



# Estates Division

## Facilities Management

Subject	• Contingency Help Desk User Instruction
Applies to	• Departmental Managers
Issue	• June 2010

This procedure outlines the immediate actions that will be taken by Estates Maintenance Section and the Departmental Managers should the IT infrastructure breakdown and job requests can no longer be reported on-line.

- ➔ Please **inform all staff in your section** to report the nature of the fault to you. Posting notices and sending mass emails (if email is working) is recommended in order to inform all concerned.
- ➔ Please **fill in the Job Request form\*** and copy four times. Please give the form a unique reference number, e.g. abbreviation of the department, number of the request and date.  
\*The hardcopy form can be downloaded from the Estates Help Desk web page.  
We strongly recommend that you have a number of these ready.
- ➔ Once the form has been completed, keep one copy for your own records. Staple the three remaining copies together and take them to a clearly marked drop-off box located at Library main reception or Old Building reception.  
Collection will be carried out twice daily at 10am and 2pm Monday to Friday.
- ➔ If the phone lines are working **call ext 2444 for emergencies**. Otherwise go to main reception in the Old Building or Tower 3 and ask Security to radio the Help Desk.

**Please note that requested jobs will be prioritised and issued to maintenance supervisors to action.**

For a progress report on the job request please call the Estates Division on ext 7956, ext 6415 or ext 7778.

Thank you for your cooperation.

Allan Blair  
Director of Facilities Management  
June 2010