



7/26/2021

FACILITIES SERVICE REQUEST (FSR) Best Practices

Background and Purpose

Facilities Management & Operations (FMO) provides the day-to-day maintenance services necessary to support the University's physical operations. This department is comprised of hundreds of skilled trades workers, engineers, and custodians, who maintain and improve Boston University's campuses to ensure a clean, attractive, safe, and sanitary environment for students, faculty, staff, and visitors.

Facilities Service Requests (FSR) are utilized for non-routine maintenance and includes things like moving furniture, event set-ups, changing locks, and renovations. The costs of these services are the responsibility of the department making the request.

Only authorized users are able to submit FSR's through the CAMMS system. If you are not an authorized FSR Account user contact Krishna Chirareddy (krishnac@bu.edu).

Routine maintenance service requests are handled directly by the assigned CPO Area Manager. This includes things such as replacing lightbulbs, unclogging plumbing, and repairing broken windows or doors, among others. You can find your area manager by clicking here: <http://www.bu.edu/cpo/who-we-are/operations-services/custodial-operations/area-managers/>

Abbreviations

Abbreviations	Meaning
CAMMS	Computer Aided Maintenance Management System
CPO	Campus Planning & Operations
FMP	Facilities Management & Operations
FSR	Facilities Service Request

Process Flow

Information to have on hand before starting the FSR process: job address, date(s) of service expected, the account number to be charged, percentage of cost split if desired, estimated cost to commit, and job specifications.

1. Log into CAMMS: <http://facilities.bu.edu/camms/DefaultSAP.aspx>
2. Select the service needed
3. Fill out the forms
4. Select the Shop
5. Complete the funding commitment
6. Add any relevant information in the Note Pad
7. Include pictures or diagrams if possible (useful for events)
8. Submit your request to facilities



Roles and Responsibilities

Role	Responsibility
Department Administrator	Identifies the account number to be charged and submits the FSR
Principal Investigator	Alert DA that a FSR is needed in connection with a Grant

Reference Materials:

- <http://facilities.bu.edu/camms/DefaultSAP.aspx>
- <http://www.bu.edu/cpo/who-we-are/operations-services/>

Screenshot from online FSR form:

Maintenance/Update Request

Reprint Work Order Delete Work Order Edit Work Order

Work Order Number: 9060676715
Status: Approval Not Required (Uploaded)

Job Address:

BU Address:

Building: Building Code:

Requester: Phone:

School/Department: Email: XXXX@bu.edu

Room Number: Floor Site:

Contact: Same as requester Contact Phone:

Desired Start Date: Desired End Date:

Keep this open for the entire fiscal year.

Split Costs? No, only 1 cost object will be used for this request.

Shop: CUSTODIAL

Describe your request: [Request A New Cost Object](#)

Line #1

Description/Note:

(500 characters maximum)

Cost Object:

Note Pad:

(250 characters maximum)

Attachments
File to Attach: No file selected.