



Facilities Services

SCHOOLDUDE WORK ORDER SYSTEM

PRESENTED BY

MICHAEL P. SANCHEZ, SR. EXECUTIVE DIRECTOR

Mission Statement

The Facilities Services Department is a service support organization committed to providing timely and excellent responsiveness to campus needs in support of the District education vision. Comprised of various trade groups, we provide vital facility repair and maintenance.

What is SchoolDude?

SchoolDude is a web based suite of software solutions for educational establishments and technology professionals. The Facilities Services Department Service Center and staff utilizes this CMMS to track work conducted by all the various crafts.

Terminology:

CMMS	Computerized Maintenance Management System; computer software designed to simplify maintenance management
SchoolDude	Computer software that houses the work order tracking system
Service Center	A team of dispatchers that are readily available to dispatch craftsperson in response to work orders received electronically or by telephone in regards to routine, high priority, and emergency maintenance at District facilities
Technician	Craftsperson responsible for performing specific tasks assigned during normal-working and/or after-hours respective to their craft
Foreman	Craftsperson responsible for the supervision of a technician of their respective craft

Who Has Access to SchoolDude?

- Principal/Site Administrator
- Secretary
- Head Custodian (primary user)

Need Access?

Email Jerry Fansler or Veronica Farias

- jfansler@saisd.net
- vfarias@saisd.net

Call Facilities Services

- 210-354-9300

SchoolDude md.schooldude.com

WORK ORDER REQUESTS ONLINE

Work Order System at A Glance

The screenshot shows a web browser window with the URL <https://md.schooldude.com/?productid=MD>. The browser's address bar includes "Favorites", "Suggested Sites", and "Web Slice Gallery". Below the browser, the "SchoolDudeapps" logo is displayed. The main content area features an "Account Login" section with the following elements:

- Login Name:** A text input field.
- Password:** A text input field.
- Go to:** A dropdown menu currently set to "MaintenanceDirect".
- Sign In:** A button.
- Forgot Login Name or Password?:** A link.

To the right of the login form is a large empty box with a red 'x' icon in the top-left corner. Further right is a promotional banner with the text "SAME LINK, MORE HELP!" and "Check out our updated helpsite!" with a "LEARN MORE" button.

Always set to
MaintenanceDirect



MaintenanceDirect x

Secure | https://app20.schooldude.com/toolbox/mydtwo/mddefault.asp

San Antonio ISD-Facilities Services

My Account(1152315392) SchoolDude apps - Application Links - Logout

Home My Request New Request Approval My Settings MyDude

Search for GO Advanced Search Services | Help

Actions: List | Graph | Report

What's New?

ASK ANSWER LEARN DUDE COMMUNITY

LOGIN HERE

Hello Jerry Fansler!
If you are not Jerry Fansler please click here.

REQUESTS

Period:

Request Totals

- 0 New Request
- 0 Approved
- 0 Declined

My Requests

- 7 Complete
- 2 Void

Counts are based on Status Date for each selected period. This reflects the actual date of the last status change.

REQUESTED WORK

Sort by: Ascending Descending

WORK CENTER

UNAPPROVED EMERGENCIES 0

Information Analysis

- My Requests
- Work Requests
- Approved Work Orders
- Work Orders
- Saved Actions

To view all requests submitted by user

Enter new work request

Search for Known WO #

New Requests

The screenshot shows a web browser window with the URL https://app20.schoolsde.com/toolbox/mydtwo/mydtwo_s/mydtwo_MyRequestSiteAdmin.asp. The application has a navigation menu with 'Home', 'My Request', 'New Request', 'Approval', 'My Settings', and 'MyDude'. Below the menu is a search bar and 'Advanced Search' button. The main content area is titled 'New Request' and includes a 'Shortcuts' button and a 'Legend' dropdown. A 'New Work Request' section contains a 'Welcome' message and instructions. The form is divided into two steps: 'Step 1' for location selection and 'Step 2' for problem type selection. Step 1 includes dropdowns for 'Location' (set to 'PLANT SERVICES'), 'Building' (set to '-- Select Building --'), and 'Area' (set to '-- Select Area --'). There is also an 'Area Number' text input field. Step 2 includes a 'Select Problem Type' checkbox and a grid of icons representing various issue categories: Alarm, Architectural Drafting, Asbestos, Athletic Fields, Burglar Alarm, Cabinet Shop, Capital Project, Carpentry, Clocks/Bells, Closed Circuit TV, DDC/Pneumatic, and Delivery. The Windows taskbar at the bottom shows the time as 3:40 PM on 7/17/2018.

Step 1
Campus Name

Enter location detail here
or in the Description Box

Check here if this is an emergency or call any of the emergency contacts below.

Contact Name	Contact Phone
No contacts listed.	

Step 3 Please describe your problem or request.

Provide as much detail as possible

Step 4 Requested Completion Date

Only enter a date for calendar items such as a carnival, tables/chairs, surplus pickup

Step 5 Please provide contact information for follow-up questions and notifications.

First Name <input checked="" type="checkbox"/>	Last Name <input checked="" type="checkbox"/>	Email <input checked="" type="checkbox"/>
Jerry	Fansler	jerryfansler@att.net
Phone	Pager	Cellular Phone

Step 6 File Attachments Can attach documents or pictures if available

Attach New File (The maximum allowed file size is 5MB.)

Step 7 Action Taken

Field is used by Facilities Services staff

Action taken communicates your action reason to those involved with this work request. It is optional.

Step 8

Your new requests are automatically shown as approved by you on submit when this request is routed to you by the system.

NOTE: You will receive the following notifications.

You will be notified when this request has been completed.

Legend

Submitted work requests are assigned a number and appear in Dispatch's queue



When to Call Versus Submit Online



CALL IN TO SERVICE CENTER:

- Chiller/Boiler down affecting entire campus/building
- Complete or partial loss of power to a building
- Complete loss of water pressure
- Sewer backup-floor drains or all commodes
- Smell of gas: boiler, meter or kitchen equipment
- All bells and/or intercom completely down
- Fire Alarm does not reset after drill

SUBMIT ONLINE:

- MDF/IDF A/C not cooling
- Light switch not working
- Clogged sinks, commodes and urinals
- Individual room(s) clocks and/or intercom down



Facilities Services Contact Information

Service Center 210-354-9305

Maintenance 210-354-9300

- Energy & Sustainability
 - Aaron Stein, Director
- Plant Maintenance
 - Fred Padilla, Director
- Mechanical, Electrical & Plumbing
 - Mario Davila, Director

Custodial & Grounds 210-227-0175

- Ahmad Shareef, Director

Michael P. Sanchez, Sr. Executive Director





QUESTIONS?

