



# AggieWorks:

## Maintenance and Project Request Platform

*Phase 1 Implementation:  
July 3, 2023*



# AggieWorks: Phase 1 update launches July 3

facilities.tamu.edu

TEXAS A&M UNIVERSITY  
Facilities & Energy Services

SERVICES ▾ DEPARTMENTS & COMMITTEES ▾ CONTACT

## Facilities & Energy Services

To support the built campus environment, Facilities and Energy Services includes four key units: Facilities Management, Campus Planning, Design and Construction, Facilities Analytics and Mapping, and Utilities and Energy Services.

- Maintenance Requests →**  
Have a small repair? Maintenance requests include small repairs like in-kind replacements, light switches and electrical outlets.
- Space Requests →**  
Moving from one space to another? [Learn more about campus occupancy](#) then submit your request, including details on the move and the formal approval from your unit's leadership.
- Project Requests →**  
Need help with... Start here with Design and Construction to begin projects... routine maintenance... kind replacement...

**AGGIEWORKS**

TEXAS A&M UNIVERSITY

Email Address

Confirm Email

or

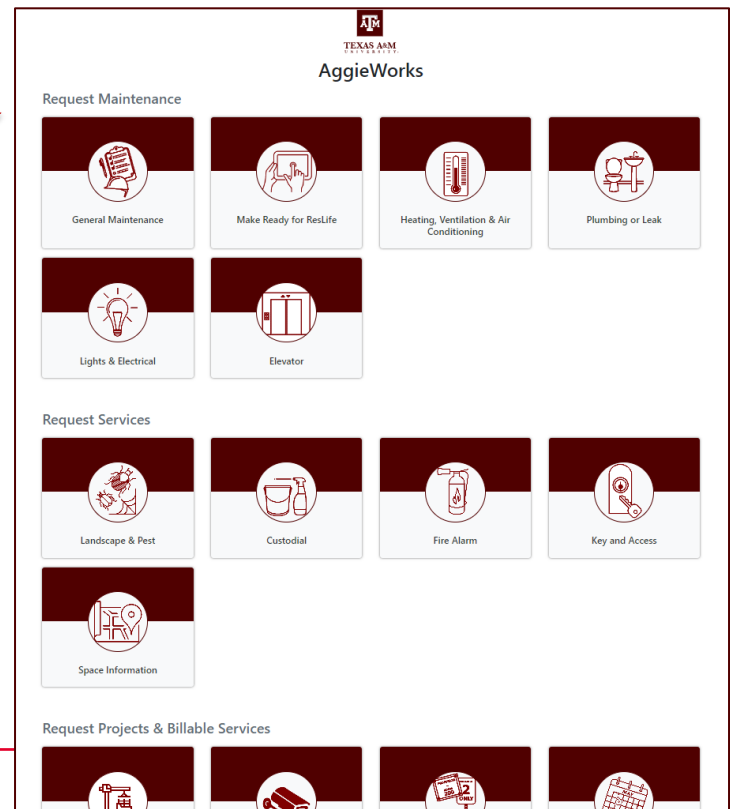
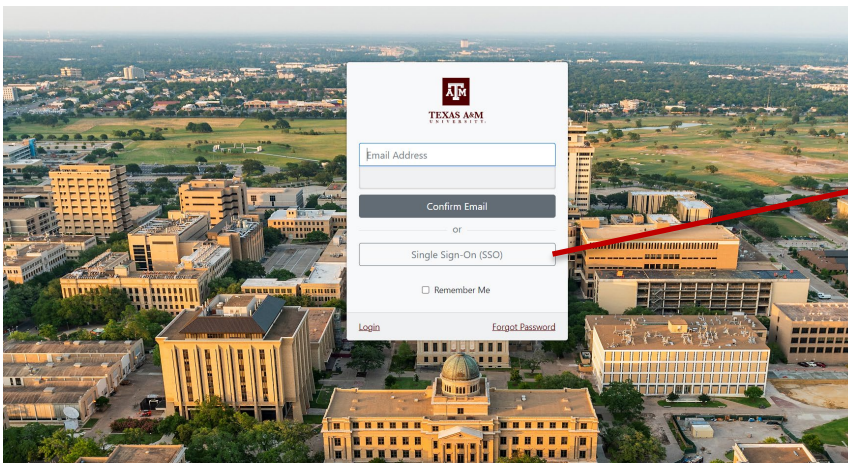
Single Sign-On (SSO)

Remember Me

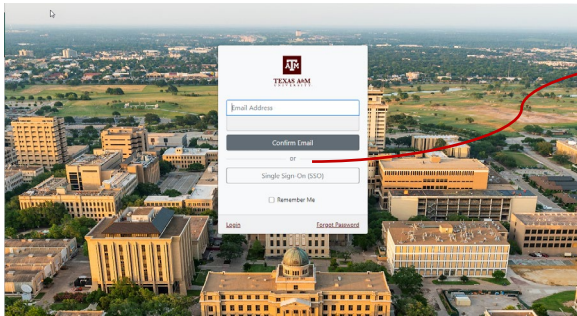
Login [Forgot Password](#)



# AggieWorks: Improved dashboard



# How to submit a work request



Log into AggieWorks via SSO:  
[aggieworks.tamu.edu](https://aggieworks.tamu.edu)



Select icon that best matches your request and complete form.



Facility coordinator (FC) ensures work order is created and assigned.

Work is completed then inspected by FC.



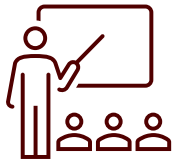
Customer and FC communicate *within request portal* as needed.



FC verifies work is complete and customer is notified.

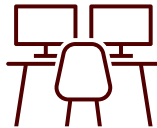


# Who will use AggieWorks?



## CLASSROOMS

Faculty, lecturers & students encountering facilities needs within classrooms.



## WORKING SPACES

Office employees requiring maintenance repair work and/or billable projects.



## RESEARCH LABORATORIES

Research teams requiring maintenance repair work for non-research equipment.



## STUDENTS LIVING ON CAMPUS

Students living in residential dormitories needing maintenance repair work assistance.



## CAMPUS EVENTS

Campus events, including sports, requiring maintenance repair work or billable event support.



# Phase 1: Based on current processes

**ATM** Facilities Services  
SSC Services for Education

## Work Request

ENTER WORK REQUEST DETAILS

The Contact Information on file for you is: **Amy Chen, Phone: 979 847 5877, Email: achen@tamu.edu.** If this is incor

Will this request require after hours work?

Contact Person  Phone Number  Email

Request Type?

Maintenance Type?

Fire Safety Systems Issue?

Is the request located:  In  Out

Building:  [Aggie Map](#)

Please use the 'Lookup Bldg' button above.

Room Number:

Home Process Setup Notifications 2 Settings

**ATM**  
TEXAS A&M  
UNIVERSITY

## Fire Alarm

### Customer Request

Is this request for yourself?\*

Yes  
 No

Inside or Outside?

Inside  
 Outside

Problem Code

(Select One)

- Devices/Sensors/Suppression - Fire Safety Systems
- EHS Compliance - Fire Safety Systems
- Events/Outages - Fire Safety Systems

# Customer request perspective

AggieWorks

Request Maintenance

General Maintenance

Make Ready for ResLife

Heating, Ventilation & Air Conditioning

Plumbing or Leak

Lights & Electrical

Elevator

Request Services

Landscape & Pest

Custodial

Fire Alarm

Key and Access

Space Information

Request Projects & Billable Services

## Customer Request

Is this request for yourself?

Yes

No

Contact Name \*

Amy Chen

Contact Phone\*

Confirm Phone Number

Contact Email \*

9792196205@vttext.com

Work needs to happen after normal hours.

Yes

No

Inside or Outside?

Inside

Outside

Problem Code

Do you need an estimate for this work?

Yes

Cancel Next >

# Communication: Chat with Facilities team within AggieWorks

Setup Notifications **4** Settings ▾ Processes

---

**4** Edit Filter Your Open Requests Clear

Stop Watching ^ 2 of 20 ▾

Today

- 56** 1511 Business Library and Collaboration CommonsFlr: 02 Rm: 201  
1333 Amy Chen 04/29/2023
- 1511 Business Library and Collaboration CommonsFlr: 02 Rm: 200A  
1332 Amy Chen 04/29/2023
- 0027 BOXCAR - FEED STORAGE  
1331 Amy Chen 04/29/2023
- 1151 Equine Center StableFlr:

**1511 Business Library and Collaboration CommonsFlr: 02 Rm: 200A** 04/29/2023 05:26 PM

1332 Amy Chen

**Workflow**

Facility Coordinator Review since 04/29/2023 05:26 PM

Details Attachments **0** Approvals Comments **0** AiM

AC @[insert facility coordinator name] please see the attached photos on the work request because [xyz reason]...thank you!!!





# Protocol for emergencies/after hours/holidays: Continue to contact communication center



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## Fire Alarm

You are submitting a request in a time or day that is outside of normal working hours. If you wish to proceed, because this is an emergency, please click Yes. If you would like this processed during the normal working hours for Facilities, select No.

Which response method is requested?

- Yes - Proceed with an emergency response.
- No - This is not an emergency and can be processed in normal working hours.

Cancel

< Previous

Next >

Will “skip” pending review step →  
notification sent straight to  
Communication Center

1511 Business Library and Collaboration  
CommonsFlr: 02 Rm: 201

04/29/2023  
05:30 PM

1333 Amy Chen

### Workflow

Generate since 04/29/2023 05:30 PM

Details Attachments 0 Approvals Comments 0 AIM

### Records

Show 10 entries

Start typing to search



Record	Status
Work Order: 230429-1411582 - Phase: 001	OPEN
Work Order: 230429-1411582	OPEN

Showing 1 to 2 of 2 entries

Previous 1 Next

### Status History



Work Order: 230429-1411582 has been updated to OPEN.  
04/29/2023 05:30 PM



# Phase 2: Collaboration among systems



Integrated building information workplace  
management system solution



Cloud-based construction project  
management solution



Purchasing and e-Commerce for  
Texas A&M University



QR code for campus visitors to  
communicate facility needs  
directly to work request system