STANDARD OPERATING PROCEDURE Last Modified: 02/17/2016										
Subject: Creating a New Query on your WorkDesk Approved: David Norvell 7/2/201	14									
PROCEDURE: Creating a New Query on your WorkDesk INTENDED AUDIENCE: All Campus personnel with access to AiM.										
PURPOSE: Creating queries on individual WorkDesk organizes the work order and phases to just the work, buildings and/or accounts you want track.										
1. Log onto your AiM WorkDesk										
AssetW©RKS										
AiM										
User Name										
Password										
Login										
NOTE: If you do not have access to AiM, contact <u>Aimadmin@ucf.edu</u> .										

2. If—as in the example—you do not have a box on your WorkDesk labeled Personal Query, click on the blue **Add** button on the upper left hand corner:



3. A list of all available channels is displayed. Select the box next to Personal Query Count.

AiM 🔳	Layout Mana	ger	DIANE (TEST)	About Lo	gout
Save	Cancel	Refresh			
		Available Channels		Add	
		Title			
		Administrator Messages	VIEW BROADCASTED MESSAGES BY AIM ADMINISTRATORS		
		Approvals	SELECT, VIEW, AND SORT APPROVAL QUERIES AND SET VISUAL INDICATORS FOR COUNT THRESHOLDS		
		Chart Report	VIEW A SPECIFIC REPORT ON THE WORKDESK		
		Daily Assignments	VIEW AND TRACK DAILY ASSIGNMENTS - WIDE VERSION		
		Daily Assignments	VIEW AND TRACK DAILY ASSIGNMENTS - NARROW VERSION		
		i Desk	VIEW WORK STARTED ON A MOBILE UNIT BY MOBILE USER		
		Image	ADD IMAGES AND LOGOS TO THE WORKDESK		
		Personal Query Count	SELECT, VIEW, AND SORT PERSONAL QUERIES. SET VISUAL INDICATORS FOR COUNT THRESHOLDS		
		Personal Query Listing	SELECT, VIEW, AND SORT PERSONAL QUERIES - NARROW VERSION		

4. Next click on the blue Add button on the right side of the screen.

UNIVERSITY OF CENTRAL FLORIDA
FACILITIES OPERATIONS
STANDARD OPERATING PROCEDUREFO SOP-06
Rev 1Page: 3 of 22Last Modified: 02/17/2016

Subject: Creating a New Query on your WorkDesk Approved: David Norvell 7/2/2014

AiM 😑 Layout Mana	ger	DIANE (TEST) About Logout
Save Cancel	Refresh	
	Available Channels	Add
	Title	Description
	Administrator Messages	VIEW BROADCASTED MESSAGES BY AIM ADMINISTRATORS
	Approvals	SELECT, VIEW, AND SORT APPROVAL QUERIES AND SET VISUAL INDICATORS FOR COUNT THRESHOLDS
	Chart Report	VIEW A SPECIFIC REPORT ON THE WORKDESK
	Daily Assignments	VIEW AND TRACK DAILY ASSIGNMENTS - WIDE VERSION
	Daily Assignments	VIEW AND TRACK DAILY ASSIGNMENTS - NARROW VERSION
	iDesk	VIEW WORK STARTED ON A MOBILE UNIT BY MOBILE USER
	Image	ADD IMAGES AND LOGOS TO THE WORKDESK
	Personal Query Count	SELECT, VIEW, AND SORT PERSONAL QUERIES. SET VISUAL INDICATORS FOR COUNT THRESHOLDS
	Personal Query Listing	SELECT, VIEW, AND SORT PERSONAL QUERIES - NARROW VERSION

5. Now your screen should have the Personal Query Count as indicated below.

AiM 🗮 Layout Mana	ager		DIANE (TEST) About Logout
Save	Refresh		
View	Navigation	Wide	Narrow move to the right 👻
External Content	1 Module Menu	0 Administrator Messages	O 1 Quick Links O
		1 Personal Query Count	2 Approvals
		2 Quick Search	O 3 Daily Assignments O
			4 Report Listing
	Available Channels		Add
	🥅 Title	Description	
	Reports		
	Administrator Messages	VIEW BROADCASTED MESSAGES BY AIM ADMINISTRATORS	
	Approvals	SELECT, VIEW, AND SORT APPROVAL QUERIES AND SET VISUAL INF	DICATORS FOR COUNT THRESHOLDS
	Chart Report	VIEW A SPECIFIC REPORT ON THE WORKDESK	
	Daily Assignments	VIEW AND TRACK DAILY ASSIGNMENTS - WIDE VERSION	
	Daily Assignments	VIEW AND TRACK DAILY ASSIGNMENTS - NARROW VERSION	
	iDesk	VIEW WORK STARTED ON A MOBILE UNIT BY MOBILE USER	
	Image	ADD IMAGES AND LOGOS TO THE WORKDESK	
	Personal Query Count	SELECT, VIEW, AND SORT PERSONAL QUERIES. SET VISUAL INDICA	TORS FOR COUNT THRESHOLDS
	Personal Query Listing	SELECT, VIEW, AND SORT PERSONAL QUERIES - NARROW VERSION	

6. Click the green **Save** button.

	FO SOP-06 Rev 1 Page: 4 of 22										
STA STA	STANDARD OPERATING PROCEDURE										
Subject: Creating c	bject: Creating a New Query on your WorkDesk Approved: David Norvell 7/2/2										
7. After clicking Save , you will be returned to your AiM WorkDesk. There should now be a channel for Personal Query Count.											
AiM WorkDesk			DIANE (TEST) Abo	out Logout							
Add Restore IQ											
Menu	Administrator Messages	▲ © O	Quick Links	▲ © ○							
Work Management Accounts Payable	Personal Query Count	- C C	PICK TICKETS COUNTER RELEASE								
Asset Management Condition Assessment Contract Administration	Quick Search Q Work Order Q Customer Request	▲ C ♥	PURCHASE ORDER PURCHASE RECEIVE PURCHASE DISBURSEMEN	т							
Customer Service Energy Management Environmental Health & Safety Finance	Q Material Request Q Asset Release/Return Q Employee Profile Q User Security		Approvals 1 Customer Request 0 External Charges	▲ 0° ♥							
I New Asset Management Human Resources IQ Inventory Planning and Needs Analysis	Q Shop Q Organization Q Account Management		 O himecards O Shop Stock Usages Daily Assignments 	▲ © ©							
Preventive Maintenance Project Management Property Purchasing	C External Charges Q External Charges Q Work Order Bill Generator Q Billed Transactions O Timecrul		Report Listing 501-PHASE BACKLOG TREF 502-PHASES OPEN BY PRT	ND (
Time and Attendance System Administration	Q Timecard Adjustment Q Property Profile		518-INT VS EXT BILL BKDN 505-RESP TIME BY PRTY 506-PM VS REACTIVE MAIR 1006-PHASE NOTES REVIEU 1009-PLANNER PRIORITY 1010-P/S PRIORITY	vт W							

- 8. You are now ready to create your own personnel query. Before creating the query, ask yourself the following questions:
 - a. What information do I want?
 - b. How much detail do I want? In depth or summary?
 - c. What order do I want to colums to be in?
- 9. It is a good idea to rough sketch what you would like on a piece of paper to decide on the layout before creating the query.
- 10. On the left side of the screen under Menu, click on the words Work Management.

UNIVERSITY OF CENTRAL FLORIDA		FO SOP-06 Rev 1	Page: 5 of 22
STANDARD OPERATING PROCEDURE	Last Modified: 02/17/2016		
Subject: Creating a New Query on your WorkDesk	Approve	ed: David No	orvell 7/2/2014
Menu 🔺	I		
Work Management			
Accounts Payable			
AiMport			
Asset Management			
Condition Assessment			
Contract Administration			
Customer Service			
Energy Management			
Environmental Health & Safety			
Finance			
Fixed Asset Management			
Human Resources			
IQ			
Inventory			
Planning and Needs Analysis			
Preventive Maintenance			
Project Management			
Property			
Purchasing			
Time and Attendance			
System Administration			

11. On this screen, click on the magnifying glass ${f Q}$ next to Phase.

(CT	UNIVERSITY OF CENTRAL FLORIDA FACILITIES OPERATIONS		FO SOP-06 Rev 1 Page: 6 of 22			
	STANDARD OPERATING PROCEDURE		Last Modifie	d: 02/17/2016		
Subject:	Creating a New Query on your WorkDesk	Approve	ed: David No	orvell 7/2/2014		
Menu	▲	I				
۹.	Work Order					
Q	Phase					
Q 🗎	Daily Assignments					
Q 🖿	Material Request					
	Shop Stock Approval					
Q 🖿	Shop Stock Adjustment					
	Status Update For Work Order					
	Status Update For Phase					
Q	Limited Work Order					
li i	Quick Work Order					
Q	Unit Cost Estimator					
	Shop Phase Manager					
Q	Work Planner					
Q	Work Scheduler					
	Shop Availability					
	Trade Availability					

12. This is the selection screen to set up what you wish to see. It has the following features:

- a. Select which categories you want displayed and in what order.
- b. Sort feature (whether that field sorts ascending or decending).
- c. This selection lets you choose equal to, less than, greater than, between dates, contains, starts with, and in options for each item.

		FO SOP-06 Rev 1	Page: 7 of 22				
		Last Modifie	ed: 02/17/2016				
Subject: Creating	Approv	ed: David No	orvell 7/2/2014				
					I		
AiM = Phase	a	b	c			DIANE (TEST) A	bout Logout
Execute Advanced Search	h 📕 Reset	Ţ	Ţ				
Action	Display Order	Sort	Operator				<u>~</u>
New Ouerv	Work Order	• •	= +				
View	Description		contains 👻				
2014-2015 - STULLIN READY FOR							
BILLING - CHARGEABLE	Created By	- •	= 🗸		Q		
2015-2016 - ALL CLOSED	Date Created	- •	= •				=
	Status	- •	= 👻	Q]		
ACTUALS VS BILLED (POM)	University	- •	= •	Q	- -		
AIM 08 Training Work Orders	Campus/Location	- •	= 🗸	Q			
AIM Test 8.1.1 Test Work Order Only	Building		= •	Q			
AIM iDesk 8 PMs for iPad Training	Project		= 🗸	<u> </u>			
ALL CANCELLED/CLOSED WORK	Problem Code	- •	= •	Q			
ORDERS	Туре		= •				
ALL CHARGEABLE HOUSEKEEPING - MANUALLY CLOSED	Category		= +				
ALL CHECKPOINT MEASUREMENTS	Job Priority		= •				
2014	Organization (Account #)		= •		0		
ALL CUSTOMER FUNDED - MANUALLY CLOSED	Requestor (authorized on DAL)		= •				
ALL CUSTOMER FUNDED - NO	Contact		= •				
ACCOUNT NUMBER	Contact Phone		= •				
ALL CUSTOMER FUNDED WOS - READY FOR BILLING	Contact Email		= •				
ALL EXPENSES FY 2014-2015	Budget		= •				
ALL LIFE SAFETY WORK ORDERS	Desired Date		= •				
ALL OF TEE'S CORRECTED WORK	Customer Request		= 👻				
ORDERS	Reference		= •				
ALL OPEN CANCELLED WORK							*

For this example of a personal query, we want to see all open Customer Funded work orders that are set to 'Ready For Billing' without any charges posted to the Cost Analysis for the current fiscal year.

13. Looking at your rough draft, select the columns in the order you wish to see them on your report from left to right. This is done by putting a number value in column a.

Note: It is recommended to do this by 5's (05,10, 15 etc) in case you decide you want to slip something between two selections.

UCF	FO SOP-06 Rev 1	Page: 8 of 22									
Subject: Creating	Subject: Creating a New Query on your WorkDesk Approved: David Norvell 7/2/2014										
AiM Phase Phase DIANE (TEST) About Logout											
Execute Advanced Searc	:h Reset										
Action	Display Order	Sort Operator									
<u>New Query</u> View	5 Work Order 15 Description	- ▼ = ▼ - ▼ contains ▼									
2014-2015 - STILL IN READY FOR BILLING - CHARGEABLE	Created By	- • = •		٩		E					
2015-2016 - ALL CLOSED CUSTOMER FUNDED = 0.00	20 Date Created	· • = •				E					
ACTUALS VS BILLED	25 Status	· • = •	٩)							
ACTUALS VS BILLED (POM)	University	- • = •	Q								
AIM 08 Training Work Orders	Campus/Location	- v = v	Q								
AIM Test 8.1.1 Test Work Order Only	30 Building	- • = •	Q								
AIM iDesk 8 PMs for iPad Training	Project	- • • = •	Q								
ALL CANCELLED/CLOSED WORK ORDERS	Problem Code	- v = v	Q								
ALL CHARGEABLE HOUSEKEEPING -	35 Type	- v = v	Q								
MANUALLY CLOSED	40 Category	- • = •	Q								
ALL CHECKPOINT MEASUREMENTS 2014	Job Priority	- • = •	Q								
ALL CUSTOMER FUNDED -	23 Organization (Account #)	- • = •		<u> </u>							
MANUALLY CLOSED	Requestor (authorized on D)	AL) = -		٩							
ACCOUNT NUMBER	Contact	· • = •		J							
ALL CUSTOMER FUNDED WOS -	Contact Phone	· • = •									
ALL EXPENSES EX 2014-2015	Budget	• • = •									
ALL LIFE SAFETY WORK ORDERS	Desired Date										
ALL OF TEE'S CORRECTED WORK	Customer Request										
ORDERS	Reference	· • = •									
ALL OPEN CANCELLED WORK						T					

14. Once you've decided the order of your columns, you can start filtering for specific data on the work order. If you need to filter for specific data on the phase, click on the link that says 'Advanced Search' on the top left hand corner. This will display the Phase items that can be selected.

STANDARD OPERATIONS STANDARD OPERATING PROCEDURE FO SOP-06 **UNIVERSITY OF CENTRAL FLORIDA** Page: 9 of 22 Rev 1 Last Modified: 02/17/2016 Subject: Creating a New Query on your WorkDesk Approved: David Norvell 7/2/2014 AiM Phase DIANE (TEST) About Logout Execute Work Order - - = New Query 5 Ŧ Description 15 contains • 2014-2015 - STILL IN READY FOR Created By BILLING - CHARGEABLE - 🔻 = -Q 2015-2016 - ALL CLOSED CUSTOMER FUNDED = 0.00 20 Date Created between • Jul 01, 2015 🛗 Jun 30, 2016 25 Status 🔹 in • OPEN, REOPENED, REOPEN Q ACTUALS VS BILLED University • = • Q ACTUALS VS BILLED (POM) Campus/Location -= Q • AIM 08 Training Work Orders Building -AIM Test 8.1.1 Test Work Order Only 30 • Q Project AIM iDesk 8 PMs for iPad Training --Q ALL CANCELLED/CLOSED WORK ORDERS Problem Code • -Q Туре Q 35 • ALL CHARGEABLE HOUSEKEEPING -MANUALLY CLOSED Category Q 40 -= -ALL CHECKPOINT MEASUREMENTS Job Priority Q **-** = • 2014 23 Organization (Account #) **-** = • Q ALL CUSTOMER FUNDED -MANUALLY CLOSED Requestor (authorized on DAL) -**-** = -Q ALL CUSTOMER FUNDED - NO Contact **→** = -ACCOUNT NUMBER Contact Phone **-** = • ALL CUSTOMER FUNDED WOS -Contact Email READY FOR BILLING - - = • Budget ALL EXPENSES FY 2014-2015 **▼** = -ALL LIFE SAFETY WORK ORDERS Desired Date **-** = . **m**) ALL OF TEE'S CORRECTED WORK Customer Request - \star = • ORDERS Reference **-** = -

ALL OPEN CANCELLED WORK

	PERATIONS
STANDARD OPERATING PROCEDURE Last Modified: 02/17/	ING PROCEDURE Last Modified: 02/17/2016
Subject: Creating a New Query on your WorkDesk Approved: David Norvell 7/2/2	on your WorkDesk Approved: David Norvell 7/2/2014

15. As with the Work Order section, in the Phase section we need to select what colums we want to see on the report. This is done by putting a number value in column a.

AiM 🔳	Phase							DIANE (TEST)	About	Logout
Execute	Basic Search	Reset								
		Phase	1							*
					_					
			2	_	Operato	r				
		10	Phase	Asc 👻	-	•				
		11	Description		contains	-				
		26	Status		=	-	READY FOR BILLING Q			
			Budget	- •	=	•				E
			Percent Complete		=	•				
			Location (Room Number)	- •	=	-	Q			
		41	Shop		=	-	wcc Q			
			Priority		=	-	Q			
			Estimated Start Date		=	-				
			Estimated End Date		=	-				
			Actual Start		=	-				
			Actual End		=	•				
		24	Funding Method		= •		· · · · · · · · · · · · · · · · · · ·			
			Work Code		=	-	Q			
			Request Method		=	-				
			Asset		=	•				
			Equipment		=			0		
			Failure Code		-	-		~		
			Template	-	-	-				
					-	•	Q			
			PM Standards		=	-	Q			

SUCF	UNIVERSITY C FACILITIE STANDARD OP		FO SOP-06 Rev 1 Last Modifie	Page: 11 of 22 ed: 02/17/2016		
Subject: Creating	g a New Quer	Approv	ed: David Na	prvell 7/2/2014		
AiM Phase Execute Basic Search	Reset Phase Costs Estimated Labor Estimated Material Estimated Equipment Estimated Total Estimated Hours Encumbered Labor Encumbered Labor Encumbered Auterial Encumbered Guipment Encumbered Contract Encumbered Total	Operator - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■ - ■	 		DIANE (TEST) A	bout Logout
	43 Actual Labor 44 Actual Material 13 Actual Equipment 46 Actual Contract 47 Actual Total 42 Actual Hours 48 Billed Labor 49 Billed Equipment 50 Billed Contract 51 Billed Total	· · · = · · · ·	 0.00 			Ε

Note: It is recommended to do this by 5's (05,10, 15 etc) in case you decide you want to slip something between two selections.

Note: Look at Phase, Description, Status, Location. I gave them values between the values on the Work order section because I want these to be in the correct column of the report.

- 16. If you ran the query now, it would list every WCC work order in the system that is set to 'Ready For Billing' with zero charges posted to the cost analysis. We want to narrow our report to only the Customer Funded WCC work orders that are in 'Ready For Billing' with zero charges for the current fiscal year.
 - a. We want to make sure the dates fall between July 01, 20XX and June 30, 20XX to capture the current fiscal year.

S U			FO SOP-06 Rev 1 Last Modifie	Page: 12 of 22 ed: 02/17/2016					
Subject:	Creating a No	ew	G	luery	or	n your WorkDesk	Approv	l ed: David No	orvell 7/2/2014
20	Date Created	-	•	between	•	Jul 01, 2015 🛗 Jun 30, 2016			
25	Status	-	•	in	•	OPEN, REOPENED, REOPEN			Q
	University	-	•	=	•	Q			
	Campus/Location	-	•	=	•	Q			
30	Building	-	•	=	•	Q			
	Project	-	•	=	-	Q			
	Problem Code	-	-	=	•				
35	Туре	-	•	=	•				

b. If you know all the statuses you want to filter for (in this case all the 'open' work order statuses), you can type them in seperated with a comma and with the operator set to 'in.' If not, click on the magnifying glass Q inside the status field and check all the boxes next to the statuses you want to filter for, then click **Done** when you're finished.

AiM	Work Order	Status	
Done	Search	Cancel	
Seque	ence ↓ <u>Status</u>	De	escription
100	OPEN	THE	E WORK ORDER IS OPEN
100	OPEN	THE	E WORK ORDER IS OPEN
V 100	OPEN	WO	JRK ORDER IS OPEN
V 100	OPEN	OPE	EN
V 100	OPEN	OPE	EN WORK ORDER
V 100	OPEN	OPE	EN WORK ORDER
V 100	OPEN	THE	E WORK ORDER IS OPEN
V 100	OPEN	OPE	EN WORK ORDER
V 100	OPEN	OPE	EN WORK ORDER
V 100	OPEN	OPE	EN WORK ORDER
V 100	OPEN	OPE	EN WORK ORDER
V 100	OPEN	OPE	EN WORK ORDER
V 100	OPEN	wo	JRK ORDER OPEN
V 100	OPEN	OPE	EN WORK ORDER
100	OPEN	THE	E WORK ORDER IS OPEN
V 100	OPEN	THE	E WORK ORDER IS OPEN
V 100	OPEN	THE	E WORK ORDER IS OPEN
V 100	OPEN	THE	E WORK ORDER IS OPEN

c. When done it should look like this:

		CILITIE	s of	PERATIONS	ŀ			
STANDARD OPERATING PROCEDURE Last Modified: 02/17								
t: Creatin	g a New (Query	y or	n your WorkDesk	Approve	ed: David No	orvell 7/2/	
20 Date Created		betweer	1 🕶	Jul 01, 2015 🛗 Jun 30, 2016				
25 Status		in	-	OPEN, REOPENED, REOPEN			Q	
University		=	•	٩				
Campus/Locatio	yu - 🔺	=	•	Q				
30 Building		=	•	Q				
Project		=	-	Q				
Problem Code		=	•	<u> </u>				
35 Type		=	-					
	want to only	look at D in th	t cust le typ	comer funded work order be field:	r types. T	o do this, ty	pe in	
17. Next, we CUSTON	IER FUNDE							
17. Next, we CUSTON	AER FUNDE	betweer	•	[Jul 01, 2015 ் [Jun 30, 2016				
17. Next, we CUSTON		betweer in	• •	[Jul 01, 2015			Q	
17. Next, we CUSTON		betweer in =	•	Jul 01, 2015 Jun 30, 2016 OPEN, REOPENED, REOPEN Q			٩	
17. Next, we CUSTON		betweer in =	• • •	[Jul 01, 2015			٩	
17. Next, we CUSTON 20 Date Created 25 Status University Campus/Location 30 Building	n	betweer in = =	• • •	Jul 01, 2015 ∭ Jun 30, 2016 OPEN, REOPENED, REOPEN Q Q Q Q Q			Q	
17. Next, we CUSTON		betweer in = = =	• • • • • • • • • • • • • • • • • • •	Jul 01, 2015 Jun 30, 2016 OPEN, REOPENED, REOPEN Q Q Q Q Q Q Q Q Q			٩	
17. Next, we CUSTON	AER FUNDE	betweer in = = = =	• • • • • • • • • • • • • • • • • • •	[Jul 01, 2015) [Jun 30, 2016 OPEN, REOPENED, REOPEN Q Q Q Q Q Q Q Q Q Q Q Q	()		٩	

18. Now we are ready to run the query to make sure it is what we want. To do this, click on the **Execute** button on the left hand corner of the screen.

		CENTRAL FLC			FO SOP-06 Rev 1	Page: 14 of 22
	TANDARD OPER	ATING PROC	CEDURE		Last Modifie	ed: 02/17/2016
Subject: Creating	a New Query	on your \	WorkDesk	Approve	ed: David No	orvell 7/2/2014
AiM = Phase			I		DIANE (TEST) A	bout Logout
Execute	Reset					
Action	Display Order	Sort Operator				~
New Query	5 Work Order	- • = •				=
View	15 Description	- 👻 contains 👻				
2014-2015 - STILL IN READY FOR BILLING - CHARGEABLE	Created By	- • = •		Q		н.
2015-2016 - ALL CLOSED	20 Date Created	- 🗸 between 👻	Jul 01, 2015 🛗 Jun 30, 20	016		
ACTUALS VS BILLED	25 Status	- • in •	OPEN, REOPENED, REOPEN			Q
ACTUALS VS BILLED (POM)	University	- • = •	٩			
AIM 08 Training Work Orders	Campus/Location	- • = •	٩			
AIM Test 8.1.1 Test Work Order Only	30 Building	- • = •	٩			
AIM iDesk 8 PMs for iPad Training	Project	- • = •	٩			
ALL CANCELLED/CLOSED WORK ORDERS	Problem Code	- • = •	٩			
ALL CHARGEABLE HOUSEKEEPING - MANUALLY CLOSED	35 Type 40 Category	- • = •				
ALL CHECKPOINT MEASUREMENTS 2014	Job Priority	- • = •				
ALL CUSTOMER FUNDED -	23 Organization (Account #)	- • = •		Q		

19. The result is all corrective phases in any status. There is a total of 07 records.

Image: Standard Operating Procedure And Mitting: 0.217/200 Spect: Creating a New Query on your WorkDack Approved: David Norvell 7/2/201 Image: David Mitting: David Mitting David Dav	Ċ	U T	T	٦٢	UN	IIVERS FAC	ITY OF CE	NTRAL I ERATIO	FLOF NS	RIDA	N			FO S Re	OP-06 v 1	Page:	15 of 22
bject: Creating a New Query on your WorkDexk Approved: David Norvell 7/2/201	\supset	STANDARD OPERATING PROCEDURE Last Modified: 02/17/20									17/201						
Exect Endet Date (Edit) Ref Ref Ref State (State) Advance Advance Ref Ref Ref Note (State) Advance Advance <th>bje</th> <th>ect: (</th> <th>Cre</th> <th>eatin</th> <th>g a N</th> <th>lew (</th> <th>Query on</th> <th>your</th> <th>Wo</th> <th>rkD</th> <th>esk</th> <th>Арр</th> <th>rovec</th> <th>d: Do</th> <th>avid Nc</th> <th>orvell 7/</th> <th>/2/2014</th>	bje	ect: (Cre	eatin	g a N	lew (Query on	your	Wo	rkD	esk	Арр	rovec	d: Do	avid Nc	orvell 7/	/2/2014
Stanch Work Older Phase Description Date Created Organization (Account.4) Euroding Method Status		AiM	■ P	hase								I		DIAN	E (TEST) Al:	oout Logou	ıt
Week Order Phase Description Description <thd< th=""><th></th><th>Search</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></thd<>		Search															
10065030 021 SUPERVISOR TAINING SUPERVISOR TAINING <tht< td=""><td></td><td><u>Work Order</u></td><td><u>Phase</u></td><td>Description</td><td><u>Description</u></td><td>Date Created</td><td>Organization (Account #</td><td>) Funding Metho</td><td><u>d</u><u>Status</u></td><td><u>Status</u></td><td><u>Building</u></td><td><u>Type</u></td><td><u>Category</u></td><td><u>Shop</u></td><td>Actual Hours</td><td><u>Actual Labor</u></td><td>^</td></tht<>		<u>Work Order</u>	<u>Phase</u>	Description	<u>Description</u>	Date Created	Organization (Account #) Funding Metho	<u>d</u> <u>Status</u>	<u>Status</u>	<u>Building</u>	<u>Type</u>	<u>Category</u>	<u>Shop</u>	Actual Hours	<u>Actual Labor</u>	^
10065029 001 BROKEN VALVE BROKEN VALVE Feb 16, 2016 00000000 Organization PCN OPEN BLILING READY FOR BULING 0035 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 \$0.00 \$0.00 10065028 001 CHANGE LIGHT CHANGE BULR Feb 16, 2016 0000000 Organization OPEN READY BULING 0001 CUSTOMER CORRECTIVE WCC 0.00 \$0.00		10065030	<u>001</u>	SUPERVISOR TRAINING AIM#2	SUPERVISOR TRAINING AIM#2	Feb 16, 2016 04:00 PM	0000000	Organization	OPEN	READY FOR BILLING	0016A	CUSTOMER FUNDED	CORRECTIV	E WCC	0.00	\$0.00	
10065028 001 CHANGE LIGHT CHANGE BULB CHANGE 0354 PM Feb 16, 2016 00000000 Organization OPEN READY FOR 0001 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10065027 001 NEED HELP Feb 16, 2016 00000000 Organization OPEN READY FOR 0008 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10065027 001 NEED HELP Feb 16, 2016 00000000 Organization OPEN READY FOR 0008 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10065026 001 FIX HOLE IN AN IRATE GO000000 Organization OPEN READY FOR FUNDED CORRECTIVE WCC 0.00 \$0.00 10065023 001 FIX IT NOW READY GOM FIX IT NOW FEb 16, 2016 00000000 Organization BILLING OPEN READY FOR BILLING CUSTOMER CORRECTIVE		10065029	<u>001</u>	BROKEN VALVE	BROKEN VALVE	Feb 16, 2016 03:56 PM	0000000	Organization	OPEN	READY FOR BILLING	0005	CUSTOMER FUNDED	CORRECTIV	e wcc	0.00	\$0.00	=
10065027 0.1 NEED HELP NEED HELP Feb 16, 2016 0000000 Organization OPEN READY FOR BILLING 0008 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10065025 0.01 FIX HOLE IN WALL PUT WALL PUT WALL PUT AN IBATE STUDENT FEX HOLE IN WALL PUT WALL PUT W		10065028	<u>001</u>	CHANGE LIGHT BULB.	CHANGE LIGHT BULB.	Feb 16, 2016 03:54 PM	0000000	Organization	OPEN	READY FOR BILLING	0001	CUSTOMER FUNDED	CORRECTIV	e wcc	0.00	\$0.00	
10065026 001 FIX HOLE IN WALL PUT THERE BY AN IRATE STUDENT Fix HOLE IN HERE BY AN IRATE STUDENT Feb 16, 2016 00000000 Organization OPEN READY FOR BILLING 1001 CUSTOMER FOR BILLING CUSTOMER FOR		10065027	<u>001</u>	NEED HELP	NEED HELP	Feb 16, 2016 03:53 PM	0000000	Organization	OPEN	READY FOR BILLING	0008	CUSTOMER FUNDED	CORRECTIV	E WCC	0.00	\$0.00	
10065023 001 FIX IT NOW		10065026	<u>001</u>	FIX HOLE IN WALL PUT THERE BY AN IRATE STUDENT	FIX HOLE IN WALL PUT THERE BY AN IRATE STUDENT	Feb 16, 2016 03:52 PM	0000000	Organization	OPEN	READY FOR BILLING	1001	CUSTOMER FUNDED	CORRECTIV	e wcc	0.00	\$0.00	
10054399 001 B0129 B0129 Jul 25, 2015 FSW00016 Organization OPEN READY 0129 CUSTOMER AIR WCC 0.50 \$17.32 R0619 AIR R0619 AIR 06.39 PM QUALITY: QUALITY: QUALITY: SMELLS OF GAS GAS COMING FROM FROM ROOM. ROOM.		10065023	<u>001</u>	FIX IT NOW	FIX IT NOW	Feb 16, 2016 03:50 PM	0000000	Organization	OPEN	READY FOR BILLING	0906	CUSTOMER FUNDED	CORRECTIV	e wcc	0.00	\$0.00	
*		10054399	<u>001</u>	B0129 R0619 AIR QUALITY: SMELLS OF GAS COMING FROM ROOM.	B0129 R0619 AIR QUALITY: SMELLS OF GAS COMING FROM ROOM.	Jul 25, 2015 06:39 PM	FSW00016	Organization	OPEN	READY FOR BILLING	0129	CUSTOMER FUNDED	AIR QUALITY	WCC	0.50	\$17.32	
																	-
	*		_											_	_	Þ	

- 20. To navigate between pages, click on the links at the bottom of the page that say First, Previous, Next, Last.
- 21. To return to your query, click the magnifying glass in the blue **Search** button on the top left hand corner of the screen:

Vick Order Phase DIANE Creating Rescription Rescription Approved: David Norved Vork Order Phase DIANE (TEST) About Vork Order Phase Diane (Test) Order Organization Organization Orfer Customer Customer Oudo Organization 10065029 001 NeED HELP Reb (2) 00000000 Organization OPEN READY BILLING Customer Costomer Oudo <td< th=""><th>ast Modified: 02/17 : David Norvell 7/2, DIANE (TEST) About Logout Shop Actual Hours Actual Labor WCC 0.00 \$0.00 WCC 0.00 \$0.00 WCC 0.00 \$0.00 WCC 0.00 \$0.00 WCC 0.00 \$0.00</th></td<>	ast Modified: 02/17 : David Norvell 7/2, DIANE (TEST) About Logout Shop Actual Hours Actual Labor WCC 0.00 \$0.00
Approved: David Norve Make Creating a New Query on your WorkDesk Approved: David Norve Approved: David Norve Search VorkOrder Phase Description Description Date-Created Organization (Account #) Funding Method Status Status Building Type Category Shop Actual Hours Actual 10065030 001 SUPERVISOR Teb 16, 2016 00000000 Organization OPEN READY BUILING OD16A CUSTOMER CORRECTIVE WCC 0.00 10065029 001 BROKEN Feb 16, 2016 00000000 Organization OPEN READY FOR BUILING Customer Corrective WCC 0.00 10065029 001 BROKEN Feb 16, 2016 00000000 Organization OPEN READY FOR BUILING Customer Corrective WCC 0.00 10065029 001 BROKEN Feb 16, 2016 00000000 Organization OPEN READY FOR BUILING 0001 Customer Corrective WCC 0.00 10065027 001 NEED HELP Feb 16, 2016 000000000 Organization OPEN REA	David Norvell 7/2, DIANE (TEST) About Logout Shop Actual Hours Actual Labor wcc 0.00 \$0.00
Note: Phase Diane (TES) About Search Vork.Order Phase Description Date Create Organization (Account.) Funding Method Status Status Building Topo Status Activation Account. Account. 10065028 01 SUPERVISOR AIM#2 SUPERVISOR AIM#2 SUPERVISOR Bill, NING Feb 16, 2016 04:00 PM 0000000 Organization OPEN READY BILLING 0016A CUSTOMER FOR BILLING CORRECTIVE WCC 0.00 0.00 0 Organization OPEN READY BILLING 0016A CUSTOMER FOR BILLING CORRECTIVE WCC 0.00 0.00 0	About Logout Shop Actual Hours Actual Labor WCC 0.00 S0.00 WCC 0.00 S0.00 WCC 0.00 S0.00
Search Search Work Order Phase Description Date Created Organization (Account #) Funding Method Status Status Building Type Category Shop Actual Hours Actual Hours 10065030 001 SUPERVISOR TRAINING SUPERVISOR ALIM#2 SUPERVISOR ALIM#2 Feb 16, 2016 00000000 Organization OPEN READY BILLING 0016A FOR BILLING CUSTOMER CORRECTIVE WCC 0.00 0.00 0000000 Organization OPEN READY FOR BILLING 0016A FOR BILLING CUSTOMER CORRECTIVE WCC 0.00 0.00 0.00 0000000 Organization OPEN READY FOR BILLING CUSTOMER CORRECTIVE WCC 0.00 0.00 0.00 001 CUSTOMER CORRECTIVE WCC 0.00 0.00 0.00 0.00 0.00 0.00 0.00 Description 0.00 0.00 Description 0.00 Description 0.00 Description 0.00 Description 0.00 Description Descr	Shop Actual Hours Actual Labor Actual Labor
Work Order Phase Description Description <thd< th=""><th>Shop Actual Hours Actual Labor WCC 0.00 S0.00 WCC 0.00 S0.00 WCC 0.00 S0.00 WCC 0.00 S0.00 WCC 0.00 S0.00</th></thd<>	Shop Actual Hours Actual Labor WCC 0.00 S0.00
10065030 001 SUPERVISOR TRAINING SUPERVISOR TRAINING Feb 16, 2016 04:00 PM 0000000 Organization OPEN READY BILLING 0016A CUSTOMER CUSTOMER FUNDED CORRECTIVE WCC 0.00 10065029 001 BROKEN VALVE BROKEN 03:56 PM Feb 16, 2016 0000000 Organization OPEN READY FOR BILLING 0005 CUSTOMER FUNDED CORRECTIVE WCC 0.00 10065028 001 CHANGE LIGHT BULB CHANGE CHANGE Feb 16, 2016 O3:54 PM 0000000 Organization OPEN READY FOR BILLING CUSTOMER CORRECTIVE WCC 0.00 10065027 001 CHANGE LIGHT BULB NEED HELP Feb 16, 2016 O3:54 PM 0000000 Organization OPEN READY FOR BILLING 0008 CUSTOMER CORRECTIVE WCC 0.00 10065027 001 NEED HELP NEED HELP Feb 16, 2016 O3:53 PM 00000000 Organization OPEN READY FOR BILLING 0008 CUSTOMER CORRECTIVE WCC 0.00 10065027 001 NEED HELP NEED HELP Feb 16, 2016 00000000 Organization	WCC 0.00 \$0.00
10065029 001 BROKEN VALVE BROKEN VALVE BROKEN 03:56 PM Feb 16, 2016 0000000 0000000 Organization OPEN FOR BILLING CUSTOMER FUNDED CORRECTIVE WCC 0.00 10065028 001 CHANGE LIGHT CHANGE BULL Feb 16, 2016 0000000 Organization OPEN FOR BILLING READY FOR BILLING 001 CUSTOMER FUNDED CORRECTIVE WCC 0.00 10065027 001 NEED HELP NEED HELP Feb 16, 2016 0000000 Organization OPEN FOR BILLING READY FOR BILLING CUSTOMER FUNDED CORRECTIVE WCC 0.00 10065027 001 NEED HELP NEED HELP READY ROB NEED HELP Feb 16, 2016 READY ROB 0000000 Organization OPEN READY ROB READY ROB CUSTOMER FUNDED CORRECTIVE WCC 0.00 10065026 001 FIX HOLE IN FIX HOLE IN F	WCC 0.00 \$0.00 WCC 0.00 \$0.00 WCC 0.00 \$0.00 WCC 0.00 \$0.00
10065028 001 CHANGE LIGHT BULB. CHANGE LIGHT BULB. CHANGE CIGHT BULB. Feb 16, 2016 03:54 PM 0000000 Organization OPEN BILLING READY BILLING 0001 CUSTOMER FUNDED CORRECTIVE WCC 0.00 10065027 001 NEED HELP NEED HELP Feb 16, 2016 0000000 Organization OPEN READY BILLING 0008 CUSTOMER CORRECTIVE WCC 0.00 10065027 001 NEED HELP NEED HELP Feb 16, 2016 00000000 Organization OPEN READY FOR BILLING CUSTOMER CORRECTIVE WCC 0.00 10065026 001 FXX HOLE IN Feb 16, 2016 00000000 Organization OPEN READY FOR BILLING CUSTOMER CORRECTIVE WCC 0.00	WCC 0.00 \$0.00 WCC 0.00 \$0.00
10065027 001 NEED HELP NEED HELP Feb 16, 2016 0000000 Organization OPEN READY FOR BILLING CUSTOMER CORRECTIVE WCC 0.00 10065026 001 FIX HOLE IN INVALUE IN	WCC 0.00 \$0.00
10065026 001 FIX HOLE IN FIX HOLE IN Feb 16, 2016 00000000 Organization OPEN READY 1001 CUSTOMER CORRECTIVE WCC 0.00	WCC 0.00 \$0.00
AN IRATE AN IRATE STUDENT STUDENT	
10065023 001 FIX IT NOW FIX IT NOW Feb 16, 2016 00000000 Organization OPEN READY 0906 CUSTOMER CORRECTIVE WCC 0.00 03:50 PM FOR FUNDED BILLING	WCC 0.00 \$0.00
10054399 001 B0129 B0129 Jul 25, 2015 FSW00016 Organization OPEN READY 0129 CUSTOMER AIR WCC 0.50 QUALITY: QUALITY: QUALITY: OCIANDA BILLING BILLING GAS GAS GAS COMING FROM FROM ROOM. ROOM. FROM ROOM. FROM ROOM. FROM ROOM. FROM ROOM. FROM FROM ROOM. FROM FROM ROOM. FROM	WCC 0.50 \$17.32

22. This will bring you back to the query screen. To save this as a personal query, click on the New Query link under the 'Action' section of the left menu bar.

FO SOP-06 **UNIVERSITY OF CENTRAL FLORIDA** Page: 17 of 22 SUCF Rev 1 **FACILITIES OPERATIONS** STANDARD OPERATING PROCEDURE Last Modified: 02/17/2016 Subject: Creating a New Query on your WorkDesk Approved: David Norvell 7/2/2014 AiM Phase DIANE (TEST) About Logout Execute Action Work Order - • 5 • New Query Description Ŧ 15 contains ∕iew 2014-2015 - STILL IN READY FOR BILLING - CHARGEABLE Created By - 🔻 = **_** Q] 2015-2016 - ALL CLOSED CUSTOMER FUNDED = 0.00 Date Created 20 - 🔸 between 🛗 Jun 30, 2016 25 Status 👻 in -OPEN, REOPENED, REOPEN Q ACTUALS VS BILLED University **•** = • Q ACTUALS VS BILLED (POM) Campus/Location **•** = • Q AIM 08 Training Work Orders 30 Building **-** = Q AIM Test 8.1.1 Test Work Order Only • Project **-** = Q AIM iDesk 8 PMs for iPad Training -ALL CANCELLED/CLOSED WORK Problem Code - -• Q 35

-

•

•

- -

- 🗶 =

- =

CUSTOMER FUNDEL Q

Q

Q

Q

23. This will bring up the Personal Query screen

Type

40

Category

Job Priority

23 Organization (Account #)

ALL CHARGEABLE HOUSEKEEPING -MANUALLY CLOSED

ALL CHECKPOINT MEASUREMENTS 2014

ALL CUSTOMER FUNDED -

AiM 🗮	Personal Query					DIANE (TEST)	About	Logout
Done	Cancel							
				Last Edited by On	Module	Work Management		
					Screen	Phase		
Yellow		Query Listing	No 🔻					
Red		Query Count	No 🔻					

24. Select a Query Name and description for your query

II Customer Funded WCC Work Orders - RFB = 0.00	
All Customer Funded WCC Work Orders - <u>RFB</u> = 0.00 (Sample query for SOP-06)	

UNIVERSITY OF CENTRAL FLORIDA	FO SOP-06 Rev 1	Page: 18 of 22
STANDARD OPERATING PROCEDURE	Last Modifie	d: 02/17/2016

Subject: Creating a New Query on your WorkDesk Approved: David Norveil 7/2/

25. Select the alert level (optional). In the Yellow field, pick the number of phases that the alert box should turn from green to yellow. In the Red field, pick the number to go from yellow to red.

Yellow	1
Red	10

26. In the WorkDesk section, select if you just want a query listing or a query count:

- d. Query Listing will jut show the query with no number of results.
- e. Query Count will show you the query with the number of phases that meet the queries criteria.

Query Listing	Yes 💌
Query Count	Yes 👻

27. To save this, click on the **Done** button on the left hand corner.

C			RSITY OF (ACILITIES (CENTRAL FLORI	DA		FO SOP-06 Rev 1	Page: 19 of 22
0		STAND	ARD OPER	ATING PROCED	DURE		Last Modifie	ed: 02/17/2016
Subje	ect: C	reating a New	v Query	on your Worl	kDesk	Approve	əd: David No	prvell 7/2/2014
	AiM 🔳	Personal Query				_	DIANE (TEST) AI	bout Logout
	Done All Custom	er Funded WCC Work Orders - F	FB = 0.00	_	Last Edited by On	Module	Work Management	
	All Customer Fu (Sample query	unded WCC Work Orders - RFR = 0.00 for SOP-06)				Screen	Phase	
	Yellow	1	Query Listing	Yes 🔻				
	Red	(10	Query Count	Yes •				

28. To save the query, click on green **Save** button on the left hand corner of the screen.

AiM	Phase					DIANE (TEST)	About	Logout
Save	Ac	lvanced	Search	Re	iet			
All Custo	mer Funded WCC Work O	rders - R	FB = 0.00					A
ALL CUST (SAMPLE C	OMER FUNDED WCC WORK ORD QUERY FOR SOP-06)	ERS - RFB	= 0.00					
Display Orc			Operator					
5	Work Order	- •	=	•				
15	Description	- •	contains	•				
	Created By	- •	=	•	Q			=
20	Date Created		between	-	Jul 01, 2015 💼 Jun 30, 2016 💼			-
25	Status	- •	in	•	OPEN, REOPENED, REOPEN		Q	

29. To see the query on your WorkDesk, click on the AiM tab in the left upper corner:

Back Execute	Advanced Search			
Action <u>New Query</u>	All Customer Funded WCC Work ALL CUSTOMER FUNDED WCC WORK (SAMPLE QUERY FOR SOP-06)	prk Orders - RFB = 0.00 K ORDERS - RFB = 0.00		
Edit Query	Display Order	Sort Operator		
	5 Work Order	· • = •		
2014-2015 - STILL IN READY FOR BILLING - CHARGEABLE	15 Description	-		
2015-2016 - ALL CLOSED CUSTOMER FUNDED = 0.00	Created By	- • = •	۹	
ACTUALS VS BILLED	20 Date Created	- 🗸 between 🗸	Jul 01, 2015 🛗 Jun 30, 2016 🛗	
ACTUALS VS BILLED (POM)	25 Status	- 👻 in 💌	OPEN, REOPENED, REOPEN	Q

UCF FO SOP version 1, Jun. 1, 14

STANDARD OPERATIONS **UNIVERSITY OF CENTRAL FLORIDA** FO SOP-06 Page: 20 of 22 Rev 1 Last Modified: 02/17/2016 Subject: Creating a New Query on your WorkDesk Approved: David Norvell 7/2/2014 30. You should now see your query in the Personal Query Count Box on your WorkDesk. Personal Query Count ß 12 Work Management ~ Phase ~ AIM iDesk 8 PMs for iPad Training 268 Work Management ~ Phase ~ AIM 08 Training Work Orders 10 Work Management ~ Phase ~ AIM Test 8.1.1 Test Work Order Only 7 Work Management ~ Phase ~ All Customer Funded WCC Work Orders - RFB = 0.00 0 Work Management ~ Phase ~ HOUSEKEEPING ACTUALS VS BILLED 0 Work Management ~ Phase ~ ACTUALS VS BILLED 15 Work Management ~ Phase ~ READY FOR BILLING - NO COST ANALYSIS - 2015-2016 6 Work Management ~ Phase ~ CUSTOMER FUNDED - NO COST ANALYSIS - 2015-2016 0 Asset Management ~ Asset Release/Return ~ RESERVED ASSETS

1569 Work Management ~ Phase ~ ALL LIFE SAFETY WORK ORDERS

31. To look at your query click on the query.

Search Search Work Order Phase Description Description <thdescription< th=""> Description</thdescription<>	AiM	∎ PI	hase										DIAN	E (TEST)	About	Logout
Work Order Phase Description Date Created Organization Account 4 Funding Method Status	Search															
1006503 001 SUPERVISOR ALMAZ SUPERVISOR STRAINING SUPERVISOR FoL 0, 40 PM 640 PM 0000000 Organization OPEN READY FOR BILLING 0016A CUSTOMER CORRECTIVE WCC 0.00 S0.00 1006502 001 BROKEN VALVE BROKEN VALVE BROKEN VALVE BROKEN 0356 PM BO000000 Organization OPEN READY FOR BILLING 0005 CUSTOMER CORRECTIVE WCC 0.00 S0.00 10065028 001 CHANGE LIGHT CHANGE LIGHT Feb 16, 2016 0000000 Organization OPEN READY FOR BILLING 0001 CUSTOMER CORRECTIVE WCC 0.00 S0.00 10065027 001 NEED HELP Feb 16, 2016 0000000 Organization OPEN READY BILLING 0008 CUSTOMER CORRECTIVE WCC 0.00 S0.00 10065027 001 NEED HELP Feb 16, 2016 00000000 Organization OPEN READY BILLING CUSTOMER CORRECTIVE WCC 0.00 S0.00	<u>Work Order</u>	<u>Phase</u>	Description	Description	Date Created	Organization (Account #)	Funding Method	<u>Status</u>	<u>Status</u>	Building	<u>Туре</u>	<u>Category</u>	<u>Shop</u>	Actual Hours	<u>Actual</u>	Labor
10065029 001 BROKEN BROKEN VALVE VALVE VALVE 00000000 Organization OPEN READY FOR BILLING 0005 CUSTOMER CORRECTIVE WCC 0.00 50.00 10065028 001 CHANGE LIGHT CHANGE BULB CHANGE LIGHT Fob 16, 2016 00:54 PM 0000000 Organization OPEN READY FOR BILLING 0001 CUSTOMER CORRECTIVE WCC 0.00 50.00 10065027 001 NEED HELP NEED HELP Feb 16, 2016 0000000 Organization OPEN READY FOR BILLING 000 CUSTOMER CORRECTIVE WCC 0.00 50.00 10065027 001 NEED HELP REb 16, 2016 0000000 Organization OPEN READY FOR BILLING 000 CUSTOMER CORRECTIVE WCC 0.00 50.00 10065026 001 FIX HOLE IN WALL PUT THREE STUDENT Feb 16, 2016 0000000 Organization OPEN READY FOR BILLING 1001 CUSTOMER CORRECTIVE WCC 0.00 <t< td=""><td>10065030</td><td><u>001</u></td><td>SUPERVISOR TRAINING AIM#2</td><td>SUPERVISOR TRAINING AIM#2</td><td>Feb 16, 2016 04:00 PM</td><td>0000000</td><td>Organization</td><td>OPEN</td><td>READY FOR BILLING</td><td>0016A</td><td>CUSTOMER FUNDED</td><td>CORRECTIVE</td><td>WCC</td><td>0.00</td><td></td><td>\$0.00</td></t<>	10065030	<u>001</u>	SUPERVISOR TRAINING AIM#2	SUPERVISOR TRAINING AIM#2	Feb 16, 2016 04:00 PM	0000000	Organization	OPEN	READY FOR BILLING	0016A	CUSTOMER FUNDED	CORRECTIVE	WCC	0.00		\$0.00
10065028 001 CHANGE LIGHT CHANGE LIGHT Feb 16, 2016 03:54 PM 0000000 Organization OPEN READY FOR BILLING 0001 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10065027 001 NEED HELP BULB NEED HELP Feb 16, 2016 0000000 Organization OPEN READY FOR BILLING 0008 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10065026 001 NEED HELP AN IRATE STUDENT Feb 16, 2016 00000000 Organization OPEN READY BILLING 0008 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10065023 001 FIX HOLE IN AN IRATE STUDENT FEb 16, 2016 00000000 Organization OPEN READY BILLING 1001 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10065023 001 FIX IT NOW AN IRATE STUDENT FIX IT NOW FEA 16, 2016 00000000 Organization OPEN READY FOR BILLING 0906 CUSTOMER FUNDED CUSTOMER AIR FUNDED QUA \$0.00	10065029	<u>001</u>	BROKEN VALVE	BROKEN VALVE	Feb 16, 2016 03:56 PM	0000000	Organization	OPEN	READY FOR BILLING	0005	CUSTOMER FUNDED	CORRECTIVE	WCC	0.00		\$0.00
10065027001NEED HELPNEED HELPFeb 16, 201600000000OrganizationOPENREADY FOR BILLING0008CUSTOMER FOR BILLINGCORRECTIVEWCC0.00\$0.0010065026001FIX HOLE IN WALL PUT THERE BY AN IRATE STUDENTFit 40LE IN WALL PUT THERE BY STUDENTFeb 16, 201600000000OrganizationOPEN READY OFREADY FOR BILLING1001CUSTOMER CUSTOMER CUSTOMER CORRECTIVEWCC0.00\$0.0010065023001FIX IT NOWFIX IT NOWFeb 16, 2016 O00000000000000OrganizationOPEN READY BILLINGREADY FOR BILLING0000CUSTOMER CUSTOMER CUSTOMER CUSTOMER CUSTOMERCORRECTIVE WCC0.00\$0.0010065023001FIX IT NOWFIX IT NOWFeb 16, 2016 03:50 PM00000000OrganizationOPEN READY FOR BILLINGCUSTOMER CU	10065028	<u>001</u>	CHANGE LIGHT BULB.	CHANGE LIGHT BULB.	Feb 16, 2016 03:54 PM	0000000	Organization	OPEN	READY FOR BILLING	0001	CUSTOMER FUNDED	CORRECTIVE	wcc	0.00		\$0.00
10065026001FIX HOLE IN THERE BY AN IRATE STUDENTFIX HOLE IN FOR NIRATE STUDENTFIX HOLE IN FOR STUDENTFIX HOLE IN 	10065027	<u>001</u>	NEED HELP	NEED HELP	Feb 16, 2016 03:53 PM	0000000	Organization	OPEN	READY FOR BILLING	0008	CUSTOMER FUNDED	CORRECTIVE	WCC	0.00		\$0.00
10065023 001 FIX IT NOW FIX IT NOW Feb 16, 2016 00000000 Organization OPEN READY 0906 CUSTOMER CORRECTIVE WCC 0.00 \$0.00 10054399 001 80129 80129 R0619 AIR Jul 25, 2015 FSW00016 Organization OPEN READY 0129 CUSTOMER AIR WCC 0.00 \$17.32 10054399 001 80129 R0619 AIR Jul 25, 2015 FSW00016 Organization OPEN READY 0129 CUSTOMER AIR WCC 0.50 \$17.32 QUALITY: SMELLIS OF SMELLIS OF GAS GAS GAS GAS COMING COMING COMING NOM No	10065026	<u>001</u>	FIX HOLE IN WALL PUT THERE BY AN IRATE STUDENT	FIX HOLE IN WALL PUT THERE BY AN IRATE STUDENT	Feb 16, 2016 03:52 PM	0000000	Organization	OPEN	READY FOR BILLING	1001	CUSTOMER FUNDED	CORRECTIVE	WCC	0.00		\$0.00
10054399 001 80129 Jul 25, 2015 FSW00016 Organization OPEN READY 0129 CUSTOMER AIR WCC 0.50 \$17.32 R0619 AIR R0619 AIR 06:39 PM FOR FUNDED QUALITY 0.50 \$17.32 QUALITY: QUALITY: QUALITY: QUALITY BILLING SMELLS OF SMELLS OF GAS GAS GAS COMING COMING FROM FROM FNOM FNOM	10065023	<u>001</u>	FIX IT NOW	FIX IT NOW	Feb 16, 2016 03:50 PM	0000000	Organization	OPEN	READY FOR BILLING	0906	CUSTOMER FUNDED	CORRECTIVE	WCC	0.00		\$0.00
ROOM. ROOM.	10054399	<u>001</u>	B0129 R0619 AIR QUALITY: SMELLS OF GAS COMING FROM ROOM.	B0129 R0619 AIR QUALITY: SMELLS OF GAS COMING FROM ROOM.	Jul 25, 2015 06:39 PM	FSW00016	Organization	OPEN	READY FOR BILLING	0129	CUSTOMER FUNDED	AIR QUALITY	WCC	0.50	:	;17.32

UNIVERSITY OF CENTRAL FLORIDA		FO SOP-06 Rev 1	Page: 21 of 22
STANDARD OPERATING PROCEDURE		Last Modifie	ed: 02/17/2016
Subject: Creating a New Query on your WorkDesk	Approv	ed: David No	prvell 7/2/2014
32. To make adjustements to the query, click on the Search b	utton on	the upper lef	t hand

32. To make adjustements to the query, click on the **Search** button on the upper left hand corner to return to the query, then click the Edit Query link under the 'Action' section of the left menu bar to access the edit query screen.

AiM 🔳 Phase				DIANE (TEST)	About	Logout
Back Execute	Advanced Search					
Action	All Customer Funded WCC Work	Orders - Ri	FB = 0.00			Â
New Ouery	ALL CUSTOMER FUNDED WCC WORK OF (SAMPLE QUERY FOR SOP-06)	RDERS - RFB	= 0.00			
Edit Query	Display Order	Sort	Operator			
View	5 Work Order	• •				
2014-2015 - STILL IN READY FOR BILLING - CHARGEABLE	15 Description	• •	contains 👻			=
2015-2016 - ALL CLOSED CUSTOMER FUNDED = 0.00	Created By	- •		Q	.d	
ACTUALS VS BILLED	20 Date Created		between 👻	Jul 01, 2015 🛗 Jun 30, 2016 🗂		
ACTUALS VS BILLED (POM)	25 Status	• •	in 👻	OPEN, REOPENED, REOPEN		Q

33. On this page, you make any changes to your query. When finished, you can either click on the **Save** button to save all current changes, click **Reset** to erase all selections and filters, or you may click **Cancel** to return to the query page without applying any changes.

AiM	Phase				DIANE (TEST)	About	Logout
Save	Cancel A	dvanced	Search	Re	set		
All Custo	omer Funded WCC Work O	rders - R	FB = 0.00				<u>^</u>
ALL CUST (SAMPLE (OMER FUNDED WCC WORK ORI QUERY FOR SOP-06)	DERS - RFB	= 0.00				
Display Ord	der		Operator				
5	Work Order		=	•			
15	Description	- •	contains	-			
	Created By	- •	=	•	Q		=
20	Date Created	- •	between	•	Jul 01, 2015 📾 Jun 30, 2016 📾		
25	Status	- •	in	•	OPEN, REOPENED, REOPEN	Q]

34. If you wish to edit the alert levels of your query, how they appear on your WorkDesk, or even just delete the query all together, this is accomplished by clicking on the name of the query above the 'Display Order' column to access the 'Personal Query' screen. From here, you can either click on the **Edit** button to apply any additional changes to the query, or you may click the red **Delete** button to remove it all together.

0.01	STAND	ARD OP	ERATI	NG PRC	CEDUR	E		Last Modif	ied: 02	/17/2
ect: Creating	g a N	ew Qu	ery o	n your	Work	Desk	Approv	ed: David I	Vorvell 7	/2/20
AiM E Phase							I	DIANE (TEST)	About Log	out
K Back Execute	Advanced Sea	arch								
Action New Query	All Custom	ter Funded WCC W IER FUNDED WCC WO ERY FOR SOP-06)	<mark>Vork Orders -</mark> RK ORDERS - RF	RFB = 0.00 B = 0.00						î
Edit Query	Display Order		Sort	Operator						11
View 2014-2015 - STILL IN READY FOR BILLING - CHARGEABLE	5 V 15 C	Work Order Description		contains						н
2015-2016 - ALL CLOSED CUSTOMER FUNDED = 0.00		Created By					Q			
ACTUALS VS BILLED	20 [Date Created		between 👻	Jul 01, 2015	🛗 Jun 30, 201	6 🛗			
AiM = Personal Qu	ery	itatus		in v	OPEN, REOPENE	ED, REOPEN		DIANE (TEST)	About Log	out
AiM Personal Qu C Back Delete Action	ery	itatus		in -	OPEN, REOPENE	ED, REOPEN	1) Module	DIANE (TEST) Work Management	About Log	out
AiM Personal Qu C Back Delete Action Email	Edit	ner Funded WCC	- • •	ers - RFB = 0.00	OPEN, REOPENN Last Edit BECERRA On 02	ED, REOPEN ted by DIANE (TES 2/16/2016 04:39 PI	T) Module	DIANE (TEST) Work Management	About Log	out
AiM Personal Qu Carlon Email	Edit All Custor ALL CUSTOM (SAMPLE QUI	ner Funded WCC NER FUNDED WCC WO IERY FOR SOP-06)	- •	r in •	Last Edit BECERRA On 02	ted by DIANE (TES	T) Module M Screen	DIANE (TEST) Work Management Phase	About Log	out
AiM Personal Qu Cation Cation	Edit Edit All Custor ALL CUSTOM (SAMPLE QUI Yellow	ner Funded WCC Wer Funded WCC WO ERY FOR SOP-06)	C Work Ord	ers - RFB = 0.00 B = 0.00 Query Listing	OPEN, REOPENN Last Edit BECERRA On 02	ted by DIANE (TES //16/2016 04:39 PI	T) Module M Screen	DIANE (TEST)	About Log	out
AiM Personal Qu Cation Cation	Edit All Custor ALL CUSTOM (SAMPLE QUI Yellow Red	Iner Funded WCC IER FUNDED WCC WO ERY FOR SOP-06)	C Work Ord	r In r ers - RFB = 0.00 B = 0.00 Query Listing Query Count	OPEN, REOPENS Last Edit BECERRA On 0; Yes	ted by DIANE (TES //16/2016 04:39 PI	T) Module Screen	DIANE (TEST)	About Log	out