Create Corrective Maintenance Work Task

Corrective maintenance work tasks are issued upon request, either by using the self-service functions in TRIRIGA or after being received over the phone. Corrective Maintenance Work Tasks can also be created directly by a user with appropriate access.

Procedure

A. Navigate to the Requests > Manage Requests portal.
   1. Click the Requests tab.
   2. In the Request Central section, expand Facilities and click General Repairs.
   3. Select who is requesting the repair.

B. Complete the General Repair request form, Request Details section.
   1. At a minimum enter the following information:
      ▪ Building, if different from user’s default location
      ▪ Organization, if different from user’s default organization
   2. Click the OK action.

C. Complete the Service Request section.
   1. In the Describe Your Request section, enter a description of your request.
   2. Click the Submit action.

D. Review the request.
   1. On the Manage Requests page, in the My Request History, observe the request has been created.
   2. Confirm notification in user Home portal that request has been received.

E. Approval of the request generates the Work Task.
   1. If user access allows, locate and review the Work Task.
   2. Navigate to the Tasks landing page.
   3. Click the drop down menu for Manage Tasks.
   4. Click Work Task.
   5. In the Work Location field, enter the location of the work.
   6. Click on the task to open it and confirm it created properly.