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Use of UpKeep CMMS	ACA Standards: 5-ACI-3B-08, 5-ACI-3B-09		
Scott Crow, Director Oklahoma Department of Corrections		Signature on File	

UpKeep Computerized Maintenance Management System (CMMS)

The Oklahoma Department of Corrections (ODOC) has contracted with UpKeep to provide an agency-wide standard for computerized maintenance management. UpKeep is an internet-based maintenance management software that processes work orders and maintains a live inventory of assets and parts. UpKeep promotes collaboration of agency maintenance technicians and encourages transparency within facility maintenance departments.

UpKeep will serve as the facility maintenance department’s preventive maintenance program for the systematic scheduling of routine upkeep of equipment, buildings, and structures thereby reducing emergency repairs.

This procedure will direct agency staff how to access UpKeep, submit work order requests, process work orders, and the rules governing the system.

I. UpKeep Data Storage and Access

Each facility will have an UpKeep account for their maintenance department and access will be provided to facility administration via the UpKeep Enterprise dashboard as outlined in this policy. Maintenance staff and administration will be issued individual account credentials for UpKeep accounts.

All agency employees will be trained on the proper work order request procedure, utilizing the unique request portal and submission of an UpKeep work order request.

Agency maintenance staff will be provided individual one-on-one training by the ODOC UpKeep administrator.

II. Creating an UpKeep Work Order Request

To create an UpKeep work order request, the following instructions apply.

- A. Click on the unique “UpKeep Work Request” link on the ODOC UpKeep page that corresponds with the maintenance department fulfilling the request.
- B. The “Request Title of the Work Request” will state the location of the issue and a two-three word description of the work requested.
- C. The “Request Description of the Work Request” will be a very detailed description of the problem and what, if any, steps have been taken to discover and verify the issue.
- D. The location of the work request will be selected by a drop-down menu.
- E. For proper processing of the work request, the employee submitting the work request must ensure the name, telephone number and email is submitted correctly.
- F. If available, attach an image or Portable Document Format (pdf) file to the request.
- G. “Additional Request Info” will be the specific area inside the location already reported.
- H. After reviewing all information entered for accuracy, click on “Submit Request.” The work request is created and immediately sent to the local UpKeep administrator for approval and processing.
- I. To check the status of submitted work requests, click “Work Order Requests” at the top of the request portal and enter the requestor’s email address and click “View Requests.”
- J. The requestor will receive an email each time the work order’s status changes and will be notified when the work order is resolved.

III. Maintenance use of UpKeep

Each ODOC facility will employ UpKeep to manage their maintenance needs. The application will be used according to the training received and the intent of the facility and agency administration.

A. Types of UpKeep users

User access for all locations will be set by the ODOC UpKeep administrator. UpKeep licenses are limited and each facility will be allotted a restricted amount of licenses per account.

The types of user accounts and their purposes are as follows:

1. UpKeep Enterprise

- a. UpKeep Enterprise grants designated users' access to all local UpKeep accounts, with the ability to control which accounts will be viewed. UpKeep Enterprise allows designated users to view and comment on all work orders.
- b. UpKeep Enterprise is limited to the agency director, chief of Operations and designees, directors/deputy directors and designees, director of Construction and Maintenance and designees, and the director of Environmental Health and Safety.

2. Administrator (license)

The administrator (i.e., Construction Maintenance administrator or designee or the operations manager of Construction and Maintenance (C&M) or Physical Security (PS) and/or designee) has overall control of the local UpKeep account including the authority to add users and perform edits to the account, such as assets and parts inventory. The administrator is responsible for the proper approving and processing of all work orders and requests.

3. Technical Users (license)

The technical user (i.e., a technician for PS or C&M) can:

- a. Create, edit, and delete items that they have created;
- b. Update and close any work order assigned to them; and
- c. View all work orders regardless of work assignment.

4. Limited Technical User (license)

The limited technical user (i.e., a technician for C&M or PS that has job-specific use of UpKeep and has no need to collaborate with other members of the team) can only see and update the work orders assigned to them.

5. View Only User (no license)

A view only user (i.e., a unit manager or other department head or a maintenance technician that is not a licensed UpKeep user) can:

- a. View an account but cannot edit the account or view declined work order requests;
- b. Create work order requests;

- c. View all updates in the work orders;
- d. View assets and parts inventory; and
- e. Be assigned as a technician in a work order.

6. Vendor (no license)

The agency will use vendor accounts for inmates who are assigned as maintenance technicians. Users with vendor privileges have the ability to be assigned to work orders. All work orders, which are resolved with the assistance of an inmate, will be reflected via the users' assigned section of the work order. All inmates employed by the facility maintenance department will be listed as a vendor along with the specialty they have and, if applicable, their trade license information.

7. Exceptions

C&M and PS technicians, where each technician will utilize one UpKeep technician license to maintain UpKeep Work orders for the agency, often requiring on-site independent work of the C&M or PS technician.

B. Work Order Priority

It is the maintenance administrator's responsibility to adhere to the written standard of prioritizing work orders, entitled "Use of UpKeep Computerized Maintenance Management System (CMMS)" ([Attachment A](#), attached). Priorities are listed as high, medium, low, and none; examples of what types of work orders fall into each priority category and the required response time indicating how quickly a technician will respond to the initial work request are included.

C. Work Order Status

1. Open

Upon approval, all work orders begin in an "Open" status. When work begins on the work order, the status must be updated to display "In Progress."

2. On Hold

If the work order is pending for any reason, it will be updated to an "On Hold" status. All "On Hold" work orders require, at minimum, a weekly update of information that will allow the work order to resume progress or be resolved.

If the work order is “On Hold” due to a parts order, the order information must be provided in an update, including the purchase order number, parts ordered, vendor and lead time for shipping.

3. In Progress

A work order that is actively being worked on will be labeled “In Progress.”

4. Closed

Once a work order has been resolved, it must include a detailed update identifying all steps taken to complete the work order.

D. Work Order Appearance

All UpKeep work orders will be filled out in their entirety to ensure proper service. The following UpKeep workflow information applies to all maintenance departments and will be included in each work order as well as applied before the UpKeep work order request is approved.

1. Main Details

Location and two-three word description of issue;

2. Add Additional Notes

Notes will further describe the issue, the amount of work that will need to be done for resolution, and the requestor’s contact information;

3. Work Order Number

Automatically generated by UpKeep system in order of creation;

4. Priority

None/low/medium/high;

5. Assign to a Facility Location

Every work order will have a location of work/request;

6. Asset information

If this work is related to an asset, add the asset in this section;

7. Category

All work orders will have a category assigned for historical data;

8. Users/Additional Users

Every work order must have a user(s) assigned, including inmates if assisted;

9. Due Date

All work orders will have a reasonable due date assigned based on priority as outlined in [Attachment A](#) entitled "Use of UpKeep Computerized Maintenance Management Systems (CMMS)";

10. Custom Forms

For preventive maintenance or reoccurring work orders, a custom form template may be created to easily generate similar work orders;

11. Part Details

All work orders that require parts to resolve the issue must have the part information listed;

12. Time and Cost

UpKeep has a built-in timer on each work order. C&M and PS will track the time required to complete work orders. The technician will start the timer before driving to the location of the work order. The timer does not stop until the return of the technician or the technician is routed to another work order location. Time tracking is not required to be used for local facility UpKeep accounts; and

13. Updates

All work required to resolve the request will be documented in detail within the updates section of the work order. Documentation will be added weekly to the updates section and will include ordered parts, relative shipping information, and status of part installation.

E. Preventive Maintenance (PM)

Each facility/unit head will implement a PM program within UpKeep via recurring work orders for scheduled maintenance on assets.

1. Each facility/unit's maintenance administrator will be responsible for:

- a. Following all manufacturers' recommendations/requirements when installing and servicing equipment.
- b. Maintaining [Attachment B](#) entitled "Preventive Maintenance Equipment List" which will serve as a minimum standard for PM, with the exception of monthly vehicle inspections which will require the completion of [OP-120401 Attachment K](#) entitled "State Vehicle Monthly Safety Inspection." Once PM work orders are set up in UpKeep, it maintains a historical record of all PM work;
- b. Establishing priorities, scheduling, and preparation of workflow;
- c. Maintaining a spare parts inventory in UpKeep to ensure the proper stock of needed items are available while unnecessary overstocking is eliminated; and
- d. Provisions for emergency repairs or replacements during life threatening situations. (5-ACI-3B-08)

2. Preparation

The facility maintenance supervisor will identify all equipment requiring PM and enter that information into UpKeep as an asset and a recurring work order associated with it.

3. Buildings and Structures

The facility maintenance administrator will maintain copies of the "As-Built" engineering plans/drawings for buildings as they exist. If an electronic version is available, this will be uploaded into the facility's UpKeep file storage section for digital storage.

4. Record Keeping

The facility UpKeep assets section will be maintained on each piece of equipment identified by the facility maintenance administrator as requiring PM for statistical information during the calendar year. This will aid in maintaining parts, inventories, and budget planning.

5. Emergency Equipment/Generator Testing

Emergency equipment and systems will be tested quarterly. Generators are inspected and run tested weekly, and load tested quarterly or in accordance with manufacturer recommendations. (5-ACI-3B-09)

The director of Fleet Management is responsible for ensuring PM is conducted on all generators. The "Generator Preventative Maintenance Checklist," ([Attachment C](#), attached) will be utilized to record these events. Upon completion, the checklist will be sent to the director of Fleet Management, with a copy retained by the facility/unit maintenance administrator, who will be responsible for ensuring those records are retained in UpKeep.

IV. Notice

All staff directly included in the maintenance process will ensure that all equipment, assets, and inventories are entered into UpKeep and that UpKeep remains current. Doing so allows for the timely and efficient maintenance of security and life safety systems.

V. References

P-020700 entitled "Oklahoma Department of Corrections Data System Management"

P-130100 entitled "Oklahoma Department of Corrections Annual Inspections and Monitoring"

OP-120401 entitled "Fleet Management"

VI. Action

All affected facilities/units and the director of Construction and Maintenance is responsible for compliance with this procedure.

The director of General Services is responsible for the annual review and revisions.

Any exceptions to this procedure will require prior written approval from the agency director.

This procedure is effective as indicated.

Replaced: Operations Memorandum No. OP-150203 entitled "Preventive Maintenance Program" dated August 28, 2019

Distribution: Policy and Operations Manual
Agency Website

<u>Attachments</u>	<u>Title</u>	<u>Location</u>
Attachment A	“Use of UpKeep Computerized Maintenance Management System (CMMS)”	Attached
Attachment B	“Preventive Maintenance Equipment List”	Attached
Attachment C	“Generator Preventative Maintenance Checklist”	Attached
Attachment K	“State Vehicle Monthly Safety Inspection”	OP-120401