



# 2025 Work Order Priority Updates

Beginning on March 1<sup>st</sup>, 2025, the priorities associated with a work request will be receiving an update and name change. These changes are being implemented so shops can better manage/prioritize work and to better convey the expected response and completion time of work to University of Victoria's end users/self-serve requestors. Currently, there are four priorities in use:

- 3 – Routine,
- 2 – High,
- 1 – Urgent, and
- SWO

These priorities are being expanded out to include low and medium priority work, as well as updating the expected response and completion times of each priority. Below is the list of new priorities along with their respective response and completion times as well as the definition and examples of the type of work for each. These priorities will be used, at the Supervisor's discretion, to indicate and convey the order in which work will be completed ("1 – Emergency" being work that should be completed before "4 – Low"). Note: The definition/examples are not all-encompassing and are to be used as a guideline for prioritizing work appropriately.

All PM/scheduled work will be updated with the new priority of "Scheduled Work". The "Scheduled Work" priority is to be used only for PMs and recurring, planned work.

Priority	Internal Definition	Expected Response	Expected Completion
4 – Low	Tasks that do not require immediate attention and can be addressed later without significantly impacting operations, safety, or equipment functionality. <ul style="list-style-type: none"><li>• Non-emergency signage</li><li>• Art and graphics installations</li><li>• Custom millwork</li><li>• Custom painting</li><li>• Carpet cleaning</li></ul>	5 days	40 days



	<ul style="list-style-type: none"><li>• Floor room finishing</li></ul>		
3 – Medium	<p>Normal wear/tear maintenance or service items that do not pose an immediate risk to facilities, systems, equipment or components.</p> <ul style="list-style-type: none"><li>• Painting</li><li>• Cracked glass</li><li>• Changing light bulbs</li><li>• Door hardware adjustment</li><li>• Grounds Maintenance</li><li>• Occupant moves</li><li>• Project work</li><li>• Millwork adjustment/repair</li><li>• Furniture procurement requests</li><li>• Sign requests</li><li>• Event support</li><li>• Furniture and e-waste recycling pick ups</li><li>• Waste and recycling tote requests</li><li>• Keys</li><li>• Item Retrieval</li></ul>	3 days	30 days
2 – High	<p>Work that does not fit the definition of an emergency but needs to be accomplished in an expedited time frame or has a deadline. Such work may be mission critical, be</p>	1 day	5 days



	<p>high in profile in nature, or have an event <u>date</u>.</p> <ul style="list-style-type: none"><li>• Student Accessibility Requests</li><li>• Project with specific deadline</li><li>• Preparing for commencement of classes</li><li>• Convocation support</li><li>• Support for high visibility event</li><li>• A condition that reflects poorly on the University</li><li>• Code compliance (non-statutory)</li><li>• Deficiency resulting in continuous loss of resources (water, energy, etc.)</li><li>• Preventive Maintenance deadline to maintain major warranty</li><li>• Fire code compliance</li><li>• Graffiti removal</li><li>• Non-emergency elevator repair</li><li>• Services needed to maintain physical accessibility to the campus</li><li>• Health and safety (such as air quality, heat, plugged toilet)</li><li>• Toilets / urinals running constantly</li><li>• Call outs</li><li>• Snow &amp; Ice on roadways and sidewalks</li></ul>		
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1 – Emergency (SLA in hours)	<p>Potential threat to safety, property, security, data, systems or the environment.</p> <p>Essential services may be compromised.</p> <ul style="list-style-type: none"><li>• Downed electrical lines</li><li>• Broken gas line</li><li>• Gas leaks or smell of gas leaks</li><li>• Heavy flood</li><li>• Broken pipes/water lines</li><li>• Overflowing toilets/fixtures</li><li>• Trapped in elevator</li><li>• Security failure: locks/windows/doors</li><li>• Major equipment breakdown</li><li>• Fire Alarm sounding</li><li>• Electrical or water outages affecting multiple clients/users</li><li>• Loss of heating or cooling in rooms with sensitive equipment or laboratories</li><li>• Loss of refrigerated storage space</li><li>• Hate graffiti</li><li>• Piping or roof leaks that affect equipment or classrooms</li><li>• Exterior flooding</li><li>• Broken windows, doors or locks</li><li>• Code compliance statutory</li><li>• Food sanitation</li></ul>	<p>Response in <b>90 minutes</b>. Expedited action <u>within 24 hours</u> to mitigate the situation before conditions escalate or worsen and systems or services restored within 48 hours.</p>	24 hours
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Scheduled Work (FMGT Use Only)	<u>Scheduled</u> , preventative maintenance work. Used to indicate this work is part of a preventative maintenance plan with recurring, planned work.	5 days	30 days
SWO (FMGT Use Only)	A (S)tanding (W)ork (O)rder is one that has no expected response time or completion time. It is used for recurring work of a specific type and/or location for cost recovery and record keeping purposes; grounds maintenance, grass cutting for example. Also used for events that take place over an extended period such as snow removal.	No	No