PRIORITY CODES

P1 – EMERGENCY

SLA (Service Level Agreement)
Initial Communication Time: Immediately
Completion Time: ASAP
Other Communication: At close of W/O and upon any significant delay

Details
Fire, health and safety items that demand immediate response to protect and save property and lives. There is an immediate response and measures taken to alleviate the situation, but not necessarily a permanent repair. Requests are dispatched via radio immediately.

- Fire Alarm
- Electrical Sparks/smoke
- Power outage
- Person trapped / elevator / washroom /
- Power outage/ Tripped breaker / parking pedestals
- Water leaks or outages (overflowing w/c’s, leaking sprinkler heads, etc.)
- Sewage back up
- No HVAC in critical areas – classroom no ventilation during class, boiler in old campus, data centres,
- Gas leak
- Broken window, exterior
- Lockouts/keys broken in locks
- Toilet (w/c) or urinals continually running or plugged
- Refrigeration

P2 - URGENT/EXPEDITED

SLA
Initial Communication Time: Upon assignment of the W/O at discretion of the Supervisor
Completion Time: Within 3 days
Other Communication: At close of W/O and upon any significant delay

Details
Urgent situations pose a threat of personal injury, equipment damage, or a serious disruption of operations. Priority 2 work orders should be completed within 3 days.

- Broken glass/doors
- Inoperable locks
- fume hoods
- Lighting office, stairwell (working environment)
- Key requests
- Labour crew deliveries and moves
- Dripping faucets/showers
- Food Services
- Potholes
- Sidewalk cracks
P3 - ROUTINE TYPE I

SLA
Initial Communication Time: Upon assignment of the W/O at discretion of the Supervisor
Completion Time: Within 21 days
Other Communication: At close of W/O and upon any significant delay

Details
Maintenance or Service items that do not pose immediate risk to facilities, systems, or equipment. Items that require advanced co-ordination with requestor. Priority 3 Work orders should be completed within 21 days.

- Broken furniture/furniture moving
- Graffiti removal
- Classroom/large space lighting
- Keyboard trays
- Equipment and asset repair
- Network drop

P4 - ROUTINE TYPE II

SLA
Initial Communication Time: Upon assignment of the W/O at discretion of the Supervisor
Completion Time: Within 60 days
Other Communication: At close of W/O and upon any significant delay

Details
Maintenance or Service items that do not pose immediate risk to facilities, systems, or equipment. Items that require advanced co-ordination with requestor. Priority 4 Work orders should be completed within 60 days.

- Painting
- Flooring
- Shelving/picture/plaque/board installs
- Hang banners
- Cracked glass replacement
- Signage

P5 - RENOS/PROJECTS

SLA
Initial Communication Time: Upon assignment of the W/O at discretion of the Supervisor
Completion Time: Dependant upon the project or reno
Other Communication: TBD

Details
These include items booked thru Conference Services, Food Services, Athletics, Reg. Office (examinations/convocation) Also requests for multiple network drops
P6 – DEFERRED

SLA
Initial Communication Time: Upon assignment of the W/O at discretion of the Supervisor
Completion Time: Undetermined
Other Communication: TBD

Details
Work delayed due to lack of resources, for long-term planning, administrative issues, reviews, or other constraints.