

Guidelines and Procedures Manual

Facilities Processes

The Herberger Institute for Design and The Arts consists of several extraordinary facilities furnished with state-of-the-art equipment. The HIDA – Facilities department provides services in space procurement, space design, as well as the management of processes for building access (keys) and requests for office maintenance.

Process for Keys

Key requests must be made through the designated Key Coordinator for each Institute unit. The requests will be made utilizing the “Key Action” form(s) available on the Facilities Management website (<http://www.asu.edu/fm/forms.htm>). Faculty must authorize keys for students. Individuals who receive keys are responsible for them until the keys are turned in to the Key Coordinator or officially transferred to another individual using the “Key Action” form. The ASU Lock Shop will make up to three keys per staff member at no charge. Lost or stolen keys must be repaid to the university at a cost of \$10.00 each for individual door keys and \$20.00 each for the outside door key.

The “Key Action” form shall be filled out by the requesting individual for both new and transferred keys and taken to the designated Key Coordinator for the respective Institute unit for processing.

New keys should be available in three to four business days after receipt by the ASU Police Department after the request has been approved and submitted. Recipients are responsible for picking up their keys from the ASU Police Department which is located on the southeast corner of Apache Blvd. and College Ave. Telephone calls may be made to 480-965-6090 to inquire about key status.

Recipients for transferred keys will be notified to pick up keys by the Key Coordinator after the key request has been approved which should take two to three business days. The key transfer procedure saves additional expense and should be used when ever possible.

Procedure for Key Request:

- Complete the “Key Action” form with appropriate approvals
- Submit to HIDA – Facilities for further processing

Process for Sun Card Access through the ISAAC System

Requests for Sun Card access for the ISAAC System (card readers) within assigned Institute facilities shall be directed by email to either the ISAAC Segment Manager or Area Manager for the Institute units. The Director of HIDA Facilities is the Segment Manager for the Institute. Individual Institute units may have their own Area Managers. Requestors should contact the Segment Manager if there are any questions as to whom the request should be sent. The process can take up to a maximum of two days to complete depending on availability of the ISAAC server.

Procedure:

Email the Area Manager the following information:

- Full name of the staff member needing access
- Staff member's ASU ID number
- Staff member's badge number
- Name/location of the requested card reader
- Area Manager will forward to Segment Manager for approval and further processing

Process for Requesting Office Maintenance

Requests for office maintenance should be directed to the facilities department for the Institute units. The requests may include electrical, mechanical (heating and cooling), custodial, lock shop, carpentry, plumbing, painting, and signage services. A staff member may submit minor repairs directly to Facilities Management (FACMAN) through a web-based "Service Request" (<http://www.asu.edu/fm/service.htm>).

Building technician services are also requested through FACMAN for minor items such as:

Carpentry

- Replace ceiling tiles
- Replace floor tiles (up to 30 sq. ft.)
- Repair and replace missing cove base (not entire rooms)
- Hang bulletin boards, pictures, plaques, clocks (max. 3x8)
- Lubricate hinges
- Repair broken furniture (chairs, desks, tables, shelving units, podiums)
- Install cabinet locks
- Replace window latches
- Replace batteries in handicapped doors and check electrical power
- Install kick plates, floor bumpers, wall bumpers, door bumpers, door hinges
- Adjust door closures
- Minor carpet repairs

Plumbing

- Repair faucets, seats, washers, p-traps
- Repair urinal flush valves, diaphragms, handle kits, vacuum breakers, gaskets
- Repair toilet flush valves, diaphragms, stems, relief valves, vacuum breakers, handle kits, gaskets

- Unplug waste lines, sinks, lavatories, toilets
- Unplug and adjust drinking fountains
- Unplug drain lines (limited to a 2 inch drain line)

Electrical

- Replace receptacles
- Reset breakers
- Replace on/off light switches
- Replace interior lamps
- Replace Ballasts

Painting

- Touch-up painting
- Minor drywall patching

Procedure:

- Notify the HIDA - Facilities department of the needed service
- HIDA - Facilities will submit the service request

Electric Cart Maintenance

Electric carts for all HIDA units are now under a service contract with Naumann Hobbs. For cart maintenance each unit may contact Naumann Hobbs directly or contact the HIDA Facilities Director's office.

Contact information for the HIDA Director of Facilities:

Les Beres
West Hall, Room 266
480-727-6639