Service Guide Change Instructions

1 - Change Instructions · https://fo.umich.edu/fosg/service-guide-change-instructions/

This guide contains detailed information about facility services, but it is not exhaustive. If you submit a work request to the Facilities Service Center, they will determine who provides the service and whether there is a cost to your unit.

The Change Management Process

To request a change to the Facilities & Operations Service Guide, individuals (or groups) must submit information on the change to be considered. Anyone in the workforce, facility user community, or stakeholders can submit a change request. University of Michigan sign-in is required to view the form and your username will automatically be collected. This is to be done from the **Change request online form**.

Phase 1: Required Information

The form includes the following:

Contact Information- Please include your name along with the building and department where you work. Phone number is optional.

Request Type - Describes the change being proposed. Select the first box if you're requesting a change to the information that is currently on the Service Guide. Select the second box if there is NO information currently on the Service Guide regarding your issue.

Requested Change or Addition – This is where you enter the information that you would to be added to the Service Guide. Also, this is where you describe what you would like to see changed. Put what you think it should read and explain why you feel it needs changed or added.

Disputed Information – Please include the information from the Service Guide that you are not in agreement with and want to be changed. Please explain why you think the information is inaccurate.

Check the box at the bottom of the page to receive a copy of your submission. You may be contacted for further information if needed.

When complete, click the submit button at the bottom of the page and your request will be sent to Work Management for review.

Phase 2: Review of the Change Request

All change requests will be reviewed by the Work Management Process Team and the groups that would be affected by the change.

Phase 3: Review Results and Change Priority

The Work MGT Process Team will review all proposed changes and decide whether the change should be approved, rejected, or tabled for later discussion and decision.

The requestor will receive notification of the determination of their request by the contact information provided.