Archibus Updates

For Campus-wide Business Meeting

April 20, 2017

Scheduling Substitutes

- **It may be necessary to select a substitute to fill in in the event a Cost Center Approver is absent.**

    – Log in to the Archibus system with your userID and password
    – From the Cost Center Approver Home, click "Schedule Substitutes" under Building Operations.
    – Click "Add New" on the Workflow Substitutes screen.
    – Using the ellipses button in the right corner of the box select the name of the employee to act as a substitute.
    – Enter start and end dates.
    – Click the "Save" button.
    – Note: If no dates are entered, the substitute will remain activated until removed.

Changing Employee Cost Center

- **In an effort to route Archibus requests correctly, the need for temporary employee cost center(s) to be changed will arise.**
    - To have the cost center for an employee changed enter an Archibus request
    - Choose the problem type: Archibus|Cost Center Update
    - Include in the description the employee's name, employee ID and the cost center they need to be associated with

Building Reports

- **To determine requests that have been placed for your cost center you can create a report to show that information.**
  - Log in to the Archibus system with your userID and password
  - From the Cost Center Approver Home, click "Management Reports" under Building Operations
  - Click on "Open Work Requests"
  - Choose the tab "location and status"
  - Select your "fund code"
  - Click "Show" this will present a bar graph to view
  - You can then click on each status bar to receive information on each individual work request

Problem Types

- **Problem types are the driving mechanism to routing your request(s) to the correct work team. With the aim of routing your request(s) correctly it is essential that the problem type chosen reflects your issue(s) as closely as possible.**
  - Make sure that you choose the problem type that most resembles your issue
  - Be sure to select the second tier that describes your request more thoroughly
  - Problem types are being updated to create clearer descriptions for choosing

30 Day Rule

- **To prevent a "Log Jam" of tickets in the facilities queue we are imposing a 30 day rule.**
  - Archibus request(s) are forwarded to Cost Center Approvers when estimates are in need of approving.
  - The system will generate an email notification to inform approver of request requiring approval.
  - If Archibus request(s) estimate(s) have not been approved within the 30 days of request it will be canceled and a new request will need to be generated by the department.

Archibus Contact

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