



## SUPERVISOR

## ADD AND EDIT A WORK TASK RESOLUTION

Provides guidance for creating and editing a Work Task Resolution in Facilities Connect Desktop.

## ▼ GETTING STARTED

New enhancements with **Facilities Connect** now allow Supervisors to add and edit **Resolutions** on from **Facilities Connect Desktop**. This Job Aid begins on the **Facilities Connect Task** screen. For more information on navigating to the **Tasks** screen, please refer to the **Supervisor: Tasks Screen** job guide.

## DIRECTIONS:

1

From the **Task** screen, in the **My Organization's Active Tasks** section:

1a Click on the **Maximize** button.

| Task ID    | Task Name                                                                       | Request ID | Request Class                       | Priority | Requested By                 | Building            |
|------------|---------------------------------------------------------------------------------|------------|-------------------------------------|----------|------------------------------|---------------------|
| WT-1040279 | WT-1040279 - Routine, Technological Instit, Water Temperature                   | SR-1002919 | Water Temperature                   | Routine  | Wallace-Evans, Troyer Arthur | Technologica Instit |
| WT-1041851 | WT-1041851 - Routine, Technological Instit, General Repairs & Maintenance Ot... | SR-1004077 | General Repairs & Maintenance Other | Routine  | Notali, Notali E             | Technologica Instit |
| WT-1044613 | WT-1044613 - Medium, Ryan Hall, General Repairs & Maintenance                   |            | General Repairs & Maintenance       | Medium   | Ryan Hall                    |                     |

To open the **Work Task Record**:

1b Click on the **Work Task Record** link.

| Task ID    | Task Name                    | Request ID | Request Class                | Status | Priority            | Requested By  |
|------------|------------------------------|------------|------------------------------|--------|---------------------|---------------|
| WT-1084906 | WT-1084906 - Maintenan...    | CC-1039218 | Estimate Request             | Active | Maintenance Project | Simons, Lacy  |
| WT-1041851 | WT-1041851 - Routine, Tec... | SR-1004077 | General Repairs & Mainten... |        | Routine             |               |
| WT-1088756 | WT-1088756 - Maintenan...    | CC-1040861 | Estimate Request             | Active | Maintenance Project | Ramos, Franci |

## ▼ TIP &amp; TRICKS

Use the search bars in each column to search by keyword. Entering keywords in multiple columns layers the filters and will only search within the parameters of the previous results. Use the **Clear Filters** button before conducting new searches.



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## DIRECTIONS:

2 Upon clicking, the selected **Work Task** will open:

2a Click on the **Work Details** tab.

2b Click on the **Work Analysis** sub-tab.

2c Click on the **Add** button.

## ▼ INFORMATION

**Work Analyses (Resolutions)** added via **Facilities Connect Desktop** will be viewable on **FC Mobile (OTG)** and vice versa.

## ▼ IMPORTANT

It is important to note that the **Resolution Comment** on the **Work Task Info** tab is not the same as **Work Analysis (Resolution)**. Comments entered there will not be visible on **FC Mobile (OTG)**.



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## DIRECTIONS:

3

Upon clicking, the **Work Analysis (Resolution)** pop-up will appear:

- 3a Enter a name for the **Work Analysis (Resolution)**.
- 3b Click on the **Find** button for each of the categories and select the most relevant option.
- 3c Enter a description of the work that was done.
- 3d Click on the **Create** button.

Work RCA: (Required): Work RCA Details.

**General**

Name: Replaced Light Bulb

Status:

**Details**

Failure: Cable/Wire/Connector

Problem: Damaged/Bent/Dented

Cause: Normal Wear

Remedy: Replace

Description: Replaced light bulb.

Create

## ▼ INFORMATION

The **Failure**, **Problem**, **Cause**, and **Remedy** categories have several options to choose from, select the options that closest matches the work you completed to address the problem. If you cannot find an options that fits, simply choose the **'Other'** option and use the **Description** field to provide further details.

4

Upon clicking, you will be returned to the **Work Task**. The newly added **Work Analysis (Resolution)** will appear in the **Work Analysis** section. To edit an existing **Work Analysis (Resolution)**:

- 4 Click on the **Work Analysis (Resolution)**.

Work Task: WT-1046247-WT-1046247 - Urgent, 2020 Ridge, Lights

General Job Cost Work Details Resources Procedures Notifications Notes & Documents Work Task Info Audit Actions

Supervisor Complete Hold Save Save & Close More

(Optional): Work Details for this Task.

Assets Location Readings Opportunities More Details Work Analysis Hold Log Checklists Checklist Items

**Work Analysis**

Export 1 total found

| ID      | Failure              | Problem             | Cause       | Remedy  | Description          |
|---------|----------------------|---------------------|-------------|---------|----------------------|
| 1001630 | Cable/Wire/Connector | Damaged/Bent/Dented | Normal Wear | Replace | Replaced light bulb. |



## SUPERVISOR

## ADD AND EDIT A WORK TASK RESOLUTION

## DIRECTIONS:

5

Upon clicking, the **Work Analysis (Resolution)** pop-up will appear:

5a Make any necessary edits.

5b Click on the **Save & Close** button.

Work RCA: Replaced Light Bulb

(Required): Work RCA Details.

**General**

Name: Replaced Light Bulb Status: Active

**Details**

Failure: Cable/Wire/Connector

Problem: Damaged/Bent/Dented

Cause: Normal Wear

Remedy: Replace

Description: Replaced light bulb.  
Wires were also damaged from normal wear and tear. Replaced wiring as well.  
- CJC (6/23/2020)

Save Save & Close

## ▼ IMPORTANT

When making edits to a **Work Analysis (Resolution)** there are no indicators for changes that have been made and by whom. When adding information to the **Description** section: add the new text to a separate line, add your name or initials, and the date. Doing this allows users to see who made edits to the **Work Analysis (Resolution)** and when.

Upon clicking, you will be returned to the **Work Task**. To save the changes made to the **Work Task**:

5c Click on the **Save & Close** button.

Work Task: WT-1046247-WT-1046247 - Urgent, 2020 Ridge, Lights

(Optional): Work Details for this Task.

**Work Analysis**

Failure: Cable/Wire/Connector Problem: Damaged/Bent/Dented Cause: Normal Wear Remedy: Replace Description: Replaced light bulb. Wires were also damaged from normal wear and tear. Replaced wiring as well. - CJC (6/23/2020)

**Comments**

Created By: Campos, C.J. Reference Date: 06/10/2020 Comment: Preferred Access Time: Anytime. Does Requester need to be Present During Visit: No. Billing Type: Building

**Related Documents**

Document Name Document Description

Save & Close