

SERVICE REQUEST MANAGEMENT POLICY #32.0.1

POLICY STATEMENT

The Council of the County of Wetaskiwin No. 10 recognize the need to establish a communication system to ensure the Departments are notified of work requirements in and about the County which are in addition to work identified in the budgetary process. Accordingly, Council approves the establishment of the Service Request Management System to facilitate the transfer of information from all facets of the County, including elected officials, ratepayers, County employees and members of the general public, for requested and emergent work to be performed within the County.

PROCEDURES

1. All Service Requests for work shall be recorded in the Service Request Management System, including telephone and written requests from Council, internal County departments and members of the public.

2. All requests shall include the following:
 - Location:
 - Description:
 - Assigned to:
 - Organization:
 - Business Unit:
 - Activity:
 - Priority:
 - Contact Information:

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3. Each Department is responsible to enter information into the Service Request Manager and shall review and maintain Service Requests for their respective departments.
4. All rejected or refused Service Requests shall be updated within the Service Request Management System, providing comments, noting that no further action will be taken.
5. The Foremen shall record the following information on the Service Request Form upon completion of the work:
 - a. Date on Site:
 - b. Date Resolved:
 - c. Description of corrective action/work completed:
6. All Service Requests submitted by Councillors including pending and completed, shall be reported monthly at the Council for Public Works meeting.

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