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## ASUB Standard Operating Procedure – 2401

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### Standard Operating Procedure Synopsis

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Title: **SERVICE REQUEST-MAINTENANCE**

Approval Date: January 19, 2022

Revision Date, if applicable: March 15, 2023

Review Date(s): March 15, 2023; May 31, 2023

Annual Review Month: May

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

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

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### A. Purpose and Scope

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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.

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### B. Definitions

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*Service Request* – An email to the Physical Plant at [maintenance@asub.edu](mailto:maintenance@asub.edu) from a user, requesting assistance

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### C. Procedures

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1. Compose an email to [maintenance@asub.edu](mailto: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.

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### D. Related Information

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