"Request for Building Services" (previously DOA Form 8181)
Web Form Instructions

Below are instructions for DOA-owned building tenants to enter Requests for Building services via the Facility Management Information (FMIC) Web site.

Step 1
Point your browser to the following URL → https://fmic.wisconsin.gov (note the 's' at the end of 'http', which indicates that this is a secure site)

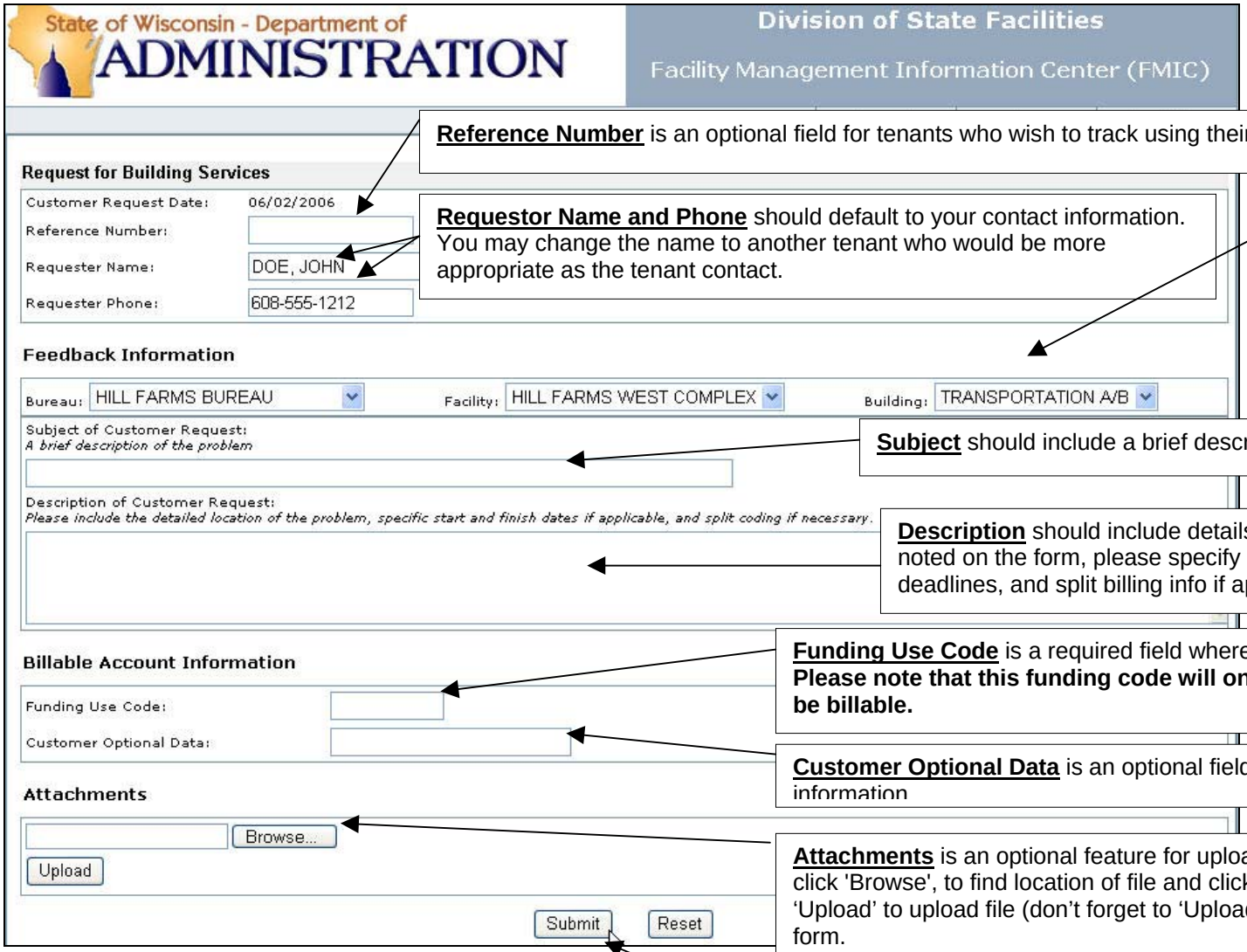
Step 2
Enter your IAM username and password when prompted.

Enter your IAM username and password here.

You may wish to check the 'Remember my password' option if available.

For questions about your IAM account, see the following Web site → https://iam.wisconsin.gov/selfcare/IAM/home

Step 3
Complete the fields on the form as follows:



Reference Number is an optional field for tenants who wish to track using their own number

Requestor Name and Phone should default to your contact information. You may change the name to another tenant who would be more appropriate as the tenant contact.

Bureau/Facility/Building should default to the settings in your profile. Confirm that the 'Building' refers to the location of the request needed.

Subject should include a brief description of problem/request

Description should include details of the building request. As noted on the form, please specify specific location, special deadlines, and split billing info if appropriate.

Funding Use Code is a required field where an active GSB billing code should be entered. **Please note that this funding code will only be billed if DSF deems the work order to be billable.**

Customer Optional Data is an optional field for the entry of additional billing code information

Attachments is an optional feature for uploading attachments. To upload an attachment, click 'Browse', to find location of file and click 'Open' to insert file name path. Next, click 'Upload' to upload file (don't forget to 'Upload' file BEFORE clicking Submit on bottom of the form.

Submit is the button on bottom of form to click when all fields are completed. After submitting your form, you will be taken to the Customer Request Log seen in Step 4 below.

Step 4

After you've submitted a request, you will be taken to the Customer Request Log as seen below:

State of Wisconsin - Department of ADMINISTRATION

Division of State Facilities

Facility Management Information Center (FMIC)

Request | Log | Log Out

Customer Request Log

Filter List By: User- DOE, JOHN

☐ Show Rejected Requests

Request	Reference No.	Status	Brief Description	Description	Request Date	Work Type
1339	billcode	Open	testing new gsb codes	alskdfj;laskdfj;laskdfjl;skadfj	6/2/2006	
1338		Open	test	test	4/26/2006	
1337	new	Open	Telcom crossovers	See attached ftp://doaweb01/DFD_IMG/FMIC/cmms.ppt	4/26/2006	
1335	xxx	Open	Tenant Improvements	See attached for desired tenant improvements. ftp://doaweb01/DFD_IMG/FMIC/IFMC BILLABLE.pdf	4/25/2006	
1334		Work Order 2031453	Too Hot	Too Hot in Room 751	4/25/2006	Billable
1333	my ref	Work Order 2031451	Too Cold	Too Cold in Room 751	4/25/2006	Billable
1332	my wo	Work Order 2031449	telecom cross connects	see attachment for details ftp://doaweb01/DFD_IMG/FMIC/cooling tower2006 - Tr	4/25/2006	Billable
1331		Work Order 2031447	test	test	4/24/2006	Billable
1321	test	Work Order 2031434	dwg	dwg ftp://doaweb01/DFD_IMG/FMIC/ELE2.dwg ftp://doaweb01/DFD_IMG/FMIC/FIRST.dwg	3/31/2006	Billable
1320	one more	Open	Another Test	TROUBLE CALL FROM JAN ZIMMERMAN-CENTRAL SERVICES FRONT LOADING DOCK PHONE (261-8140) - BUILDING WIRING IS BROKE. ON-SITE CONTACT IS NANCY OSLEY (264-8571) ftp://doaweb01/DFD_IMG/FMIC/cmms.ppt	3/31/2006	

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The log defaults to a list of requests submitted by the user logged in. The filter can be changed to show requests from **all users** under the requestor's affiliated organization

Status will display one of the following:

'Open' = Customer Request has been received, but not yet converted to a Work Order

'Work Order' = Customer Request has been converted to a Work Order. Click on the Work Order hyperlink to view additional details (see Step 5)

'Rejected' = Customer Request was not accepted for conversion to Work Order

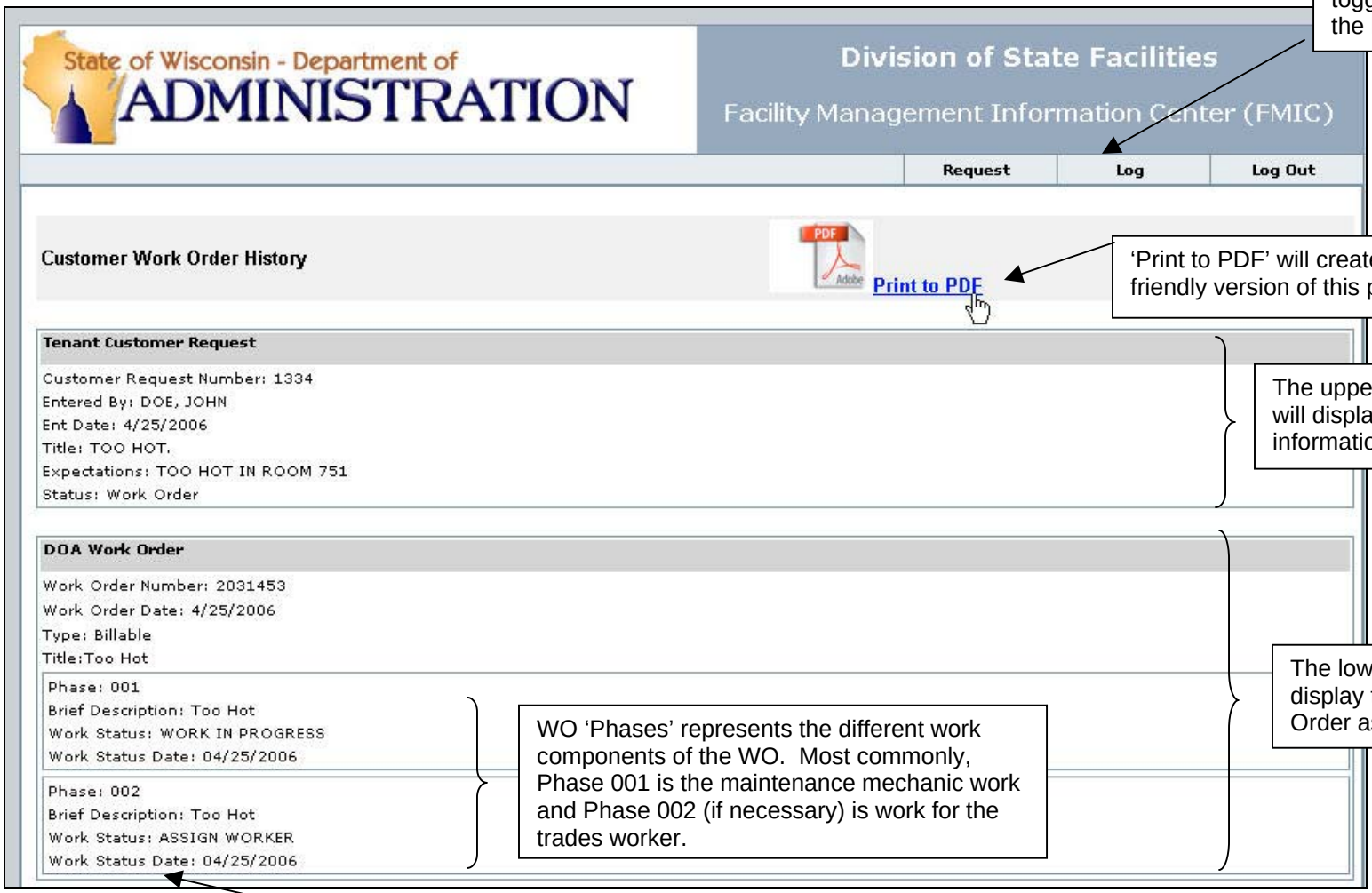
Work Type will display the billable or non-billable status of the work order as determined by DSF.

Request – is the Customer Request number auto assigned by DSF

Page Numbers – will appear if you have more than 10 Requests on log. Click the page numbers to move from page to page.

Brief Description/Description will display the text as entered by tenant. Note that any attachments uploaded can be accessed using hyperlink

Step 5
View details of the Work Order (WO) by clicking on Work Order link in Step 4 above.



Links in upper right corner allow user to toggle between the request form and the log, or to log out when complete.

'Print to PDF' will create a print /e-mail friendly version of this page.

The upper portion of WO Detail page will display the Customer Request information as submitted by tenant

The lower portion of WO Detail page will display the current status of the Work Order as entered and updated by DSF

WO 'Phases' represents the different work components of the WO. Most commonly, Phase 001 is the maintenance mechanic work and Phase 002 (if necessary) is work for the trades worker.

The WO Phase 'Work Status and Date' will display one of the following:

'ASSIGN WORKER' = WO Phase has not yet been assigned to a worker

'WORK IN PROGRESS = WO Phase has been assigned to the worker and the work is in progress

'COMPLETE' = WO Phase has been completed and time and material charges have been entered