



FACILITIES OPERATIONS STANDARD PRACTICE

MobileTMA Device Usage
Standard Operating Practice

INSTRUCTION NUMBER:
30-0002

- I. **Purpose:** To establish a Standard Operating Practice for usage of MobileTMA electronic devices.
- II. **Scope:** Applies to staff who are assigned MobileTMA devices, their supervision, and the Customer Service Center (CSC).

III. Customer Service Center – Electronic Work Order Process

1. Work orders that are urgent or an emergency shall be dispatched via radio immediately.
2. Technicians assigned an electronic device for TMA shall not have their work orders printed.
3. Prior to scheduling work order to technician, CSC shall review for completeness, accuracy, and adequate information.
4. CSC shall have work orders scheduled to technicians electronically in TMA as soon as possible but no more than two hours after work order is created. Customer will receive an email indicating the request has been scheduled to a technician.
5. CSC will schedule work orders to technicians based on the zone/area each technician oversees.
6. When completing a work order transfer, CSC shall log reason in general comments and schedule to receiving technician/shop. If receiving technician does not have a MobileTMA device, then the work order shall be printed and placed in appropriate mailbox the same business day.

IV. Technician Download & Receipt of Work Order

1. When a work order is assigned to a technician, an email will be sent to their UNCG email account.
2. The technician shall, at a minimum, check their “Work Orders” screen on their device at the beginning, middle, and before the end of their shift to stay informed of their workload. If their workload is too great or too little, technician should discuss with their supervisor.
3. In the event the technician is assigned a work order that needs to go to a different shop or employee, the technician shall notify their supervisor, or if absent, their manager to discuss.
4. If more information about a work order is needed, the technician should contact the CSC or the customer as appropriate.

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V. Technician Responsibility to Post Time, Labor, Materials and Finish Work Order

1. Labor and materials must be posted prior to work order being marked as finished.
2. Once labor and materials are posted to task, mark as finished and save.
3. Technicians are expected to mark work order as finished no more than four hours after the task has been completed and always by the end of each work day.
4. TMA will automatically send an email to the customer notifying them that the work has been completed when the work order is marked finished by technician.

VI. Supervisor Oversight & Reassignment of Work

1. Using desktop WebTMA, supervisors shall review work orders for their respective areas on a daily basis to ensure proper work distribution, responsiveness, and to address any backlog in work orders. The goal is to ensure that work requests are responded to in a timely manner without unnecessary delay.
2. Unfinished corrective work orders/service requests should be closely monitored to ensure a timely response.
3. In case of employee absence, their supervisor should reallocate resources as appropriate to complete the work as soon as possible. If a technician is absent for more than two days or other extenuating circumstances arise, corrective work orders/service requests shall be reassigned to a different technician. The supervisor may also reassign other types of work orders as appropriate.
4. To have work orders reassigned, supervisors must provide the following information to the CSC by e-mail (fowork@uncg.edu) or by phone (334-5684):
 - a) The work order number to be transferred
 - b) Employee or shop where work order is to be reassigned
 - c) Reason for transfer
 - d) For extended employee absences (two days or more), duration of reassignment to another technician if known.


VII. Supervisor Responsibility Regarding Finished Work Orders

1. Finished work orders should be reviewed for accuracy in labor and materials.
2. Erroneous entries for labor or parts should be discussed with technician and CSC.
3. Supervisors should review and mark work order as complete within two business days to allow for proper billing and accounting as well as gathering of reports.

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VIII. Proper Use, Care, and Stewardship of Mobile Devices

1. Technicians should keep devices with them or otherwise secured at all times since they are responsible for their care and safekeeping.
2. Devices should not be left in public places or areas unsecured.
3. Care must be taken to ensure that devices stay dry.
4. Recommended device temperature range for safe operation is 32°F to 95°F.
5. The following actions could damage/destroy the device and are to be avoided:
 - a) Leaving the device in direct sunlight for an extended period of time.
 - b) Leaving the device in a vehicle on a hot or cold day.
 - c) Using certain features in hot conditions or direct sunlight for an extended period of time such as GPS tracking or navigation in a car.
6. If device is lost or stolen, please notify your supervisor, UNCG Police (4-5963), and Facilities Operations CSC (334-5684) as soon as possible.
7. Loss or damage to device due to negligence may result in disciplinary action.
8. Use of mobile devices is subject to the Acceptable Use of Computing and Electronic Resources policy (see http://policy.uncg.edu/university-policies/acceptable_use/).

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