

# **Welcome to the Department of Central Services, Facilities Service Division**

**Automated **Customer Request Work Order** Tutorial.**

**Please click through the tutorial and it will walk you through the steps for completing and submitting the form for processing.**

**If you have additional questions, please contact our office by phone and leave a message. We will return your call at our earliest convenience.**

**Office Phone: 405-522-1212**



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- Construction & Properties
- Central Purchasing
- Central Printing & Interagency Mail
- Facilities Services**
- Fleet Management
- Property Distribution
- Risk Management
- State Leasing
- OCIA
- State Surplus
- PERB
- Zoning Commission
- Administrative Units
- About DCS

### MISSION

The Department of Central Services assists customers in accomplishing their missions by providing essential services and quality solutions through: procurement, facilities, real estate, construction, fleet, risk management, property reutilization, printing and distribution.

### VISION

The Department of Central Services operates cohesively and shares a consistent set of values so that agencies and other entities of the State of Oklahoma have confidence and trust in management systems operated by DCS, and actively partner with DCS to resolve State government administrative issues.

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Last Modified on 09/23/2009

**From the DCS home page, please click on Facilities Services in the left column.**

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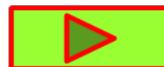
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| Make a Reservation

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[Tenant Work Request Tutorial](#)

[ADA Accessibility Guidelines for Buildings and Facilities](#)

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## FACILITIES SERVICES

### Mission

Provide a safe, comfortable workspace for our tenants and guests through quality facilities and responsive service.

### General Information

Facilities Services, formerly Building Management, operates under the Department of Central Services and maintains seventeen buildings, including the State Capitol, Governor's Mansion and buildings in the Capitol Complex, as well as the Kerr Edmondson buildings in Tulsa. The total space managed is approximately two million square feet. In addition, Facilities Management is responsible for maintenance of the State Capitol Park and Mansion Grounds and all bond projects in state buildings.

#### ----- BUILDINGS SECURITY NOTE -----

Depending upon the [Oklahoma Homeland Security Level](#), visitors to DCS buildings may be required to present photo identification, sign in and be escorted. Your bags and parcels may be searched.



Last Modified on 09/03/2009

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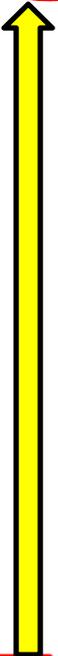
From the Facilities page, please click on Tenant Work Request Tutorial button in the Right column.



# AssetWORKS

You are now at the Customer Request Screen.

Please click on Enter Request button located in Top Right corner

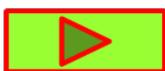
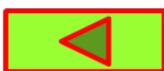


# Pick a County

| County                   | Description     |
|--------------------------|-----------------|
| <a href="#">OKLAHOMA</a> | OKLAHOMA COUNTY |
| <a href="#">TULSA</a>    | TULSA COUNTY    |



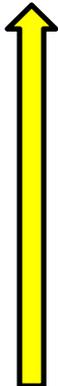
**Please click on the county that you are submitting the work request for.**



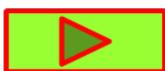
# Pick a City

Previous

| City          | Description    |
|---------------|----------------|
| OKLAHOMA CITY | OKLAHOMA CITY* |



Please click on the city that you are submitting the work request for.

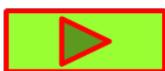


# Pick a Building

Previous

| Building                       | Description   |
|--------------------------------|---|
| <a href="#">AGRICULTURE</a>    | DEPARTMENT OF AGRICULTURE MAINTAINED BY DCS   |
| <a href="#">BANKING COMM.</a>  | BANKING COMMISSION BUILDING MAINTAINED BY DCS   |
| <a href="#">CAP-BUILDING</a>   | OLD CONSTRUCTION AND PROPERTIES BLDG. MAINTAINED BY DCS INACTIVE AS OF 06/29/2009 DUE TO REMODEL            |
| <a href="#">CONNORS</a>        | M.C. CONNORS BUILDING MAINTAINED BY DCS   |
| <a href="#">DENVER DAVISON</a> | DENVER DAVISON (COURTS) MAINTAINED BY DCS   |
| <a href="#">DOT</a>            |   |
| <a href="#">FACILITY ANNEX</a> | THIS BUILDING WAS FORMERLY THE WILDLIFE ANNEX MAINTAINED BY DCS   |
| <a href="#">FINANCE ANNEX</a>  | OFFICE OF STATE FINANCE ANNEX MAINTAINED BY DCS   |
| <a href="#">FINANCE DATA</a>   | OFFICE OF STATE FINANCE DATA CENTER MAINTAINED BY DCS   |
| <a href="#">GOV-MANSION</a>    | GOVERNOR'S MANSION / RESIDENCE MAINTAINED BY DCS  |
| <a href="#">HISTORY CENTER</a> | OKLAHOMA HISTORY CENTER MAINTAINED BY DCS   |
| <a href="#">HODGE</a>          | OLIVER HODGE BUILDING MAINTAINED BY DCS   |
| <a href="#">JIM THORPE</a>     | JIM THORPE OFFICE BUILDING MAINTAINED BY DCS  |
| <a href="#">LIBRARY</a>        | ALLEN WRIGHT MEMORIAL LIBRARY BLDG. MAINTAINED BY DCS OKLAHOMA DEPARTMENT OF LIBRARIES (430) (405) 522.3577 |
| <a href="#">SEQUOYAH</a>       | SEQUOYAH OFFICE BUILDING MAINTAINED BY DCS  |
| <a href="#">SOLOMAN LAYTON</a> | SOLOMAN LAYTON BUILDING - OFFICE OF THE ATTORNEY GENERAL MAINTAINED BY DCS                                  |
| <a href="#">STATE CAPITOL</a>  | STATE CAPITOL BUILDING MAINTAINED BY DCS  |
| <a href="#">TREASURES</a>      | STATE TREASURES OFFICES MAINTAINED BY DCS   |
| <a href="#">WILL ROGERS</a>    | WILL ROGERS BUILDING MAINTAINED BY DCS  |

Please click on the building that you are submitting the work request for.

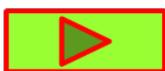
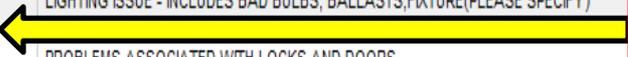


# Pick a Category

Previous Skip

| Category                        | Description  |
|---------------------------------|--|
| <a href="#">CLEANUP/SPILL</a>   | CLEANUP/SPILL  |
| <a href="#">ELECTRICAL</a>      | ELECTRICAL ISSUES - POWER OUTAGE, TRIPPED BREAKER, SWITCH/OUTLET REPLACEMENT   |
| <a href="#">EVENTS</a>          | EVENT SETUP/CLEANUP/SUPPORT  |
| <a href="#">GAS LEAKS</a>       | GAS LEAKS  |
| <a href="#">GENERAL MAINT.</a>  | GENERAL MAINTENANCE  |
| <a href="#">INSPECTION</a>      | INSPECTION   |
| <a href="#">INSTALLATION</a>    | INSTALLATION OF CLOCKS, BULLETIN BOARDS, PICTURES ETC.   |
| <a href="#">LAVATORY ISSUES</a> | PROBLEM WITH SINK, URINAL, OR TOILET   |
| <a href="#">LEAK</a>            | LEAK CAN INCLUDE PLUMBING LEAKS SUCH AS FIXTURES OR PIPES, LEAKS FROM CONDENSATE PANS, PERIMETER UNITS, PLEASE BE VERY DESCRIPTIVE |
| <a href="#">LIGHTING ISSUES</a> | LIGHTING ISSUE - INCLUDES BAD BULBS, BALLASTS, FIXTURE (PLEASE SPECIFY)  |
| <a href="#">LOCKS/DOOR</a>      | PROBLEMS ASSOCIATED WITH LOCKS AND DOORS   |
| <a href="#">ODOR ISSUES</a>     | ODOR ISSUES  |
| <a href="#">PEST CONTROL</a>    | PEST CONTROL   |
| <a href="#">POWER OUT</a>       | LOSS OF POWER DUE TO TRIPPED BREAKER, LOSS OF POWER FROM UTILITY COMPANY, STORMS,  |
| <a href="#">RECYCLING</a>       | REQUEST FOR PICK UP OR DELIVERY OF CONTAINERS (PLEASE SPECIFY)   |
| <a href="#">TOILETRY REFILL</a> | REFILL OF SOAP, TOILET PAPER, PAPER TOWELS ETC.  |
| <a href="#">TOO HOT/COLD</a>    | TEMPERATURE IS TOO HOT OR COLD   |
| <a href="#">TRASH CAN</a>       | TRASH CAN - NEEDS CLEANED, EMPTIED, REPLACED REQUEST FOR TRASH PICK UP OR CAN DELIVERY (PLEASE SPECIFY)                            |
| <a href="#">TROUBLE ALARM</a>   | TROUBLE ALARM  |

**Please click on the problem/issue that you are submitting the work request for.**



# Customer Request

Previous Submit Reset

|                       |  |
|-----------------------|--|
| County *              | OKLAHOMA   |
| City *                | OKLAHOMA CITY  |
| Building *            | WILL ROGERS  |
| Category              | TOO HOT/COLD   |
| Room Number           | <input type="text"/> ← Not Required, but helpful for our Maintenance personnel to quickly locate you.  |
| Problem Description * | <div style="border: 1px solid gray; padding: 5px; min-height: 100px;">TEMPERATURE IS TOO HOT OR COLD</div> ← <b>The description block self populates with the problem/issue that was chosen on the previous page. You can click in the description box and add text if you wish. Please don't delete out the text that has self populated.</b> |
| Contact Name *        | <input type="text"/> ← Contact Name so that we know who to go to if needed.  |
| Contact Phone *       | <input type="text"/> ← Contact Phone in case we need more information.   |
| Contact Email *       | <input type="text"/> ← Contact e-mail so that you will get a confirmation that your request was received.  |

**Please fill in all of the blocks. Blocks that have asterisks are required fields.**



# Customer Request

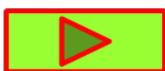
Previous **Submit** Reset

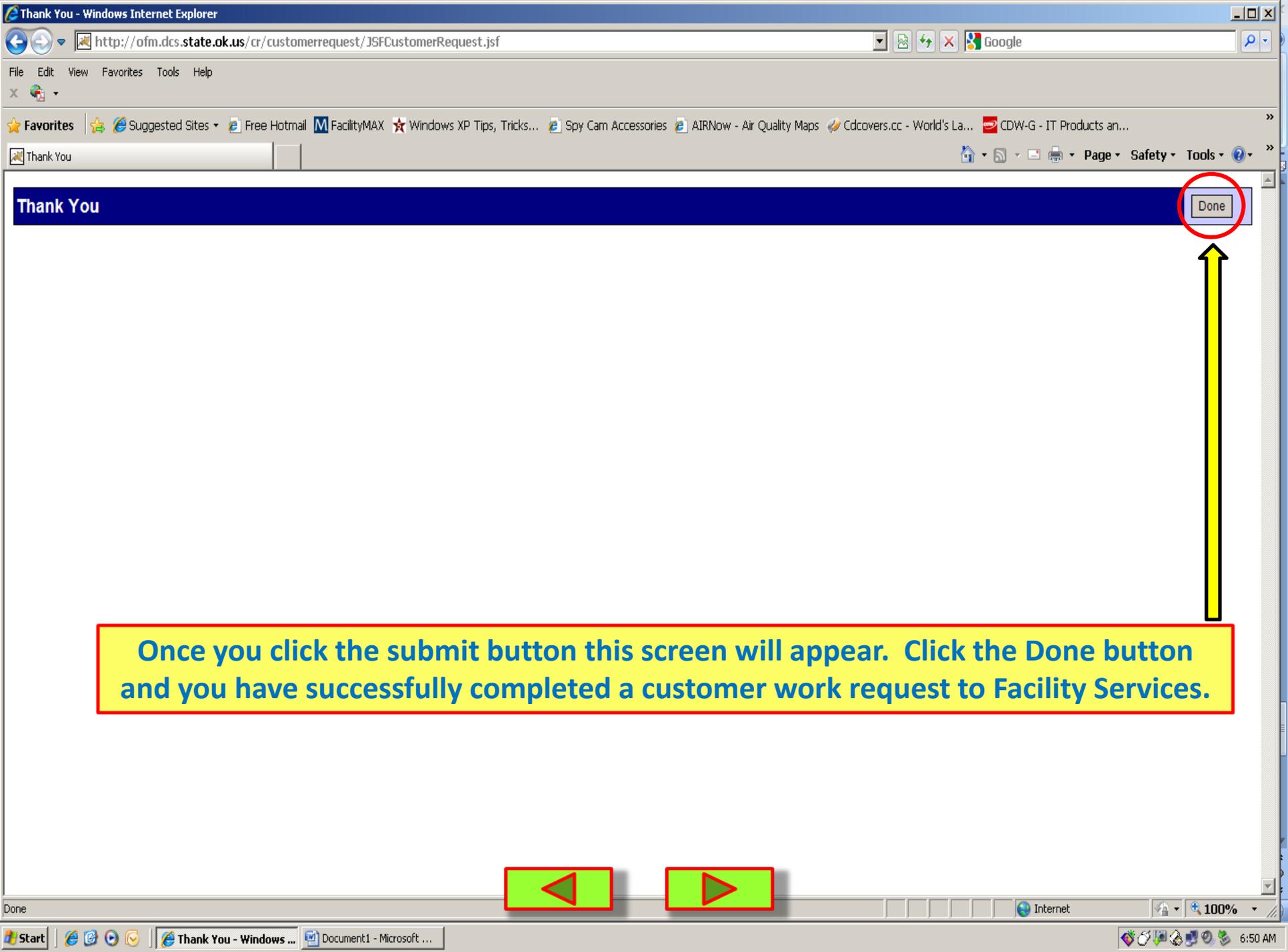
|                       |   |
|-----------------------|---|
| County *              | OKLAHOMA  |
| City *                | OKLAHOMA CITY   |
| Building *            | WILL ROGERS   |
| Category              | TOO HOT/COLD  |
| Room Number           | <input type="text" value="Suite 112-3"/>  |
| Problem Description * | <input type="text" value="TEMPERATURE IS TOO HOT OR COLD"/><br><input type="text" value="Temp seems a bit to cold, could you please adjust"/> |
| Contact Name *        | <input type="text" value="Harold"/>   |
| Contact Phone *       | <input type="text" value="522-6742"/>   |
| Contact Email *       | <input type="text" value="unson@dcs.state.ok.us"/>  |



**Once this sheet is completed, click on the Submit button.**

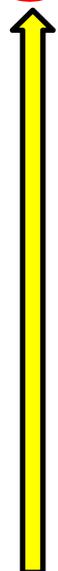
Required Column(s) Missing



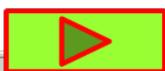


Thank You

Done



Once you click the submit button this screen will appear. Click the Done button and you have successfully completed a customer work request to Facility Services.



## SERVICE REQUEST

FMAX\_Admin@dcs.state.ok.us

Sent: Tue 7/28/2009 6:51 AM

To: Harold Munson

▼ First

▼ Previous

To: HAROLD

From: Facilities Services, Central Maintenance

Your request for service was received and is scheduled for resolution.

Request #: 2349

Date Received: 07/28/2009

Problem Description: TEMPERATURE IS TOO HOT OR COLD TEMP SEEMS A BIT TO COLD, COULD YOU PLEASE ADJUST. ROOM:SUITE 112-3

Building: WILL ROGERS

This is an automated email response message.

Please do not reply to this message.

Thank you,

Facilities Management

**Once Facilities Services has received your request, an e-mail acknowledging receipt will be sent to you.**

CLOSE