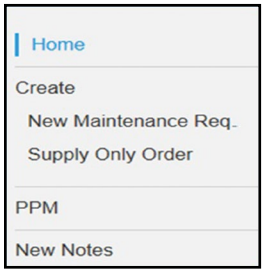
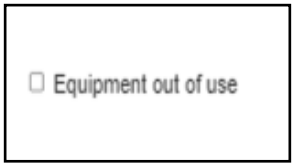
Raising a new maintenance request

Completed by	• All JDW WISDOM users
Frequency	• As required
Reference	• SOP OF0135 - Adding, reading and responding to WISDOM notes • SOP OF0137 - Managing MIV tasks and orders • SOP OF0138 - Supply Only orders • SOP OF0139 - Searching for items on WISDOM
VideoSOP	To be used together with this written SOP. Tap here to play

Step 1		• Launch WISDOM. • Click 'New Maintenance Req'.
Step 2		The duty manager must complete the following information in 'Section 1': • Enter 'First Name'. • Enter 'Last Name'. • Select the 'Location' where the maintenance issue exists, ie pub, hotel, onsite accommodation or ancillary property. • Select the 'Area' of the location where the maintenance issue exists, eg Bar, Cellar, Toilets. • If prompted to do so, select the 'Sub Area', eg Ladies Toilets, Gents Toilets. • Select the 'Trade Type' to indicate the type of work required, eg HVAC, Builders Works. • Select the 'Sub Trade Type' to indicate what the works relate to, eg Ventilation, Locks.
Step 3		Within the 'Problem Type' section, select the type of maintenance request to be raised by clicking the appropriate option under the relevant heading : • 'Repair/Service Required' - select whether a 'Callout' or a 'Quote' is required. • 'Order Equipment/Items' - select 'Replace' or 'Order Additional'. • 'Order Parts' - if parts for equipment are required, order these via either 'Supply only' or 'Quote'.
Step 4	 	• Enter the description of the works required in the 'Problem Description'/'Equipment Description' field, being as descriptive as possible to improve the contractor's ability to resolve the issue first time. • Where applicable, if a piece of equipment is entirely out use, tick the 'Equipment out of use' box.
Step 5		• If requested, enter the serial number for the piece of equipment. • If no serial number can be identified on the equipment, type 'No serial number present' into the 'Serial Number' field. • If requested, the contractor reference number must be entered into the 'Reference Number' field. If the reference number is not entered, the contractor will not attend.

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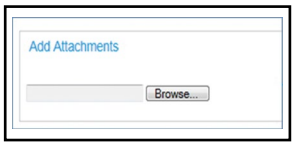
Step 6		• If an attachment is required, eg a photograph of the maintenance issue, this can be attached to the request. Refer to SOP - OF0135 - Adding, reading and responding to WISDOM notes. • If a picture or document has been attached, refer to it in the job description. • Only JPEG or PDF files can be attached.
Step 7		• Click 'Next'.
Step 8	 	If raising a callout: • Select the contractor required by clicking the button beside the contractor's name. • Select the response time required by clicking the button beside the required time. • When raising a 3 hour callout, the contractor must be phoned prior to raising the job. If an answer phone is reached out of hours, leave a message. • Callouts to certain contractors require a job reference number. In these circumstances, WISDOM will prompt the entry of this number into a 'Reference Number' field. If an answer phone is reached for an out of hours call, enter 'voicemail left' as the reference number. • This must be obtained from the contractor by phoning them prior to raising the callout on WISDOM. This is to provide the contractor with an opportunity to resolve the issue over the telephone to remove the need to raise the callout. • If the contractor fixes the issue over the telephone, click on 'Home' to exit the callout. • If the contractor cannot fix the issue over the telephone, then the callout must be raised on WISDOM and the reference number they provide must be entered into the 'Reference Number' field.
Step 9		If raising a quote: • Select no more than two contractors from whom quotes are required by clicking the buttons beside the contractor names. Where possible, select more than one contractor as this will encourage a more competitive price for the work. • Adding more than two contractors can extend the response times causing delays to work.
Step 10		• Click 'Submit Request'.
Step 11		• If an emergency callout is raised, phone the contractor to notify them of the callout prior to the job being raised. This will avoid any delays in their attendance to site. • WISDOM will provide the contractor's contact details on screen.
Step 12		• When raising a new maintenance request in response to another job, the previous job number must be included in the job description.

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Step 13		If raising a recall: • Recalls can be raised up to 28 days from when a job was completed. If raising a recall, confirm this in the job description and confirm the previous job number. These can be raised in 2 separate ways: • 1 - By opening the job that is to be recalled and selecting the create recall button at the bottom of the job. Refer to SOP OF0139 - Searching for items on WISDOM. • 2 - By raising a new job and selecting the trade types used previously, this will then highlight if there are any jobs that can be recalled for these trade types within the 28 day period.
Step 14		• For any queries, or if WISDOM is unavailable, contact the Maintenance Help Desk on 03333 200 300.

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