5. GCoE Facilities Shared Services WO Process

**Building Emergency**
- Call: 217-333-0340
- If Life Safety Emergency:
  - Vacate Building
  - Then Call 911
  - Add GCoE Facility Manager as Primary Contact

**Immediate Facilities Needs?**
- Yes
  - Call F&S Service Desk: 217-333-0340
  - Add GCoE Facility Manager as Primary Contact
  - F&S sends an email to Facility Manager

**Immediate Maintenance Issue?**
- Yes
  - Coordinate Communication with Unit Contact or Specific Users
  - For Immediate Response from F&S

**Simple Maintenance Issue?**
- Yes
  - For Immediate Respond from F&S
  - Coordinate Communication with Unit Contact or Specific Users

**Non Immediate Facilities Needs?**
- Yes
  - Define Needs with Facility Manager & Unit Contact
  - Identify Space, Scope of Work, Budget, & Schedule
  - E.g., Maintenance, Capital Projects, Renovation, Space Planning, Space Management, Facility Leasing, etc.

**Non Life Safety Emergency**
- Yes
  - Identify for Facilities Needs
  - Emergency?
    - Yes
      - Deploy BEAP Plan
    - No
      - Identify for Facilities Needs

**For Emergency, F&S Contacts Building Facility/Unit Contact**
- Life Safety Emergency:
  - Add GCoE Facility Manager as Primary Contact

**For Immediate Respond from F&S**
- Coordinate Work with F&S and Building Users

**Work Commence**
- Formal Communication Required? (e.g., Outage)
  - Yes
    - Coordinate Communication with Unit Contact or Specific Users
  - No
    - Define Needs with Facility Manager & Unit Contact

**For Lease, Contact GCoE Director of Facilities**