



TROUBLE DESK SERVICE REQUEST

NAVFAC FE CFAS PWD REQUIREMENTS BRANCH TROUBLE DESK

MISSION:

To better serve CFAS customers by providing a **24/7 easy-to-access** alternative means of contacting the trouble desk.

NOTE:

All TROUBLE REQUESTS WILL BE ADDRESSED ON A "FIRST-COME/FIRST-SERVED" BASIS. Please wait for an operator to process your request; they will contact you as soon as possible.

FORM COMPLETION:

The following fields should be submitted in order to prioritize, plan and begin working on your request. The information you provide is critical in developing a scope of work; incomplete or vague information will drastically delay the processing and execution of your request. **Please ensure that you fill out all the required fields below as thoroughly and correctly as possible.**

TYPES OF REQUEST:

EMERGENCY

DEFINITION: Emergency requests are any facility deficiencies that immediately compromise the mission, life, health or safety. This request has to be responded within one hour and resolved within a 24 hour time period. Examples include a broken window or a broken safety rail on a balcony.

IF YOUR REQUEST IS AN EMERGENCY WORK ORDER, PLEASE IMMEDIATELY CALL THE TROUBLE DESK. THIS ENSURES THAT YOUR EMERGENCY IS DEALT WITH IN A TIMELY MANNER. IF NOT, PLEASE CONTINUE FILLING OUT THE FORM AS AN URGENT/ROUTINE REQUEST.

URGENT

DEFINITION: Urgent requests are any deficiencies that do not immediately endanger personnel or property, but extended delays or lack of repairs could result in damage to Government property, or soon affect the security, health, or well-being of personnel and the continued operation of a service or system. This request has to be responded to and completed within 5 business days.

If your request DOES NOT quantify as an urgent request, please continue filling out the form as a routine request, or refer to the emergency classification.

ROUTINE

DEFINITION: Routine requests are any deficiencies that do not qualify as emergency or urgent, but are needed to maintain the agreed upon facility condition. In general, this is work that does not require engineering or cost estimating, and can be accomplished without complex planning or scheduling. This request has to be responded and completed within 20 business days.

If your request DOES NOT quantify as a routine request, please continue filling out the form as an urgent request, or refer to the emergency classification.



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* REQUIRED FIELDS

TYPE OF REQUEST

*

<input type="checkbox"/>	URGENT	<input type="checkbox"/>	ROUTINE
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Please review the previous page on the different classifications of a trouble request.

ENTER NAME

*

Last Name

First Name

M.I.

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please enter your name.

ENTER PHONE NUMBER

*

DSN #

Cellphone #

<input type="text"/>	<input type="text"/>
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Please enter at least one phone number.

PERSONAL STATUS

*

Personal Status

Command

<input type="text"/>	<input type="text"/>
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Please select your personal status and fill in your command (if applicable).

LOCATION

*

BLDG #

Floor #

Room #

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Enter the building number (or the closest), floor and room numbers (if applicable) of where the issue occurred.



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* REQUIRED FIELDS

ENTER DESCRIPTION OF ISSUE

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Trouble/Issue (Limit 1000 Characters)

Please enter as much information regarding the issue at hand, such as what, when and where the problem occurred at, etc.



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* REQUIRED FIELDS

ATTACH PHOTOGRAPHIC EVIDENCE

Photos (Requires Adobe Acrobat and/or other .PDF editing softwares)

Please attach as many clear photos of the issue as needed. (Requires Adobe Acrobat and/or other .PDF editing softwares)