

TECHNICAL COLLEGE OF THE LOWCOUNTRY

PROCEDURE

PROCEDURE NUMBER: 5-1-502.8

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PROCEDURE TITLE: SERVICE/WORK REQUESTS

BASED ON POLICY:

REVISION NUMBER: 1

OFFICE OF RESPONSIBILITY: ADMINISTRATIVE SERVICES



PRESIDENT

November 30, 2012

DATE

PURPOSE

The purpose of this procedure is to outline the steps for completing service/work requests.

PROCEDURE

Work requests are processed through the Business Office.

1. The types of work which should be requested through a work request are repairs, removal of items, installation, relocation, replacement, reworking, and inspecting.
2. To request a specific task, employees email all pertinent information to support@tcl.edu, where work requests are sorted and assigned to the appropriate department.
3. Work orders requiring significant labor and resources will be scheduled according to institutional priorities, and the requestor will be notified of the status of the request.
4. The status of the request will be updated in the eSupport system. The requestor will receive notification when work has been completed.