



BERKELEY LAB

LAWRENCE BERKELEY NATIONAL LABORATORY

An Efficient New Work Request Center for the Facilities Division

On August 1, the Facilities Division will introduce a new web-based [Work Request Center](#) that promises to greatly increase the division's efficiency and improve service for Berkeley Lab customers. The following work request types will be automated allowing for a direct link into the system, reducing manual effort:

- General requests
- Custodial
- Transportation
- People/Office relocations
- Conference room setup
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Requests will receive an automated confirmation as soon as the request has been assigned. In addition customers will now be able to search for their existing work requests to check status or make changes within the first hour after the work has been requested.

The new Work Request Center website has been widely reviewed by "beta testers" in numerous scientific and operational divisions at the Lab, with extremely positive responses - plus some good ideas that have been incorporated into the new site.

Work Request Center hours have also been adjusted to better serve our customers. The new hours are 7:30 a.m. to 4:00 p.m. Customers can still call Facilities directly at x6724, but most requests can be handled with greater ease and speed by going directly to <https://workrequest.lbl.gov>.

Transportation Authorization Form

Facilities will also be implementing a revised Transportation Authorization Form (TAF) process with the new Work Request website. PUB3000 now requires all materials or equipment being transported, or office relocations to be accompanied by a completed Transportation Advisory Form (TAF).

The new website will assist customers with ensuring their materials are hazards-free and automatically complete the TAF form for customers once they have certified that there are no hazards. Customers then only need to attach a copy of the completed TAF to their items being moved. All transportation and

move requests now must be completed via the new website to ensure that the TAF is completed.

Come August 1, if you need work done, make it easy on yourself by going to the efficient new Facilities [Work Request Center](#). And if you have any questions, or would like to make comments, suggest changes, or just register your response to the new site, please call Heather Pinto at x4181.