

*The Covid-19 pandemic has had a tremendous impact on our campus and community. The people of UK Facilities Management remain the “boots on the ground” for UK, providing the essential services needed to keep our campus safe, secure, and positioned to respond to the evolving crisis. The strength each of you demonstrate daily is inspiring and represents such courage and compassion. We are in this together and we will get through it together. **Thank you for everything you do.** – Mary Vosevich, Vice President for Facilities Management*

OUR PEOPLE. ————— OUR STORIES.

HOW WE GET IT DONE – A Series about how Facilities Management works

How do we get it done? The simple answer is OUR PEOPLE. This series will take a closer look at the units and offices that coordinate and execute the maintenance, operations, repairs, planning, design, and construction that FM performs 24-7-365 for the University of Kentucky. We are kicking off the series with a look at the central campus **WORK CONTROL CENTER.**



The FM Work Control Center receives all the work order requests submitted by our campus customers along with those submitted by our own teams. Most of these come through an online form and some still come in via phone. And there are A LOT OF THEM. Almost 90 a day for an average of more than 21,000 requests per year! Every single one of these requests is fielded by either Eva Fornash or Melissa Ortega. Eva has been with UK for 53 years and has run the WCC for 45 of those years. Melissa has been with UK for 13 years and joined the WCC 3 years ago. Once they receive a maintenance or repair request, they follow this standard process:

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| a. Seek any necessary approvals | d. Enter main work center and operation |
| b. Enter proper PM Activity Type and Priority coding | e. Enter requestor and e-mail information |
| c. Decide who is responsible for paying for the repair | f. Open a work order for the job. |

They occasionally get a good laugh at unfortunate misspellings or wording mistakes that they find in the requests they receive, but they clean those up when they enter the work orders. But, Eva says, there was this one time that the joke was on them. They were entering a work order to repair PLASTER on a ceiling but instead sent a job to the shops to repair a PASTER on the ceiling. Eva said folks still ask whether or not that paster was ever repaired. ☺ Eva and Melissa said that one the best things about their work is “*getting to know our customers and building working relationships between our customers and shops/areas.*”

GREAT WORK EVA and MELISSA!