



ASUB Standard Operating Procedure – 2401

Standard Operating Procedure Synopsis

Title: **SERVICE REQUEST-MAINTENANCE**

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Responsible Officer (RO): Vice Chancellor for Finance and Administration

Standard Operating Procedures Manager (PM): Director of Physical Plant

A. Purpose and Scope

This standard operating procedure outlines the process for employees to request facility maintenance. The purpose is to provide an organized structure to review and work through requests.

B. Definitions

Service Request – An email to the Physical Plant at maintenance@asub.edu from a user, requesting assistance

C. Procedures

1. Compose an email to maintenance@asub.edu
2. Describe the assistance needed and include campus, building, and room number or location, and the person to contact.
3. Send the email.
4. A response will be provided within 48 hours of the completion of the ticket.

D. Related Information
