

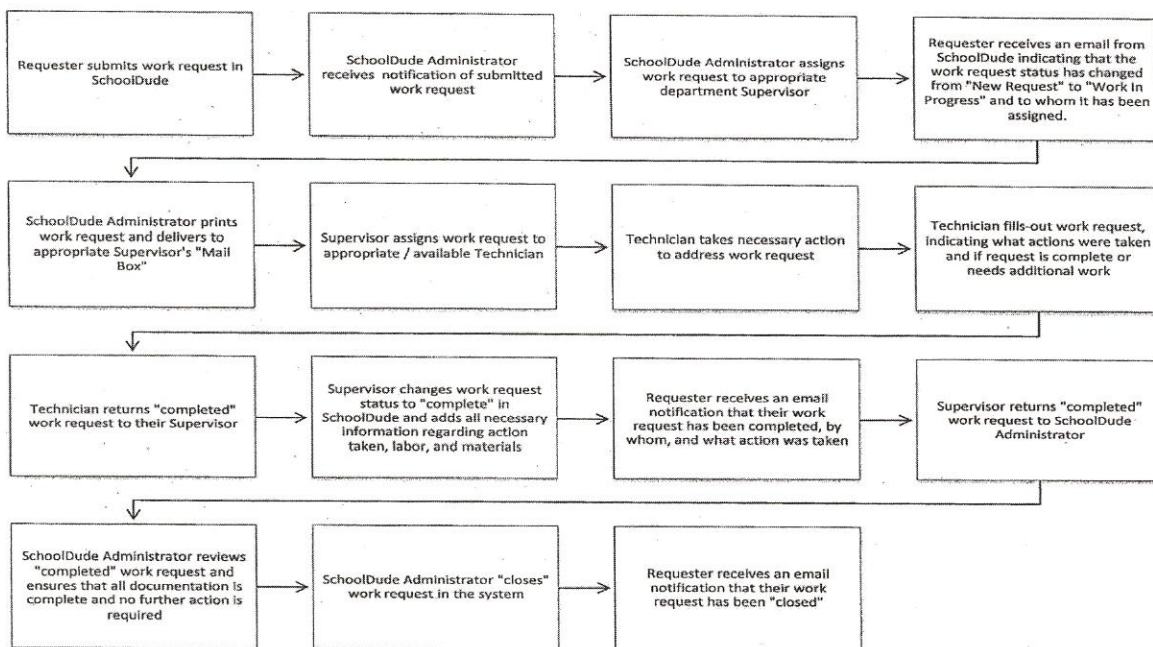
School Dude Maintenance Direct

The Worcester Public Schools utilize School Dude Maintenance Direct, a web based maintenance management software system built exclusively for school facility management and work order management. This program allows districts to manage the maintenance and repair work order process from request to completion.

By utilizing this program for work order requests, the district's productivity and work order tracking has increased and service has vastly improved. Use of this program has eliminated time consuming phone calls and emails, thus allowing us to be more efficient and we have a better record of the work orders.

Here is the work order request path. A more detailed narrative of the WPS process will follow.

SCHOOLDUDE WORK REQUEST PATH



FOR NON-EMERGENCY WORK ORDER REQUESTS

All faculty & staff can request work to be done at the facility following the following process

- Each Worcester Public School facility designates one or two staff members (typically the principal, assistant principal or school clerical staff) the ability to access the web based program to request maintenance work orders.
- When the request is brought to the attention of the school's designee it is entered into the work order system. The information submitted includes the following:
 - facility
 - priority (Emergency, high, medium, low)
 - type of work (electrical, plumbing, carpentry etc.)
 - description of work
 - location work is to be done
- Once requested, the building principal receives an email requiring that she/he approve or deny the request. This was to ensure that the building principal was fully aware of all work orders being requested within her/his building. Once the building principal approves the request, the Facilities Management staff can take action to prioritize work order within the overall work required in the district.
- The requests are reviewed by the WPS Working Foreman/Maintenance Supervisor who prioritizes and separates the requests by trade. They are then given to the appropriate lead tradesman. The lead tradesman assigns the work orders to his/her staff. Once the assignments are handed out, the tradesmen begin the repairs.
- After the tradesman completes the work order he/she documents what work was done. It is also noted on the work order the hours worked on the job and whether or not the job has been completed. When the job has been completed the work order is given back to the Facilities Management office staff. All the information is entered in the system for archival purposes.

FOR EMERGENCY WORK ORDER REQUESTS

WPS maintenance (emergency) work order process is as follows:

- After being notified by staff of an emergency, the facility's custodian or main office personnel will call the Facilities Management Office to report the situation.
- The Facilities Management office staff receives the call and dispatches the appropriate lead maintenance personnel based on the trade required to address the emergency.
- The appropriate tradesman responds to the school to address the emergency.
- The work order is entered by the Facilities Management office staff. The school is not responsible for entering emergency request into the system.
- When the tradesman returns to the Facilities Management Office he documents on the work order the actions taken and the hours worked.
- The information is entered into the work order system and is documented and tracked.