

**LLE INSTRUCTION 8800I****SUBJECT: OPERATIONS AND MAINTENANCE SERVICE REQUEST****ENCLOSURE: (1) Operations and Maintenance Service Request**

1. **Purpose:** To formalize the mechanism for requesting Laboratory modifications or improvements.
2. **Background:** Operations and Maintenance (O&M) personnel are assigned to the Laboratory for Laser Energetics (LLE) to operate and maintain the building electrical, mechanical, and plumbing systems. O&M staff, in addition to fulfilling their primary building responsibilities, supports research by performing minor Laboratory modifications and improvements. With the expansion of facilities and research programs, the amount of effort devoted to Laboratory modifications and improvements occasionally exceeds the resources available, causing projects to be delayed and preventative maintenance to suffer. To support all constituents and allow for the efficient utilization of resources, the procedures outlined by this instruction for requesting and scheduling Laboratory improvements are being implemented.
3. **Discussion:** The scope and complexity of a Laboratory modification or improvement will determine planning lead time and the resources required. The following are the general categories of modifications:
  - a. **Minor Project:** A project that can be fully supported and accomplished by in-house O&M resources. Such projects include extending electrical service up to 480-V service, plumbing hookups from main headers, construction of portable partitioned offices, etc. Minor projects will be completed by assigned LLE O&M personnel subject to availability of manpower. Materials required must be paid for by the customer. If additional labor is required, it must also be paid for by the customer.
  - b. **Small Project:** A project that requires engineering or is beyond the capacity of in-house O&M resources. Projects that include adding electrical services, modifications to electrical switchgear, fire and security systems, ventilation systems, plumbing headers, etc., or dry wall construction are small projects. Such projects generally cost less than \$20,000 and are performed by outside contractors on a competitive bid basis. The *minimum lead time* for a small project is one month.
  - c. **Major Project:** A project that requires full architectural or engineering design. Generally consists of new construction or extensive modification of an existing facility. A major project is managed by the University Facilities Planning and Project Management office.

#### 4. Procedures:

- a. Submission of O&M Service Request: When modifications to facilities are required to support research, the requesting individual will complete Enclosure (1) and submit it to the Facilities Manager (FM). When completing Enclosure (1), as much detail as necessary, including a sketch if required, should be given to allow O&M personnel to understand the scope of the improvement requested. O&M personnel are available to consult on proposed modifications, and their advice should be solicited, if necessary, to support completing Enclosure (1). However, the requester retains the responsibility to complete and submit the request.

The Facility Manager shall be consulted prior to submitting a Service Request that requires installing new equipment, changes to the building electrical, fire, security, or mechanical systems, or prior to submitting a Service Request for a small or major project. Enclosure (1) must be approved by the individual responsible for the account that will fund the project (normally the Group Leader). If deemed necessary by the Group Leader and for all small and major projects, the appropriate Division Director must also approve the project.

All requests that may affect operations with the Laser Facility Envelope (Laser Bays, Target Bays, Capacitor Bays, Tritium Fill, Laser Sources, etc.) require the approval of the Laser Facility Manager or Cryogenic Facility Manager prior to submission to the O&M Facility Manager.

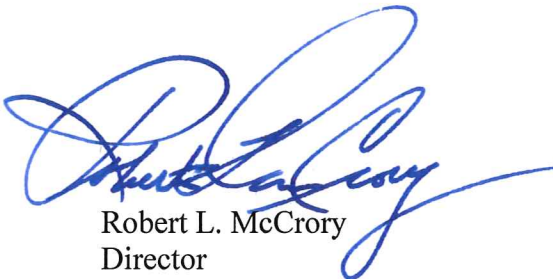
- b. Processing an O&M Service Request: The FM will review the request and determine the category of the modification (i.e., minor, small, or major project). If a minor project the FM will indicate the estimated duration and start date. If a small or major project, the FM will initiate the request to University Facilities to start planning. These actions will be annotated on the service request and a copy of the request returned to the requester within three working days.
- c. Completion of a Project: The FM will take action to complete the modifications requested, coordinating as necessary with the requester, other affected personnel, and University Facilities. In the event of the lack of resources or scheduling problems, the FM will inform the Administrative Division Director who will resolve conflicts with the appropriate Division Director(s).

#### 5. Responsibilities:

- a. Individual requesting work:
  - (1) Complete Enclosure (1), obtain account holder approval, obtain Laser Facility Manager approval if required, and submit the request to the FM.
- b. Account holder:
  - (1) Assign the funding account (Financial Activity Object) and approve the request.
  - (2) Obtain Division Director approval if required.

- c. Laser Facility Manager:
  - (1) Review and approve or reject.
- d. Facilities Manager:
  - (1) Plan and schedule the completion of the work requested, coordinating with the requester and other personnel as necessary.
  - (2) Submit requests for projects beyond the scope of assigned resources to University Facilities Planning via the Administrative Division Director.
- e. Division Directors:
  - (1) Approve Enclosure (1) requests when required.
  - (2) Coordinate with the Administrative Division Director to resolve scheduling conflicts.
- f. Administrative Division Director:
  - (1) Supervise the FM in completing projects.
  - (2) Coordinate with Division Directors to resolve scheduling conflicts.

**6. Approval:**



Robert L. McCrory  
Director

## OPERATIONS & MAINTENANCE SERVICE REQUEST

Complete all sections and submit to Facility Manager.

SR No. \_\_\_\_\_  
(Assigned by Facility Manager)

**1. Work Description:**

Room number and name: \_\_\_\_\_

Work required/purpose (attach sketch or use additional sheet if required):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Work schedule desired (be definitive; ASAP is not acceptable):

Desired start date: \_\_\_\_\_ Desired completion date: \_\_\_\_\_ Drop dead completion date: \_\_\_\_\_

**2. Service requested:**

Feasibility estimate       Perform work       Initiate Project

**3. Work and funding authorization:**

Account number: \_\_\_\_\_ ← OR → Task ID#: \_\_\_\_\_  
(Financial Activity Object/Spend Category)

Account holder name and signature: \_\_\_\_\_ Date: \_\_\_\_\_

**4. Contact Name:** \_\_\_\_\_ Phone #: \_\_\_\_\_

**5. LFM Approval:** \_\_\_\_\_ Date: \_\_\_\_\_

The Laser Facility Manager must sign here if the Service Request scope will affect operations within the Laser Facility envelope (Laser Bay, Target Bay, LaCave, Capacitor Bays, Pumphouse, Tritium Fill, etc.).

**6. Service Request Action** (to be completed by Facility Manager):

Project within capability of LLE O&M. Estimated man days: \_\_\_\_\_ Estimated start date: \_\_\_\_\_

Project requires University Facilities or outside contractor support. Expect one month before work starts.

Request rejected (state reason): \_\_\_\_\_

\_\_\_\_\_

**7. Distribution:**     Sawyer \_\_\_\_\_     Puth \_\_\_\_\_     Janezic \_\_\_\_\_     \_\_\_\_\_  
                          Sanford \_\_\_\_\_     Stagnitto \_\_\_\_\_     Goheen \_\_\_\_\_     \_\_\_\_\_  
                          Carnahan \_\_\_\_\_     Canning \_\_\_\_\_     Agliata \_\_\_\_\_     \_\_\_\_\_

**8. Does this project or work require IT or Network support? Please circle Y or N**