

To: TBRHSC Directors, Managers and Coordinators
From: Ryan Sears, Director, Capital and Facility Services
Date: December 4, 2023
RE: MEMO: Submitting Maintenance Work Orders

As part of our ongoing efforts to streamline maintenance operations, we want to provide a guideline for how to submit maintenance work orders through the online system, TMS. Attached to this memo you will find two (2) single-page guidelines for both critical and non-critical maintenance requests. Please share this information with your teams.

For critical requests, please follow the appropriate contact channels based on the Critical Request flowchart and meeting the **Critical Criteria**. For non-critical requests, please follow the Non-Critical Request flowchart, noting the following.

- Some requests may not warrant a Maintenance Work Order.
 - For TV issues, please contact TV provider;
 - Computer or phone issues, please contact IT (684-6411) or Help Desk - Self Service;
 - Battery clocks are the unit's responsibility;
 - Security or swipe card issues, please contact Security (684-6509);
 - Medical device maintenance or repair, please submit a Biomedical Engineering Work Order.
- **Accessing the System** – To access the TMS online system, please visit the TBRHSC iNtranet page at <https://informed.tbrhsc.net/>. You will find the **Maintenance Work Order** link under 'Forms' in the 'Quick Links Area'.
- **Work Order Details** – Please ensure **all** information on the form is included including the name (first and last) of the person requesting and accurate contact information (i.e. provide the specific extension versus '684-6000')

Please also provide sufficient detail of the issue or concern in the 'Nature of Request' dialogue box. This helps the Maintenance Team prioritize requests and align the appropriate resources to provide maintenance service.

- **Submission Confirmation** – It is essential for the Work Order input to have your direct Manager/Supervisor's name. This is input in the first dialogue box. The system will generate an automatic email to you Manager/Supervisor for confirmation of your submission and final status of the request.
- **Monitoring Progress** – Our Maintenance Team actively monitors the status of all Work Orders in the TMS system. Once the request has been complete, the requestor's Manager/Supervisor will be notified via email.

Continued next page...

Page 1 of 2

This process aims to ensure that maintenance requests are addressed promptly and efficiently. Your continued cooperation is greatly appreciated. Should you have any questions, please do not hesitate to contact Allan Korol, Manager Facilities & Biomedical Services or myself.

Thank you for your attention to this matter. Your contributions toward maintaining our workplace are invaluable.

cc: Senior Leadership