

## WORK ORDER (DH-61) INSTRUCTIONS

1. Field 1 – list section/bureau name.
2. Field 2 – list the telephone number of contact person listed.
3. Field 3 – list the individual to be contacted for clarification of request and scheduling of job.
4. Field 4 – list the date form is completed.
5. Field 5 – list building address and location where the work is to be completed.
6. Field 6 – if request is safety related, check “Safety Issue” box.
7. Field 7 – signature is not required since form is submitted electronically.
8. Field 8 – “Type of Work Ordered” should include:
  - the date when the service is needed; and
  - a detailed description of the work to be performed.

### Telephone Service Requests:

- a. Describe the type of telephone work requested, i.e.:
  1. Installing a new line;
  2. Discontinuing service on an existing line;
  3. Relocating a phone number;
  4. Changing the level of access for international calls;
  5. Requesting telephone calling cards;
  6. Programming new phone for new employee, include the starting date;
  7. Request for call center, Hlog and call handler set ups;
  8. Headset issues;
  9. Personal Communicator issues/Jabber issues;
  10. Cisco agent/supervisor issues;
  11. ZOOM recording issues;
  12. Paging issues;

**For Phones NOT in the CISCO Unified Communication (UC) system** – Jack numbers will be needed when changing phone numbers from one office to another. For assistance in obtaining the jack numbers for Jefferson City offices, contact the Bureau of General Services (BGS) at (573) 751-6040. Note that each office located outside of Jefferson City has a designated building manager that can provide assistance with completing phone work orders.

- a. Attach a floor plan/hand drawn sketch with an (X) indicating placement of the telephones. Floor plans for Jefferson City offices can be found on the DHSS intranet or obtained from the BGS.
- b. Include level of access (long distance, etc.) and call pick-up group (to access remote phones) for new installations. For additional information, please contact the BGS at (573) 751-6040.
- c. **New telephone installations and telephone move requests require a minimum five-day lead time** and must be submitted with sufficient time to meet the deadline date defined on the work order.

Unified Communication (UC) Phones -require the “New Employee – New Phone Request” form be completed for new and existing employees that change their phone number. This form is located on the intranet under forms at <http://dhssnet/appsforms/index.php#warehouse>.

Equipment/Furniture Moves:

- a. Describe the item(s) to be moved.
- b. Moves that require use of the warehouse truck should be submitted on a “Move Request” (DH-90) form which can be found on the DHSS intranet under “Forms” at <http://dhssnet/appsforms/index.php#warehouse> or in Word under “My Templates”.
- c. Attach a floor plan/hand drawn sketch indicating move locations. Floor plans can be found on the Intranet or obtained from the BGS.
- d. When requesting pick up of surplus property, a DH60 (Property Transfer form) is required to be sent with the work order via electronic submission through the “WorkOrders,WorkOrders” email address. The DH-60 Property Transfer form can be located in Word under “My Templates” titled “DH-60 Non-Expendable Property Transfer” and on the DHSS intranet under “Forms”/Administration header.

Maintenance Service:

- a. Include a detailed description of the item(s) to be built or repaired.
- b. State the building and location of needed maintenance.
- c. For nameplate requests, include the name (printed/typed clearly) with the exact spelling.
- d. Conference room set up requests need to allow enough time before and after the event for BGS staff to arrange the room.