Indian Affairs, Division of Facilities
Management and Construction

Indian Affairs-Facility Management System (IA-FMS) Training

DM Work Order Approval (Gatekeeper)
Process

The DM Work Order Approval Process

- The Deferred Maintenance (DM) Work Order Approval Process allows Indian Affairs (IA) to evaluate and verify the accuracy of Deferred Maintenance work orders created in Maximo.
- The primary objective of the approval process is to ensure the accuracy of Deferred Maintenance work orders and their cost estimates before being included in critical calculations of IA-FMS, including a location's DM, Facility Condition Index (FCI), or Ranking.
- In order for a DM work order to be considered in a location's DM cost or FCI, it must reach COAPPR (Central Office Approved) status. DM work orders must reach COAPPR status before they can be eligible to be funded using BPERM.

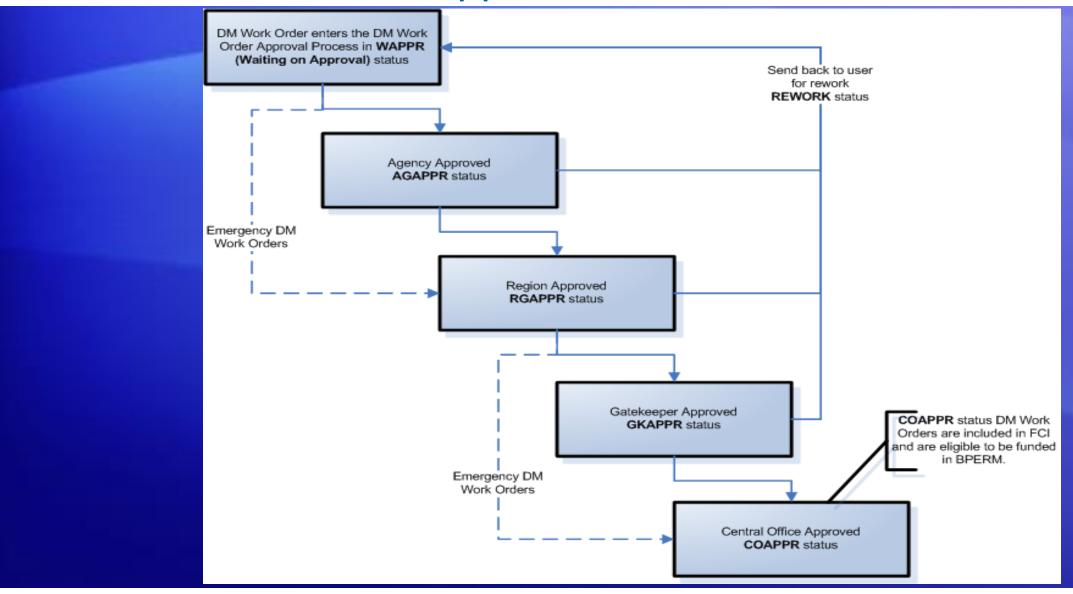
DM Work Order Approval Process

- Most work orders must go through Agency, Regional, Gatekeeper, and Central Office approval.
- Emergency work orders go through Regional and Central Office approval.
- Certain work orders generated from S&CAP enter the process in the Central Office queue and only require one level of approval before they are in COAPPR status.

The DM Work Order Approval Process Statuses

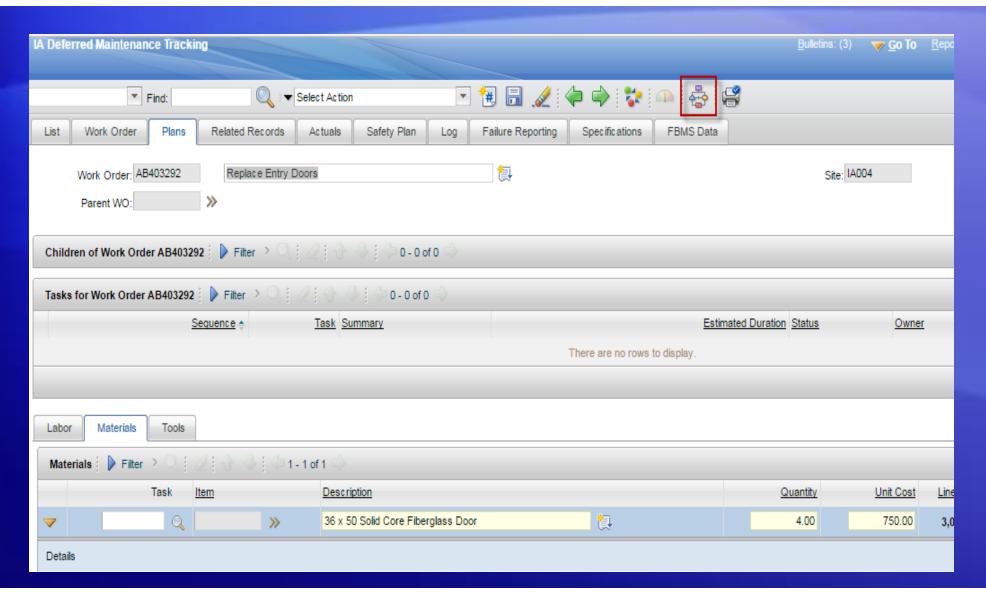
Work Order Status	Description
WAPPR (Waiting on Approval)	A newly created work order.
AGAPPR (Agency Approved)	A DM work order approved at the Agency level.
RGAPPR (Region Approved)	A DM work order approved at the Region level.
GKAPPR (Gatekeeper Approved)	A DM work order approved at the Gatekeeper level.
COAPPR (Central Office Approved)	A DM work order approved at the Central Office level.
REWORK (Rejected for Rework)	A DM work order rejected at some point in the DM Work Order Approval (Gatekeeper) Process that has been sent back to the creator of the work order (or to the Site level) to be updated and re-submitted for approval.

The DM Work Order Approval Process Flow



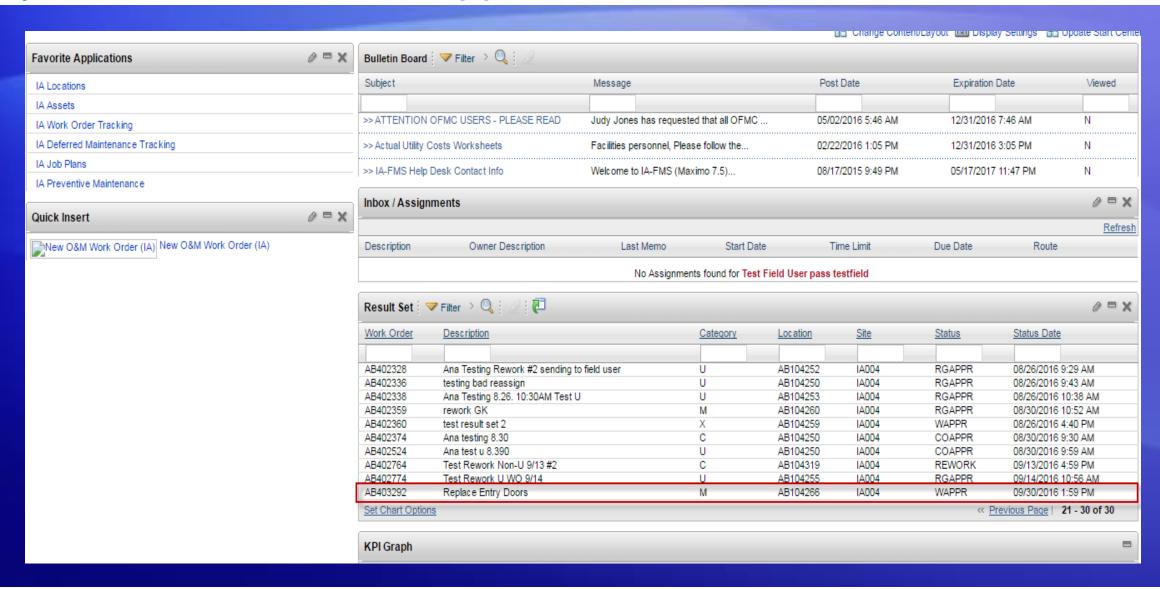
IA-FMS - DM WO Approval (Gatekeeper) Process

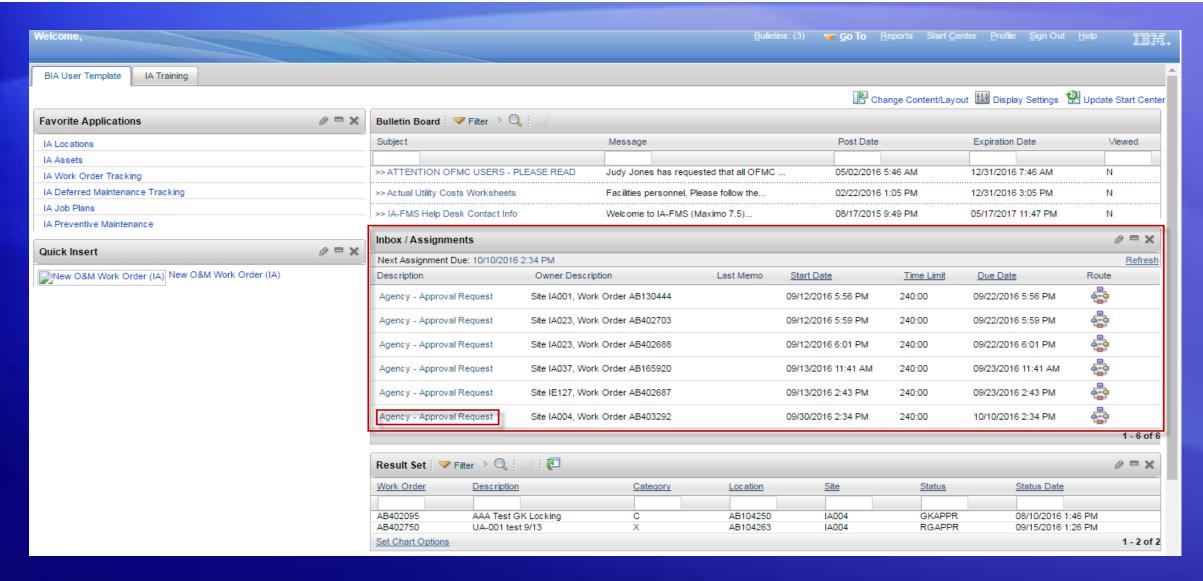
Click Route Workflow

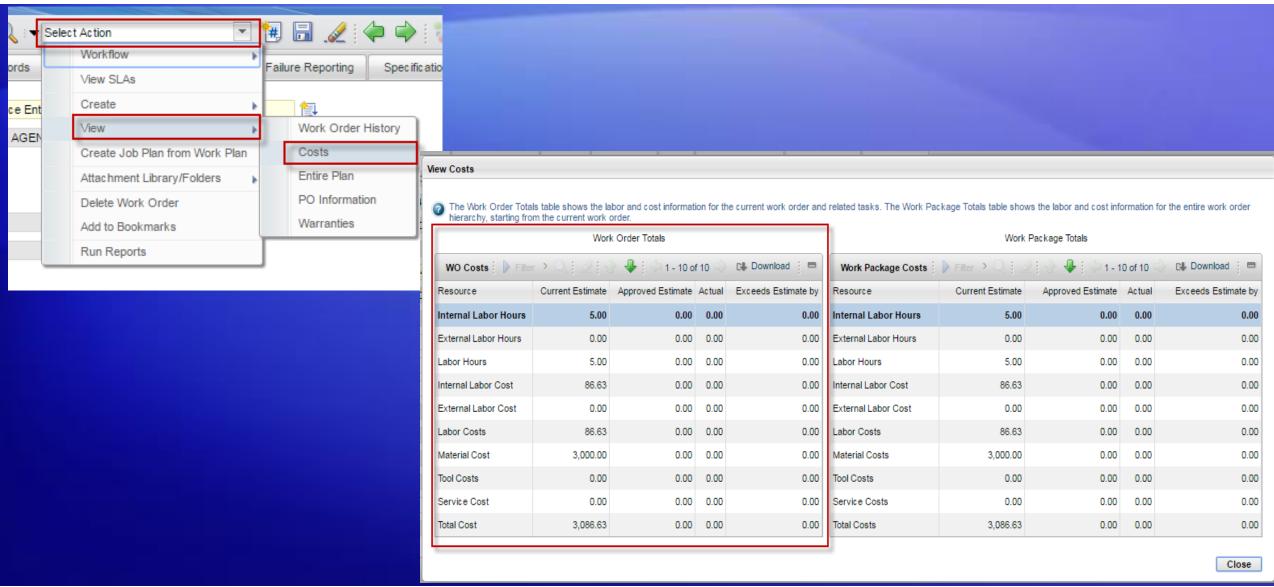




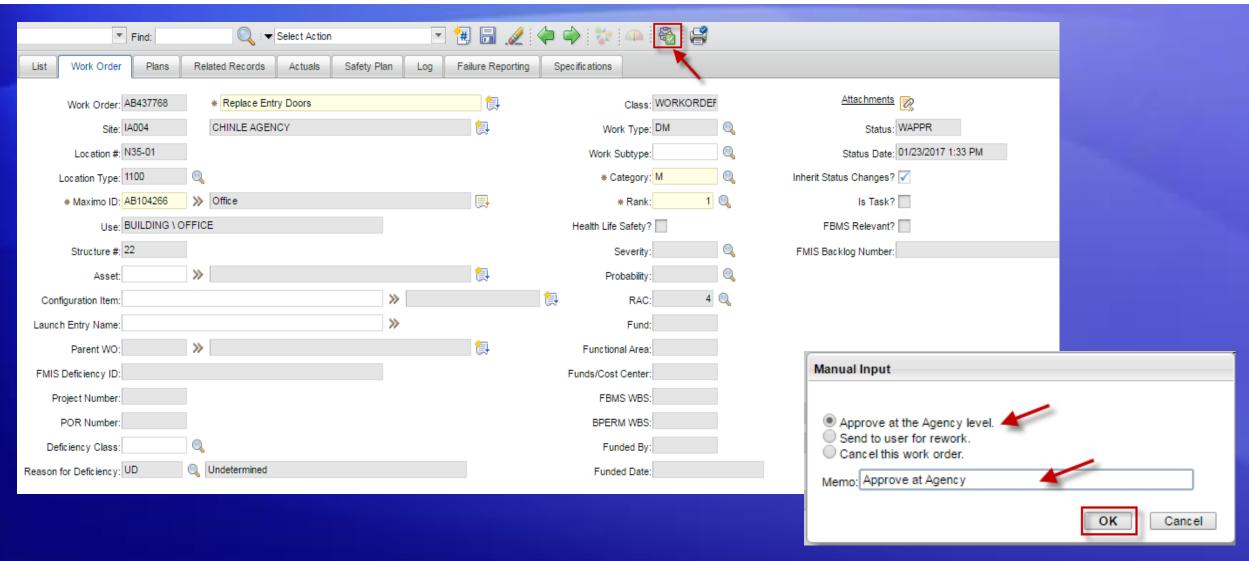
My DM Work Orders in Approval Process

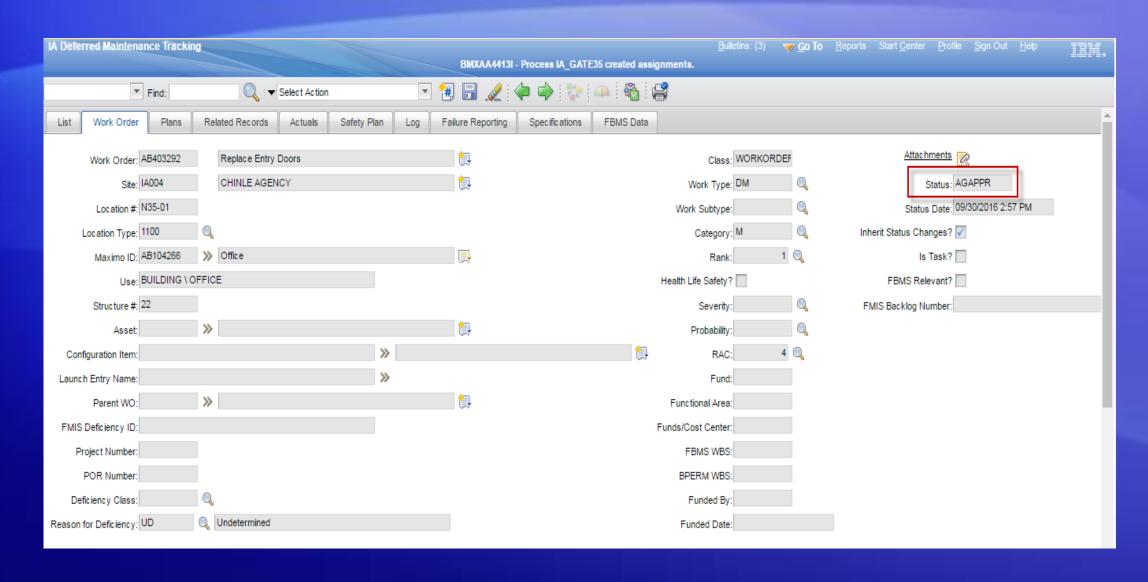




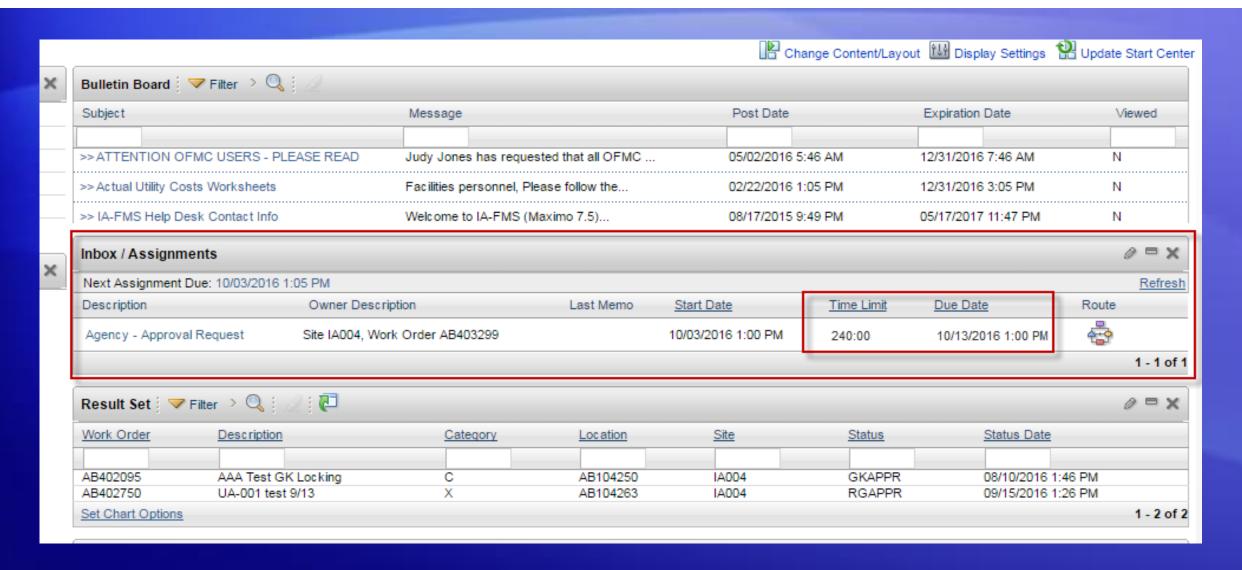


IA-FMS - DM WO Approval (Gatekeeper) Process





Automatic Escalation



Automatic Escalation – Time Limits

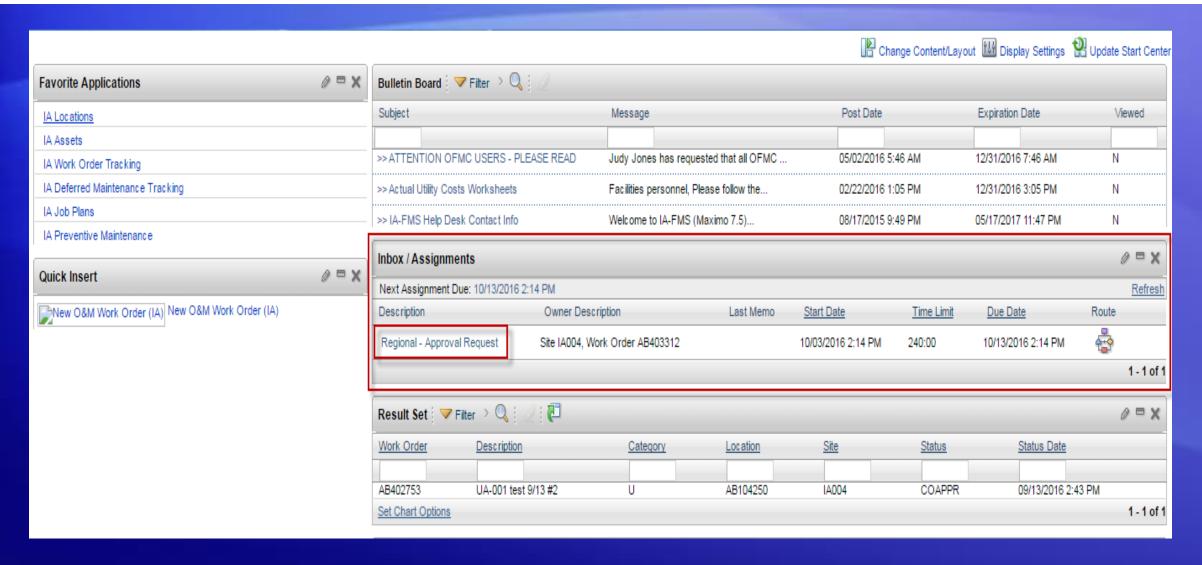
Non-Emergency DM Work Orders

Approval Level	Time Limit
Agency	10 days
Region	10 days
Gatekeeper	10 days
Central Office	10 days

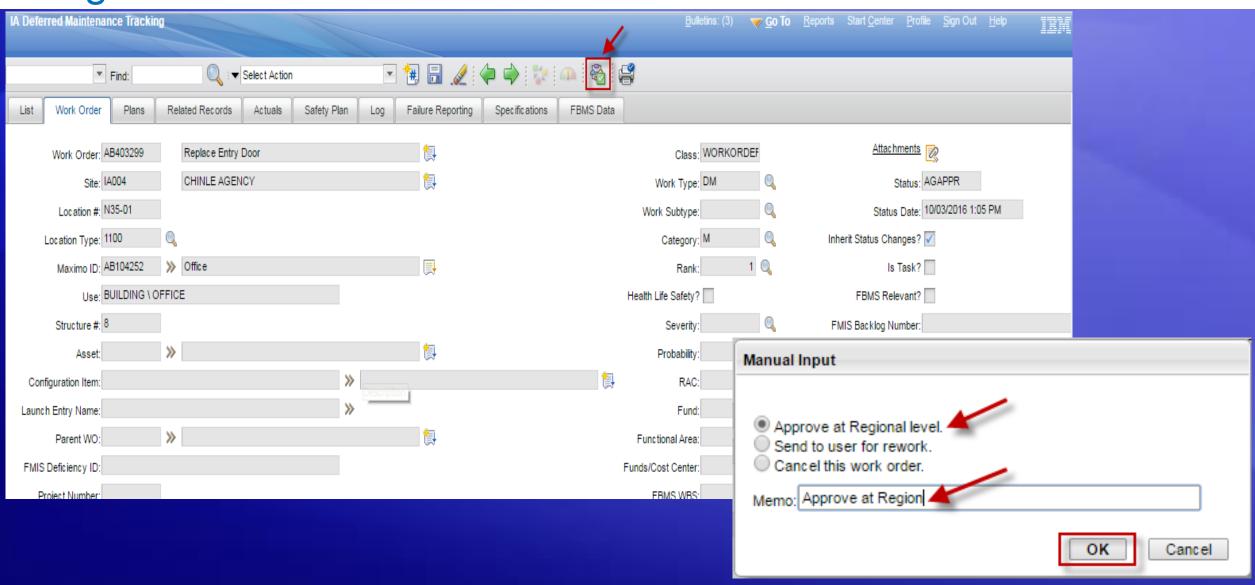
Emergency DM Work Orders

Approval Level	Time Limit
Region	2 days
Central Office	2 days

Region Review

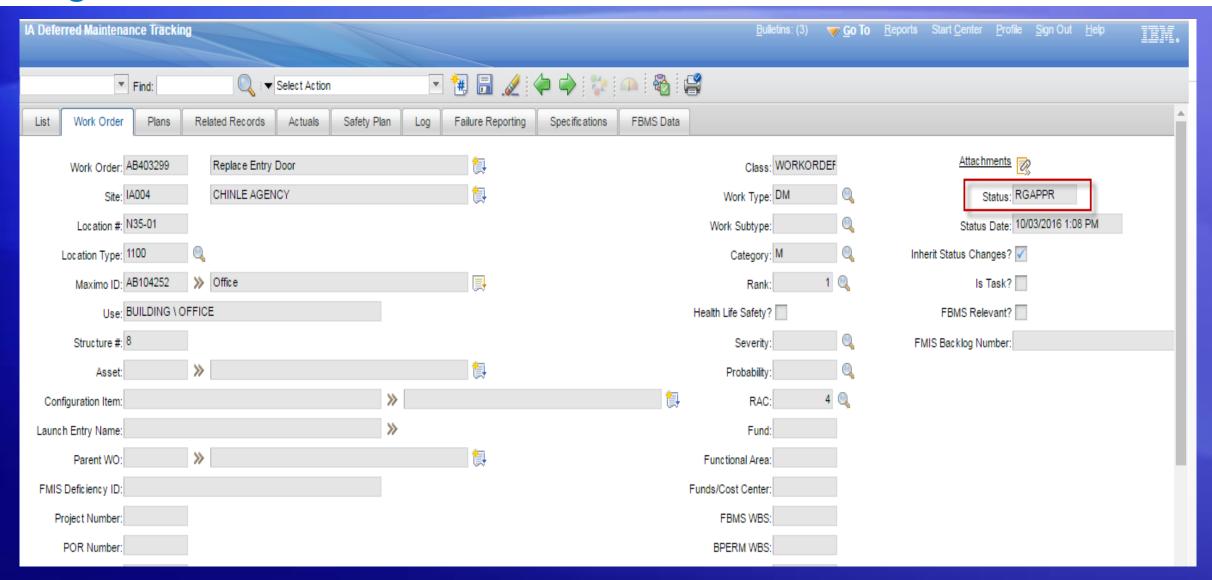


Region Review

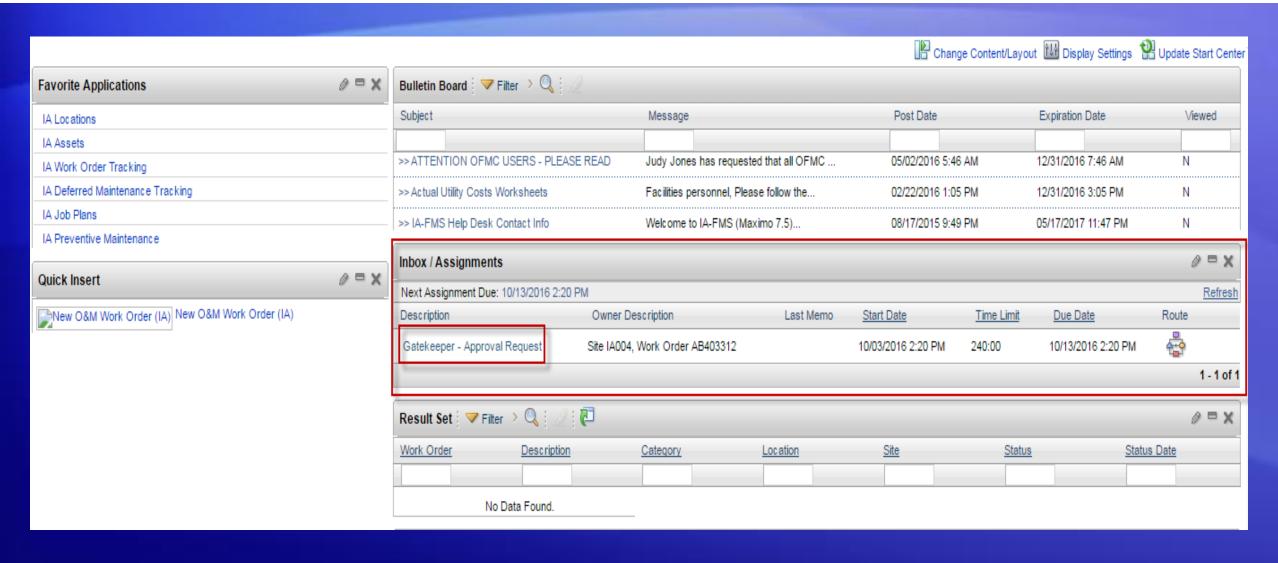


IA-FMS - DM WO Approval (Gatekeeper) Process

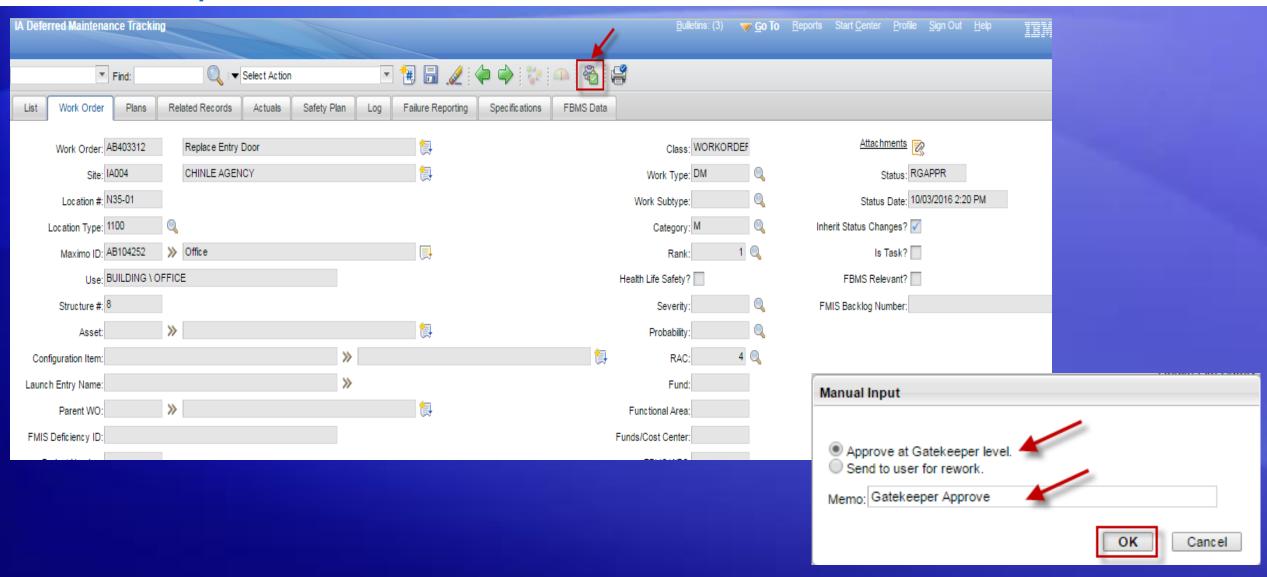
Region Review



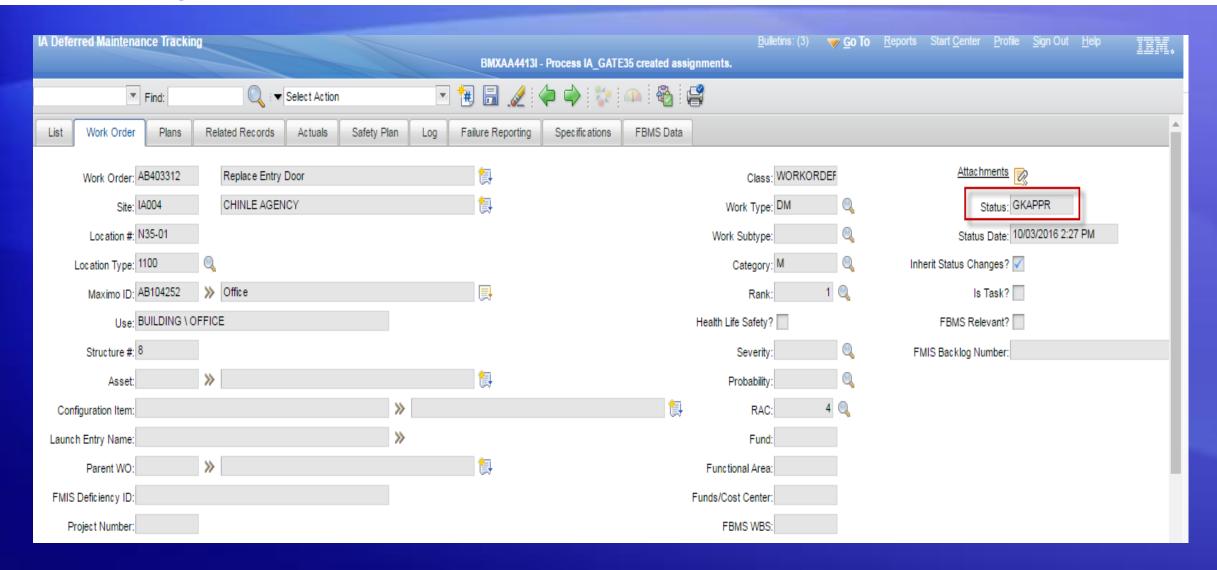
Gatekeeper Review



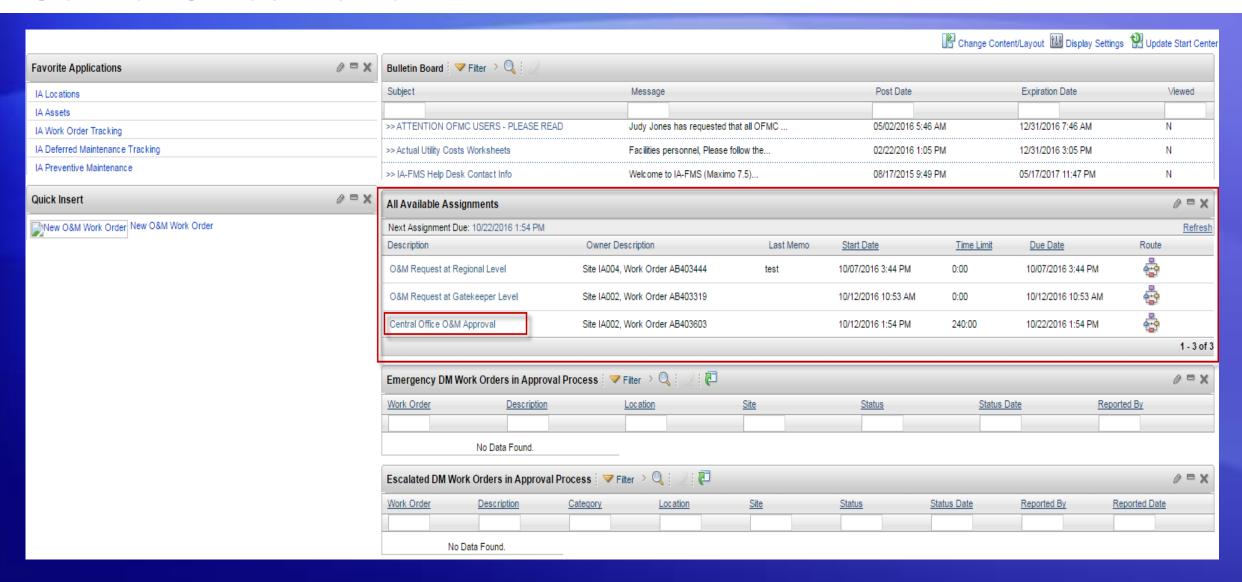
Gatekeeper Review



Gatekeeper Review



Central Office Review



Central Office Branches

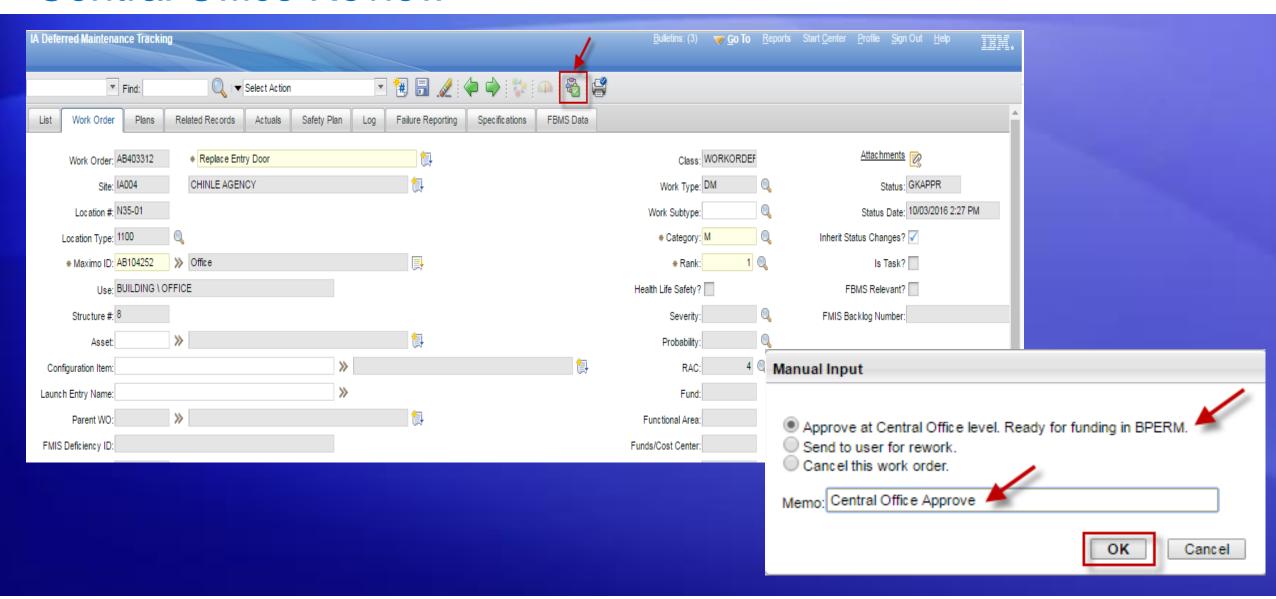
Central Office Branch	Responsibility
Safety Branch	 Category S (Safety/Health) Deferred Maintenance work orders Category H (Handicap) Deferred Maintenance work orders
Quarters Branch	 Deferred Maintenance work orders tied to a Quarters location that are not Category S (Safety/Health) or Category H (Handicap)
Environmental Branch	 Category X (Environmental) Deferred Maintenance work orders

Central Office Branches (continued)

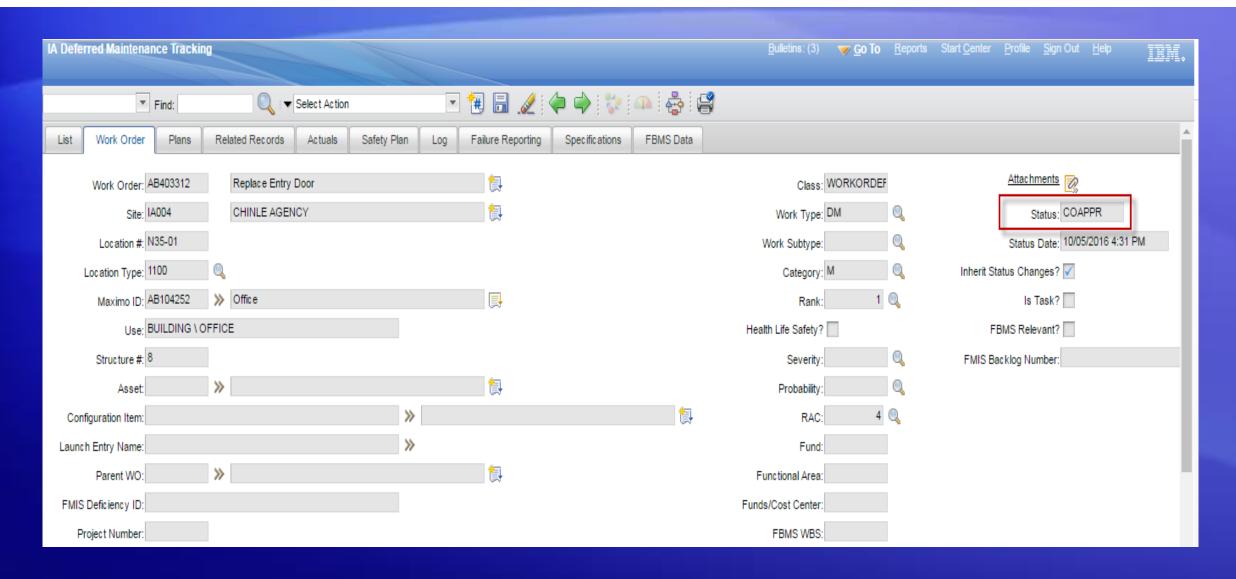
Central Office Branch	Responsibility
Operations and Maintenance (O&M) Branch	 Category U (Emergency) Deferred Maintenance work orders Category E (Energy) Deferred Maintenance work orders Category M (Physical Plant) Deferred Maintenance work orders Category F (Fire) Deferred Maintenance work orders Category C (New Construction) Deferred Maintenance work orders Category P (Programmatic) Deferred Maintenance work orders Category R (Outyear Renewal) Deferred Maintenance work orders
Central Office Super Group	 The Central Office Super Group will see all DM work orders in their queue. They are not responsible for approving any particular work orders, but have the ability to Central Office Approve any work order.

IA-FMS - DM WO Approval (Gatekeeper) Process

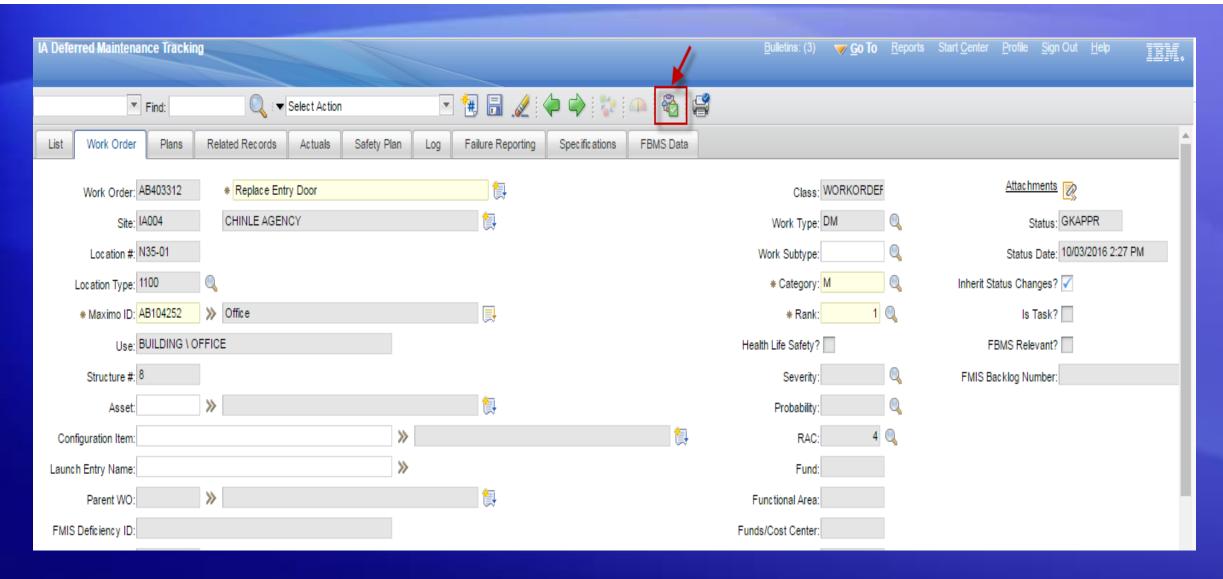
Central Office Review



Central Office Review

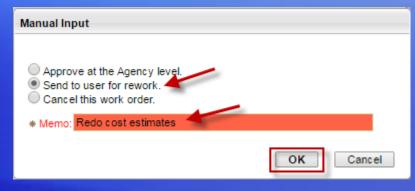


Rejecting for Rework

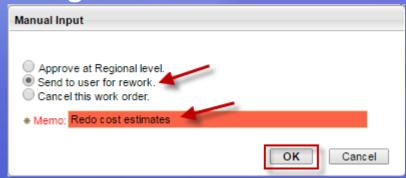


Rejecting for Rework

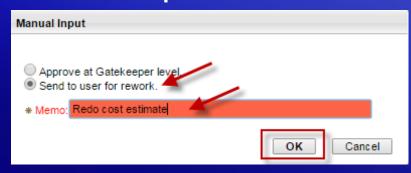
Agency



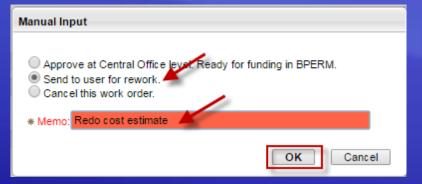
Region



Gatekeeper



Central Office

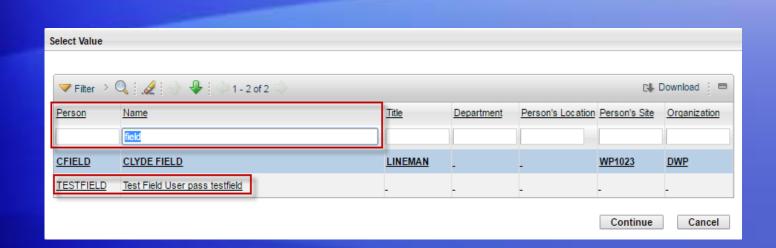


Updating Reported By field



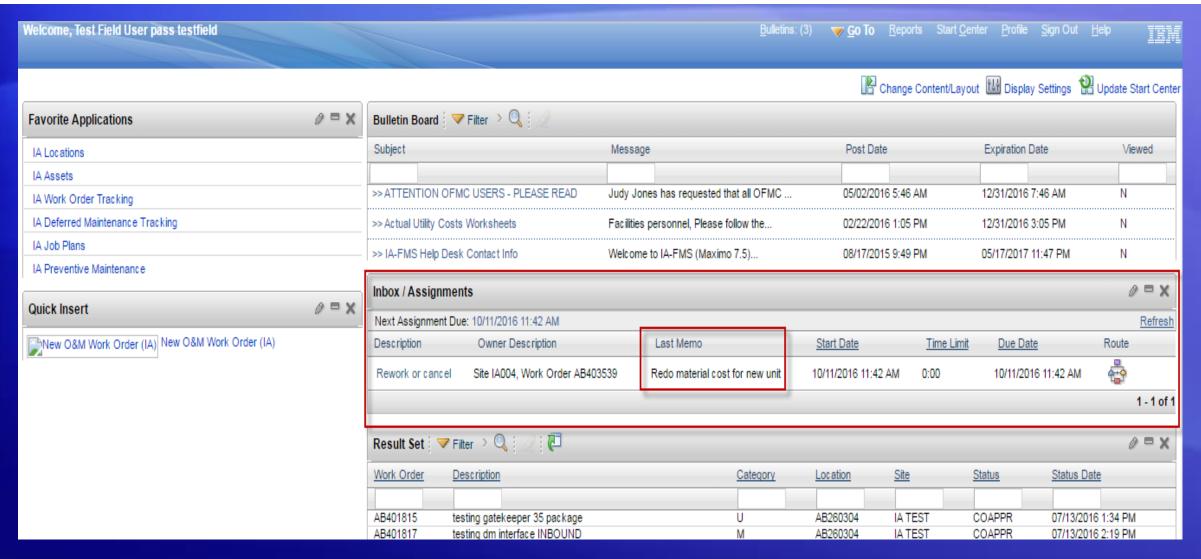


Updating Reported By field

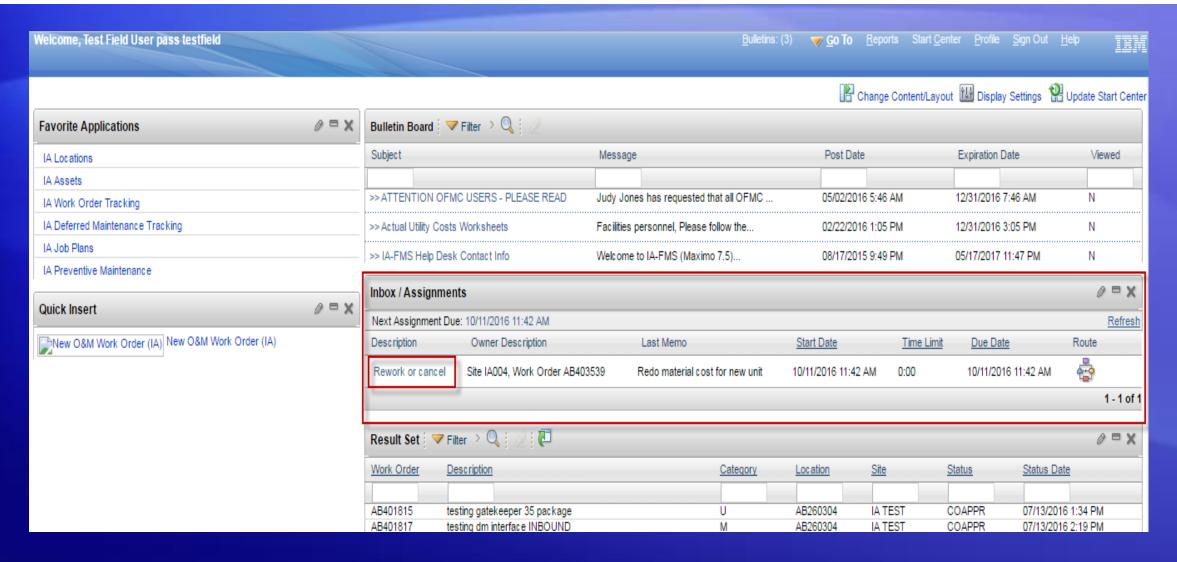




Updating a REWORK Work Order

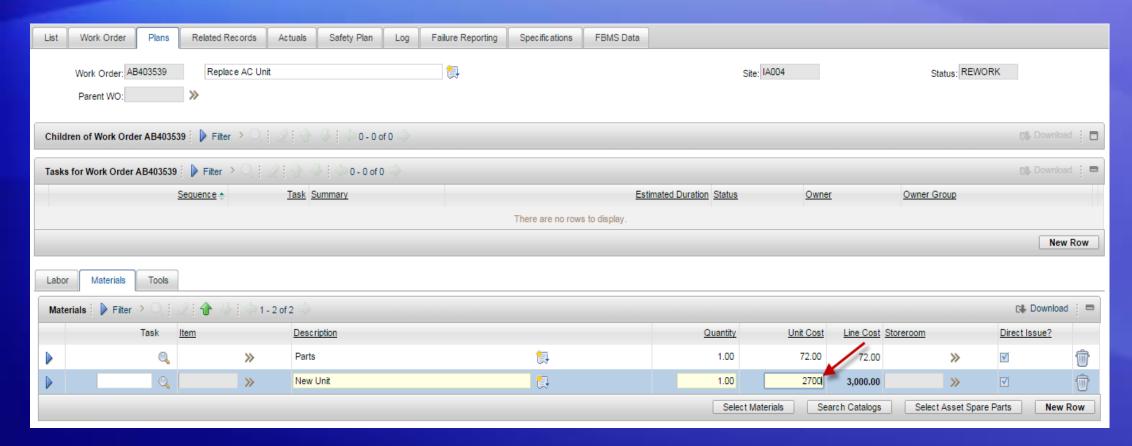


Updating a REWORK Work Order



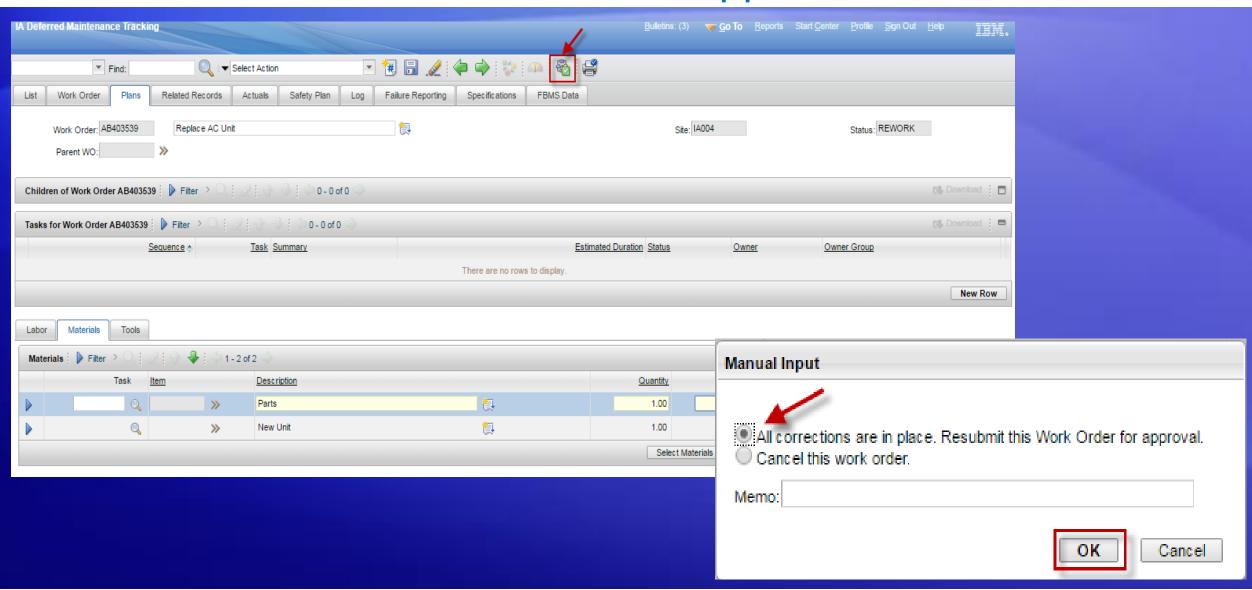
Updating a REWORK Work Order

Edit the work order

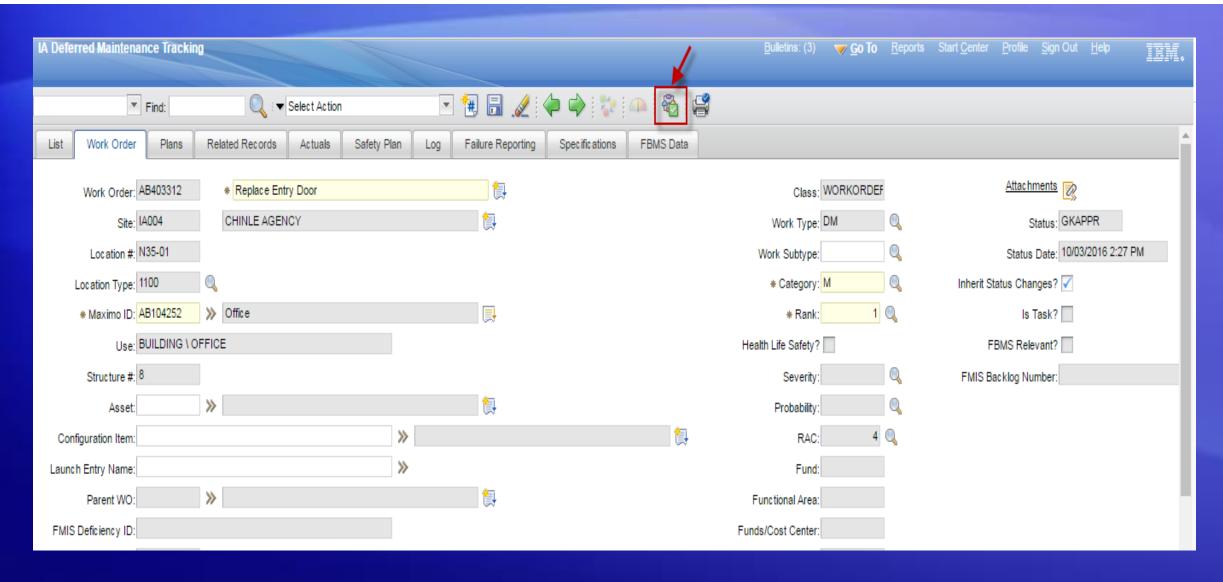




Resubmit REWORK work order for Approval

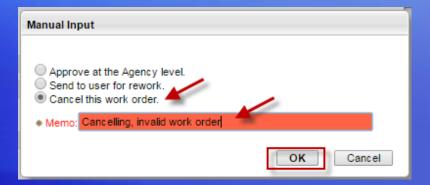


Cancelling a Work Order

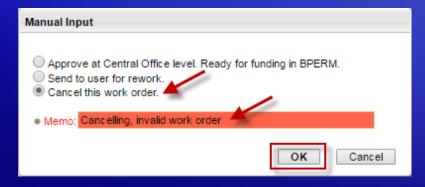


Cancelling a Work Order

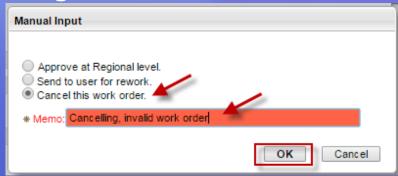
Agency



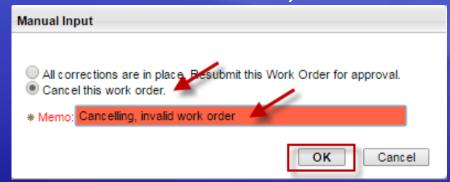
Central Office



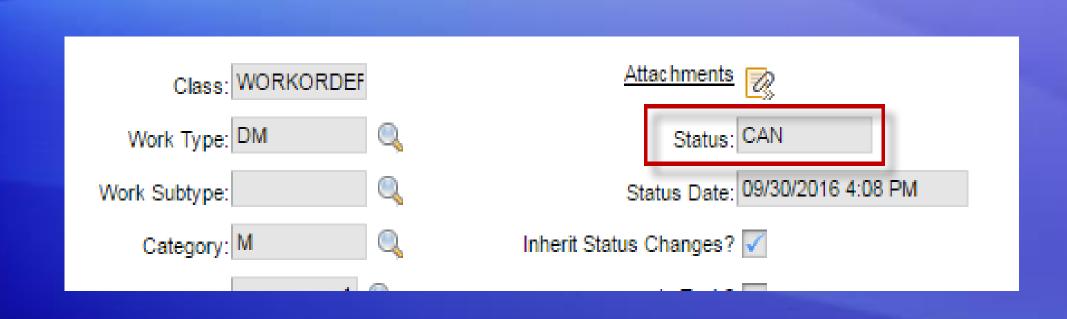
Region



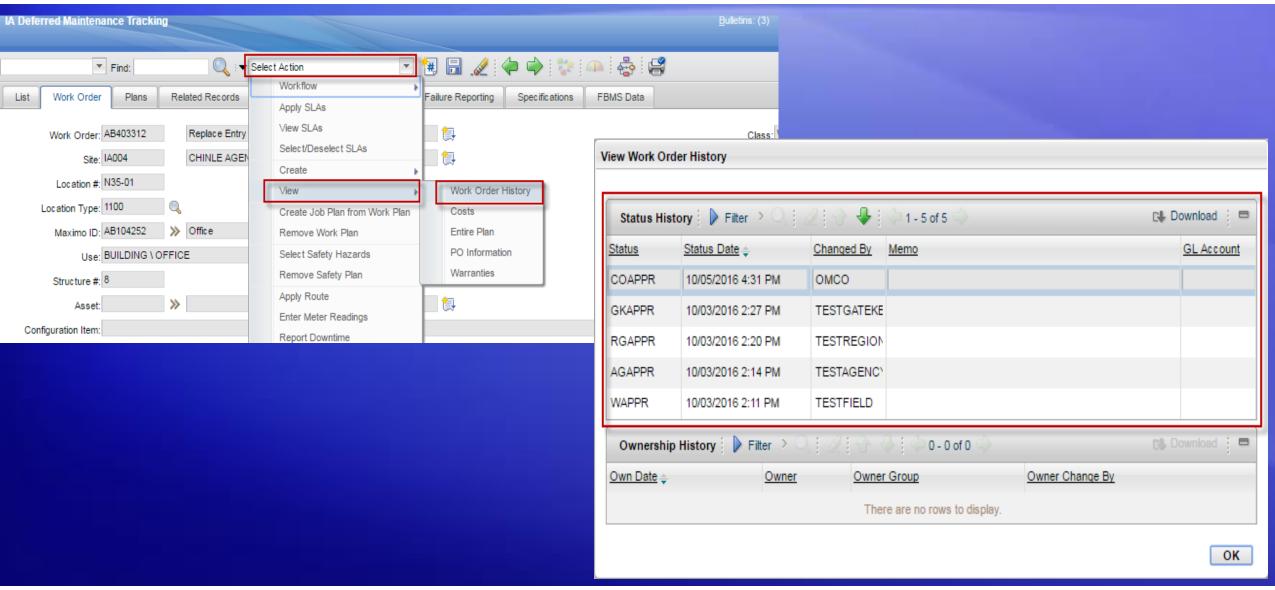
Site Level (from REWORK status)



Cancelled Work Order

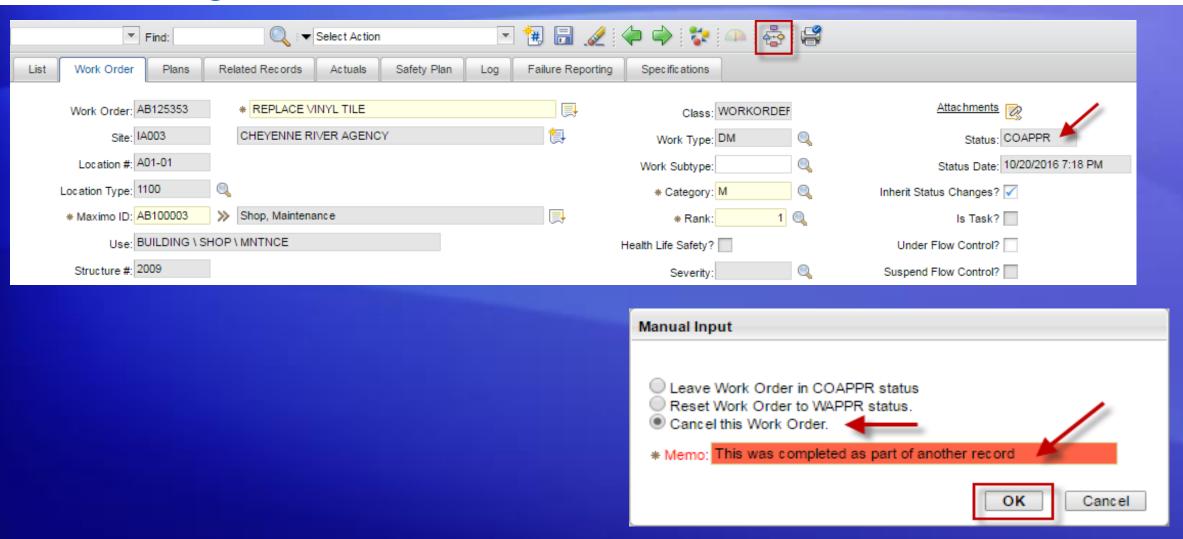


Reviewing Work Order History

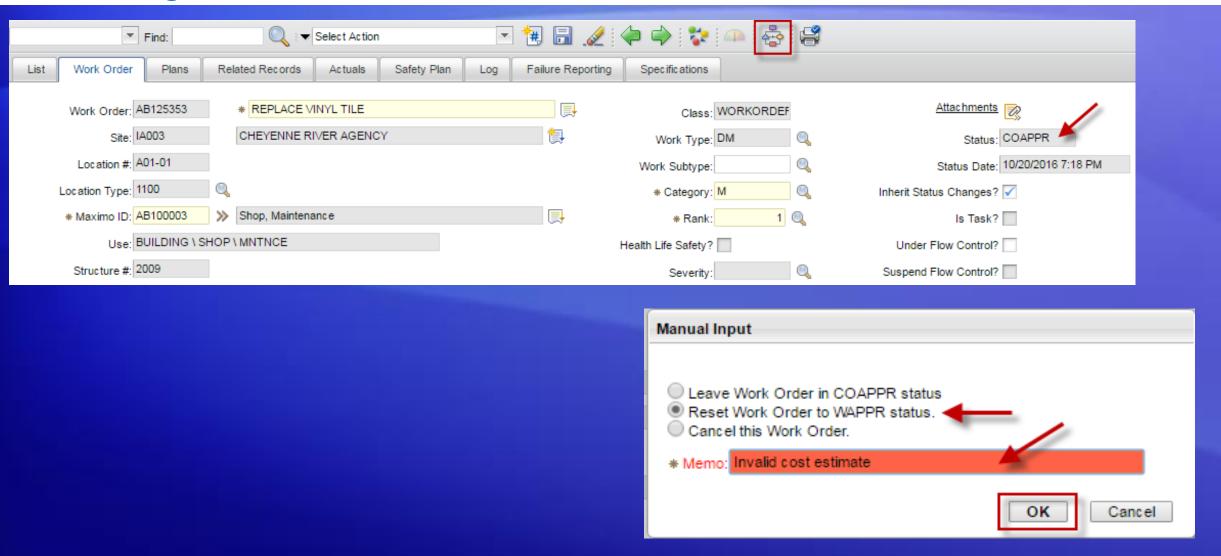


IA-FMS - DM WO Approval (Gatekeeper) Process

Cancelling a COAPPR status work order



Sending a COAPPR status work order back to WAPPR



Demonstration

DM WO Approval (Gatekeeper) Process