



# **Training Manual**

**For**

**Illinois Institute of Technology**

**FAMIS Self-Service**

# 1.0 Introduction

The **Facility Administration and Maintenance Information System (FAMIS)** is a suite of software systems designed by FAMIS Software, Inc. to help you better manage your equipment and facilities. FAMIS (pronounced famous) utilizes the latest technologies to create a highly flexible, modifiable, accessible, and portable asset management software product that gives you complete control over your organization, your data, and the software itself.

The Maintenance Management module within FAMIS is a management tool for tracking maintenance activities. It provides a comprehensive and powerful system for managing corrective maintenance, preventive maintenance, alterations, renovations, and other service related work.

## Accessing FAMIS

To access FAMIS, you need to simply need to log on to the *myIIT* portal. The link is referenced below:

<https://my.iit.edu/cp/home/displaylogin>

After login to myIIT, navigate to the *Work* tab and locate the Facilities channel. The channel location and contents may vary from Figure 1 below. From the channel, please click the “FAMIS Self-Service” link.

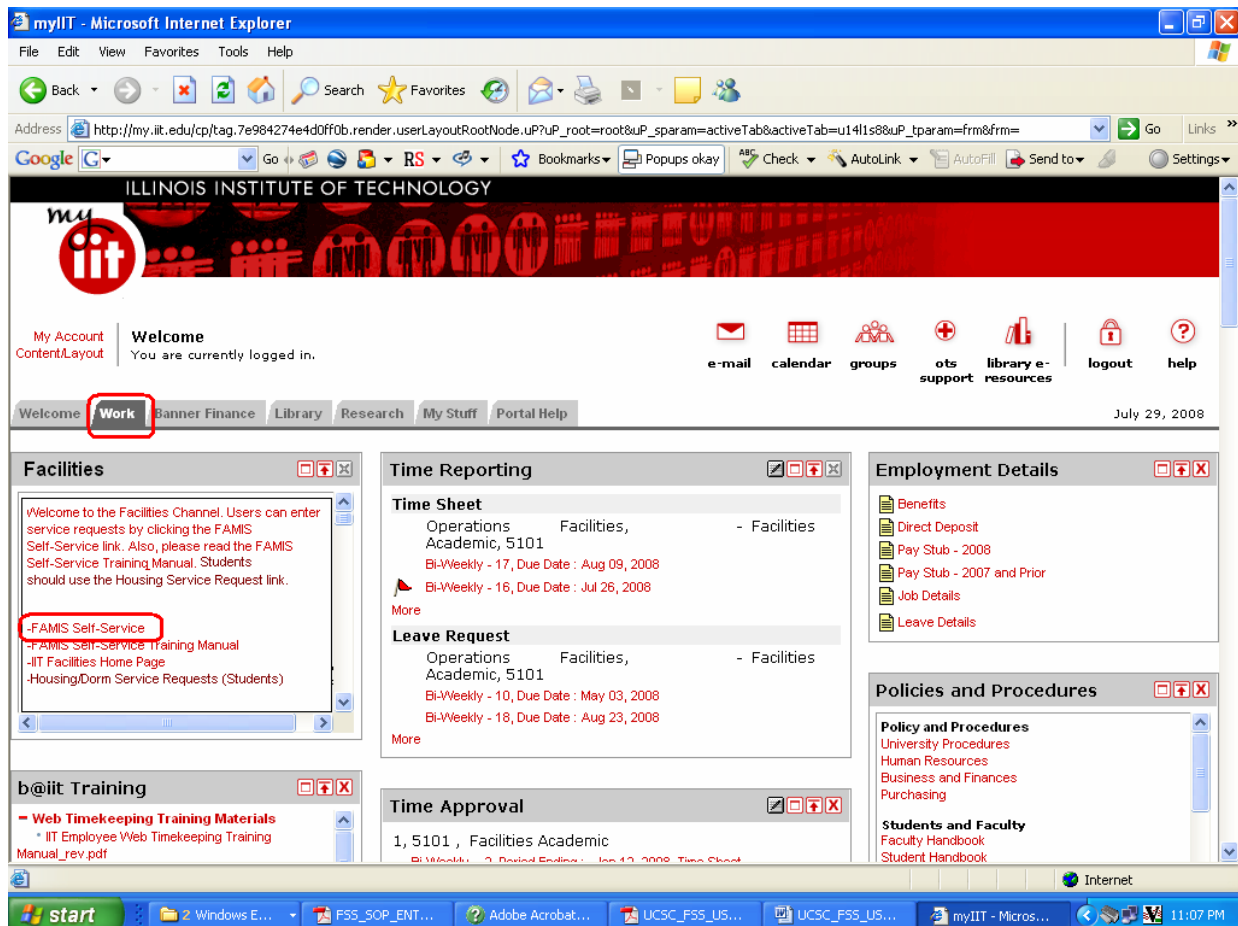
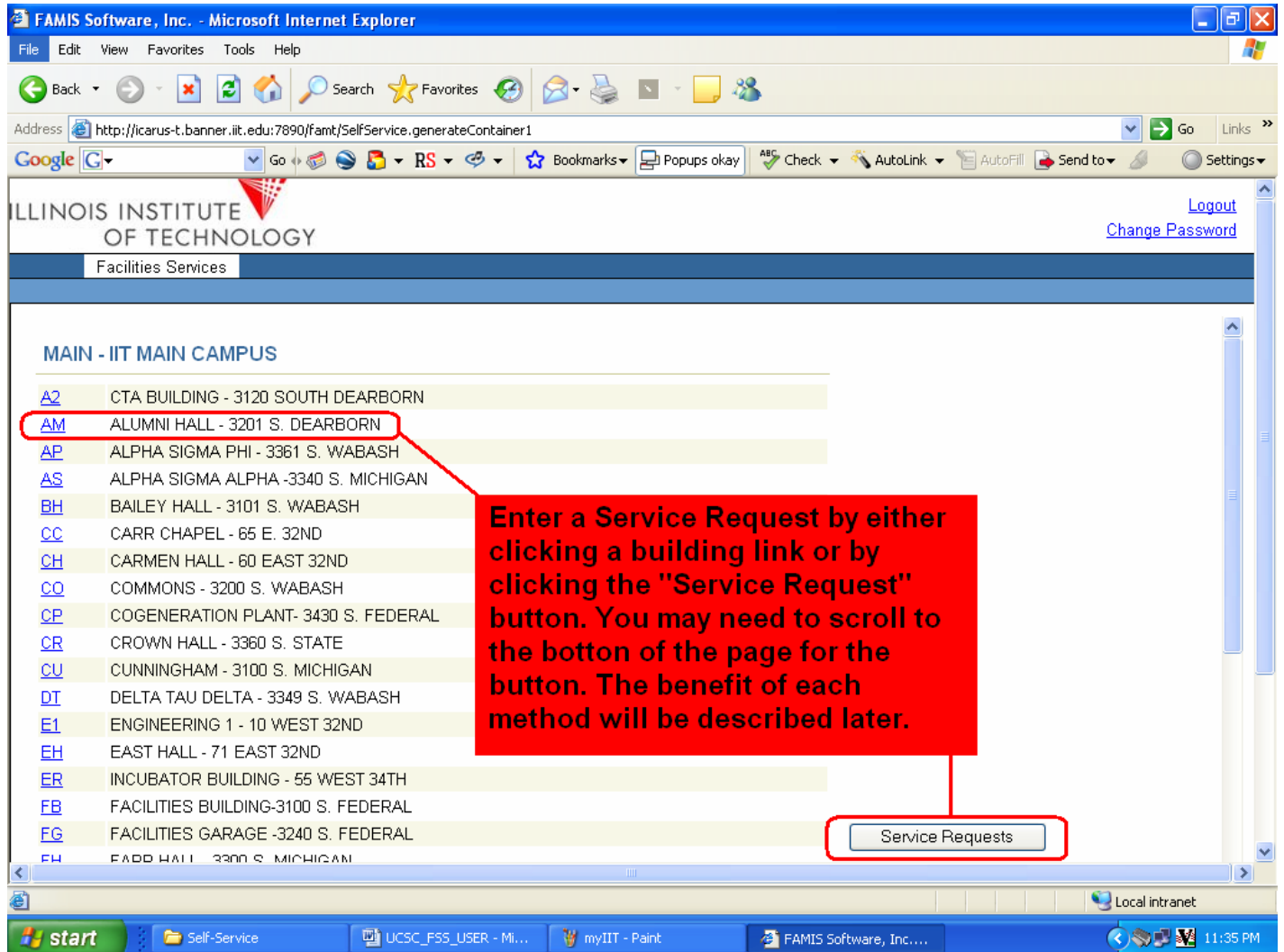


Figure 1 – The Facilities Channel on the myIIT portal

## Building Selection

You then enter FAMIS Self Service building list page. You can click the “Service Requests” button directly or click a building, either way allows you to enter a service request (see Figure 2). You can view information on the building such as an image, building address, contact and floor plans by clicking a building. You also could collect floor and room information by clicking links after the building link. This allows you to view information on a particular room such as square footage, Department, etc. Click the “Service Request” button and the building, floor and room will be entered for where you are requesting work (See Figure 3). If you choose to “select” Service Requests it will bring you to a different screen.



**Figure 2 – The Self-Service Building List page**

NOTE: If rooms have not been added please contact Carlos Hernandez at 7-8995

Room **002**      **LABORATORY**

**General Information**

Assigned To  
 Area **971**      Capacity  
 Status **OPEN**      Occupants  
 Cost Recovery **N**

**Categories**

Space Sub Cat **220**      Space Cat **200**  
 IFMA Cat      MICRO Cat

**Functional Use**

**Occupants**

**Departments**

Department	Name	Percentage
2220	CIVIL ARCH AND ENVIRONMENTAL ENG	100

**People**

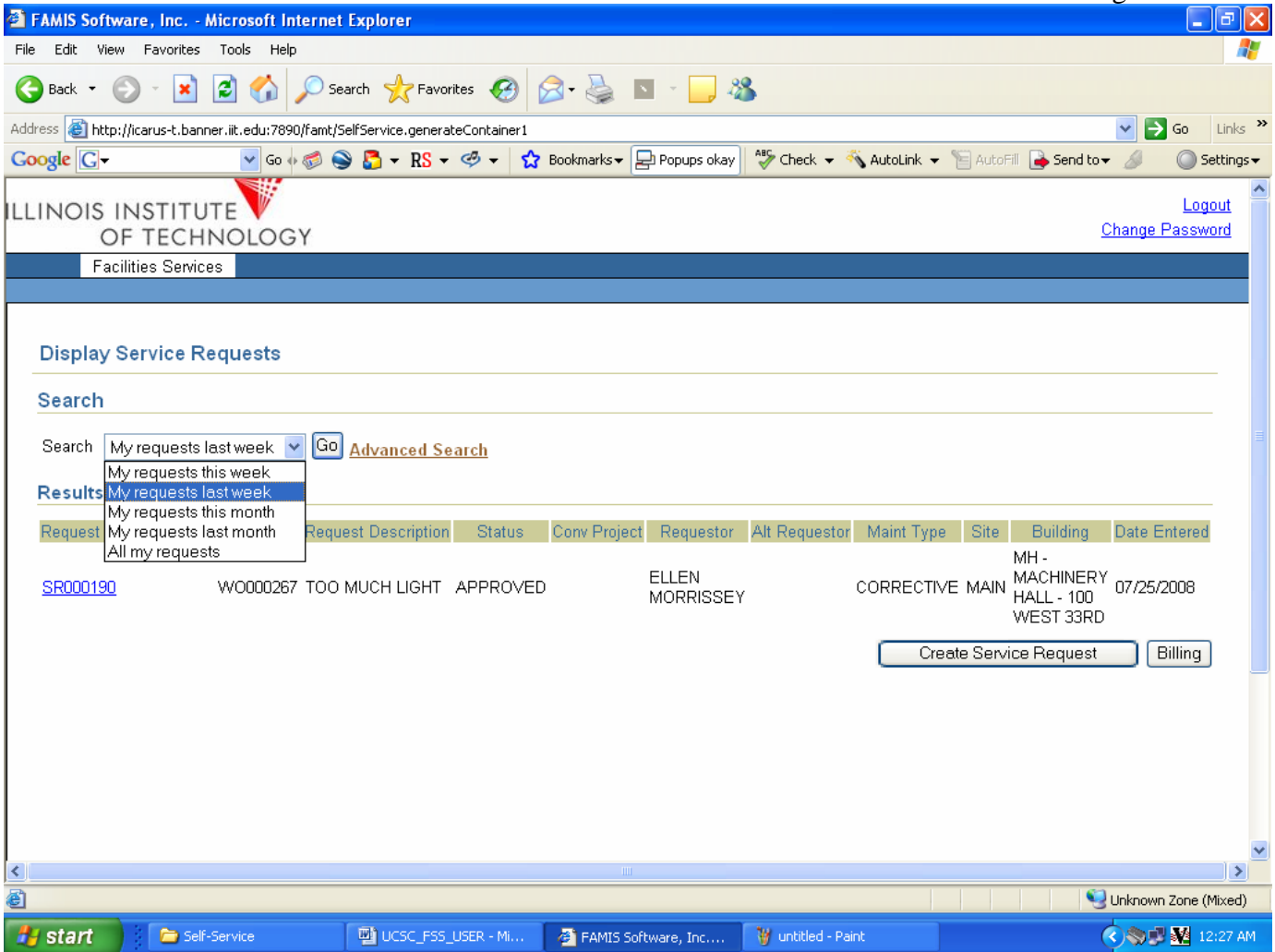
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**Figure 3 – The Self-Service Room Page**

Note: Floors and Room are added for clarity, if none appear, then add them into the task list and notify the administrator. You can also contact Carlos Hernandez at 7-8995. You can simply by-pass all the above screens by selecting Service Request.

## *Displaying/Querying Service Requests*

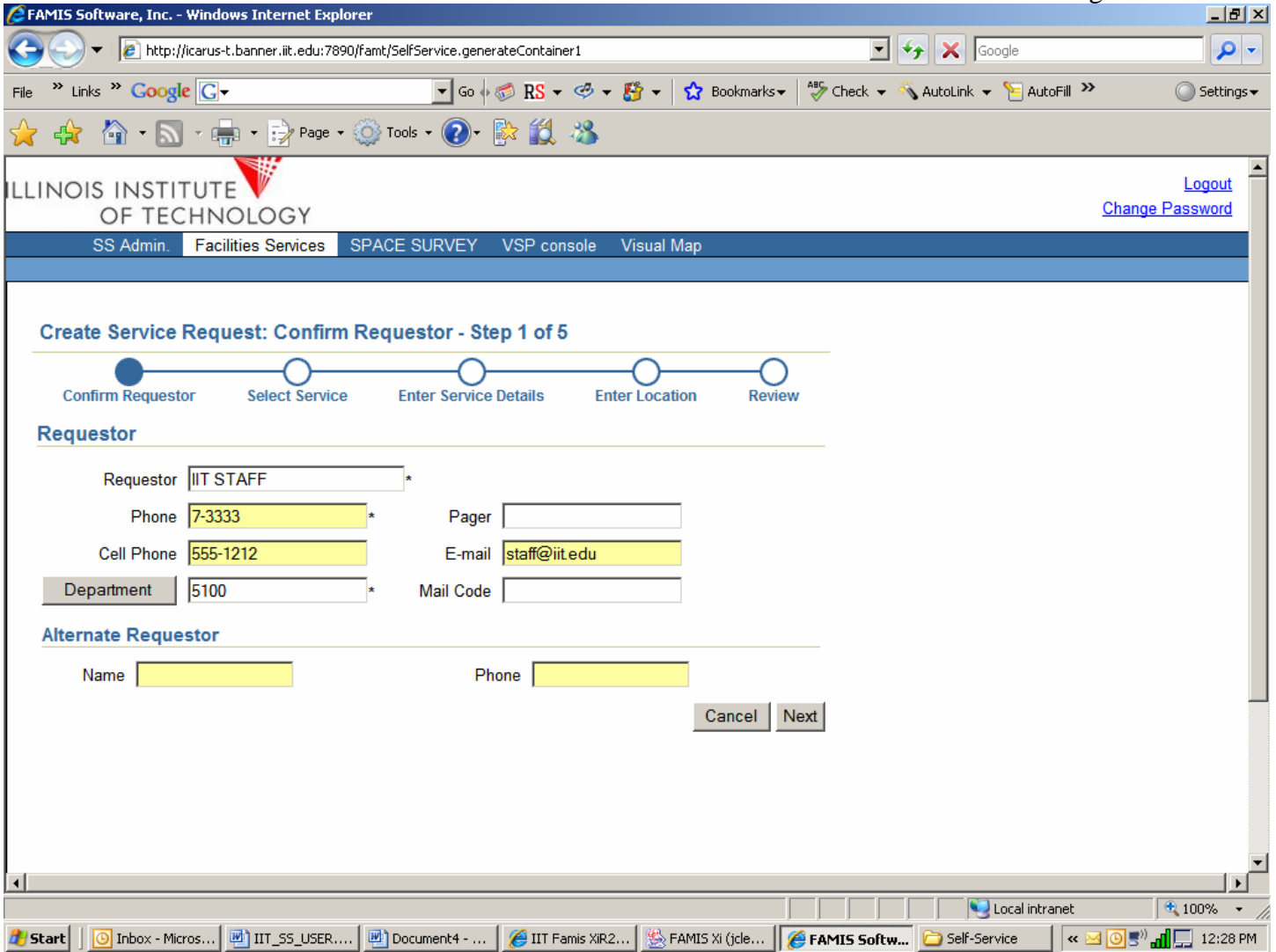
If you select the “Service Requests” button, then the screen below will appear (Figure 4). You can continue to create a service request by selecting create service request or you may search for past requests and view information like status, cost, etc. If you have the authority, you can query on billing information by selecting the billing button. See your Department Supervisor or FAMIS administrator to receive the appropriate privileges. You can also use the “Advanced Search” link to query work orders by service request number (SR), building, requestor, etc.



**Figure 4 – The Self-Service SR Query Page**

If you selected Create Service request the below will appear (Figure 5). This is the first step in five for creating a service request.

**Step 1** - Verify the Information and can add Alternate Requestor Here. Please change the information here if it is incorrect and document those changes in the *Task List* described later. Any field with an asterisk (\*) is required.



**Figure 5 - Step 1:** Verify the requestor information

**Step 2** – Select from a list of predefined Service Request tasks. You will chose sub-categories of work until you get to your type of request. If you do not see a category to choose from, select “Create your own web request” (Figure 6, 6a and 6b).

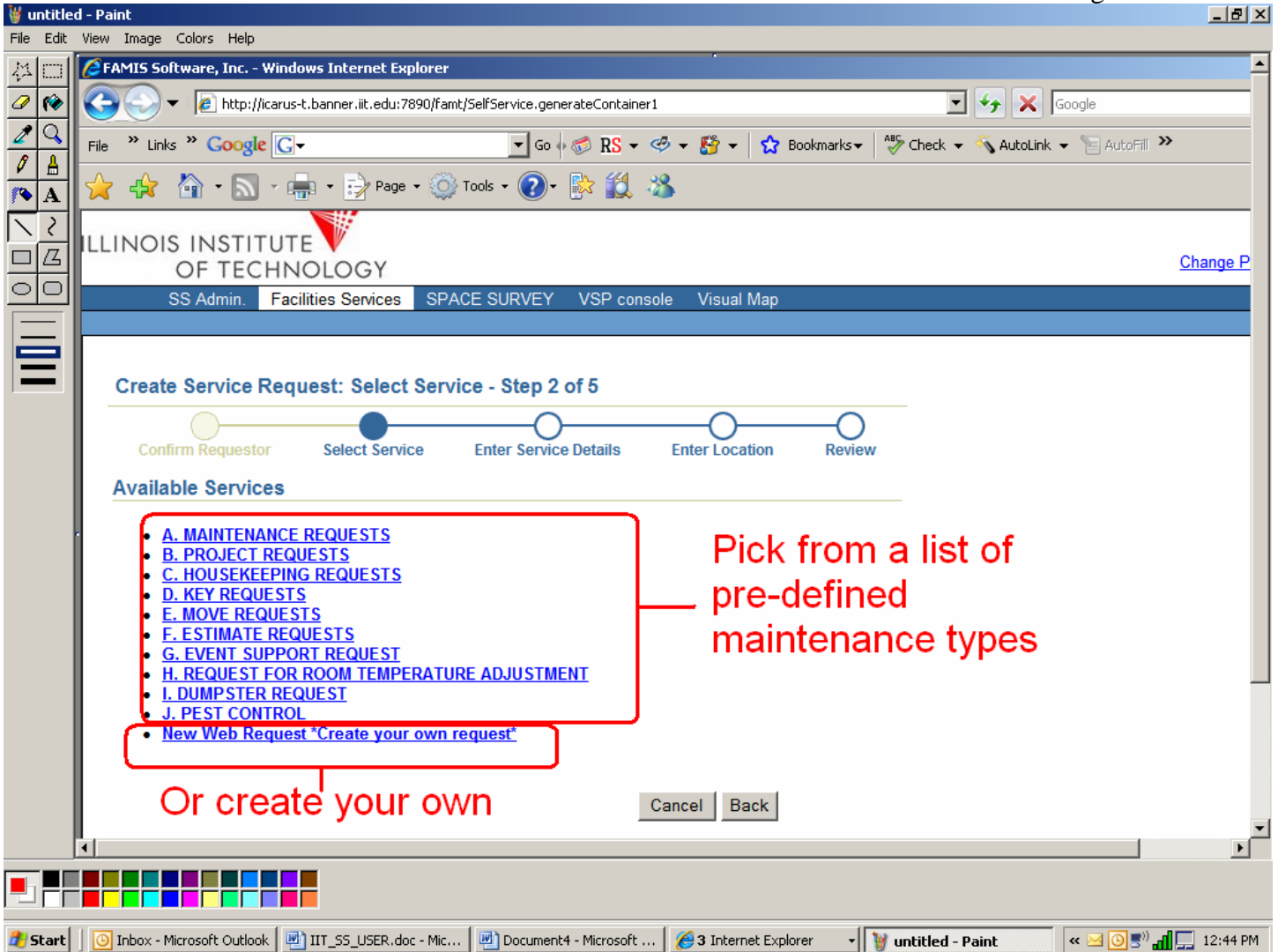


Figure 6

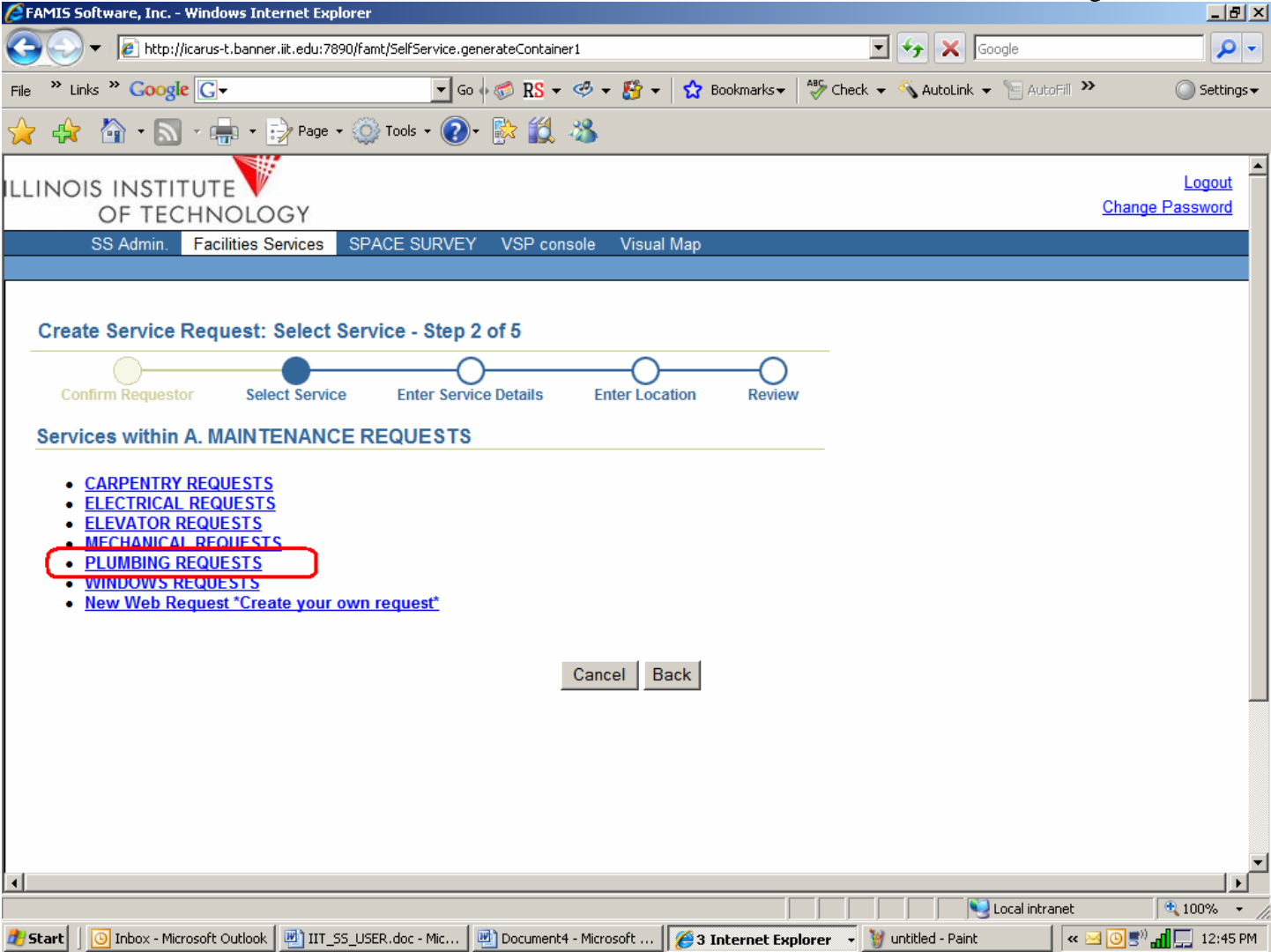


Figure 6a



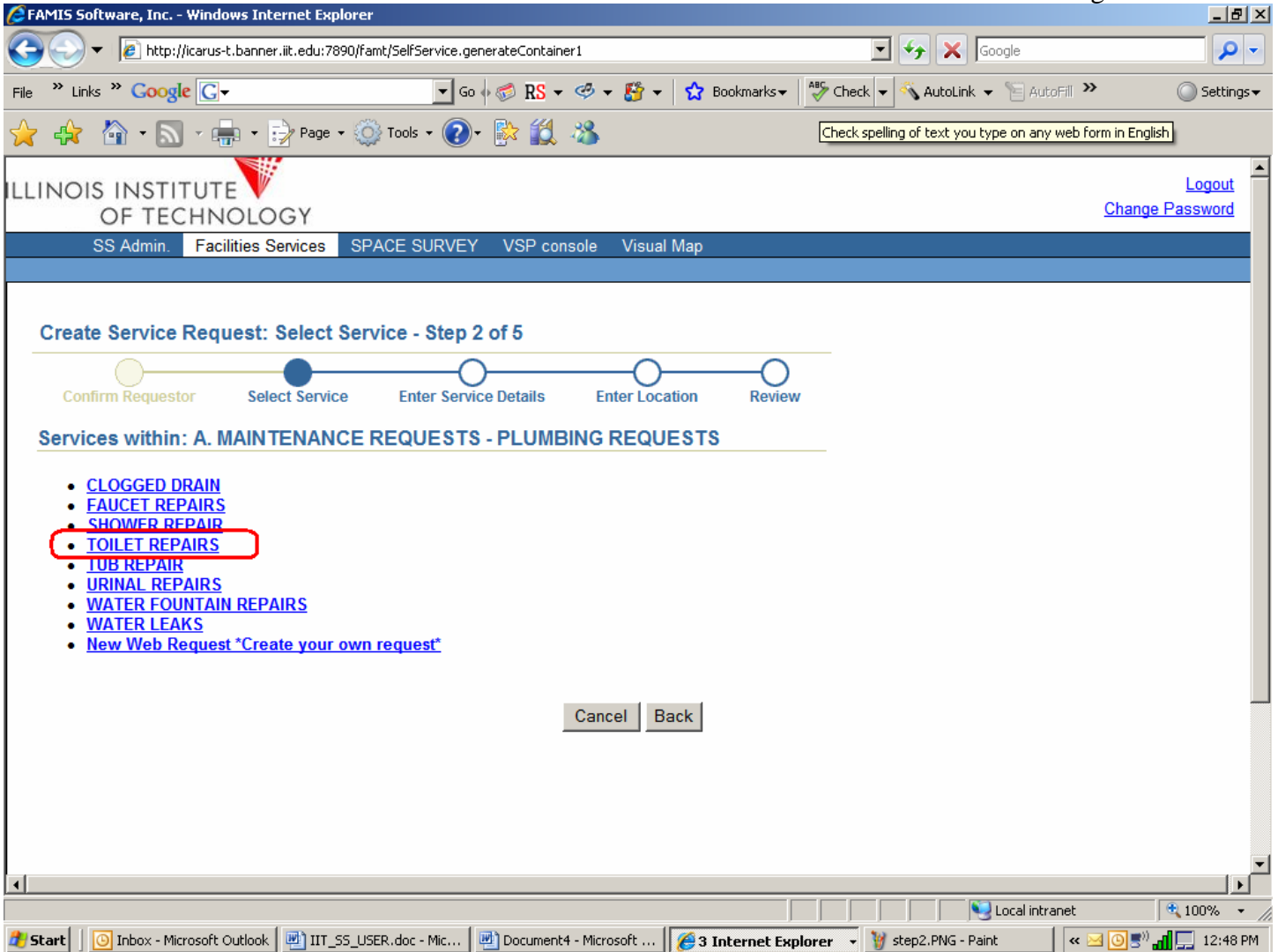


Figure 6b

Step 3 – Enter Service Details. On this web page, you will enter account information (if required for billable jobs), work request details, available time, etc. (Figure 7).

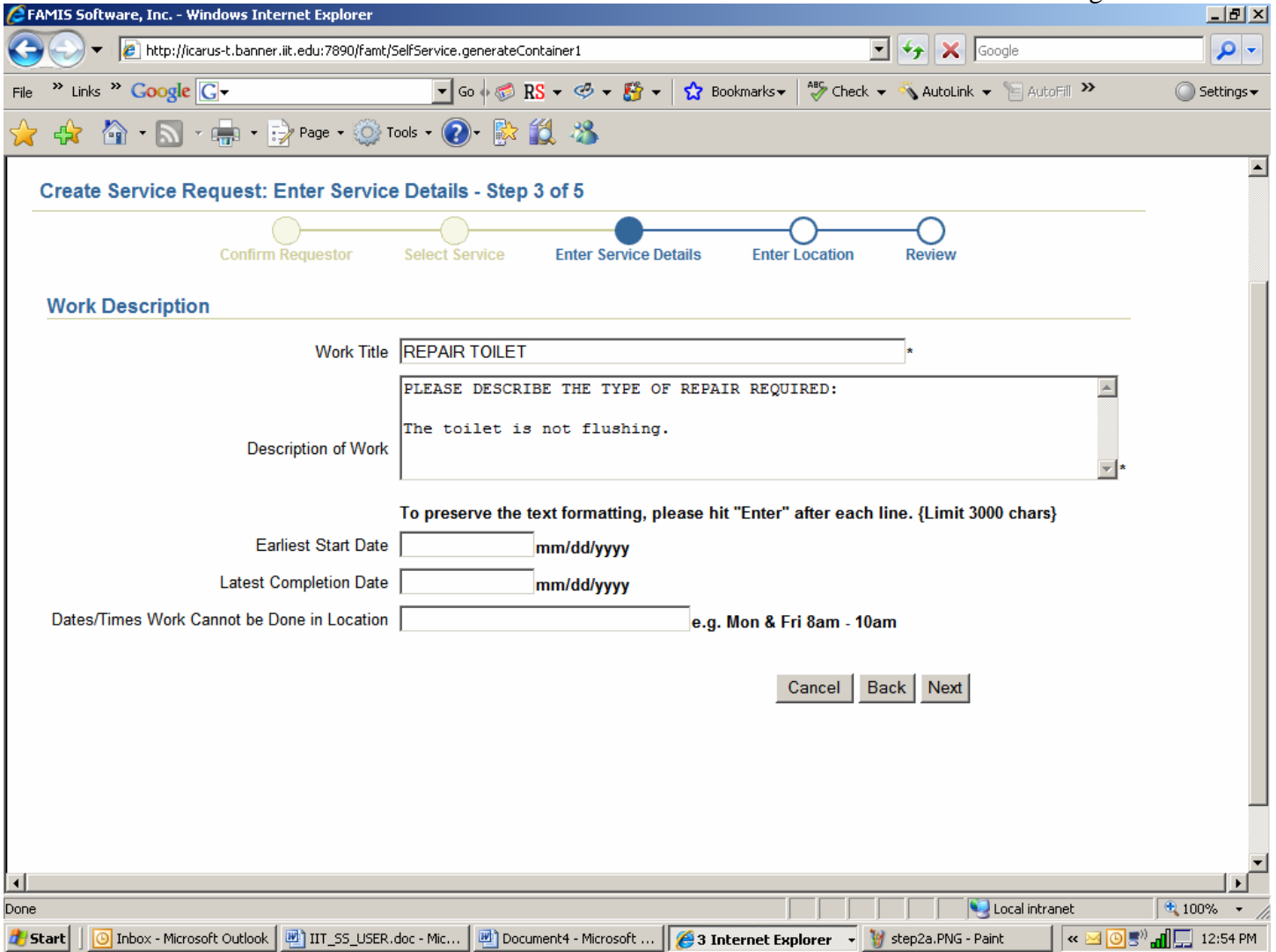


Figure 7

Step 4 – Enter Location. From this web page, please enter the Building, Room and Floor. The SITE is always MAIN and is already entered. (Figure 8).

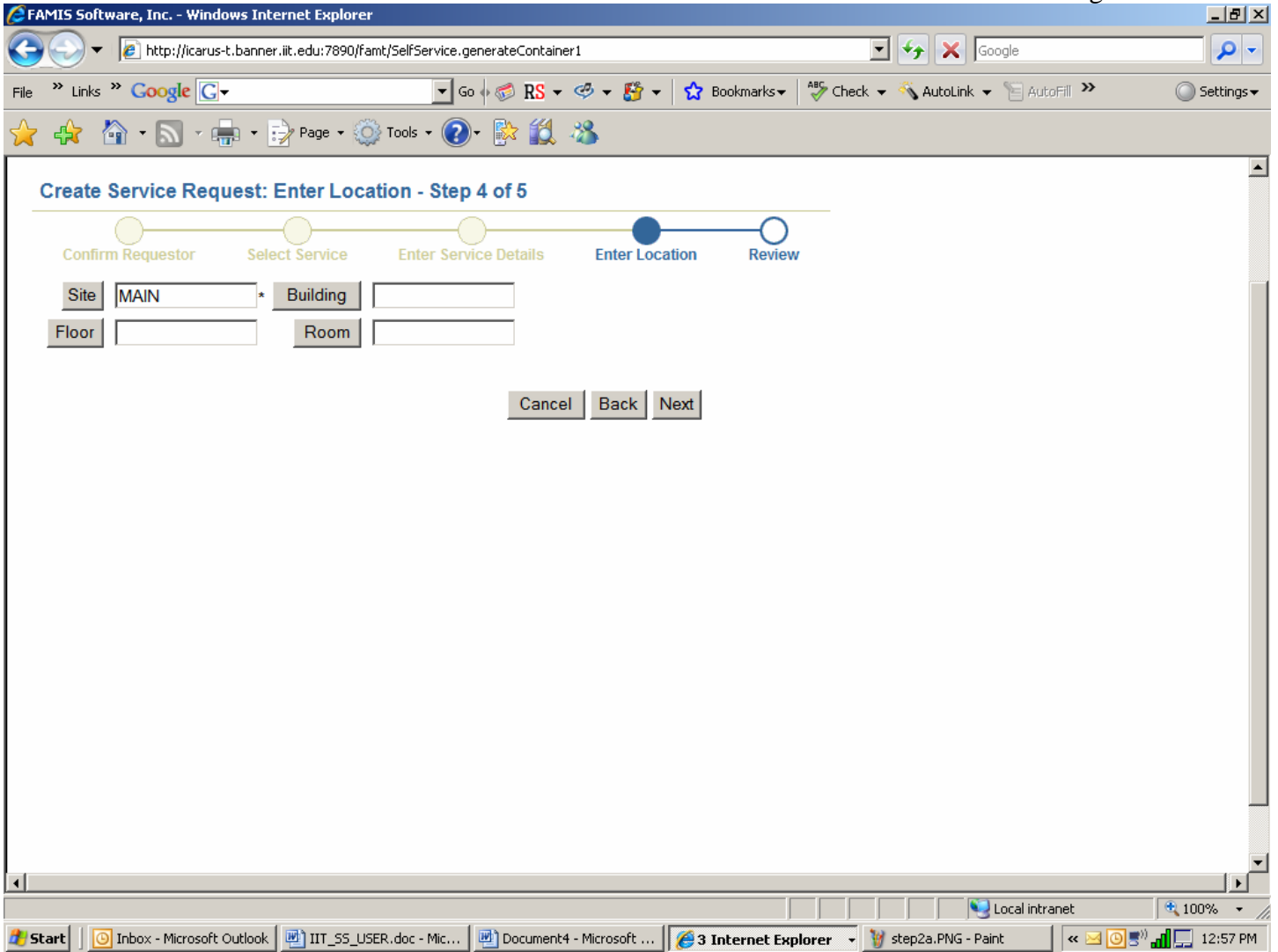


Figure 8

**Step 5 – Review.** From this page, you can review all your Service Request information. If you need to correct anything, hit the back button on your browser (Figure 9). If everything is correct, you can click FINISH. You will see the service request details along with your service request tracking number. Please print this page from your browser for reference (Figure 10). If you need to put in another service request, click “Go back to Service Requests” or if you are complete, exit your browser.



Figure 9

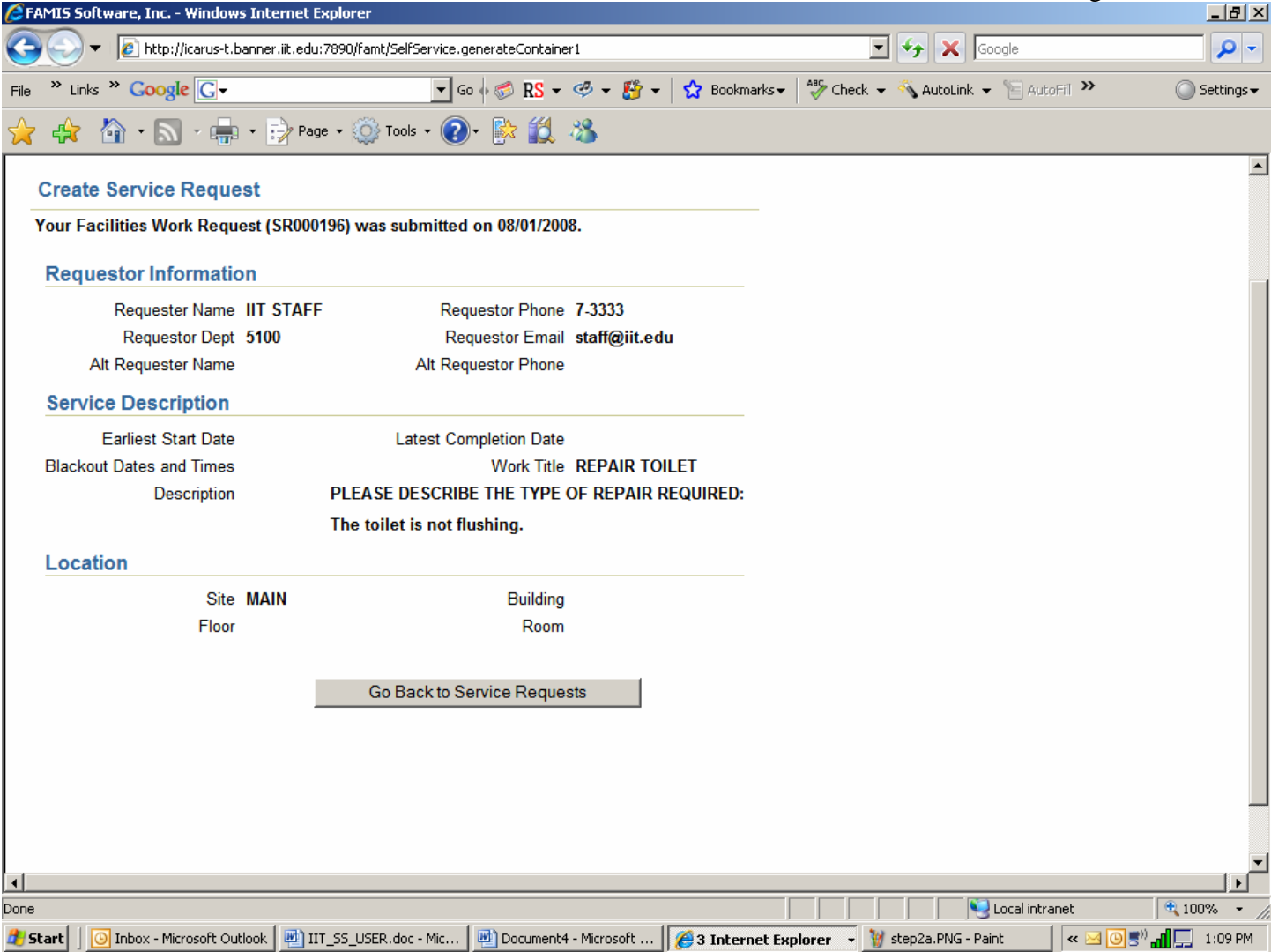


Figure 10