



Administrative Services Committee

Meeting Date: January 30, 2024

Service Request and Work Order Policy

Department:	Office of the Administrator
Presenter:	Takiyah A. Douse, Interim Administrator and Kelli Walker, 311 Manager
Caption:	Approve proposed Service Request and Work Order Policy.
Background:	On September 26, 2023, during the Administrative Services Committee the Commission directed the Administrator to obtain Service Level Agreements (SLAs) from all City departments by December 31, 2023, and report back to the Commission the agreed upon SLA timeframes for each service request. The requested timeframes were submitted to the Commission on December 28, 2023.
Analysis:	It is recommended that a Service Request and Work Order Policy be approved to create a standardized way of managing services provided by Augusta, GA. This policy defines service requests, work orders and projects and lists key tasks that occur during each phase. A 'Department Service Level Agreement Addendum' outlines roles and responsibilities, escalations, service hours and estimated timeframes for completion. The Department Service Level Agreements will be reviewed on an annual basis and require signature from the 311 Manager and Department Head.
Financial Impact:	No financial impact.
Alternatives:	Do not approve proposed Service Request and Work Order Policy.
Recommendation:	Motion to approve the proposed Service Request and Work Order Policy
Funds are available in the following accounts:	N/A
<u>REVIEWED AND APPROVED BY:</u>	Takiyah Douse, Interim Administrator.