

# KCC Facilities Work Order- FootPrints

<https://workorder2.kellogg.edu>

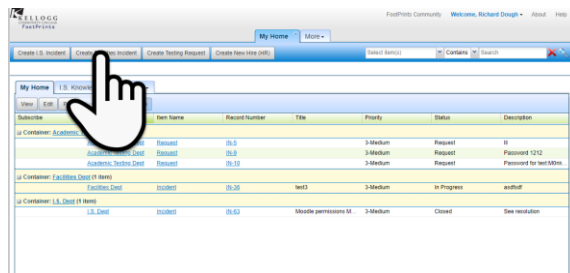
This is the Work Order used for technology issues and requests from various areas of the College – Information Services, Facilities and Testing. There is a Knowledge Base to research common issues and resolutions. Login using your k-id and universal password.

## Choose the type of work order:

**I.S. Incident** – Information Services

**Facilities Incident** – Building, Repairs, Moves, Grounds

**Testing Request** – Proctored and/or make up testing



Subscriber	Item Name	Record Number	Title	Priority	Status	Description
Academics	Academics - I.S. Incident	01-01		3-Medium	Request	01
Academics - I.S. Incident	Academics - I.S. Incident	01-01		3-Medium	Request	Password 1212
Academics - I.S. Incident	Academics - I.S. Incident	01-01		3-Medium	Request	Password for test notes.
Facilities/Dept (I Works)	Facilities/Dept (I Works)	01-01	W03	3-Medium	In Progress	air/ht
I.S. Dept (I Works)	I.S. Dept (I Works)	01-01	Module permissions M1	3-Medium	Closed	See resolution

## Filling out the work order:

**Short Description** – A brief summary of the issue.

**Category** – Choose from Custodial, General Information, Grounds & Snow, Moves and Repairs.

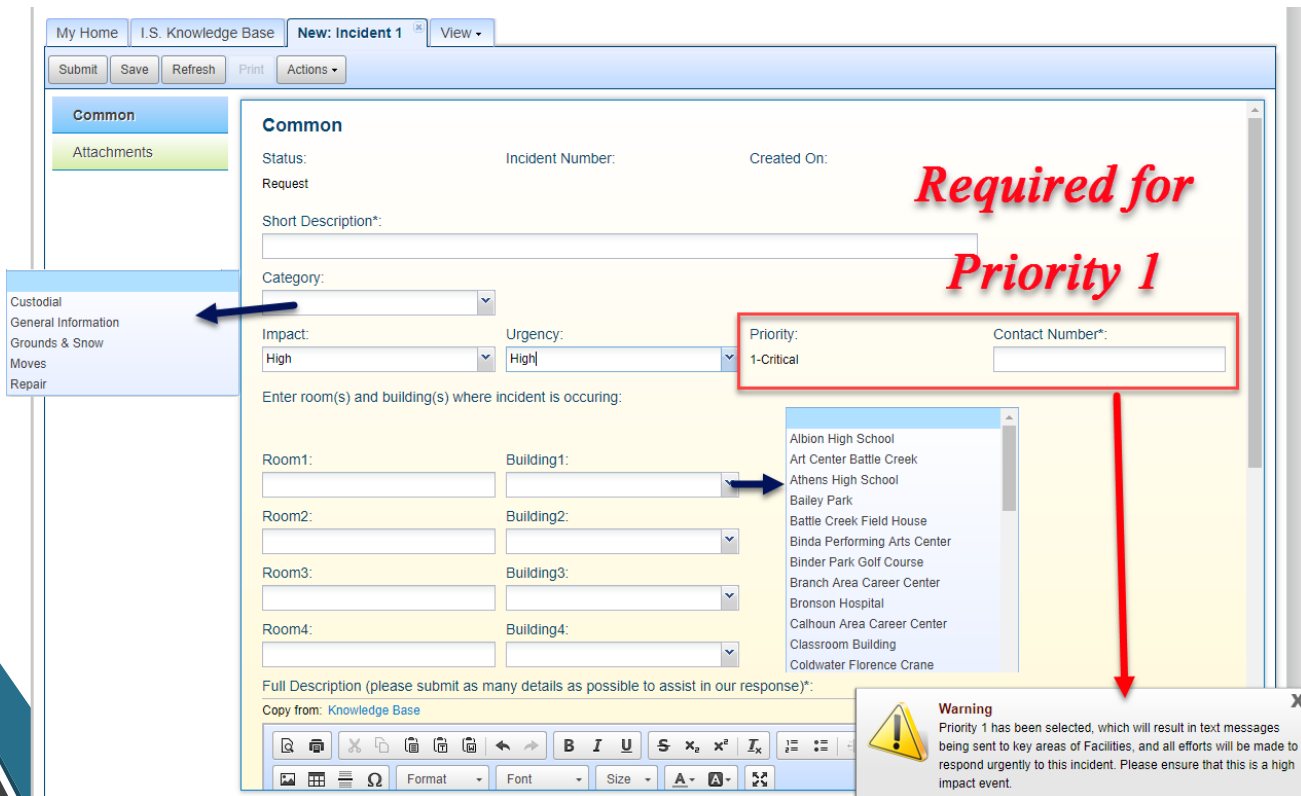
**Impact** – Based on how service levels will be affected.

**Urgency** – Measure of significant business impact.

**Incident Room** – Where is the affected area?

**Incident Building** – Choose the closest building to help pin-point the location.

**\*High Impact & High Urgency will require a phone number.**



**Required for Priority 1**

**Warning**  
Priority 1 has been selected, which will result in text messages being sent to key areas of Facilities, and all efforts will be made to respond urgently to this incident. Please ensure that this is a high impact event.

Please contact Facilities with any questions:  
(269) 660-7768 or [fac\\_dept@kellogg.edu](mailto:fac_dept@kellogg.edu)

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## Full Description:

Please submit as much detail as possible to assist in our response.

## Attachments:

If possible, please attach a picture to aid us in pinpointing locations and/or issues.

1. Click the Add Attachment
2. Browse to your document to upload
3. Upload a picture

## Update a work order:

To update a work order, login to the work order system.

Locate the work order, click on the IN-#.

Subscribe	Container	Item Name	Record Number	Title	Priority	Status	Description
Container: Academic Testing Dept (0 items)							
	Academic Testing Dept	Request	IN-5		3-Medium	Request	#
	Academic Testing Dept	Request	IN-8		3-Medium	Request	Password 1212
	Academic Testing Dept	Request			3-Medium	Request	Password for test Mon.
Container: Facilities Dept (1 item)							
	Facilities Dept	Incident		test3	3-Medium	In Progress	asdfdf
Container: I.S. Dept (1 item)							
	I.S. Dept	Incident		Moodle permissions M...	3-Medium	Closed	See resolution

## Edits / Changes:

Please make your edit/changes and Submit at the top.

**Make your changes  
Submit when finished**

Please contact Facilities with any questions:

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