



# GUARDIAN

## Web-Based Work Requests

### Use Internet Technology to Your Advantage!

- Save time - no need to sift through stacks of paper Work Requests.
- Save on licensing costs.
- An unlimited number of users can submit Work Requests.
- Users can monitor the progress of their Work Requests from the **GUARDIAN** Work Request Web-Page.
- Seamlessly integrated to the **GUARDIAN Work Order Management System**.
- Great tool for Facilities related work.
- Utilize the Email Event Notification system to stay informed of the progress of your request.

### Highlights:

- Streamline the Work Request process by controlling how requests are submitted to the Maintenance department.
- Convert Work Requests directly into **GUARDIAN** Work Orders upon approval.
- Work Request Originators can monitor the state of their requests and even be informed of the progress of each request.

### THINK ABOUT IT ...

- Wouldn't it be great to get rid of those pads of paper Work Request forms?
- Or how about reducing the number of calls you get to change a burnt out light bulb or fix a squeaky door?
- How can you get your company intranet working for YOU?

### THE SOLUTION ...

#### The **GUARDIAN** Web-Based Work Request System.

This system will allow you to provide anyone in your organization with a fast, simple way of submitting Work Requests to your department with NO paper, NO phone calls and NO interruptions.

Simply place a link to the **GUARDIAN** Work Request Web Page on your company's intranet home page and anyone can submit Work Requests electronically. It's simple, it's fast and best of all, you're not involved until YOU choose to be.

The screenshot shows a web browser window titled "New Work Request - Microsoft Internet Explorer provided by Western Software". The address bar shows "http://localhost/guardianweb/workrequest/". The page content includes a "New Work Request" form with the following fields and values:

- Equipment: 100
- Requested: G. Harling
- E-Mail: gharling@tni.com
- Attention: Maintenance
- Date Required: Jan 20, 2003
- Clock Tower Building
- Priority: Medium
- E-Mail Notifications:  WO Completion Or Cancellation,  Approved Or Denied
- Work Order #, WO Status, N/A, Foreman, N/A

Below the form is a text area with the instruction "Please Describe In Detail The Work You Are Requesting". The text entered is: "The light fixture that illuminates the clock-face is damaged. A new fixture will be required and the wiring should be replaced at the same time since it is the original wiring from 1963."

Anyone who has used the internet can use the **GUARDIAN** Web-Based Work Request System.

## How Does it Work?

1. Open your web-browser (Internet Explorer, Netscape) and surf to the **GUARDIAN** Work Request Web-Page.
2. Click the *New* button.
3. Enter the details of the work to be requested. Click the Save button and the system will assign you a Work Request Number. The request has automatically been submitted to Maintenance for evaluation.
4. The Maintenance department reviews incoming requests and approves or denies them.

## Exactly What Does the Maintenance Department Do?

The Maintenance department uses the *Work Request Manager Screen* to review and approve or deny incoming Work Requests. This screen allows the Maintenance department to:

- Sort and group Work Requests on any number of fields (Originator, Request Date, Etc.)
- Assign the exact equipment to be worked on based on the **GUARDIAN** equipment list.
- Select the Work Order Numbering Series (Type), Status, Trade and accounting information to be assigned to an approved request.
- Adjust the Work Description as required.

The screenshot shows the 'Manage Work Requests' interface. The form includes fields for Status (Work Request), Trade (Electricians), WO Series (Running work order), Priority (3-< 7 Days), Equip (88700-0700), Description (The light above the main door has been va...), Requested By (Greg Kastes (gkastes)), Owner (Greg Kastes (gkastes)), and Required (Nov 23, 2000). There are buttons for 'Create WO' and 'Deny Req'. Below the form is a text area with the description: 'The light above the main door has been vandalized and needs replacement. The bulb and the fixture will both need to be replaced.'

Below the text area is an 'Attention' section with a table of work requests:

WR #	Equipment #	Requested By	Instructions	Required	Created	Email	Owner
- Electrician							
WR10091	My Office	Greg Kastes (g...	The flourescent light	11/22/2000	11/21/2000...	gkastes@trni.c...	Greg Kastes ...
WR10092	Entrance - Admin Office	Greg Kastes (g...	The light above the main	11/23/2000	11/21/2000...	gkastes@trni.c...	Greg Kastes ...
- Fred Doorjam							
WR10102	Lobby	Greg Kastes (g...	The granite panels on the	12/15/2001	12/3/2001 ...	gkastes@trni.c...	Greg Kastes ...
- Gavin							
WR10107	Line1	Greg Kastes (g...	Fix ASAP. Machine	2/18/2002	2/19/2002 ...	gkastes@trni.c...	Greg Kastes ...
- Halner							

Record: 1 4 of 10

Work Request Manager Screen



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Management System

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