



Technicians **SMARTDGS** Guide

March 2013

District of Columbia
Department of General Services



Entering a Service Request

As an employee of The District Government, you are considered to be a client of the Service Desk system and are able to enter a service request. To do so, you run the Create Maintenance Service Request task which presents the Create Request wizard. The wizard walks you through the following procedure:

To get started enter this intranet link: <http://SMARTDGS.dc.gov>

The following Web page will display.

Sign In
Sign in to your email address without @dc.gov part as your username.

Enter your user name (case-insensitive):
 @dc.gov

Enter your password (case-sensitive):

Your password is the same password that you use to log in to your workstation or to check email.

Remember my user name on this computer

Enter your name and password as instructed to enter the site.

To enter a service request, select **Create Maintenance Service Request** from the Web central navigator.





» Show Dashboard » My Home » My Favorites » My Jobs » My Profile » Sign Out » Help

Create Request

Basic Information Documents Overview

Requestor » Next >> » Submit

Service Request ID: _____

Requested By:* Requestor Phone:

Work Location » Select Location » List Requests for Location

Same as requestor

Building Code:* Room Code:

Floor Code:

Description

Request Type: SERVICE DESK - MAINTENANCE

Problem Type:*

Description:*

Requestor: Your information will get auto populated.

NOTE: In the event your phone number does not auto populate, you can enter your phone in the box labeled **REQUESTOR PHONE:**

Select your location by clicking the **BLUE BOX** to the right on **Building Code**. After clicking the **BLUE BOX**, this screen below will appear allowing you to select the location where the work is to be performed.

Create Request

Basic Information Documents Overview

Site Code	Ward	Municipal Area	Building Code	Building Number	Building Name	Building Abbreviation
DC	08	MUNICIPAL AREA 5	2040 EAST CAPITAL STREET SE	402	ANK	WINDHOLE CAPITAL SE
DC	08	OUTDOOR POOL	1020 SUMNER ROAD SE		ANK	1020 SUMNER ROAD SE
DC	08	MUNICIPAL AREA 5	1410 MASSACHUSETTS AVENUE SE		DOCKAGE WORKS	DOCKAGE WORKS
DC	08	SCHOOLS	402 G STREET NE	402	STANLEY-PETERSON MIDDLE SCHOOL	STANLEY-PETERSON MIDDLE SCHOOL
DC	08	SCHOOLS	402 G STREET NE	504	REARBYON ELEMENTARY	REARBYON
DC	04	PARKS AND RECREATION	5401 GEORGIA AVENUE NW		EMERY REC CTR	5401 GEORGIA AVENUE NW
DC	08	SCHOOLS	3814 RICE DRIVE NW	405	DELL JH HIGH	DELL
DC	08	SCHOOLS WITH POOLS	2050 SPRINGDALE STREET NW	402	WY WOLFE SENIOR HIGH	WY WOLFE SENIOR HIGH
DC	08	MUNICIPAL AREA 6	4350 WASHINGTON AVENUE NW		EMORY COMPLEX 2S	4350 WASHINGTON AVENUE NW
DC	08	SCHOOLS	4001 KALAMAZO STREET NW	324	STEELEPORT SCHOOL	STEELEPORT
DC	08	OUTDOOR POOL	1020 SUMNER ROAD SE - CHILD POOL		BAKERY PARK RECREATION POOL	1020 SUMNER ROAD SE - CHILD POOL
DC	08	PARKS AND RECREATION	1020 SUMNER ROAD SE - RECREATION		BAKERY PARK RECREATION CENTER	1020 SUMNER ROAD SE - RECREATION
DC	08	MUNICIPAL AREA 5	2720 SHAWNEE LUTHER ROAD SW AVENUE SE		WOODCOTE	WOODCOTE
DC	08	MUNICIPAL AREA 3	1020 WASHINGTON AVENUE NW	504	WELLS ELEMENTARY	WELLS ELEMENTARY
DC	08	MUNICIPAL AREA 1	1004 NEW YORK AVENUE NE		KALPINSKI HOUSE	1004 NEW YORK AVENUE NE
DC	08	MUNICIPAL AREA 3	2250 ADAMS BLVD NE	402	WELLS ACTIVITIES CENTER (WELLS) SWING	2250 ADAMS BLVD NE
DC	08	SCHOOLS	5401 WASHINGTON SE		BALLOON SENIOR HIGH	BALLOON
DC	02	MUNICIPAL AREA 3	1100 10TH STREET SW		LEASE # 0015	1100 10TH STREET SW
DC	09	MUNICIPAL AREA 4	2050 KATHY STREET SW		MANAGAN D. BEEVER CENTER	2050 KATHY STREET SW
DC	02	MUNICIPAL AREA 3	1122 10TH STREET SW		LEASE # 0016	1122 10TH STREET SW
DC	09	MUNICIPAL AREA 4	300 REDDING AVENUE SW		MUNICIPAL CENTER LEAS	300 REDDING AVENUE SW
DC	02	MUNICIPAL AREA 3	1122 10TH STREET SW		LEASE # 0015	1122 10TH STREET SW
DC	02	SCHOOLS	2010 G STREET NW	202	WELLS ELEMENTARY	WELLS
DC	07	MUNICIPAL AREA 4	4101 BOWMAN ROAD NE		BOY'S & GIRLS CLUB	4101 BOWMAN ROAD NE
DC	08	SCHOOLS	1124 ROYLAND DRIVE NE	504	WASHBURN	WASHBURN
DC	08	SCHOOLS	4000 WASHINGTON ROAD SE	306	BARTON PARKS GYM	BARTON PARKS
DC	08	OUTDOOR POOL	1404 JACOBI DRIVE SE		JACOBI POOL	1404 JACOBI DRIVE SE
DC	09	SCHOOLS	2250 SHAWNEE LUTHER STREET NW	204	WELLS REED RECREATION CENTER	WELLS REED
DC	09	SPRAY PAVILION	1404 JACOBI DRIVE SE		EDUCATION-HOODS SPRAY PAVILION	1404 JACOBI DRIVE SE
DC	08	PARKS AND RECREATION	1404 WENNY STREET NE		TAPP ANNEX	1404 WENNY STREET NE
DC	08	MUNICIPAL AREA 5	1100 10TH STREET SW		WELLS REED RECREATION CENTER	1100 10TH STREET SW

NEXT: Select **“Problem Type”** by clicking the **BLUE BOX** to the right and make a choice from the Problem Type Dialog Box

Description	
Request Type:	SERVICE DESK - MAINTENANCE
Problem Type:*	<input type="text"/>  
Description:*	<input type="text"/>

Problem Type Dialog box

Select Value - Problem Type

- BIOHAZARD
 - ASBESTOS ASBESTOS
 - BLOOD SPILLS Clean Blood Spills
 - FECES REMAIN Clean Feces Remains
 - MOLD MOLD
 - OTHER BIOHAZARD Other
 - SPILL SPILL
 - VOMIT REMAIN Clean Vomit Remains
- CARPENTRY
- DISABILITY/ADA
- ELECTRICAL
- ELECTRONICS
- ELEV/ESC
- ENGINEERING
- GENERAL SRV
- HAZMAT
- JANITORIAL
- LNDSCP/GRNDS
- LOADING DOCK
- LOCKSMITH
- MAINTENANCE
- MASONRY
- OFF/FURN MOVE

Close

Once your selection is made, Please describe the problem in the **DESCRIPTION** box. Please give as much detailed information as possible that will help our technicians locate and identify the problem in the event that you are not present when he/she arrives.



Description	
Request Type:	SERVICE DESK - MAINTENANCE
Problem Type:*	<input type="text"/>
Description:*	<div style="border: 1px solid gray; height: 60px; width: 100%;"></div>

Once all the required information is entered. You have the option to click **NEXT** or **SUBMIT**.

The screenshot shows the 'Create Request' form with three tabs: 'Basic Information', 'Documents', and 'Overview'. The 'Basic Information' tab is active. At the bottom, there are two buttons: 'Next >>' and 'Submit'. The 'Requestor' field is visible on the left.

Selecting "**SUBMIT**" will finish the submission of the service request and will select the Overview Tab.

However if you wish to **ADD a document** such as a picture to your request **DO NOT hit the submit button** and follow these steps:

Selecting "**NEXT**" will take you to the Documents tab where you will have the ability to attach documents, such as photos.

Create Request + [Printer] [Email] Log Console

Basic Information | **Documents** | Overview

Attach Documents and Submit Your Request » << Previous | » Submit

Service Request ID: 501	Created By: _EVERYDAYUSER
Requested By: _EVERYDAYUSER	Requestor Phone: 202-XXX-XXXX

Description

Request Type:*	SERVICE DESK - MAINTENANCE
Problem Type:	ELECTRICAL
Priority:	3 : Routine
Description:	Description of the service request

Documents

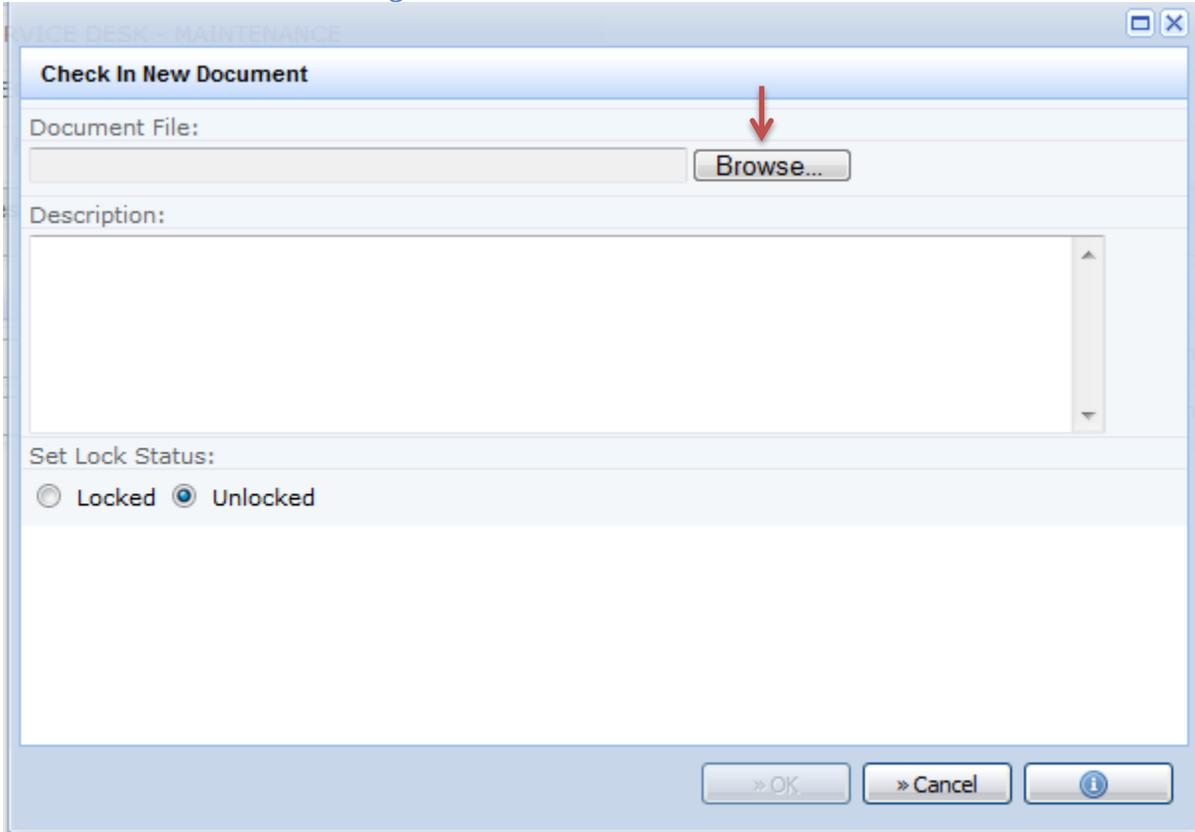
Document 1:	<input type="text"/>		Document 2:	<input type="text"/>
Document 3:	<input type="text"/>		Document 4:	<input type="text"/>

Note: A red arrow points to the up arrow icon next to Document 1.

Click the **UP ARROW** next to Document 1: This will display a dialog box that will allow you to attach a document or picture from you desktop computer.

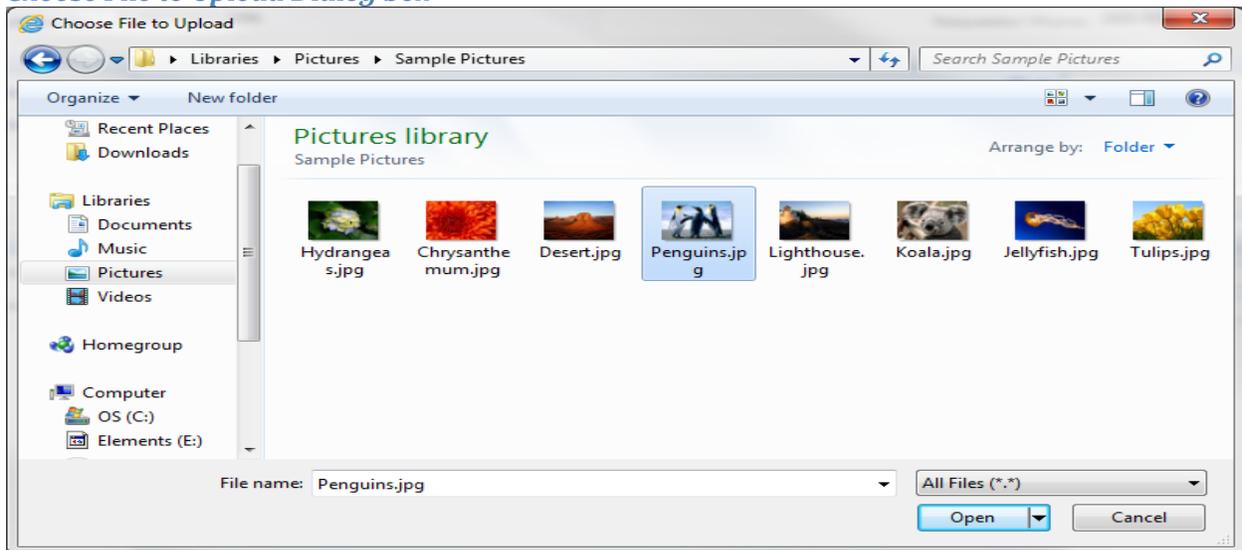
You have the option of attaching up to four (4) documents or pictures to your request.

Check In New Document Dialog box



Click Browse: Displays a dialog box to select a file from your computer.

Choose File to Upload Dialog box





Select desired picture then click **“Open”**... This will upload the selected picture to the request.

Overview tab: displays the submitted service request

Service Request Submitted		» Create New Request	
Service Request ID:	502	Created By:	_EVERYDAYUSER
Requested By:	_EVERYDAYUSER	Requestor Phone:	202-XXX-XXXX
Work Location			
Site Code:	DC	Building Code:	441 4TH STREET NW
Floor Code:	11	Room Code:	
Equipment			
Equipment Code:			
Description			
Request Type:	SERVICE DESK - MAINTENANCE	Problem Type:	ELECTRICAL
		Status:	REQUESTED
Description:	Description of the problem		
Documents			
Document 1:	activity_log-502-doc1.jpg	Document 2:	
Document 3:		Document 4:	

View the Request and its Status

After submitting the request, you may wish to track its progress through the system. Using the “View Maintenance Service Request” task, you can view the current status and workflow step of your request. Use the “Select” button next to the request you wish to see the details of or to view the request.

To view the service request select **Building Operations > On Demand Work > DGS Everyday User > View Maintenance Service Request** from the Web central navigator.



View On Demand Work Service Requests

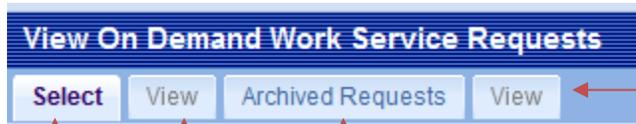
Select View Archived Requests View

Filter » Show » Clear

Status: Date Requested From: M/D/YYYY Date Requested To: M/D/YYYY

Select a Request to view more details

	Service Request ID	Requested By	Created By	Request Type	Problem Type	Status	Date Requested
Select	502	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	ELECTRICAL	REQUESTED	10/23/2012
Select	501	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	ELECTRICAL	CREATED	10/23/2012
Select	422	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	APPROVED	10/4/2012
Select	421	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	IN PROGRESS	10/4/2012
Select	412	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	APPROVED	9/25/2012
Select	409	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	BIOHAZARD	REQUESTED	9/25/2012
Select	404	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	APPROVED	9/25/2012
Select	403	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	BIOHAZARD	REQUESTED	9/25/2012
Select	402	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	GENERAL SRV	APPROVED	9/25/2012
Select	401	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	MAINTENANCE	APPROVED	9/25/2012
Select	400	_EVERYDAYUSER	_EVERYDAYUSER	SERVICE DESK - MAINTENANCE	LOCKSMITH	CREATED	9/25/2012



View: displays details about the Archived Service Request that the user submitted historically.

Archive Request: displays the list of Service Requests that the user submitted historically.

View: displays details about the Active Service Request that the user submitted.

Select: displays the list of Service Requests that the user submitted that are actively open.



Craftsperson/Technician

After Work Orders are issued the Craftsperson are now ready to work on the work requests assigned. Select **Update Work Orders and Work Requests** from the Web central navigator.

Update Work Order and Work Requests



Update Work Requests								
Select Update Labor Hours Update Resources Update Details								
Work Orders								
Work Order Code	Building Code	Contact	Primary Work Description	Date Work Order Created	Date Work Order Issued	Date to Perform	Date Work Order Completed	
Select	27	3815 FORT DRIVE NW	test	7/13/2012	8/22/2012			





Select Tab:

1. **Select** the Work Order to display all work request assigned to the work order

Minimally, check off the boxes next to the work requests to complete, and use the "Complete Selected" button.

Work Orders							
Work Order Code	Building Code	Contact	Primary Work Description	Created	Issued	Perform	Completed
<input type="checkbox"/> Select	27	3815 FORT DRIVE NW	test	7/13/2012	8/22/2012		

Work Requests							
<input type="checkbox"/>	Work Request Code	Assigned to Work Order	Requested by	Problem Type	Work Request Status	Date Work Requested	
<input type="checkbox"/> Select	27	27	AFM	CARPENTRY	Issued and In Process	7/13/2012	<input type="checkbox"/> Complete Selected

2. **"Select Button"** will navigate to the Update Labor Hours Tab

Update Work Type and Labor Hours:

1. Select the **"Edit Button"** to update the status of the Work Ticket and Additional Comments if necessary.
2. Select the **"Edit Button"** to update the labor hours on the selected work request.
3. Click the **"Next Button"** to navigate to the Update Resources Tab

4. **TOTAL NUMBER of Hours WORKED can't be submitted until the WORK is COMPLETED**

Work Request Code: 27 Requested by: AFM
Problem Type: CARPENTRY Date Work Requested: 07/13/2012

Craftspersons Assignments							
<input type="checkbox"/> Edit	Craftsperson Name	Date Craftsperson Assigned	Time Craftsperson Assigned	Date Started	Total Hours	Total Labor Cost	Work Request Code
	Test Craftsperson	7/26/2012	8:00 AM		0.00	0.00	27



Update Work Type

Craftsperson Assignment » Cancel » Save

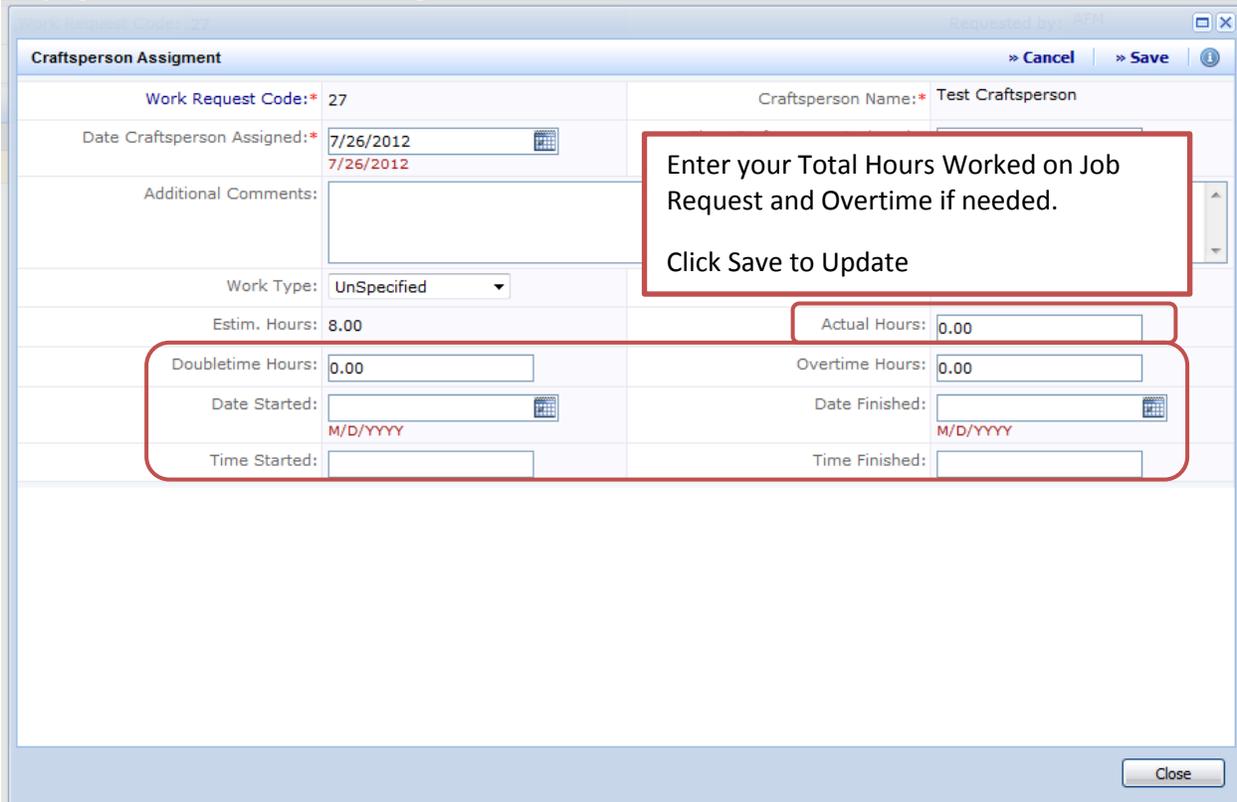
Work Request Code:*	617	Craftsperson Name:	Bailey, Michael
Date Craftsperson Assigned:*	3/15/2013 <small>3/15/2013</small>	Time Craftsperson Assigned:*	1:42 <small>1:42 PM</small>
Additional Comments:	<div style="border: 1px solid gray; height: 30px;"></div>		
Work Type:	<div style="border: 1px solid gray; padding: 2px;">UnSpecified Work Material Pickup Job Setup or Prep. Travel Time Wait for Security Wait for Client Work in Progress Pending</div>	Actual Hours:	0.00
Estim. Hours:		Overtime Hours:	0.00
Doubletime Hours:	<input type="checkbox"/>	Date Finished:	<input type="text"/> <small>M/D/YYYY</small>
Date Started:	<input type="text"/>	Time Finished:	<input type="text"/>
Time Started:	<input type="text"/>		

Add any additional Comments and Update Work Type

Select SAVE after EVERY UPDATE

Update Labor Hours Tab:

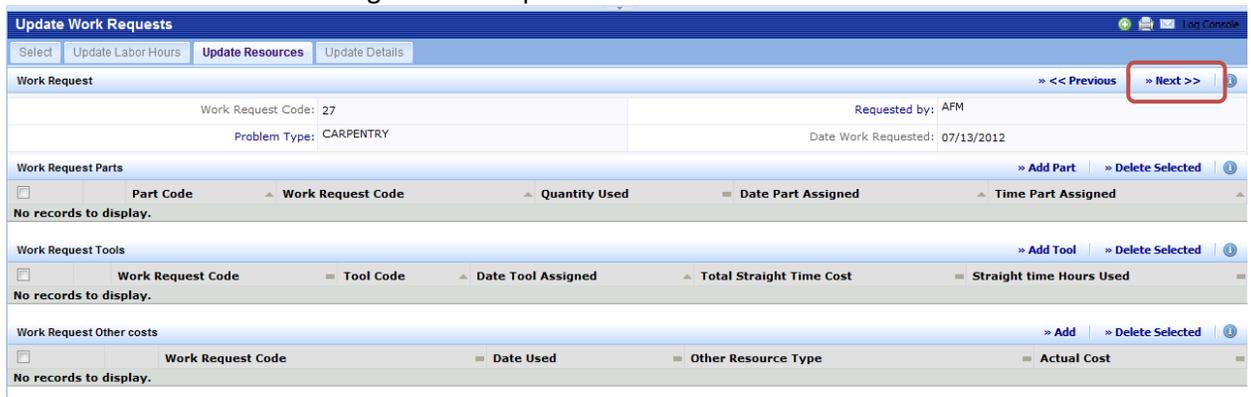
Craftsperson Labor Hours Dialog Box



Select SAVE after EVERY UPDATE

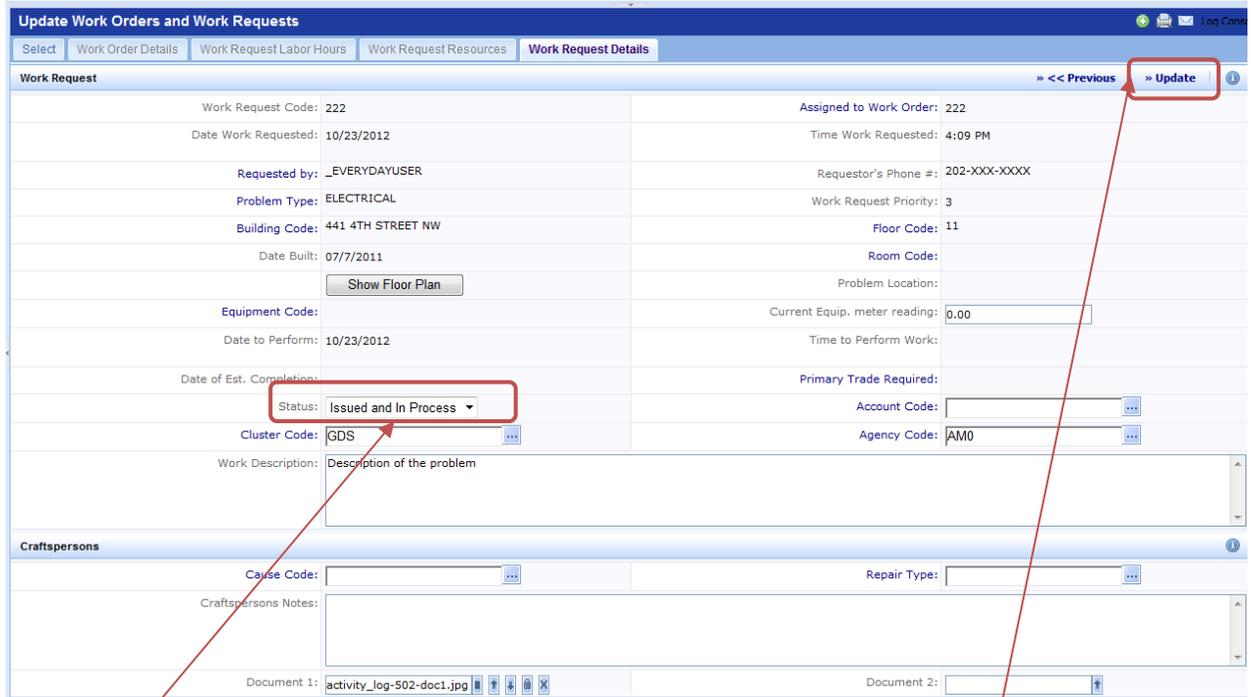
Update Resources Tab:

1. Click the **“Next”** button to navigate to the Update Details Tab



This tab allows the craftsperson to **Add** or **Edit** the resources used for the work request.

Work Request Details Tab:



Update Work Orders and Work Requests

Select | Work Order Details | Work Request Labor Hours | Work Request Resources | **Work Request Details** | >> << Previous | **Update**

Work Request

Work Request Code: 222 | Assigned to Work Order: 222

Date Work Requested: 10/23/2012 | Time Work Requested: 4:09 PM

Requested by: _EVERYDAYUSER | Requestor's Phone #: 202-XXX-XXXX

Problem Type: ELECTRICAL | Work Request Priority: 3

Building Code: 441 4TH STREET NW | Floor Code: 11

Date Built: 07/7/2011 | Room Code:

Equipment Code: | Problem Location:

Date to Perform: 10/23/2012 | Current Equip. meter reading: 0.00

Date of Est. Completion: | Time to Perform Work:

Status: **Issued and In Process** | Primary Trade Required:

Cluster Code: GDS | Account Code: | Agency Code: AMO

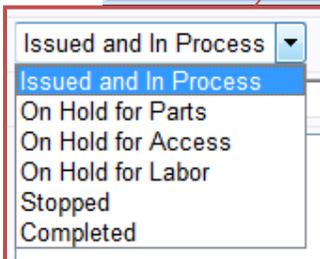
Work Description: Description of the problem

Craftspersons

Cause Code: | Repair Type: |

Craftspersons Notes:

Document 1: activity_log-502-doc1.jpg | Document 2:



Issued and In Process ▾

Issued and In Process

On Hold for Parts

On Hold for Access

On Hold for Labor

Stopped

Completed

Select the **Status** of the work request

Clicking the **"Update Button"** will save the changes

After the Ticket is **COMPLETED** YOUR Supervisor can add Finances and Parts Used and then **CLOSE** the Ticket

If you have any technical difficulties, question or concerns with gaining access to **SMARTDGS** or require addition assistance, please feel free to contact the **SMARTDGS** team via email at SMARTDGShelp@dc.gov.