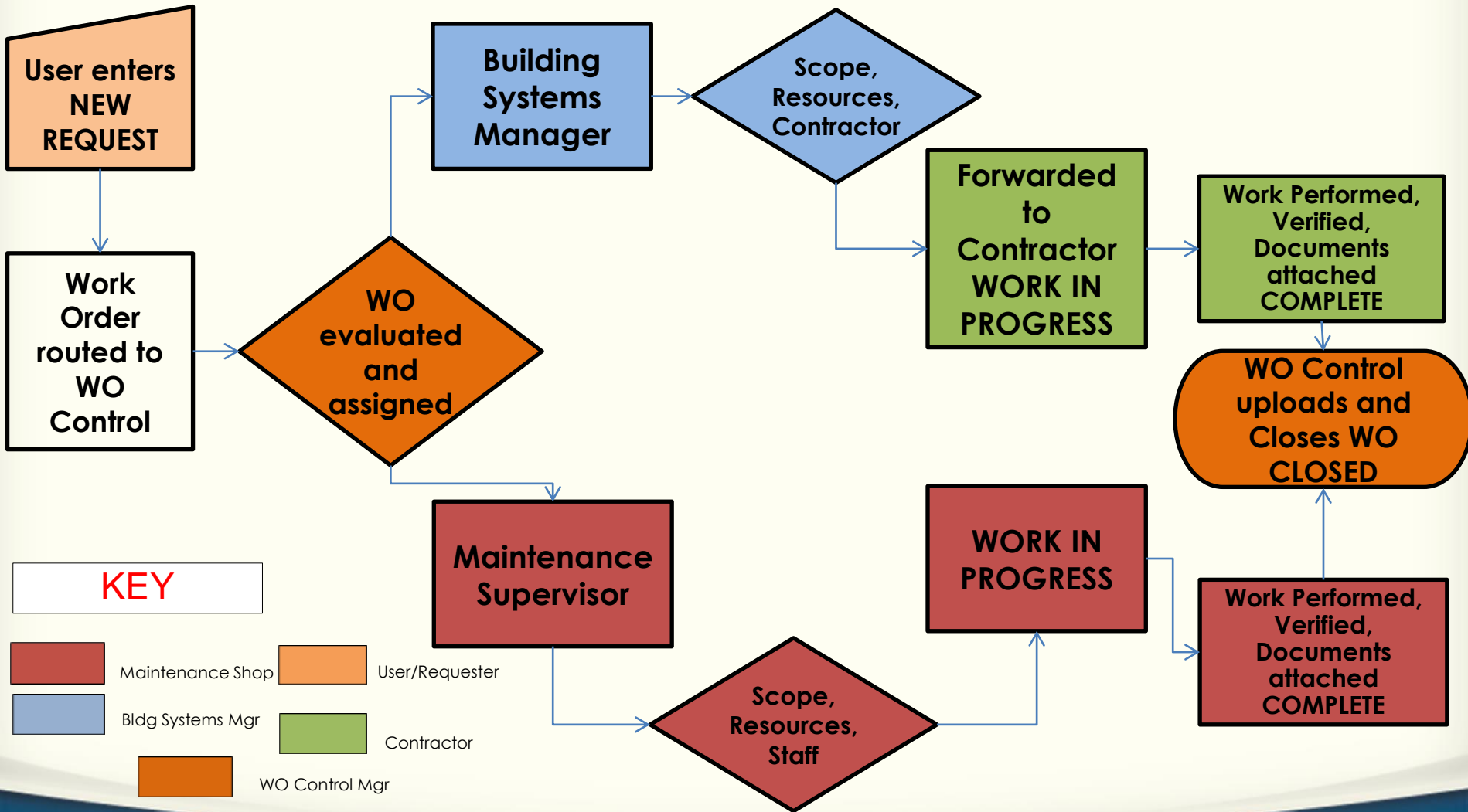
1 - 1 of total 1 listed

◀ Previous 10 Next 10 ▶

<input type="checkbox"/> Status	<input type="checkbox"/> Location	<input type="checkbox"/> Action Taken	<input type="checkbox"/> Complete Date
<input type="checkbox"/> WOID	<input type="checkbox"/> Description	<input type="checkbox"/> Assigned To	
<input type="checkbox"/> Area		<input type="checkbox"/> Request Date	
<input type="checkbox"/> Area Number		<input type="checkbox"/> Type	
Complete	Charles Barrett Elementary School	No Action Note	5/16/2017
52064	Please deliver two boxes of ceiling tiles. Thank you.	Bouvard, Sylvie	
Classroom		5/16/2017	
42		Ceiling Tile	



# Work Order Process



# Work Order Status Definitions

Status	Typical Interpretation	Typical Scenario
<b>New Request</b>	Initial status; work not yet assigned.	Work Request is evaluated for accuracy, duplication, content and forwarded.
<b>Work in Progress</b>	Work Order is assigned or scheduled. Work is either routed to Maintenance Shop staff or Contractor for completion.	The work is scheduled or in progress.
<b>Complete</b>	All physical work has been performed. Transactions such as purchases or labor may not be fully uploaded on the work order; this status will alert the user/requester that the work is done.	Onsite work is complete.
<b>Closed</b>	Both physical work <i>and</i> administrative documentation is concluded. All transactions, notes and any corrective actions have been completed.	All work and documentation are completed.
<b>Declined</b>	Work orders that will not be done. They may be declined by Facilities Staff.	Specific resources not available or work outside typical scope.
<b>Duplicate Request</b>	There is a previously requested work order in the system.	Facilities is aware of the request and a prior request is documented.
<b>Void</b>	Work orders cannot be deleted; work orders are voided.	Work Order cancelled.

# What are the Work Order Performance Metrics?

4. Facilities and the Learning Environment: ACPS will provide optimal and equitable learning environments

4.2 Well maintained facilities

4.2.1 % of projects/repairs addressed within established timeframes

4.2.1 (a) Emergency Service Calls - Immediate

4.2.1 (b) Routine Work Orders -within 30 days

4.2.1 (c) O&M (Small) Projects 30 days -1 year

# Challenges

- What is working?
- Are there opportunities for improvement?

# Questions?

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Educational Facilities Department

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703-619-8356