Geneva Maximo Unit Facility Representatives,

Below is an outline of changes in the Service Request Workflow beginning on **Tuesday, January 19**.

<table>
<thead>
<tr>
<th>Workflow</th>
<th>Current</th>
<th>Changes coming January 19</th>
</tr>
</thead>
</table>
| 1 Routing of non-emergency SRs to Geneva Management | You choose “Route to Geneva”. | You will choose “Issue Internally”.  
- [ ] Send to IPP  
- [x] Issue Internally  
- [ ] Route to Proper Facility  
- [ ] Route to Dining  
- [ ] Put On Hold  
- [ ] Cancel  

**Note:** Before issuing a SR Internally, you must select the “GNVA” **Service Group**. You can then choose the appropriate **Service** in the list of Services.  
- If you do not change the Service Group from FSRMS or FSPROJ to GNVA, you will receive this error prompting you to change it.  

| 2 Putting SRs into “Hold” status. | There is no ability to put a SR on hold (for delayed start dates; not ready to send). | When workflowing a SR, you will have the option to choose “hold”.  
- [ ] Send to IPP  
- [ ] Issue Internally  
- [ ] Route to Proper Facility  
- [ ] Route to Dining  
- [x] Put On Hold  
- [ ] Cancel  

- When you put a SR on hold, it will move to a queue right below your “SRs Awaiting Workflow” queue on your Start Center. Tip: Use the Target Start & Target Finish Date fields on the SR to help you plan; they will show in the list on your Start Center.  
- When you are ready to take a SR out of “hold” status, click the Workflow button on the SR, then choose an option.  

| 3 SRs for Estimates | SRs for estimates are classified as “Estimate”. | SRs for estimates will be classified as Repair, Maintenance, Service. You will select a Service of either Budget Estimate (BUDGEST) or Detailed Estimate (DETEST) in your list of GNVA Services.  
- (The classification of Estimate will not exist; there will only be two classifications: Repair, Maintenance, Service, and Project)  

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Also effective January 19 are changes to the way fields are arranged on the SR screen.

Fields generally populated on SRs will be grouped and arranged on the right side of the SR screen. There are no changes to the fields that are required on SRs.

Type or select the “GNVA” Service Group to be able to issue the SR Internally.