



9.2.9 Request for Services

Chapter 9 - Facilities	Original Effective Date: June 2000
Section: 9.2 Facilities Management	Date Last Reviewed: July 2021
Responsible Entity: AVP for Facilities, Safety and Risk Management	Date Last Revised: July 2021

I. Purpose

To establish procedures for requesting billable services from Facilities Management.

II. Scope

This policy applies to all UT Health San Antonio departments/units requesting services from Facilities Management.

III. Policy

A. Request for Services

1. Departmental requests for billable Facilities Management services must be made on a [Service Request](#).
2. These requests include such items as building alterations, remodeling, equipment repair and installation, Lock Shop services, Sign Shop services, utility service to new equipment, carpet installation, laboratory case work, and other specialty items.
3. All Service Requests are assigned a work order number. A copy of the work order, except key and sign shop requests, showing the work order number are returned to the requesting department for future reference.
4. Departmental requests for services which will be required on a recurring basis, such as deionized water service and vehicle maintenance, can be submitted for an entire fiscal year as an annual work order.

B. Accounting and Control Information

Work order labor and material charges are accumulated and charged via an [Inter-Departmental Transfer Voucher \(IDT\)](#) to the appropriate account on a monthly basis.

IV. Definitions

There are no defined terms used in this Policy.

V. Related References

[Service Request System](#)

VI. Review and Approval History

- A. The approving authority of this policy is the University Executive Committee.
- B. The review frequency cycle is set for three years following the last review date, a time period that is not mandated by regulatory, accreditation, or other authority.

Effective Date	Action Taken	Approved By	Date Approved
06/2000	Policy Origination		
06/2017	Policy Revision		
07/2021	Policy Revision, discretionary edits		