

Customer Service: CPPM Project Initiation

All project requests, regardless of size or scope, are initiated on the [Facilities Management Customer Portal](#) as a Customer Work Request. Work control will route project requests to the appropriate manager in Facilities Management for an initial review. If a determination is made to initiate a capital project the FM manager will approve the customer request. This will generate an email notification to you to create a capital project in AiM.

1. **Campus Requestor** submits a project request by filling out a work request and entering the keywords **PROJECT ESTIMATE REQUEST** and selecting a problem description.
2. **Work Control** refers this request to the appropriate individual in Long Range Facilities Planning, Utilities Engineering, Facilities Management Construction Services or Landscape Services responsible for reviewing project requests.

Customer Work Request
Please fill out the following form to submit a work request to the Facilities Management Work Control. For Emergencies, please call (405) 744-7154.

Contact Information

Contact Name * YOUR NAME
 Contact Phone 405-456-7890
 Contact Email * admin@okstate.com
 Select Division * AA - GENERAL UNIVERSITY
 Select Department * D0594 - UTILITIES PRODUCT

Location Information

Select Region * OSU-STILLWATER
 Select Area * GROUNDS AND HARDSCAPES
 Select Building * CAMPUS WIDE GROUNDS
 Select Floor -- Select Floor --
 Select Room

Request Information

Select Problem CONSTRUCTION, RENOVATION A
 Desired Date yyyy-mm-dd
 Do you have alternate funding? No
 Alternate Funding

Request Description

ATRC PLAZA - THIS PROJECT IS AN LRFP PROJECT. NEED A REQUEST NUMBER TO ESTABLISH PROJECT IN CPPM.

Submit Request

3. **CPPM Request Reviewer** will be notified on their AiM WorkDesk of the project request. He or she will review the request, contact the requestor with follow-up questions and record details about the project on the customer request comment field. *Should the reviewer want to refer the request to another individual, he can do so by editing the Customer Request, changing the Status and Save.*

Customer Requests

- 1 Customer Service -- Customer Request -- LS CPPM REVIEW
- 0 Customer Service -- Customer Request -- LS INSTALLATION REVIEW NEEDED
- 0 Customer Service -- Customer Request -- LS INSTALLATION REVIEW PAST DUE!

AiM Customer Request

1 Edit New Search Browse

Action 5235 Status LRFP CPPM REVIEW

Email ATRC PLAZA - THIS PROJECT IS AN LRFP PROJECT. NEED A REQUEST NUMBER TO ESTABLISH PROJECT IN CPPM.

Print

AiM Customer Request

2 Save Cancel

View

Extra Description 5235 Status LRFP CPPM REVIEW

Comments ATRC PLAZA - THIS PROJECT IS AN LRFP PROJECT. NEED A REQUEST NUMBER TO ESTABLISH PROJECT IN CPPM.

Account Setup

Sent Email

Notes Log

Status History

Related Documents

Organization D0214

Requestor LONG RANGE FACILITIES PLANNING

Contact DENISE

Contact Phone 405-744-2646

Contact Email denise.brooks@okstate.edu

Region OSU-STILLWATER

Facility GROUNDS AND HARDSCAPES

Property CAMPUS GROUND

Location

AiM Customer Request Status

Done Search Cancel

Status

UTIL ENG CPPM REVIEW 3

FMCS CPPM REVIEW

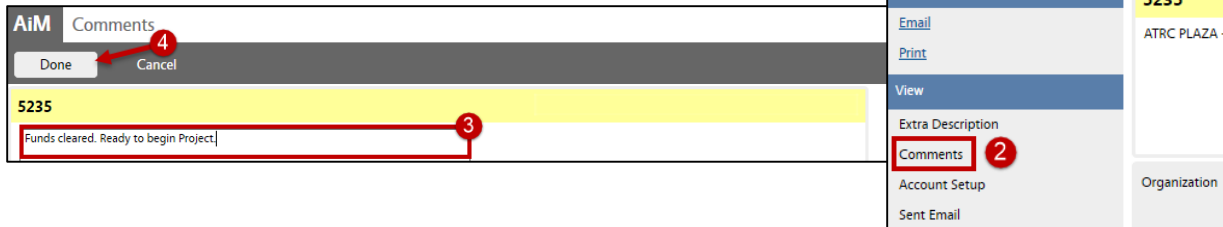
LS CPPM REVIEW

LRFP CPPM REVIEW

LRFP CPPM APPROVED

Select Status

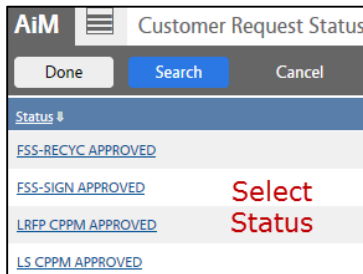
Once the request has been reviewed, the reviewer will enter details about the project into the comments field.



Finally, **approve the project** request by editing the customer request, **setting a status** for CPPM initiation and **Save**. *This will automatically send a status email notification to the requestor and the CPPM project initiator.*

4. **CPPM Project Initiator** will receive an email notification that a new capital project should be initiated. Please refer to the CPPM SOP for the project initiation process for each project type:

- a. **LRFP**
- b. **LRFP Interior Design**
- c. **FMCS (Facilities Management Construction Services)**
- d. **Utility Standard**
- e. **Landscape Services**



Facilities Management Work Control has received the following request for a capital project. The project has been approved for an FMCS project. This is the required information for project initiation as outlined in the CPPM Standard Operating Procedures. Please create a capital project in AiM.

Request Date: 01/27/2015
 Request Number: 2716
 Contact Name: CRISTINA WHELESS
 Contact Phone Number: (123) 456-7891
 Contact Email: cristina@ckisconsultants.com
 Department Number: C30
 Organization Number: C3052
 Region: OSU-STILLWATER
 Facility: CENTRAL CAMPUS
 Property: 0092
 Description: THIS REQUEST TO INITIATE A PROJECT FOR COLVIN REC CENTER REMODEL
 Project Review Comments: The funds have cleared. We are ready to start the project.

If you have questions, please contact Work Control at (405) 744-7154.

If you would like to access more information about the request, you can do so at the Facilities Management Customer Portal:
https://workordertest.okstate.edu/Customer/Lookup?search_val=2716

Thank you!

The e-mail notification will contain the contact information and details on the project needed for project initiation. *Please login to AiM to create the capital project and begin the CPPM process.*

Facilities Management Work Control has received the following request for a capital project. The project request has been approved and the capital project is being created. A project manager will contact you shortly.

Request Date: 01/27/2015
 Request Number: 2716
 Contact Name: CRISTINA WHELESS
 Description: THIS REQUEST TO INITIATE A PROJECT FOR COLVIN REC CENTER REMODEL

If you have questions, please contact Work Control at (405) 744-7154.

If you would like to access more information about the request, you can do so at the Facilities Management Customer Portal:
https://workordertest.okstate.edu/Customer/Lookup?search_val=2716

Thank you!

5. **Requestor** will also receive an email notification that their project has been approved.