



SOP No	1.002
Effective Date	10.01.2013
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DEFINITIONS

1 PURPOSE

1.01 The purpose of this document is to provide definitions for terms that can apply equally to non-bargaining unit employees, SETC employees, and CSUEU employees. The specifics of the definition of these words are to be used in the context of the reader.

2 EXPECTATIONS

2.01 FD&O staff will become familiar with these definitions for clarity in discussing these procedures.

3 DEFINITIONS

Word	Definition
Administrator	MPP, or non-bargaining unit position assigned to oversee/direct/supervise a specific department. Throughout this Standard Operating Procedure the word "Administrator" will refer to the Appropriate Administrator such as; Director, Sr. Associate Director, Associate Director and/or Manager; specifically responsible for the individual reading the procedure. Refer to the Organizational Chart for more details. The most recent should be available from your Appropriate Administrator.
Backlog	Refers to the collective of all un-finished / un-completed Corrective Maintenance work orders only.
Building Component	A component is a specific piece of a system integral to the systems general function.
Building Part	Parts are materials that make up a component.
Building System	A system is a series of building components that work together to provide a specific function to a facility.
Computer Maintenance Management System	Computer Maintenance Management System, utilized to manage the workflow of work requested, assigned, executed, and reported on. At SJSU this specifically refers to WebTMA, TMA Enterprise, Mobile TMA, and Google Drive/Docs.
Corrective Maintenance	Unanticipated repairs identified in the course of work or by the campus community, required for the consistent and intended function of existing building /utility components and/or space. These tasks are not emergency tasks and are scheduled based on functional/operational need or a first-in, first-out basis.
Departments	Refers to a department lead by an assigned Director. Refer to the Organization Chart for more details. For this section of the SOP it is directly referring to the Maintenance & Operations department lead by the Director of Utilities Maintenance & Operations.
Do it Now (DIN)	Emergency tasks that take priority over the existing scheduled priorities in order to meet an immediate need. These include building/utility



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	component failure and space conditions that result in the loss of utility, security, mobility of campus community (ex. elevators & automatic doors), life safety, or a dry and functional learning/work/living environment. DIN Work Orders are considered complete when the component or space is placed in a condition that is safe, secure, functional, or prevents further harm/damage to people and property from occurring.
Facility Project Supervisor	Refers to the SETC classification responsible to coordinate the work schedules of assigned shops.
FD&O Budget & Finance	FD&O staff assigned as Budget Analysts to assist with the reviewing and processing of department financial transactions.
Fee-for-Service	Maintenance, Support, and Project tasks that are not funded by the general budget allocation and typically in support of a single event or request.
First-In, First-Out	Refers to the order in which work orders not required to meet a specific schedule are received and executed. The first one in will be the first one to be executed after all scheduled work orders are executed.
Lead	Refers to the Bargaining Unit employee permanently or temporarily filling a "Lead" classification. More specifically it refers to the Lead of a shop / crew that the reader reports to.
Maintenance	The act of preventing deterioration or repairing to previously functional condition of a component.
Planner Scheduler	Refers to the CSUEU classification responsible to coordinate the work schedules of shops reporting under the Maintenance & Operations department.
Preventive Maintenance	Tasks of maintaining warranty, meeting regulatory responsibility of ownership, inspecting condition, and preventing deterioration of existing interior and exterior building and/or utility systems; in order to ensure consistent and originally intended function and/or condition. This work is typically reoccurring and can be anticipated through regulatory, professional, historical, and manufacture recommendations regarding frequency of these activities.
Project Manager	Refers to anyone assigned under Maintenance & Operations to establish a scope, estimate of cost, schedule, and gain appropriate approvals for work, regardless of classification or bargaining unit. This is not intended to replace the Project Manager classification in CSUEU and work is to be assigned appropriately.
Service Desk	A location within Work Control staffed to process Service Requests and coordinate the processing of approvals and paperwork to ensure requests and work are appropriately tracked and reported.
Service Request	Refers to requests for work that is not yet approved.
Shop	Refers to an assigned crew of staff typically placed together due to shared technical skills or similarities in location/duty of assignment.
Space Type: Circulation	Non-assignable space required for physical access to floors or subdivisions of space within the building, whether directly bounded by partitions or



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	not.
Space Type: Classroom	General purpose classrooms, lecture halls, recitation rooms, seminar rooms, and other spaces used primarily for scheduled non-laboratory instruction.
Space Type: General Use	Assembly rooms, exhibition space, food facilities, lounges, merchandising facilities, recreational facilities, meeting rooms, child and adult care rooms, and other facilities that are characterized by a broader availability to faculty, students, staff, or the public than are special use areas.
Space Type: Health Care	Space used to provide patient care (human & animal).
Space Type: Laboratory	Rooms or spaces characterized by special purpose equipment or a specific configuration that ties instructional or research activities to a particular discipline or a closely related group of disciplines.
Space Type: Office	Offices and Conference Rooms specifically assigned to each of the various academic, administrative, and service functions.
Space Type: Residential	Housing facilities for students, faculty, staff, and visitors to the campus.
Space Type: Special Use	Military/Law Enforcement training rooms, athletic and physical education spaces, media production rooms, clinics, demonstration areas, field buildings, animal quarters, greenhouses, and other room categories that are sufficiently specialized in their primary activity or function to merit a unique room code.
Space Type: Study	Study rooms, stacks, open-stacks reading rooms, and library processing spaces.
Space Type: Support Facilities	Computing Space, shops, central storage areas, vehicle storage areas, and central service space that provide centralized support for the activities on campus.
Space Type: Unfinished	Non-assignable space that is inactive or unfinished or areas in process of conversion.
Stores	FD&O staff assigned to Stores which is responsible to provide necessary parts and materials for the performance of work.
Supervisor	Refers to the Bargaining Unit employee permanently or temporarily filling a "Supervising" classification. More specifically it refers to the Supervisor of a specific shop / crew that the reader reports to.
Support Services	Task that is repetitive and transactional in nature. Support Services are tasks that are performed on an as needed, requested, or highly repetitive (Daily/Weekly) basis. These tasks do not necessarily prevent deterioration or repair the condition to a component or space but is necessary for the ongoing operation of facilities and grounds. Examples of Support Services are as follows: cutting and issuing of keys, daily/weekly cleaning, etc.
System Administrator	Individual assigned to oversee usage and access to computer systems utilized by FD&O.
Technician	Refers to ANY FD&O staff member who is assigned to execute work regardless of classification or Bargaining Unit. Technicians are to be appropriately assigned to work in alignment with their classification.
Work Order	Refers to any approved scope of work to be assigned for execution.



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Work Order Status	Designates the status the Work Order is currently in.
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