

Archibus – LTU User Guide

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ENQUIRIES

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1 Overview

Archibus is the web based application used for space planning, realestate and work requests. La Trobe University staff are also able to use ARCHIBUS to access University floor plans, space information and receive real time updates (via email) on the status of work requests.

1.1 Archibus Modules

Archibus modules available at La Trobe University include:

- Building Operations
 - On Demand Work
 - Preventative Maintenance
- Real Estate Portfolio Management
 - Lease Administration
 - Cost Administration
- Space Planning and Management
 - Space Inventory & Performance
 - Personnel & Occupancy
 - Space Chargeback (currently not utilised)
- Asset Management
 - Asset Management
 - Furniture & Equipment Management
- Clean Building
- AutoCAD & Revit Extension
- GIS
- Mobile

1.2 Levels of Access

Archibus access works by assigning each user to a **ROLE**. The ROLE determines what level of access a user will have and hence what actions they will be able to perform in Archibus (and what menus they will see when they login).

Most users will be assigned to the **LTU WR ALL STAFF** ROLE. Unless you have previously been approved for access to a different role, your access will by default be associated with the **LTU WR ALL STAFF** ROLE. This ROLE lets you create/view work requests and view floor plans. If you wish to confirm what ROLE you have been assigned, click on the icon in the top right corner of your Archibus screen when you first login. This will show you your assigned ROLE. [Table 1](#) below lists some of the ROLES used in Archibus. There are other ROLES besides those listed in [Table 1](#), so if you check your ROLE and find it is not one of the ROLES listed in [Table 1](#) then it would mean that your user-id was assigned to another ROLE at some point in the past to enable you to undertake specific tasks related to your job function.

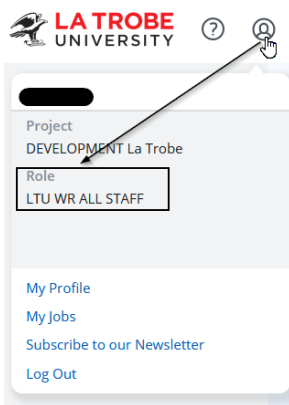


Figure 1 – Role Identification

Role	Description
LTU WR ALL STAFF (Service Requests)	Used by most LTU staff (non-I&O staff). Refer section 4.1.1 below.
LTU WR SUPERVISOR (WR Supervisor)	Used by LTU I&O Supervisors
LTU WR CONTRACTOR (WR Contractor)	Used by NON LTU I&O Partners

Table 1 – Role Descriptions

1.3 Work Request Process Flow

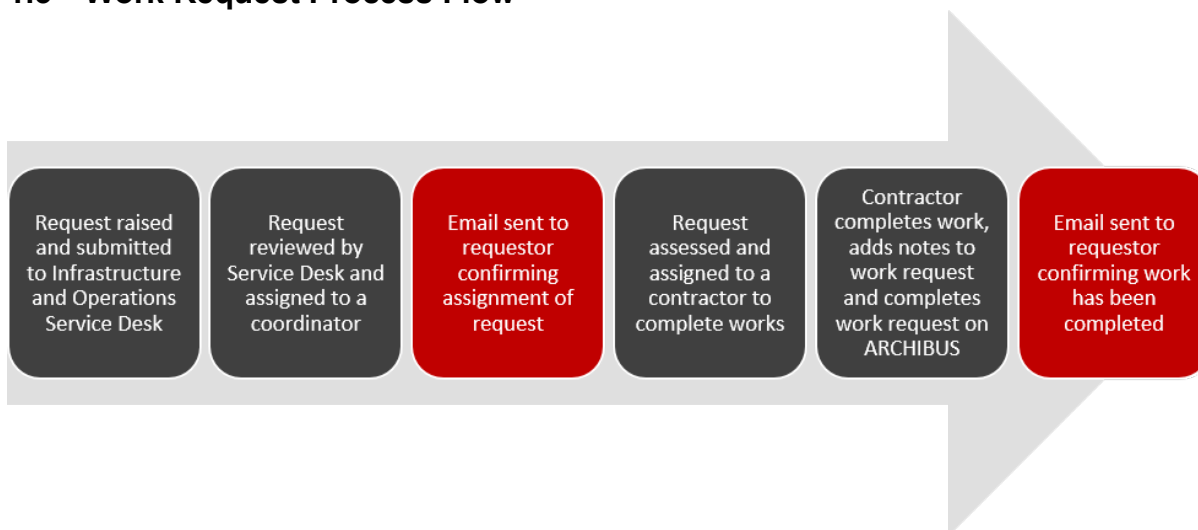


Figure 2 – Work Request Process Flow

2 Logging On-To Archibus

2.1 Workplace Portal

<https://archibus.latrobe.edu.au/archibus/workplace/>

Users (Non LTU Business Partners refer to Section 2.3) in the first instance should login to Archibus via the **Mobile friendly Workplace Portal**. The **Workplace Portal** is easy to use and is ideal for submitting work requests. In addition to providing a streamlined efficient interface, the **mobile friendly** layout makes it ideal for using your mobile device **while away from your desktop computer** to:

- submit a work request,
- check on the status of a work request, or
- add a comment into a work request.

Note: If you are raising a work request on behalf of someone else from your computer/device but you want their name to be recorded as the requestor, you will need to use the **Web Central Portal** as the above **Workplace Portal** raises the request by default under the user-id of the person currently logged into the computer/device.

2.2 Web Central Portal

<https://archibus.latrobe.edu.au/archibus/>

The **Web Central Portal (Desktop Only)** is available for those users needing to submit and manage more complex issues. This portal is mainly used by Infrastructure and Operations (I&O) staff or other La Trobe University staff that have been assigned additional access privileges for conducting a **more comprehensive** set of tasks than those available through the Workplace Portal.

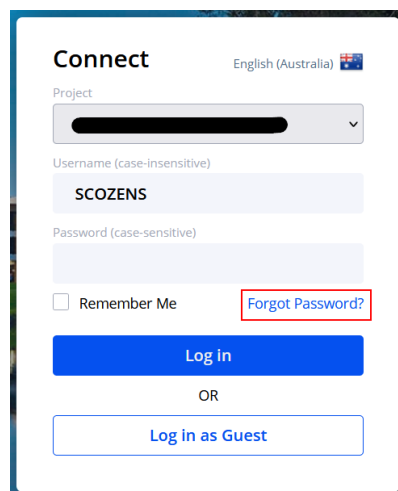
2.3 I&O Partners (eg. External I&O Contractors)

<https://archibus-external.latrobe.edu.au/archibus/>

Company ABN details in Rapid might include some letters at the end of your ABN number, hence the reason you need to make sure you are logging in with ABN detail as specified in Rapid.

2.4 Setting a new password

If you need to create a new password, click on the “Forgot Password” label as shown in the below screenshot. This will send a link to your email address. Click on the link and follow the prompts.



3 Archibus Workplace Portal (Mobile Friendly)

<https://archibus.latrobe.edu.au/archibus/workplace/>

Archibus allows you to access the Work Request System via the Workplace Portal. This is ideal also if you are wanting to use your mobile device to submit a work request while away from the office, check the status of a request, or add comments into a request.

3.1 Workplace Portal (Desktop)

After logging in to the Workplace Portal from your desktop/laptop computer you will be presented with the Workplace Portal Dashboard as shown in [Figure 3](#) below.

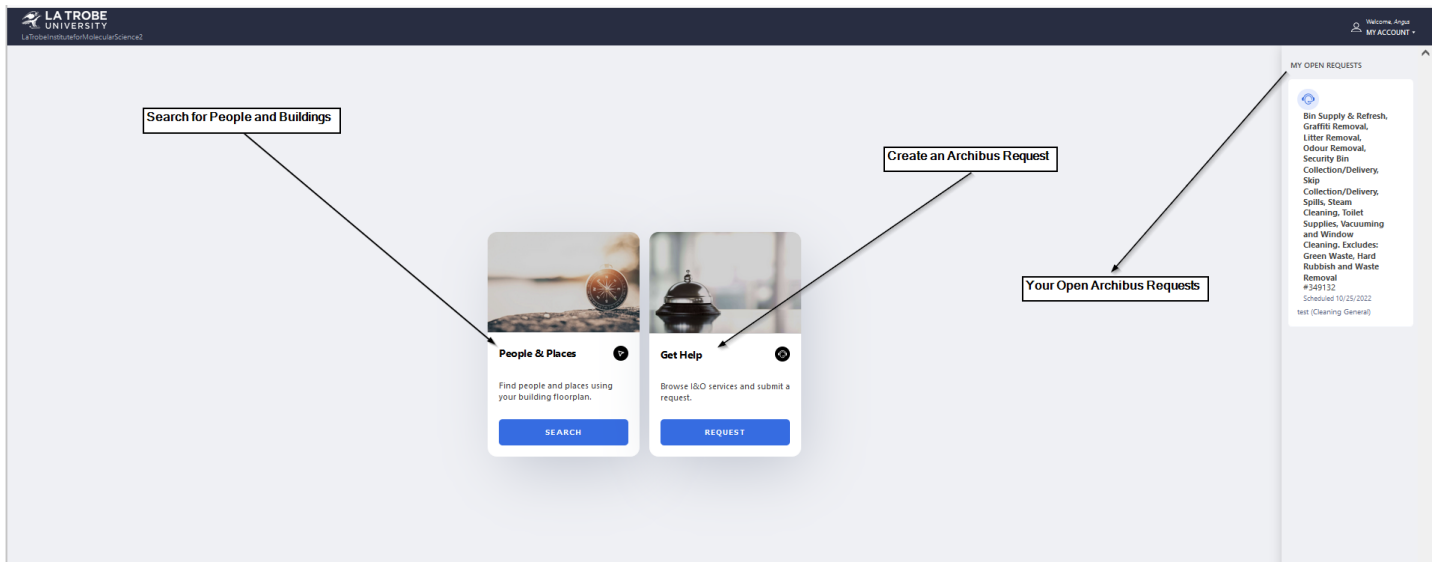


Figure 3 – Workplace Portal Dashboard (Desktop)

3.2 Workplace Portal (Mobile Device)

If you are using your mobile device to access the Workplace Portal, you will be presented with a mobile friendly dashboard. This dashboard might provide a message like the one shown below in [Figure 4](#) giving you the option to open the workplace portal through the Archibus Workplace App instead. We recommend closing the App message and continuing to use the mobile friendly web address provided above for accessing the Workplace Portal. To close the App message, press on the X symbol on the left of the device screen as shown in [Figure 4](#) below.

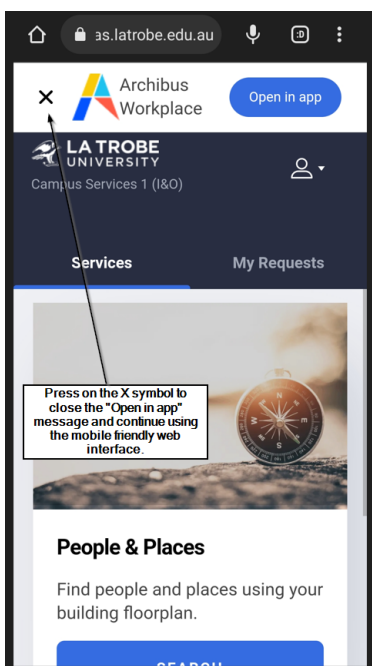


Figure 4 – Workplace Portal (Mobile Device)

3.3 “Get Help”

To raise a service request through the Workplace Portal, click on the “Get Help” tile shown in [Figure 4](#) above.

3.3.1 Select the Problem Type

After selecting “Get Help” to raise a service request you will be presented with a new screen as shown in [Figure 5](#).

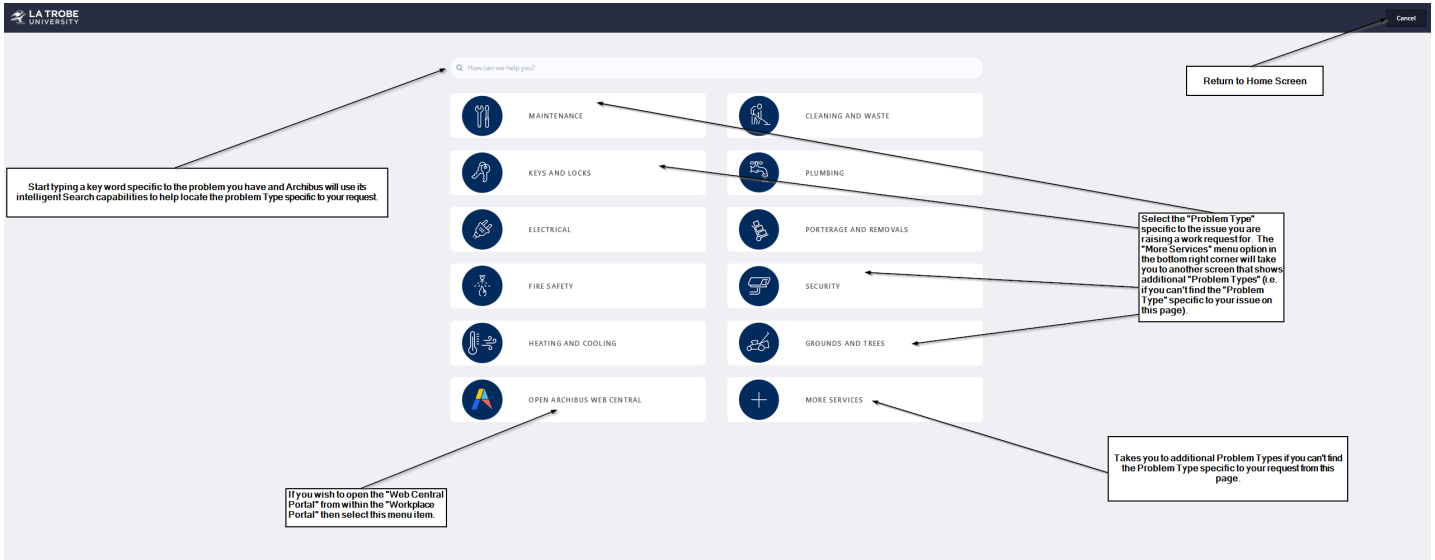


Figure 5 – Get Help – Select Problem Type

3.3.1.1 Problem Type – More Services

The “More Services” tile in the bottom right corner of Figure 6 gives you access to additional Problem Types not listed on the current screen.

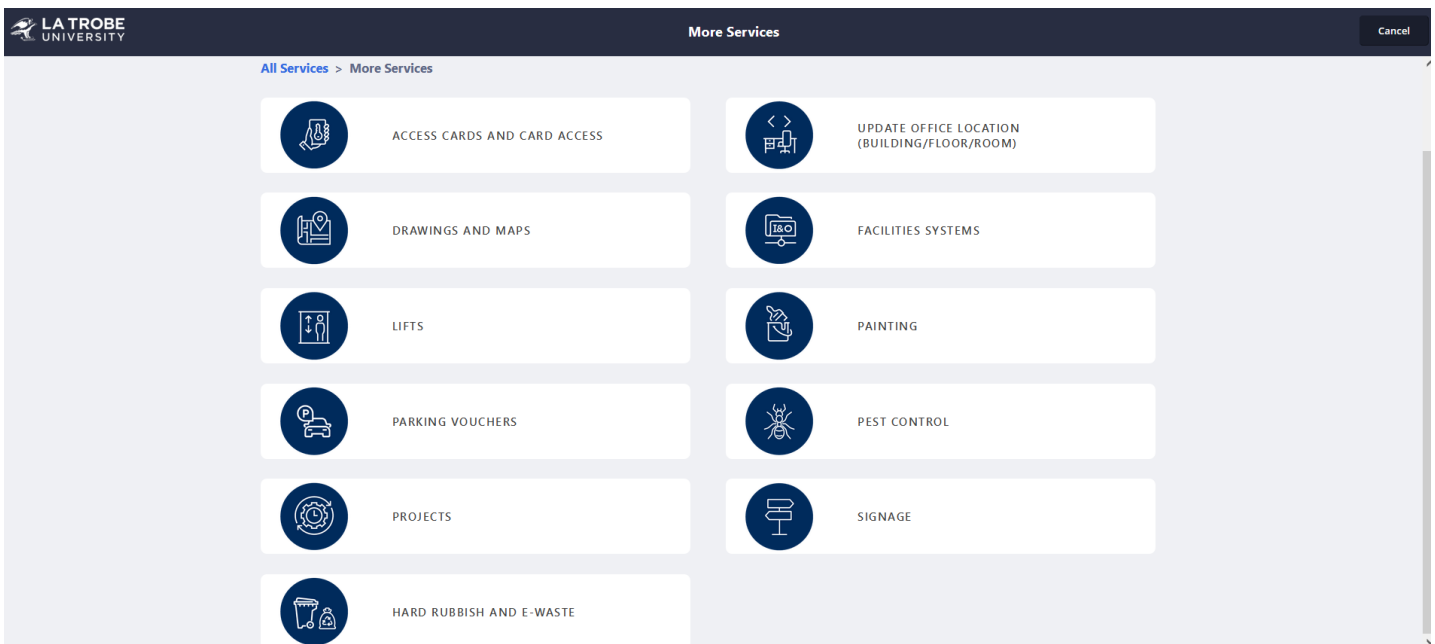


Figure 6 – Get Help – Problem Type – More Services

3.3.1.2 Problem Type – Keyword search

If you are unsure of what **Problem Type** to select for your service request, you can use a keyword search in the search box and Archibus will try to help you find the correct **Problem Type** to select. [Figure 7](#) shows an example of using the keyword search feature.

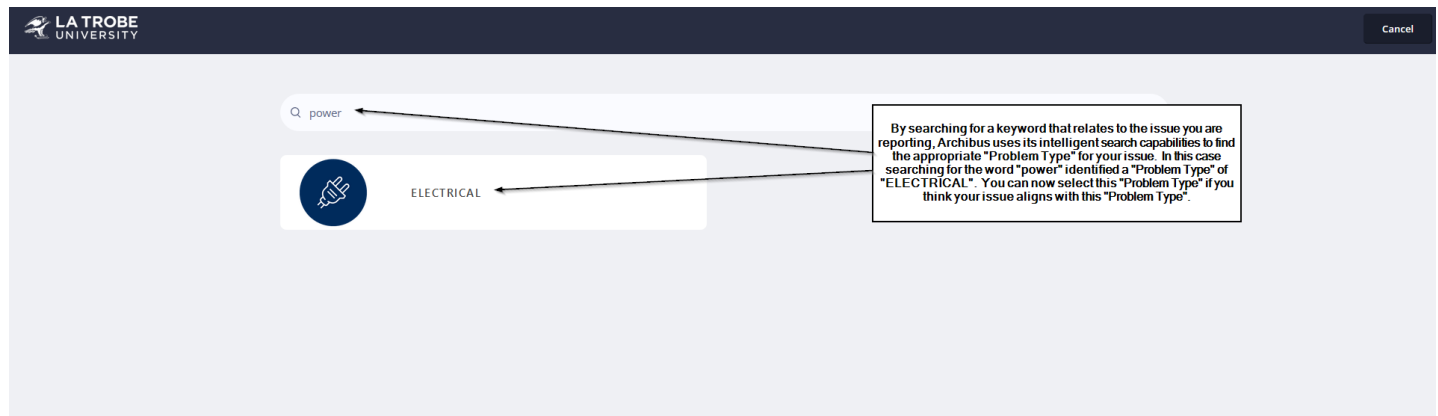


Figure 7 – Get Help – Problem Type – Keyword Search

3.3.1.3 Web Central Portal Access

To start the Web Central Portal for access to more sophisticated Archibus tasks, click on the tile called “OPEN ARCHIBUS WEB CENTRAL” in the bottom left corner of the screen as shown in [Figure 14](#).

3.3.2 Request Details & Location

After selecting the appropriate “Problem Type” for your request, you will be presented with a new screen ([Figure 8](#)) where you will need to populate your request details and location information.

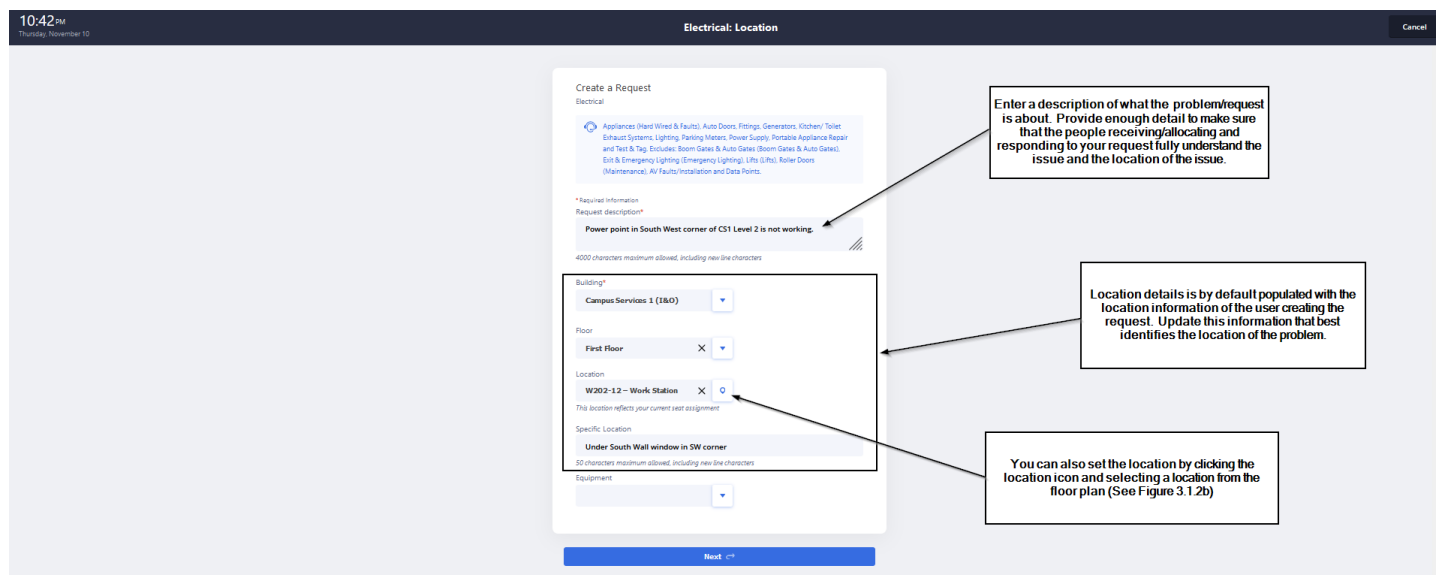


Figure 8 – Get Help – Request Details and Location

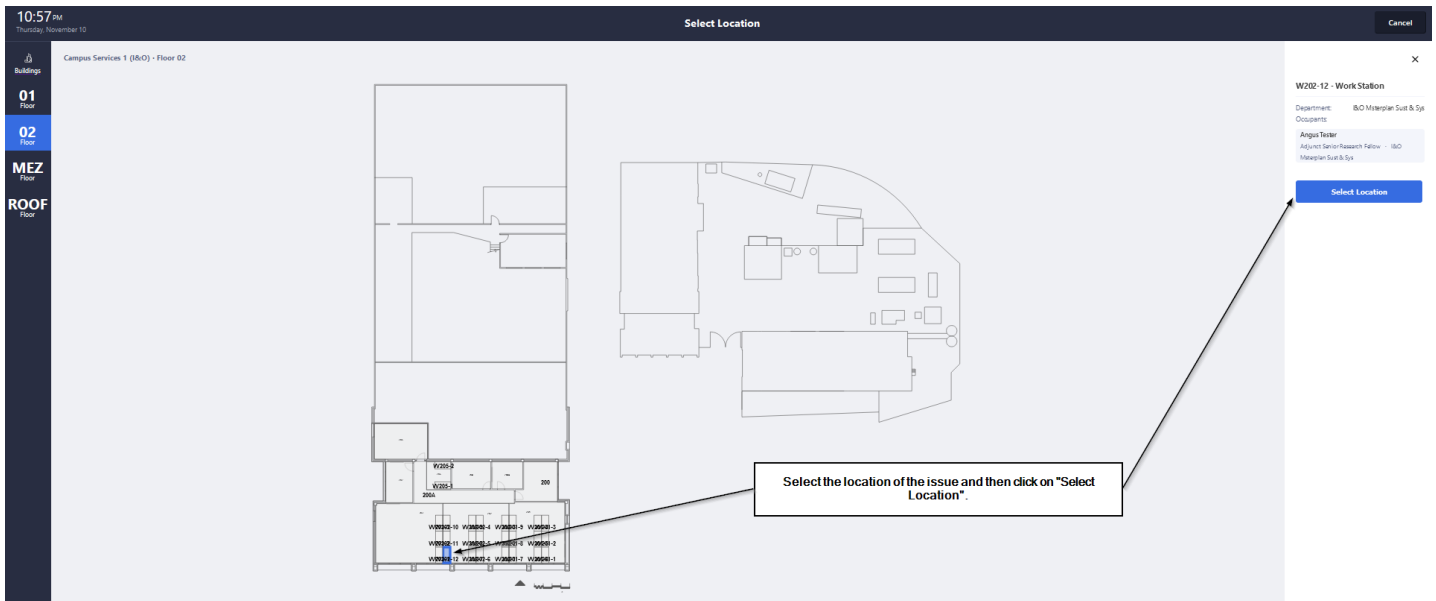


Figure 9 – Get Help – Select location via floor plan

FIELD	NOTE
Request description	A description of the problem that has been identified. Please be as descriptive as possible.
Building	The building that the request relates to. PLEASE COMPLETE THIS FIELD
Floor	The level that the request relates to. PLEASE COMPLETE THIS FIELD
Location	The room that the request relates to. PLEASE COMPLETE THIS FIELD
Specific Location	If the building, level, and room information are not sufficient to describe the location of the problem, please provide addition information here.
Equipment	Leave this field blank.

Table 2 – Field Descriptions

3.3.3 Add Photos & Submit request

After completing the request details and location section, you have the option to add any photos applicable to the issue being submitted. Only add photos if it will add value to the request, otherwise you can skip this step and click “send” to submit the request.

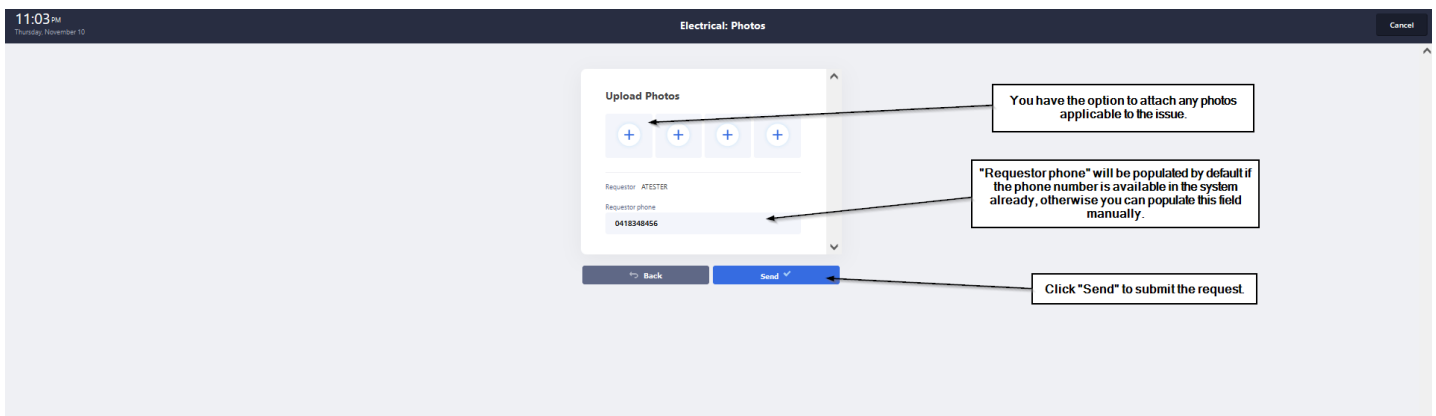


Figure 10 – Upload Photos

After clicking on the “Send” button the request will be submitted, and you will receive the following message.

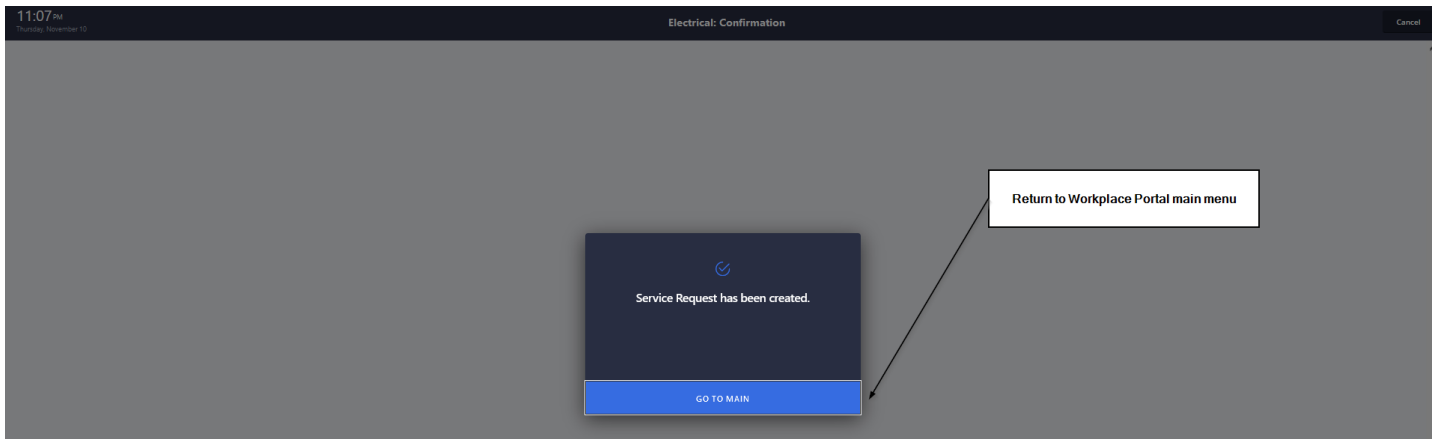


Figure 11 – Submitted Request

After returning to the Workplace Dashboard, you will be able to see you submitted request in top right corner of the screen.

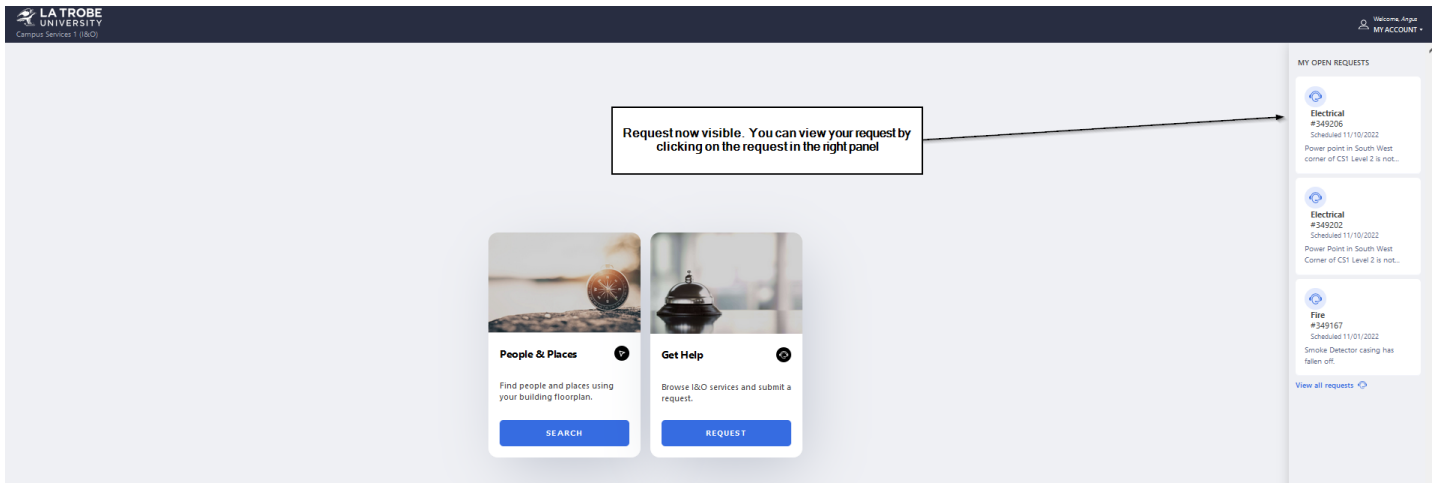


Figure 12 – Submitted Request Now Visible in System

3.3.4 What Happens to my request now that I have submitted it?

Once you submit your Service Request the **“Infrastructure and Operations Service Desk”** will review your request and allocate it to the appropriate resource(s) for actioning. If you would like to get a better understanding of how the I&O Service Desk handle your request after you submit it, then you should refer to **“Section 4.4 Managing Work Requests”** Which gives an overview of the **“Infrastructure and Operations Service Desk”** function and the Work Request Lifecycle.

3.3.5 Adding Comments & Activity History

Work Requests can be updated with comments by all users that have access to the request. The Comments and Activity Section of a Work Request is where you can see what is happening with the request. Comments are monitored by the I&O Service Desk who respond to any questions as required. The “Comments Section” allows you to communicate with the people involved with the request while the “Activity” section allows you to see the history of the request, and what has happened to the request since it was submitted.

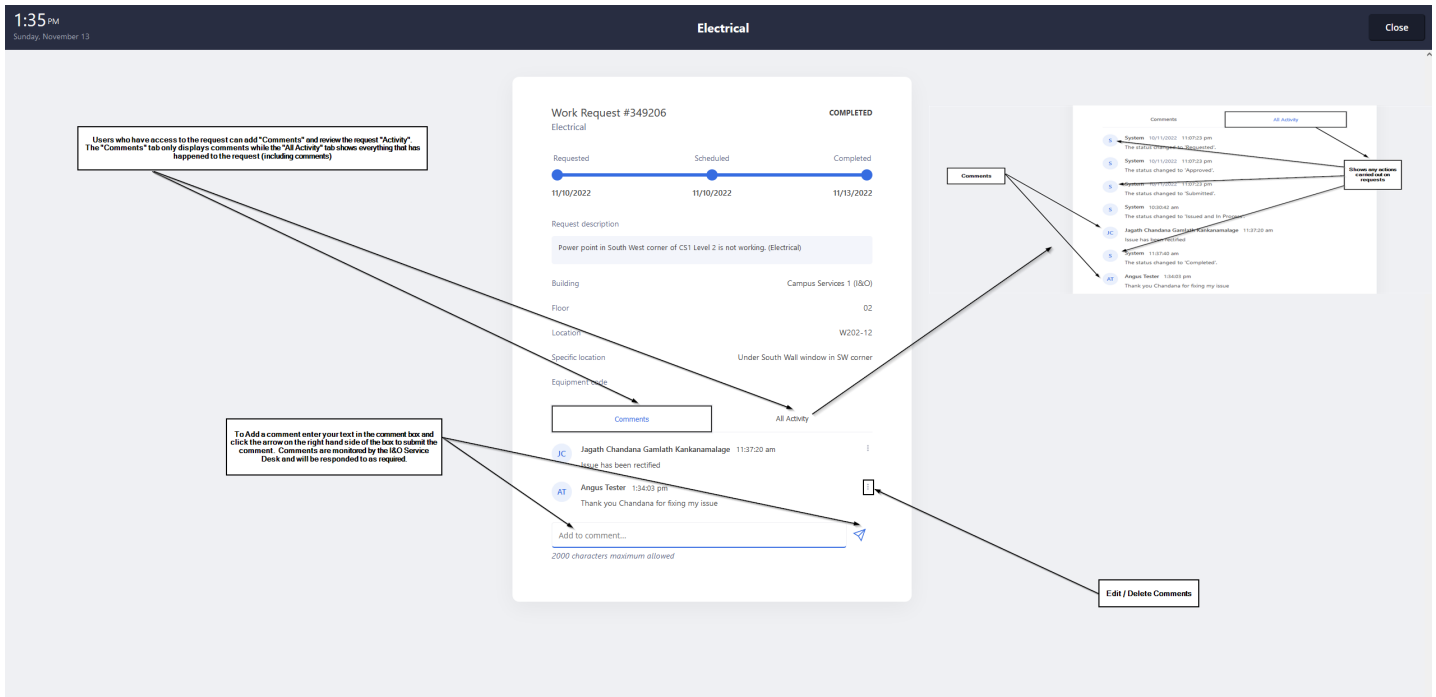


Figure 13 – Adding Comments & Activity History

3.4 “People & Places”

The “People & Places” feature in Archibus allows you to search for people, places (building, rooms), department or equipment using your building floor plans.

Selecting the “People and Places” tile from the Workplace Portal Dashboard (Refer Figure 14 – Workplace Portal Dashboard above in section 3) brings you to a screen like the below. The default floor plan displayed will be the floor plan of the location currently assigned to your employee id (username) in Archibus.

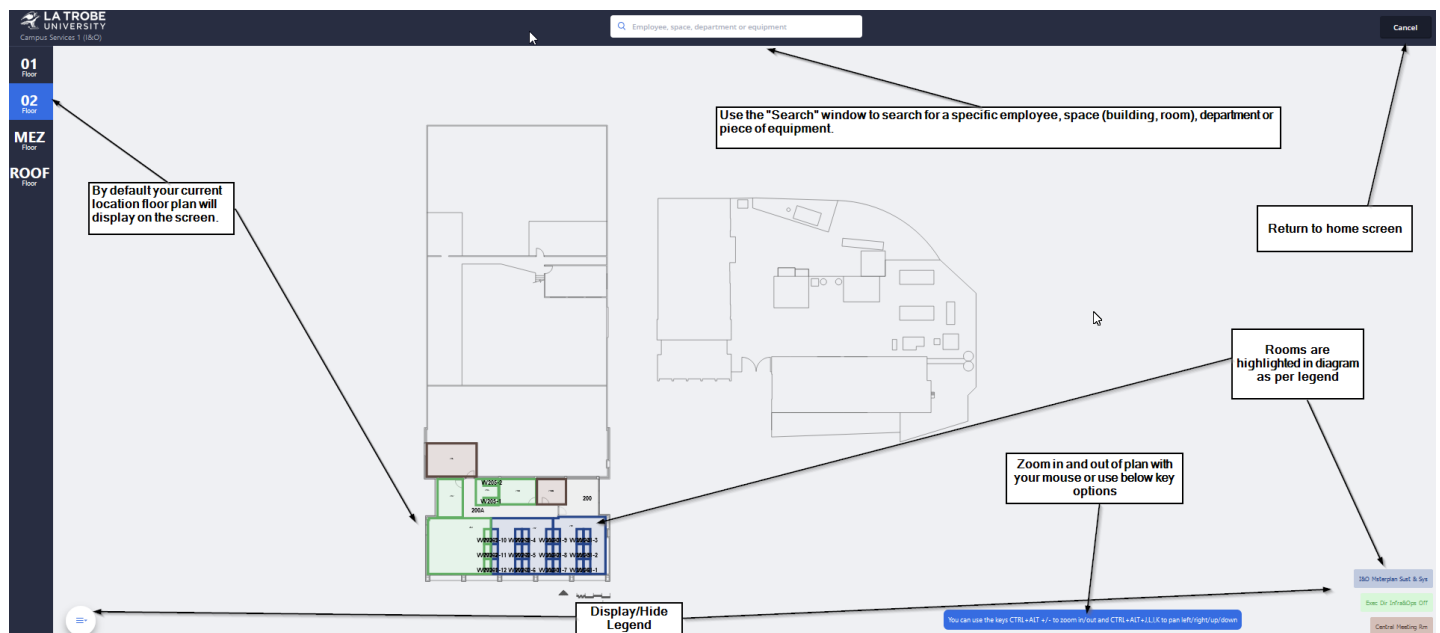


Figure 14 – People and Places - Layout

3.4.1 People & Places - Searching

When using the Archibus intelligent search capabilities, the application will narrow your search down as you type more information into the search box.

LA TROBE UNIVERSITY
Campus Services 1 (I&O)

Search: sh

People Equipment Buildings Rooms Departments

In this example I am looking up the name "Shane Cozens". As I begin typing the first two letters of the first name, Archibus displays a number of tabs across the top of the page as it hasn't been able to narrow the search down at this point.

19144400	19144400@students.latrobe.edu.au Phone unavailable	Office of Engineering's Public Health Location unavailable
19254915	19254915@students.latrobe.edu.au Phone unavailable	Location unavailable
NATIVE FISH AUSTRALIA (VICTORIA) INC.	president@nativefish.asn.au +61417419765	UNKNOWN Location unavailable
BILLARD LEECE PARTNERSHIP PTY LTD	info@lbp.com.au 61396865000	UNKNOWN No Site No Building Assigned
SHERWOOD CONSTRUCTION SOLUTIONS PTY LTD	lia@scsolutions.com.au +61416257561	UNKNOWN Location unavailable
SHRED-X PTY LTD	preet@shred-x.com.au 61393146007	UNKNOWN Location unavailable
O'Shea Plumbing	enquiries@osheaplumbing.com.au 0398863887	UNKNOWN Location unavailable
The Defib Shop Pty Ltd	info@defibshop.com.au 6111300729575	UNKNOWN Location unavailable
Shell Energy Retail Pty Ltd	retailadmin@empower.com.au 61362788262	UNKNOWN Location unavailable
A108BROWN	ashley.brown@latrobe.edu.au Phone unavailable	Law Melbourne No Site No Building Assigned
Ashley Thomas	ashley.thomas@latrobe.edu.au Phone unavailable	Exec Dir Infra/Ops Off No Building Assigned
Ashli Roberts	ashli.roberts@latrobe.edu.au Phone unavailable	Graduate Research School No Building Assigned
Ashlyn Williams	ashlyn.williams@latrobe.edu.au +61394798772	Academic Services - 2.20 360, Collins Street, Level 2 - 02

Showing first 100 records

Figure 15 – People and Places – Searching (Part 1)

LA TROBE UNIVERSITY
Campus Services 1 (I&O)

Search: shane c

People

As more letters are entered into the Search Box Archibus narrows the search down. At this point it knows the information relates to a name and so eliminates the tabs across the top that are no longer applicable. Now the only tab that shows is "People".

Shane Cassar	s.cassar@latrobe.edu.au Phone unavailable	Living Well No Building Assigned
Shane Cozens	s.cozens@latrobe.edu.au +61394796515	I&O Metropolitan Supt & Sys - W201-6 Campus Services 1 (I&O) - 02

Figure 16 – People and Places – Searching (Part 2)

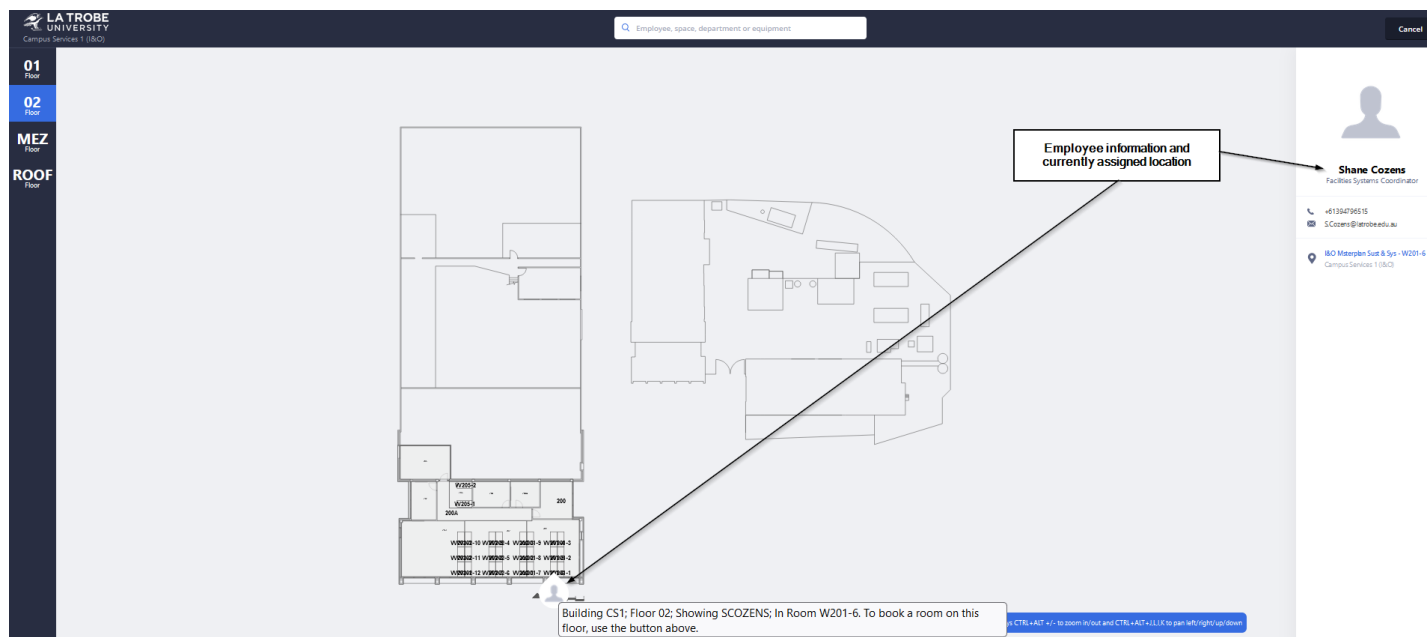


Figure 17 – People and Places – Searching (Part 3)

4 Archibus Web Central Navigation and Common Tasks

Figure 18 below outlines how you can navigate yourself around the Archibus Web Central Menu System.

Clicking on a task within each menu bucket will direct you to another page within the same browser window.

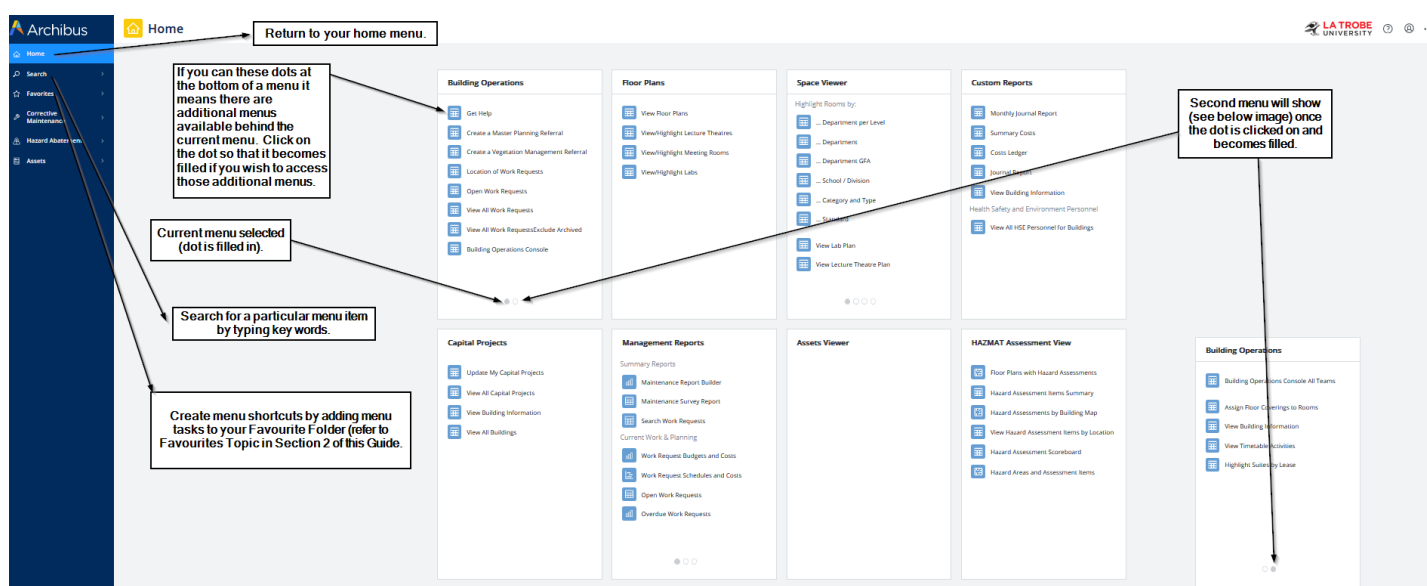


Figure 18 – Menu Navigation

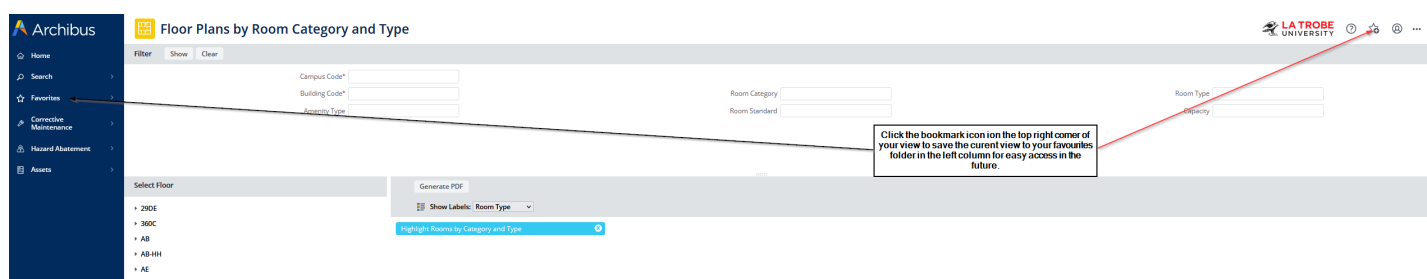


Figure 19 – Favorites – create shortcuts for your menu items

https://help.archibus.com/user_en/Subsystems/webc/Content/gloss/core/my_favorites_def.htm

My Favorites

A customized list of views that display in the "Favorites" list in the sidebar navigator. Use My Favorites to access frequently-used views without drilling down through the Navigator, or to access a customized view. You can create a My Favorites list by clicking the Add to My Favorites button on the current view. This button is located in the upper right corner.



4.1 Web Central Dashboard

Depending on what ROLE your user-id has been assigned will determine what type of Dashboard you see when first logging into Archibus. Dashboards specific to the ROLES identified below:

- "LTU WR ALL STAFF" ROLE (LTU standard Archibus User) (Refer Sec. 4.1.1)
- "LTU WR SUPERVISOR" ROLE (LTU I&O Staff - Supervisor) (Refer Sec. 4.1.2)
- "LTU WR CONTRACTOR" ROLE (Non-LTU Staff – I&O Partners) (Refer Sec. 4.1.3)

4.1.1 "LTU WR ALL STAFF" ROLE (LTU standard Archibus User)

The majority of LTU users will see this dashboard when first logging in (unless their user-id has specifically been assigned to a different ROLE). This ROLE lets you create/view work requests and view floor plans.

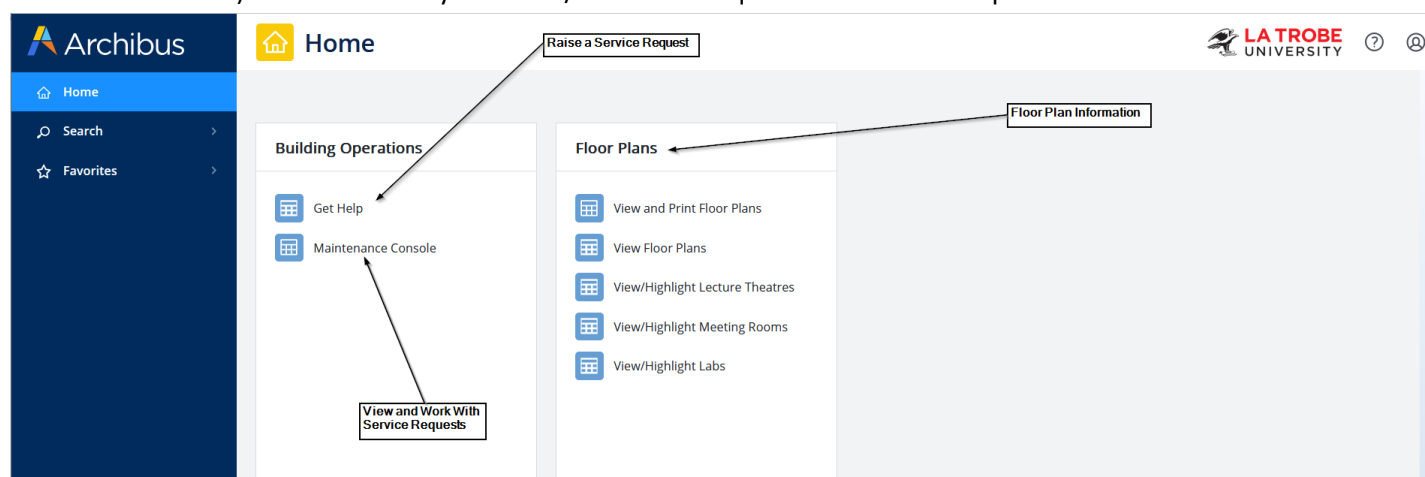


Figure 20 – Web Central Dashboard (LTU Standard Archibus User)

4.1.2 "LTU WR SUPERVISOR" ROLE (LTU I&O Staff - Supervisor)

This ROLE gives you control to manage work requests assigned to you as the Supervisor. You can allocate work requests assigned to you as the Supervisor to other parties for actioning (e.g., Business Partners).

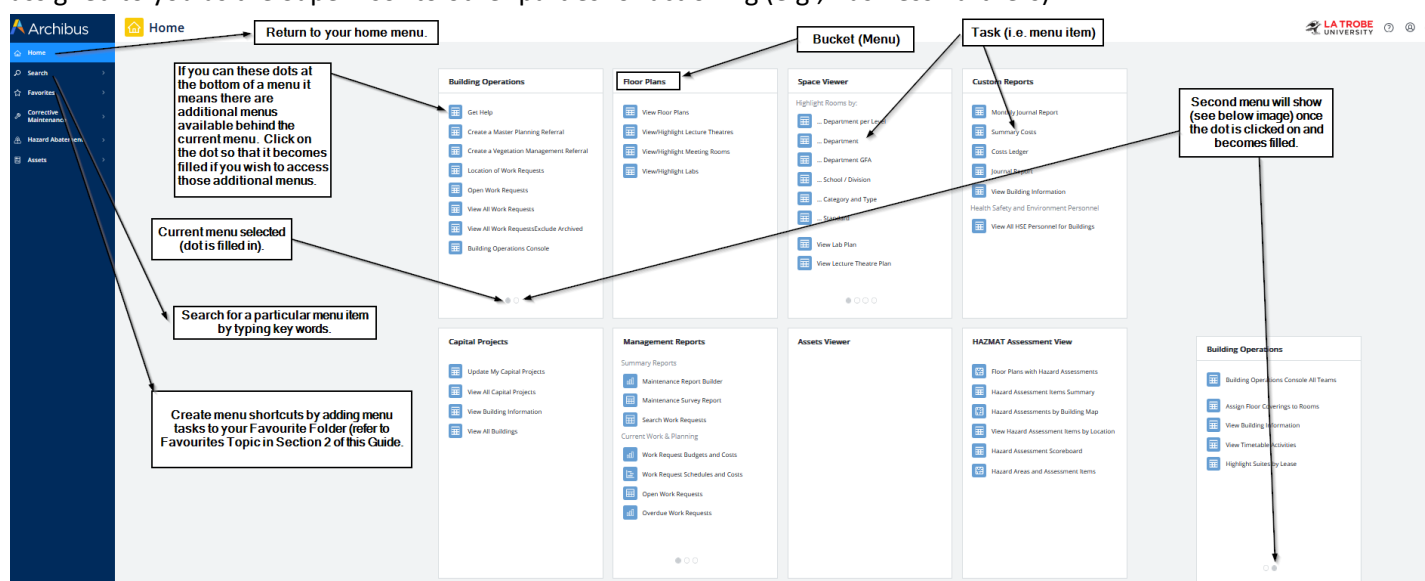


Figure 21 – Web Central Dashboard (LTU I&O Staff – Supervisors)

4.1.3 LTU WR CONTRACTOR ROLE (Non-LTU Staff – I&O Partners)

This role allows I&O partners to view and update work requests assigned to them as a craftsperson.

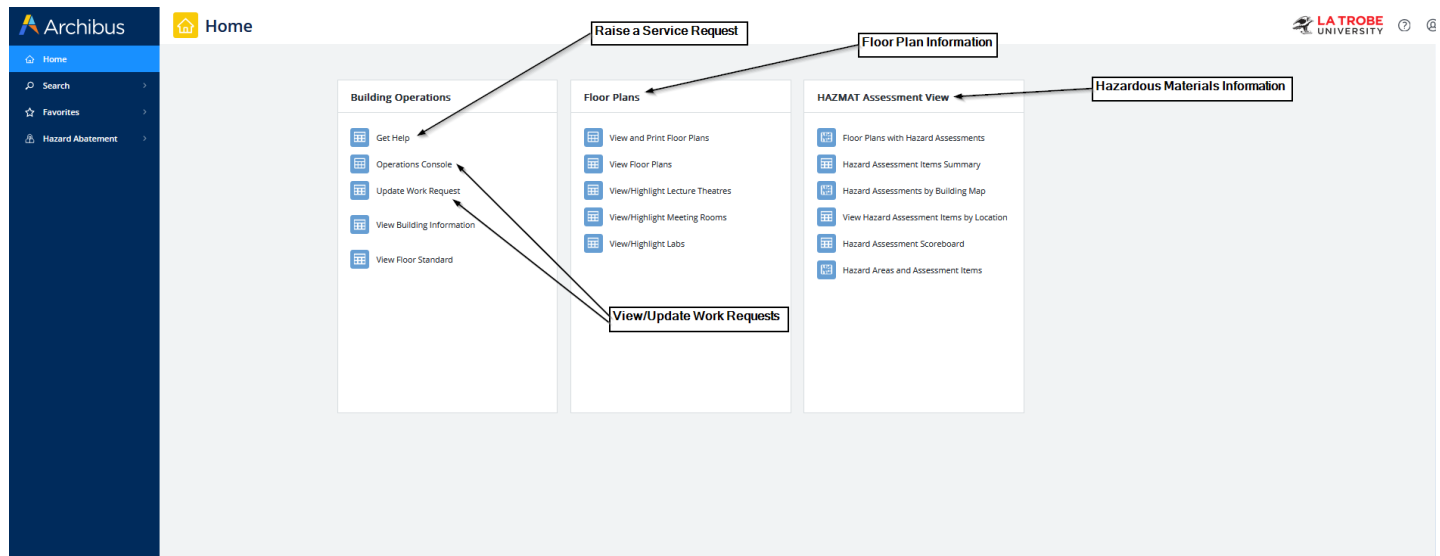


Figure 22 – Web Central Dashboard (I&O Partners / Contractors)

4.3 SUBMITTING WORK REQUESTS

Refer to [Section 3](#) for instructions on submitting a request through the simplified (mobile friendly) **Workplace Portal**. The below instructions refer to submitting requests through the **Web Central Portal** which provides access to a more comprehensive set of tasks, related to more sophisticated requests. The Web Central Portal can still be used for submitting simple requests if you wish.

The Dashboard (menu layout) that you see when you first login to the **Archibus Web Central Portal** will depend on what **ROLE** your user-id has been assigned to. Regardless of what **ROLE** you have been assigned each user will have access to the “Get Help” task for raising service requests.

4.3.1 Select Get Help

To raise a service request, click on the “Get Help” task in the “Building Operations” menu bucket.

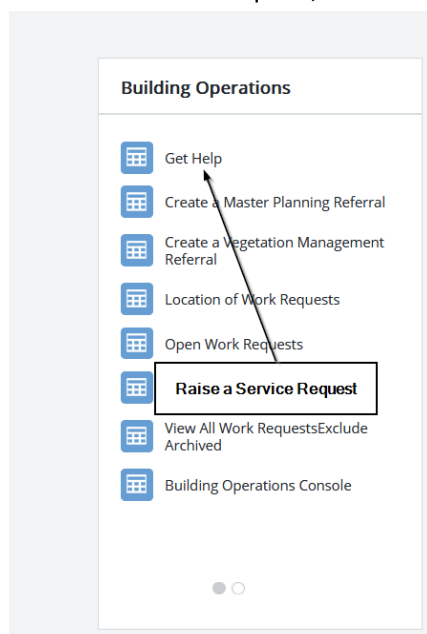


Figure 23 – Submit a Service Request

4.3.2 Populate “Get Help” Screen fields & Submit Request

After selecting “Get Help” you will get a new screen as shown in [Figure 24](#).

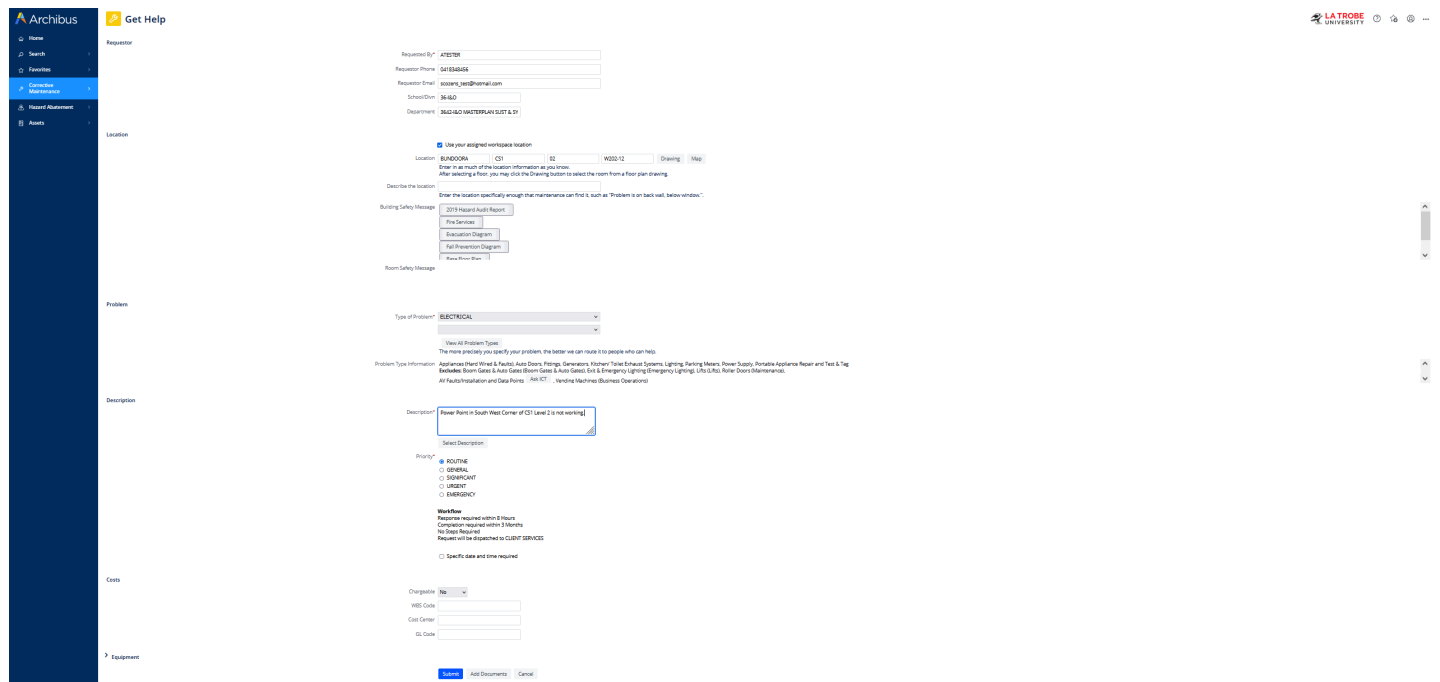


Figure 24 – Get Help - Request

4.3.2.1 Requestor Section



Figure 25 – Get Help – Requestor Section

Make sure the Archibus request fields shown in the below table are populated with values that correctly identify the requestor.

FIELD	NOTE
Requested By	Username of the person who the request is for. This could be you if you are creating the request for yourself or it could be someone else if you are creating the request on behalf of someone else.
Requestors First Name	Your first name or the first name of the person you are creating the request for
Requestors Last Name	Your last name or the last name of the person you are creating the request for
Requestor Phone	Your phone number or the phone number of the person you are creating the request for
School/Divn	Your school/division name or the school/division of the person you are creating the request for
Department	Your department or the department of the person you are creating the request for

Table 3

4.3.2.2 Location Section

Location

☒ Use your assigned workspace location

Location: BUNDOORA CS1 G2 W202-12 Drawing Map

Enter in as much of the location information as you know.
After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Describe the location: Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window".

Figure 26 – Get Help – Location Section

Make sure the Archibus location fields shown in the below table are populated with values that correctly identify the location of the request issue. For example, if the request is getting raised to fix an issue with a heater in building CS1, then populate the request with location information that identifies the heater location.

FIELD	NOTE
Campus Code	The campus that the request relates to. PLEASE COMPLETE THIS FIELD
Building Code	The building that the request relates to. PLEASE COMPLETE THIS FIELD
Level	The level that the request relates to. PLEASE COMPLETE THIS FIELD
Room Code	The room that the request relates to. PLEASE COMPLETE THIS FIELD
Describe the location	If the building, level, and room information are not sufficient to describe the location of the problem, please provide additional information here.

Table 4

Alternately, you can use the “Drawing” button to add Location information using floor plans. Simply click on the “Drawing” button and select the floor. After selecting the floor, the application loads the drawing. Click on a room in the floor plan to select it.

Location

☒ Use your assigned workspace location

Location: BUNDOORA CS1 G2 W202-12 Drawing Map

Enter in as much of the location information as you know.
After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Describe the location: Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window".

Selecting a floor plan location through the "Drawing" button will update the "Location" fields.

Figure 27 – Get Help – Location Section – Drawings Button

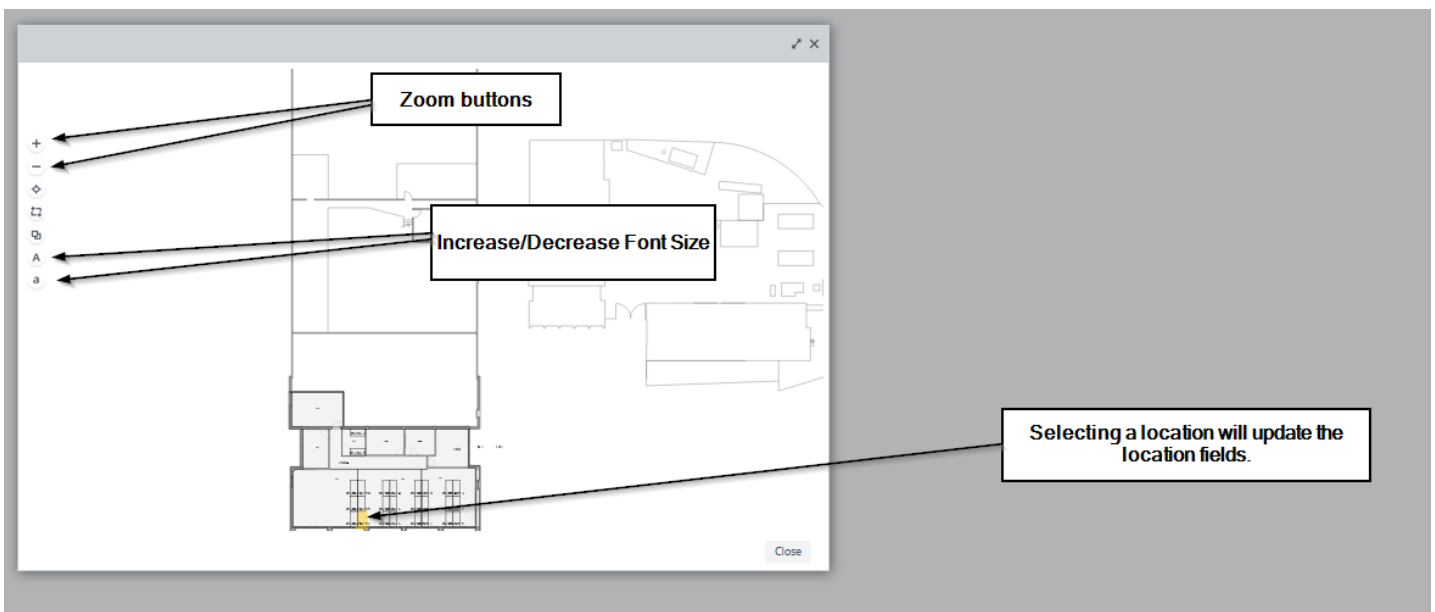


Figure 28 – Get Help – Location Section – Drawings Button - Select

If the location relates to a specific spot on the campus grounds that can't be specified through the building/level/room fields, then you can use the **"MAP"** button.



Location

☒ Use your assigned workspace location

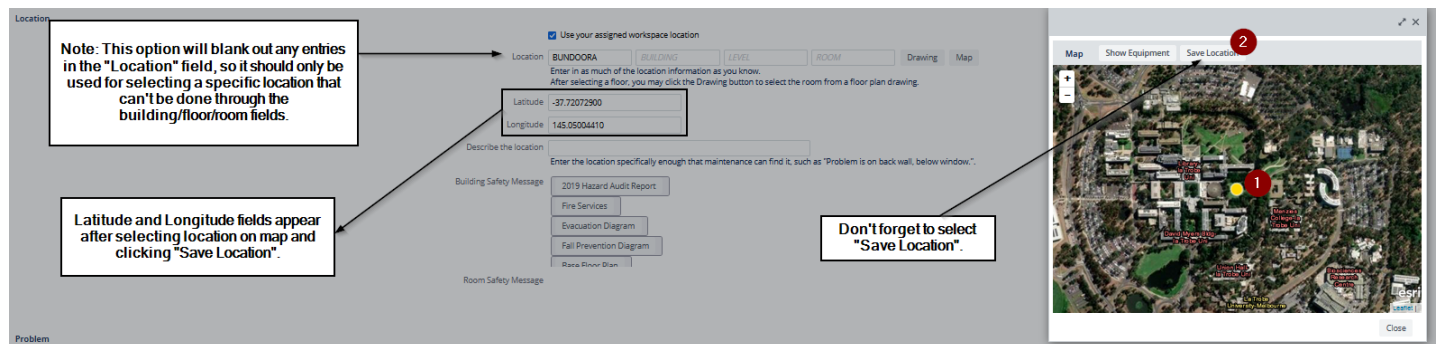
Location: BUNDOORA C31 W202-12 Drawing Map

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Describe the location: Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

Selecting a map location will place a marker on the map and update the longitude and latitude fields. Remember using this option will blank out any entries in the location fields, so it should only be used for identifying locations on the campus grounds that can't be done through selecting building/floor/room details.

Figure 29 – Get Help – Location Section – Map Button



Location

☒ Use your assigned workspace location

Location: BUNDOORA C31 W202-12 Drawing Map

Enter in as much of the location information as you know. After selecting a floor, you may click the Drawing button to select the room from a floor plan drawing.

Latitude: -37.72072900 Longitude: 145.05004410

Describe the location: Enter the location specifically enough that maintenance can find it, such as "Problem is on back wall, below window."

Building Safety Message: 2019 Hazard Audit Report, Fire Services, Evacuation Diagram, Fall Prevention Diagram, Race River Dis...

Room Safety Message

Problem

Note: This option will blank out any entries in the "Location" field, so it should only be used for selecting a specific location that can't be done through the building/floor/room fields.

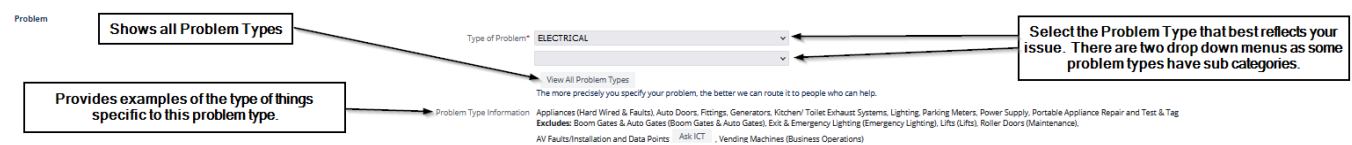
Latitude and Longitude fields appear after selecting location on map and clicking "Save Location".

Don't forget to select "Save Location".

Map Show Equipment Save Location

Figure 30 – Get Help – Location Section – Map Button - Select

4.3.2.3 Problem Section



Problem

Shows all Problem Types

Type of Problem: ELECTRICAL

Select the Problem Type that best reflects your issue. There are two drop down menus as some problem types have sub categories.

View All Problem Types

The more precisely you specify your problem, the better we can route it to people who can help.

Problem Type Information

Appliances (Hard Wired & Faults), Auto Doors, Fittings, Generators, Kitchen/ Toilet Exhaust Systems, Lighting, Parking Meters, Power Supply, Portable Appliance Repair and Test & Tag

Excludes: Boom Gates & Auto Gates (Boom Gates & Auto Gates), Exit & Emergency Lighting (Emergency Lighting), Lifts (Lifts), Roller Doors (Maintenance), AV Faults/Installation and Data Points, Ask ICT, Vending Machines (Business Operations)

Provides examples of the type of things specific to this problem type.

Figure 31 – Get Help – Problem Type

FIELD	NOTE
Problem Type	<p>The type of problem that has been identified.</p> <p>Problem Types are grouped under relevant categories.</p> <p>Click on the arrow next to the relevant category to reveal further sub-categories. Click on the problem that corresponds to your request.</p>

Table 5

4.3.2.4 Description Section



Description: Power Point in SW corner of C31 Level 2 is not working

Select Description

Priority: ROUTINE, GENERAL, SIGNIFICANT, URGENT, EMERGENCY

Workflow: Response required within 8 hours, Completion required within 3 business days, No Steps Required, Request will be dispatched to CLIENT SERVICES, Specific date and time required

Enter description of problem

Select Priority for issue. This will be reviewed by the I&O Service Desk and reclassified if they deem it appropriate to do so.

Select this box and populate the "Date Required" and "Time Required" field if you have a preferred completion date/time.

Figure 32 – Get Help – Description Section

FIELD	NOTE
Description	A description of the problem that has been identified. Please be as descriptive as possible.
Select Description	The select description button provides a list of frequently identified issues.
Priority	The priority of the request. Priorities are subject to approval and can be reprioritised as deemed suitable (at the discretion of Operations & Maintenance).
Date Required	Client's preferred completion date.
Time Required	Client's preferred completion time.

Table 6

4.3.2.5 Cost Section

Costs

Chargeable

WBS Code

Cost Center

GL Code

Figure 33 – Get Help – Cost Section

FIELD	NOTE
Chargeable	Select YES or NO from the chargeable drop-down list
WBS Code	The WBS Code that the works will be charged to, OR
Cost Centre	The cost centre that the work will be charged to
Fund	The fund that the works will be charged to
GL Code	The GL Code that the works will be charged to
Lease Code	The Lease Code is the primary identifier for a Lease in the Archibus System

Table 7

4.3.2.6 Equipment Section

This section can be populated if you know what piece of equipment is impacted by the issue being reported.

▼ Equipment

Equipment Code

You can enter the Equipment Code if you know it.

Warranty Vendor

Warranty Expiration Date

Figure 34 – Get Help – Equipment Section

4.3.2.7 Add Documents

To attach documents to your request, select the “Add Documents” button.

▼ Equipment

Equipment Code
You can enter the Equipment Code if you know it.

Warranty Vendor

Warranty Expiration Date

[Review Warranty Details](#) [List Request for Equipment](#)

[Submit](#) [Add Documents](#) [Cancel](#)

Click “Add Documents” to attach documents to your request

Figure 35 – Get Help – Add Documents

Document 1

Document 2

Document 3

Document 4

Drag and Drop documents to add them into the request.

You can also attach documents via the up arrow button. The Drag and Drop feature might not work on all browsers, so you can still use this feature if needed.

Check in New Document

Document File
 Description

Set Lock Status
☐ Locked ☒ Unlocked

Click ok once document selected via browse button

Click ok once you have attached your documents.

OK

Figure 36 – Get Help – Add Documents

4.3.2.8 Submit Request

Once you have finished populating the request information you can click on “submit” to create the request in the Archibus system where it will be reviewed and assigned to the appropriate resource for actioning.

▼ Equipment

Equipment Code
You can enter the Equipment Code if you know it.

Warranty Vendor

Warranty Expiration Date

[Review Warranty Details](#) [List Request for Equipment](#)

[Submit](#) [Add Documents](#) [Cancel](#)

Click “submit” to create the request in the Archibus System

Figure 37 – Get Help – Submit Request

4.4 Managing Work Requests (viewing, editing)

Once a Service Request has been created in the Archibus System it can be managed through the “Building Operation” Menu Bucket. The level of control you have over managing a work request will depend on your level of access within Archibus (i.e., what ROLE your user-id is assigned to).

Building Operations



Get Help



View Work Requests

Figure 38 – Building Operations Menu

The “Infrastructure and Operations Service Desk” team have access to review submitted Service Requests before being allocated to the appropriate resource(s) for actioning. If you would like to understand more about the function of the “Infrastructure and Operations Service Desk” regarding your work requests and the work request lifecycle itself, then keep reading, otherwise you can jump straight to the section that shows you how to access your work requests so you can manage them. The sections listed below show what section you need to jump to based on your role (refer to section 1.2 if you need to work out what role you are assigned to).

- [4.4.1 Managing Work Requests \(LTU WR Administrator Role\)](#)
- [4.4.2 Managing Work Requests \(LTU WR ALL STAFF Role\)](#) [most users will be assigned to this role]
- [4.4.3 Managing Work Requests \(LTU WR SUPERVISOR Role\)](#)
- [4.4.4 Managing Work Requests \(LTU WR CONTRACTOR Role\)](#) – I&O Partners

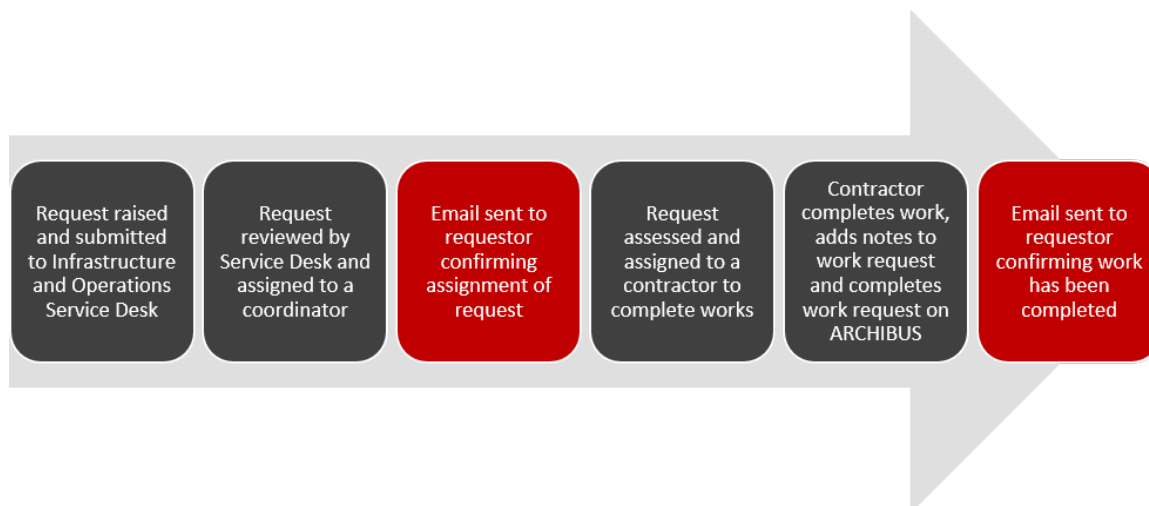


Figure 39 – I&O Service Desk and the Lifecycle of a Service Request

Step 1: Service Request raised and submitted by Requestor (i.e., you) through Archibus.

- The I&O Service Desk Team has access to review all **submitted** service requests. The team monitors the submitted queue for any newly submitted requests.

Step 2: I&O Service Desk Reviews Service Request.

- The Service Desk team reviews submitted requests, checking that all relevant information has been supplied. They can also change the priority of the request if it is deemed appropriate to do so.

Step 3: I&O Service Desk Assign Service Request to a maintenance coordinator (Supervisor)

- The maintenance coordinator (Supervisor) assesses the request assigned to them by the Service Desk team and considers what type of work will need to be carried out to resolve the service request.
- Refer [Figure 46](#) below to see how to schedule the request (i.e., assign the request to a supervisor)

Step 3a: I&O Service Desk Issue the Service Request to the assigned Supervisor

- Refer [Figure 46](#) further below to see how to “Issue” a request
- Once the “Issue” button is clicked the status of the “Service Request” changes from submitted to “Issued and In Process”. This triggers the sending of automated emails to the Requestor and Supervisor.

Hi Angus

The following Work Request has been received and recorded as work request number 349206.

[click here if you want to view the request](#)

Please do not reply to this email, if you require further information regarding the work undertaken please follow this link: [View Work Request](#)

WR ID	349206
Description	Power point in South West corner of CS1 Level 2 is not working. (Electrical)
Location	Campus:BUNDOORA , Building:CS1 , Floor:02 , Room:W202-12 , Location:Under South Wall window in SW corner
Requestor	Angus Tester Phone/Ext: 0418348456
Date/Time Required	-
Comments	
Status	Issued and In Process

Infrastructure and Operations - Service Desk
La Trobe University
Victoria 3086 Australia
T: 03 9479 8888
E: ioservicedesk@latrobe.edu.au
W: www.latrobe.edu.au/io

Stay up to date with impacts and outages in your building and on campus. Subscribe to Infrastructure and Operations [Impacts and Outages](#).

Figure 40 – Email to Requestor

Hi Shane Cozens

The following Work Request has been allocated to you.

WR ID	349206 Priority: 3 - SIGNIFICANT (External Access) Priority: 3 - SIGNIFICANT
Description	Power point in South West corner of CS1 Level 2 is not working. (Electrical)
Location	Campus:BUNDOORA , Building:CS1 , Floor:02 , Room:W202-12 , Location:Under South Wall window in SW corner
Requestor	Angus Tester Phone/Ext: 0418348456
Problem Type	ELECTRICAL
Completion Deadline	18/11/2022 - 10:24:00
Status	Issued and In Process
CF Notes	
Internal Work Notes	
Documents	
Building Information	2019 Hazard Audit Report Fire Services Evacuation Diagram Fall Prevention Diagram Base Floor Plan Stay up to date with impacts and outages in your building, and on campus. Subscribe to Infrastructure and Operations Impacts and Outages
Craftsperson/Contractor	
Work Group	FACILITIES SYSTEMS

Infrastructure and Operations - Service Desk
La Trobe University
Victoria 3086 Australia
T: 03 9479 8888
E: ioservicedesk@latrobe.edu.au
W: www.latrobe.edu.au/io

Figure 41 – Email to Supervisor

Step 4: Maintenance Coordinator (Supervisor) assigns the request to the appropriate I&O Partner (Contractor)

- Refer [Figure 46](#) to see how to schedule the request (i.e., assign the request to a “craftsperson”).
- As soon as the Supervisor assigns the request to a “craftsperson”, an automated email to the craftsperson is triggered in the system.

Note: The resource that the Supervisor assigns to conduct the work to rectify the issue is known as a “**craftsperson**” in Archibus.

Hi Chandana Gamlath

The following Work Request has been allocated to you.

craftperson assigned to request by
Supervisor

Please contact your supervisor, [Shane Cozens](#), if you have any queries before proceeding.

WR ID	349206 Priority: 3 - SIGNIFICANT (External Access) Priority: 3 - SIGNIFICANT
Description	Power point in South West corner of CS1 Level 2 is not working. (Electrical)
Location	Campus:BUNDOORA , Building:CS1 , Floor:02 , Room:W202-12 , Location:Under South Wall window in SW corner
Requestor	Angus Tester Phone/Ext: 0418348456
Problem Type	ELECTRICAL
Completion Deadline	18/11/2022 - 10:24:00
Status	Issued and In Process
CF Notes	
Internal Work Notes	
Supervisor	Shane Cozens
Building Information	2019 Hazard Audit Report Fire Services Evacuation Diagram Fall Prevention Diagram Base Floor Plan Stay up to date with impacts and outages in your building, and on campus. Subscribe to Infrastructure and Operations Impacts and Outages

Supervisor of request

Infrastructure and Operations - Service Desk
La Trobe University
Victoria 3086 Australia
T: 03 9479 8888
E: ioservicedesk@latrobe.edu.au
W: www.latrobe.edu.au/io

Figure 42 – Email to Craftsperson (I&O Partner / Contractor)

Step 5: I&O Partner (Contractor) completes work

The I&O Partner (Contractor) [craftsperson] is responsible for completing the work, updating the Service Request with any relevant comments, and marking the Service Request as completed. The status of the request now changes from **“Issued and In Process”** to **“Completed”** and automated email are triggered in the system notifying the requestor, craftsperson, and supervisor that the service request is now complete.

Work Request Notification - 349206 Completed



ARCHDEVDB <archibus-test@latrobe.edu.au>
To: scozens_test@hotmail.com

This message was sent with High importance.

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Sun 13/11/2022 11:38 AM

Hi Angus

Work Request 349206 has now been completed. If the work has not been completed to your satisfaction click [here](#) to let us know.

Happy with our work? We'd appreciate your [feedback](#) to help us improve our service.

Please do not reply to this email, if you require further information regarding the work undertaken please follow this link: [View Work Request](#)

WR ID	349206
Description	Power point in South West corner of CS1 Level 2 is not working. (Electrical)
Location	Campus:BUNDOORA , Building:CS1 , Floor:02 , Room:W202-12 , Location:Under South Wall window in SW corner
Requestor	Angus Tester Phone/Ext: 0418348456
Date/Time Required	-
Comments	
Status	Completed

Infrastructure and Operations - Service Desk
La Trobe University
Victoria 3086 Australia
T: 03 9479 8888
E: ioservicedesk@latrobe.edu.au
W: www.latrobe.edu.au/io

Status is now completed.

Stay up to date with impacts and outages in your building and on campus. Subscribe to Infrastructure and Operations [Impacts and Outages](#).

Figure 43 – Email to Requestor

Work Request Notification - 349206 Completed



ARCHDEVDB <archibus-test@latrobe.edu.au>
To: Chandana Gamlath Kankanamalage

This message was sent with High importance.

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Sun 13/11/2022 11:38 AM

Hi Chandana Gamlath

The following Work Request has been completed

WR ID	349206 Priority: 3 - SIGNIFICANT (External Access) Priority: 3 - SIGNIFICANT
Description	Power point in South West corner of CS1 Level 2 is not working. (Electrical)
Location	Campus:BUNDOORA , Building:CS1 , Floor:02 , Room:W202-12 , Location:Under South Wall window in SW corner
Requestor	Angus Tester Phone/Ext: 0418348456
Problem Type	ELECTRICAL
Completion Deadline	18/11/2022 - 10:24:00
Status	Completed
CF Notes	
Internal Work Notes	
Supervisor	Shane Cozens
Building Information	2019 Hazard Audit Report Fire Services Evacuation Diagram Fall Prevention Diagram Base Floor Plan Stay up to date with impacts and outages in your building, and on campus. Subscribe to Infrastructure and Operations Impacts and Outages

Infrastructure and Operations - Service Desk
La Trobe University
Victoria 3086 Australia
T: 03 9479 8888
E: ioservicedesk@latrobe.edu.au
W: www.latrobe.edu.au/io

Figure 44 – Email to Craftsperson

Work Request Notification - 349206 Completed

A ARCHDEVDB <archibus-test@latrobe.edu.au>
To: Shane Cozens
Supervisor
This message was sent with High importance.

Hi Shane Cozens

The following Work Request has been completed

WR ID	349206 Priority: 3 - SIGNIFICANT (External Access) Priority: 3 - SIGNIFICANT
Description	Power point in South West corner of CS1 Level 2 is not working. (Electrical)
Location	Campus:BUNDOORA , Building:CS1 , Floor:02 , Room:W202-12 , Location:Under South Wall window in SW corner
Requestor	Angus Tester Phone/Ext: 0418348456 Requestor
Problem Type	ELECTRICAL
Completion Deadline	18/11/2022 - 10:24:00
Status	Completed
CF Notes	
Internal Work Notes	
Documents	
Building Information	2019 Hazard Audit Report Fire Services Evacuation Diagram Fall Prevention Diagram Base Floor Plan Stay up to date with impacts and outages in your building, and on campus. Subscribe to Infrastructure and Operations Impacts and Outages
Craftperson/Contractor	Chandana Gamlath Craftperson
Work Group	FACILITIES SYSTEMS

Infrastructure and Operations - Service Desk
La Trobe University
Victoria 3086 Australia
T: 03 9479 8888
E: ioservicesdesk@latrobe.edu.au
W: www.latrobe.edu.au/io

Figure 45 – Email to Supervisor

The screenshot displays the 'Work Requests' management interface. A table lists work requests, with request 349206 highlighted. The interface includes various action buttons and a detailed view for scheduling and issuing requests.

Work Requests Table:

Work Request	Actions	Problem Type	Work Description	Comments	Priority	Location (Name)	Equipment Code	Equipment Standard	Date to Perform	Due Date	Assigned to	Supervisor	Craftspers Name
Submitted (1)													
349206	Cancel Request, Schedule Request, Issue Request	ELECTRICAL	Power point in South West corner of CS1 Level 2	Changed Work Request Priority from '1' to '3'.	SIGNIFICANT	Campus Services 1 (I&O)	02-W202-12		Thu 11/10	6 days left	CLIENT SERVICES		

Annotations:

- Cancel Request:** Button to cancel the work request.
- Schedule Request:** Button to schedule the work request. A note states: "Any Work Requests assigned to a craftperson will appear with a green dot above the 'Schedule' icon".
- Issue Request:** Button to issue the work request. A note states: "Changes request status from submitted to 'Issued and In Process'. Automated emails will also be triggered at this point."
- Schedule Work Request 349206:** A modal window for scheduling, including sections for 'Tools', 'Craftspersons', and 'Assign a craftsperson (i.e. resource) to rectify the issue'.
- Assign a Supervisor to Manage Request:** A button to assign a supervisor to the request.

Figure 46 – Schedule & Issue Work Request

Note: Once a “submitted” Work Request has been “scheduled”, it then needs to be “Issued”. At the point of issuing the work request the status of the request changes from “Submitted” to “Issued” and automated emails are triggered in the System to notify the assigned resources.

Status	Description
Submitted	Requestor has created a work request and submitted it in the Archibus System.
Issued and In Process	Request has been issued to resources for actioning
On Hold	Request has been placed on hold for specific reason.
Cancelled	Work Request has been cancelled.

Table 8 – Possible Service Request Statuses during the lifecycle of a Request

4.4.1 Managing Work Requests (LTU WR Administrator Role)

To manage work requests, access the requests through your maintenance console (under the Building Operations Menu) as shown below. Once you have the maintenance console open, go to the following sections for more information to help you manage your requests:

- “Section 4.4.5 - Viewing Work Requests” for an explanation of what the console shows.
- “Section 4.4.6 - Adding Comments & Activity History” for details on how to add comments & view request history.
- I&O Service Desk Team members should refer to “Section 4.4 - Managing Work Requests” (the bit between 4.4 and 4.4.1) if they would like a better understanding of the specific tasks surrounding the responsibilities of the I&O Service Desk function. Specifically Scheduling and Issuing Requests as well the emails generated as part of this process.

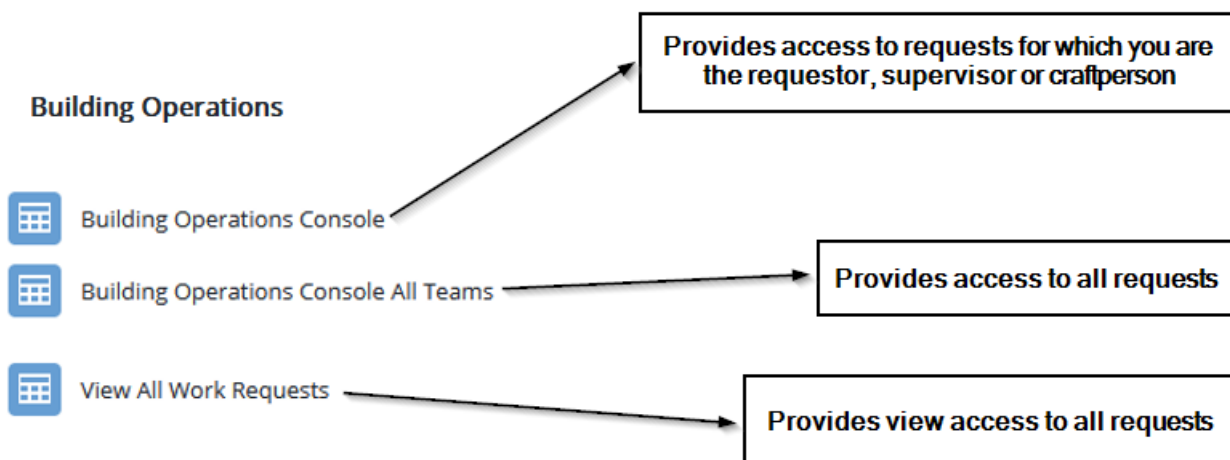


Figure 47 – Managing Work Requests (LTU WR Administrator Role)

4.4.2 Managing Work Requests (LTU WR ALL STAFF Role)

To manage work requests, access the requests through your maintenance console (under the Building Operations Menu) as shown below. Once you have the maintenance console open, go to the following sections for more information to help you manage your requests:

- “Section 4.4.5 - Viewing Work Requests” for an explanation of what the console shows.
- “Section 4.4.6 - Adding Comments & Activity History” for details on how to add comments & view request history.

- Staff should refer to “Section 4.4 - Managing Work Requests” if they would like a better understanding of the specific tasks surrounding the responsibilities of the I&O Service Desk function. Specifically Scheduling and Issuing Requests as well the emails generated as part of this process.

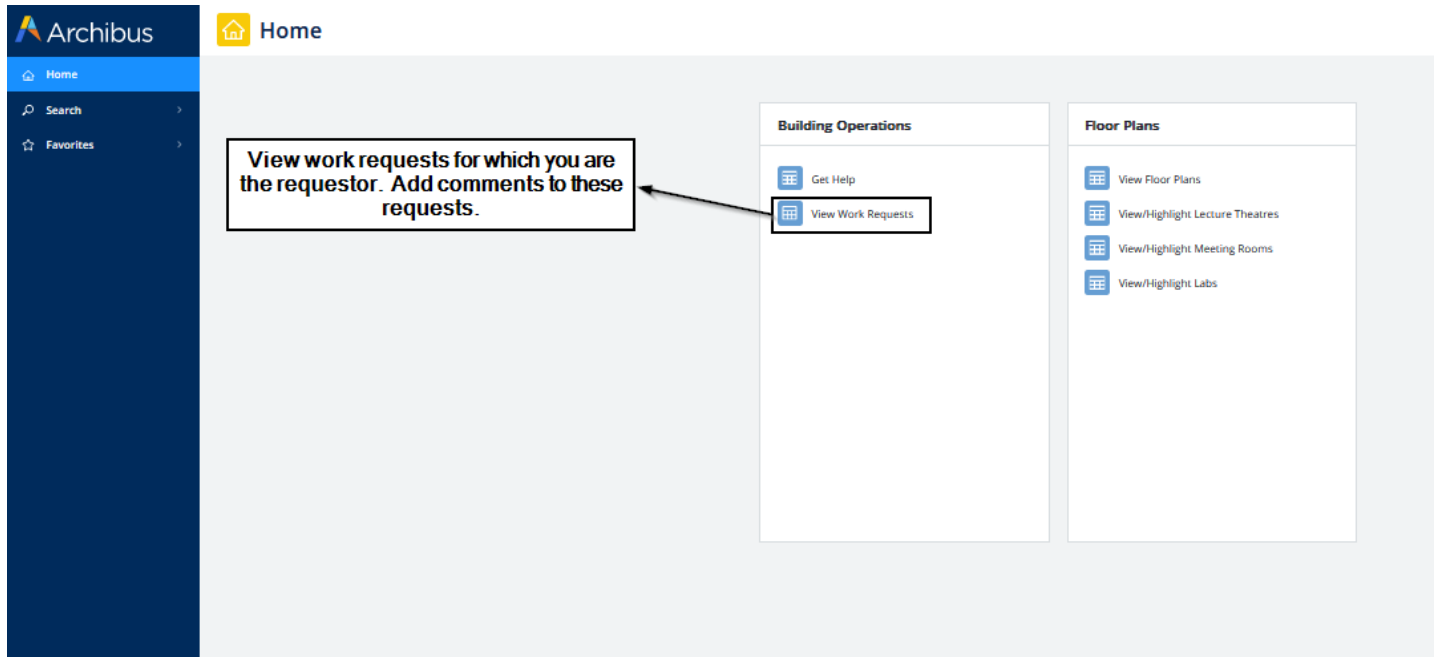


Figure 48 – Managing Work Requests (LTU WR All Staff Role)

4.4.3 Managing Work Requests (LTU WR SUPERVISOR Role)

To manage work requests, access the requests through your maintenance console (under the Building Operations Menu) as shown below. Once you have the maintenance console open, go to the following sections for more information to help you manage your requests:

- “Section 4.4.5 - Viewing Work Requests” for an explanation of what the console shows.
- “Section 4.4.6 - Adding Comments & Activity History” for details on how to add comments & view request history.
- Supervisors should refer to “Section 4.4 - Managing Work Requests” if they would like a better understanding of the specific tasks surrounding the responsibilities of the I&O Service Desk function. Specifically Scheduling and Issuing Requests as well the emails generated as part of this process.

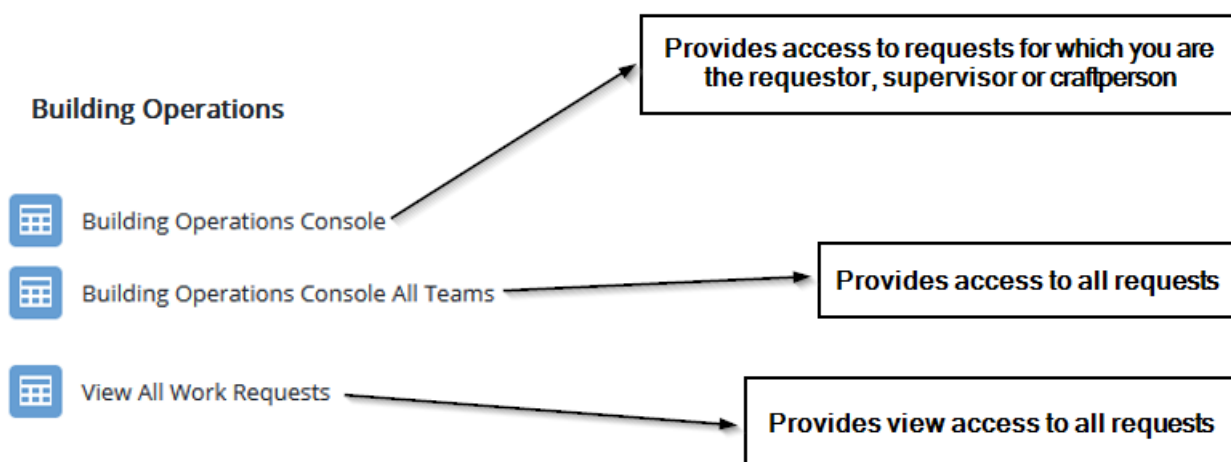


Figure 49

4.4.4 Managing Work Requests (LTU WR CONTRACTOR Role) – I&O Partners

To manage work requests, access the requests through your maintenance console (under the Building Operations Menu) as shown below. Once you have the maintenance console open, go to the following sections for more information to help you manage your requests:

- “Section 4.4.5 - Viewing Work Requests” for an explanation of what the console shows (new console).
- “Section 4.4.6 - Adding Comments & Activity History” for details on how to add comments & view request history.
- I&O Partners should refer to “Section 4.4 - Managing Work Requests” (the bit between 4.4 and 4.4.1) if they would like a better understanding of the specific tasks surrounding the responsibilities of the I&O Service Desk function. Specifically Scheduling and Issuing Requests as well the emails generated as part of this process.

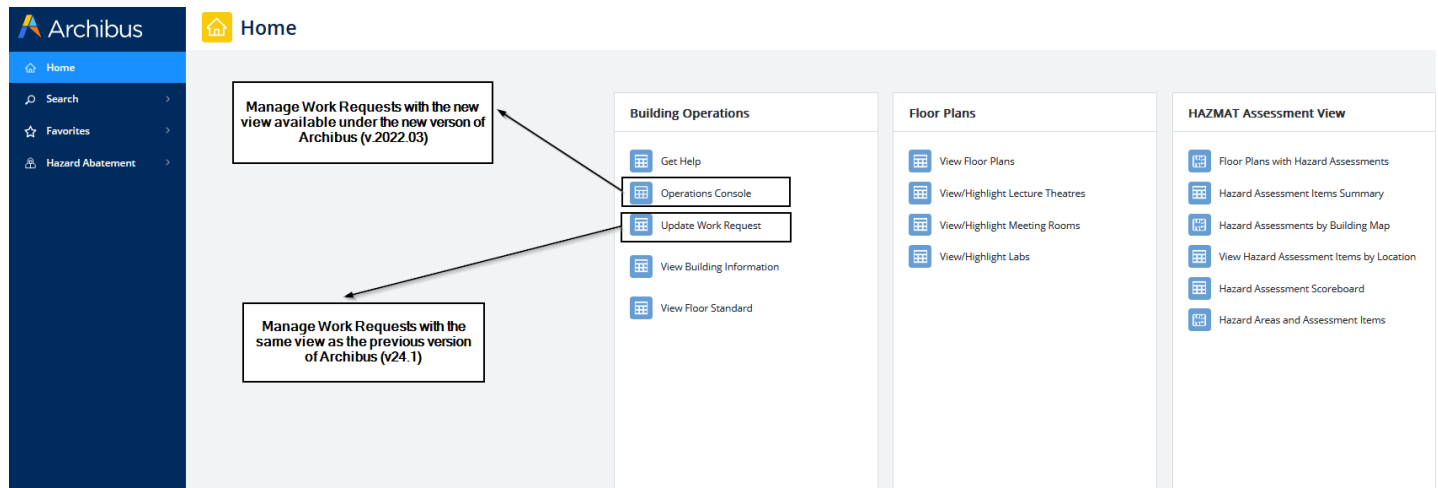


Figure 50 – Managing Work Requests (LTU WR Contractor Role)

I&O Partners can manage their work requests through the Menu Bucket tasks called “Operations Console” and “Update Work Request”.

4.4.4.1 “Operations Console”

This console provides the new way of working with Archibus requests in the new version of Archibus (v.2022.03).

Until you become familiar with working with this view, you can revert to the “Update Work Request” view whenever you need.

4.4.4.2 “Update Work Request”

This menu item shows the I&O Partners their work requests in the same format as under the previous version of Archibus (v24.1). The menu item has been included so that I&O Partners can continue working with their work requests in the same manner as under the previous version of Archibus until they become comfortable with using the new Archibus (v.2022.03) “Operations Console”.

4.4.5 Viewing Work Requests

Select the “Maintenance Console” from your “Building Operations” Menu on your home dashboard (the first screen you get when you login to Archibus).

Refer to sections 4.4.1 to 4.4.3 to see what your Dashboard should look like when you first login to Archibus (depends on what role is assigned to your user-id).

\

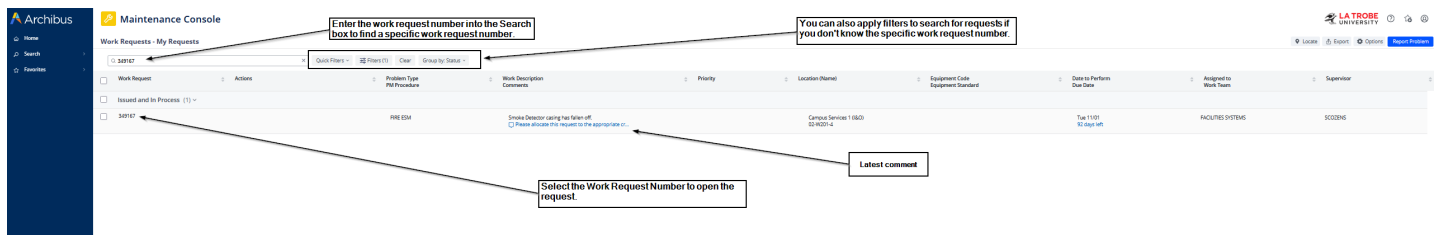


Figure 51 – Viewing Work Requests

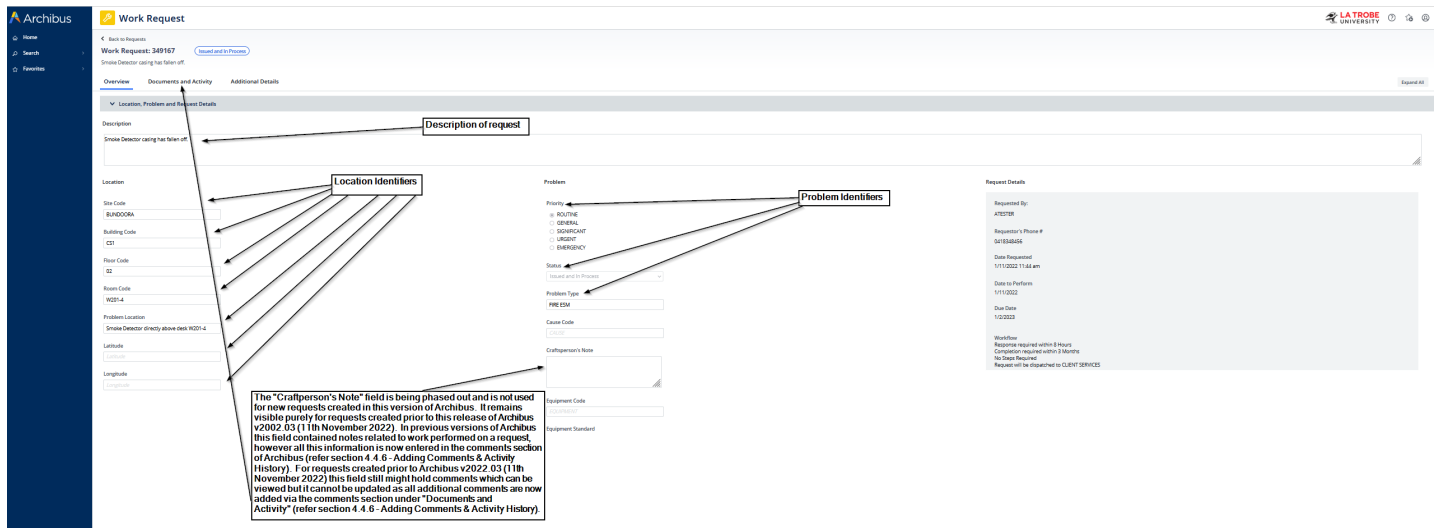


Figure 52 – Request Overview

4.4.6 Adding Comments & Activity History

Work Requests can be updated with comments by all users that have access to the request. The Comments and Activity Section of a Work Request is where you can see what is happening with the request. Comments are monitored by the I&O Service Desk who respond to any questions as required. The "Comments Section" allows you to communicate with the people involved with the request while the "Activity" section allows you to see the history of the request, and what has happened to the request since it was submitted.

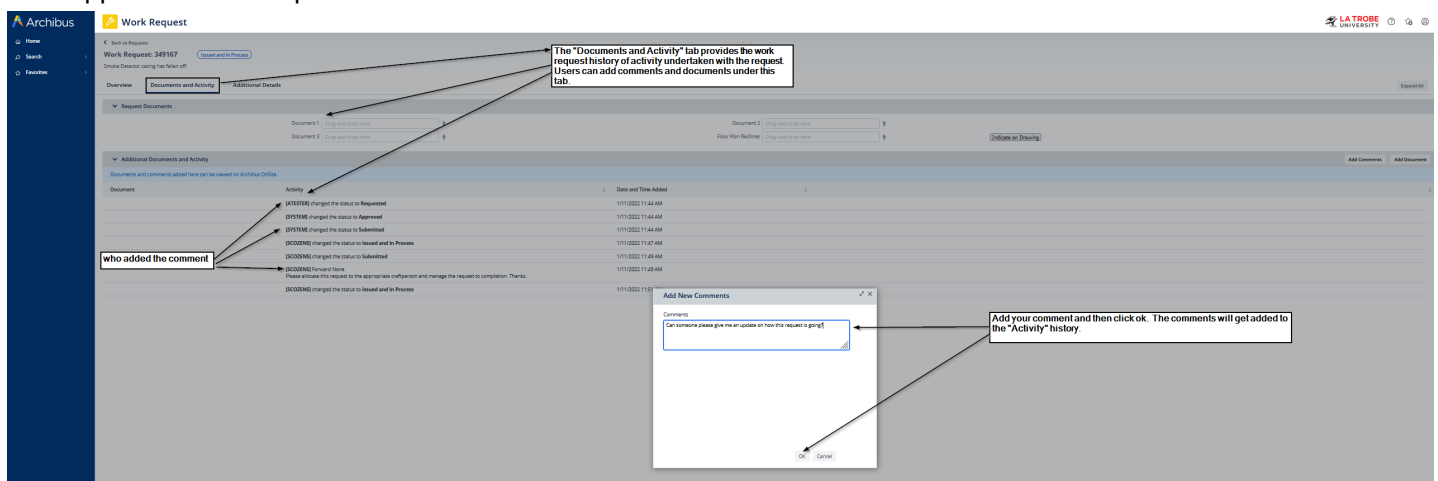
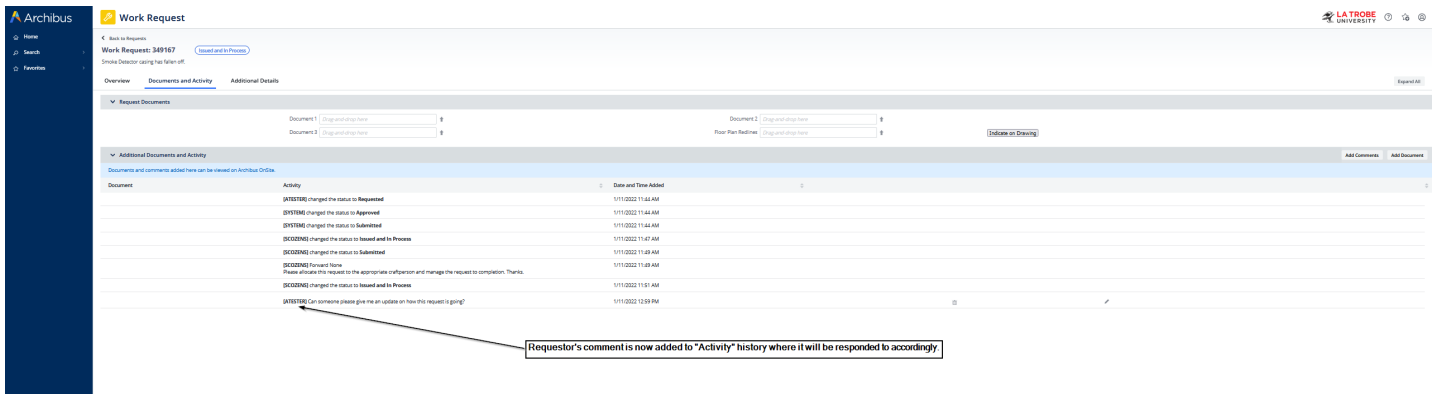


Figure 53 – Request Documents and Activity (Add a comment)



Archibus | **Work Request** | **Work Request: 349167** | [View and Print](#)

Smoke Detector going bad, false off.

Overview | **Documents and Activity** | Additional Details

Request Documents

Document 1 | [Drag and drop here](#) | [Remove](#)

Document 2 | [Drag and drop here](#) | [Remove](#)

Floor Plan Redline | [Drag and drop here](#) | [Remove](#)

[Indicate on Drawing](#)

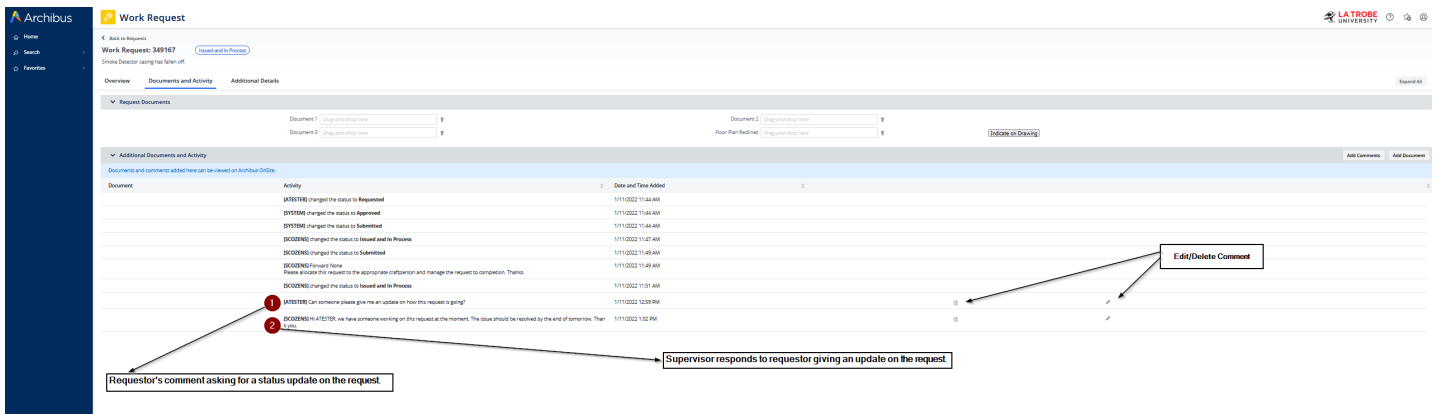
Additional Documents and Activity

Documents and comments added here can be viewed on Archibus OnSite.

Document	Activity	Date and Time Added
	(SYSTEM) changed the status to Requested	1/11/2022 11:44 AM
	(SYSTEM) changed the status to Approved	1/11/2022 11:44 AM
	(SYSTEM) changed the status to Submitted	1/11/2022 11:44 AM
	(SYSTEM) changed the status to In Progress	1/11/2022 11:47 AM
	(SYSTEM) changed the status to Submitted	1/11/2022 11:49 AM
	(SYSTEM) Forward Home	1/11/2022 11:49 AM
	Please advise the request to the appropriate configuration and manage the request to completion. Thanks	1/11/2022 11:51 AM
	(SYSTEM) changed the status to In Progress	1/11/2022 11:51 AM
	(SYSTEM) Can someone please give me an update on how this request is going?	1/11/2022 12:39 PM

Requestor's comment is now added to "Activity" history where it will be responded to accordingly.

Figure 54 – Request Documents and Activity (Add a comment)



Archibus | **Work Request** | **Work Request: 349167** | [View and Print](#)

Smoke Detector going bad, false off.

Overview | **Documents and Activity** | Additional Details

Request Documents

Document 1 | [Drag and drop here](#) | [Remove](#)

Document 2 | [Drag and drop here](#) | [Remove](#)

Floor Plan Redline | [Drag and drop here](#) | [Remove](#)

[Indicate on Drawing](#)

Additional Documents and Activity

Documents and comments added here can be viewed on Archibus OnSite.

Document	Activity	Date and Time Added
	(SYSTEM) changed the status to Requested	1/11/2022 11:44 AM
	(SYSTEM) changed the status to Approved	1/11/2022 11:44 AM
	(SYSTEM) changed the status to Submitted	1/11/2022 11:44 AM
	(SYSTEM) changed the status to In Progress	1/11/2022 11:47 AM
	(SYSTEM) changed the status to Submitted	1/11/2022 11:49 AM
	(SYSTEM) Forward Home	1/11/2022 11:49 AM
	Please advise the request to the appropriate configuration and manage the request to completion. Thanks	1/11/2022 11:51 AM
	(SYSTEM) changed the status to In Progress	1/11/2022 11:51 AM
	(SYSTEM) Can someone please give me an update on how this request is going?	1/11/2022 12:39 PM
	(SYSTEM) Hi ATETER, we have someone working on this request at the moment. The issue should be resolved by the end of tomorrow. Thank you.	1/11/2022 1:02 PM

Requestor's comment asking for a status update on the request.

Supervisor responds to requestor giving an update on the request.

Edit/Delete Comment

Figure 55 – Request Documents and Activity (Add a comment)

5 Floor Plans

Floor Plans





-  View Floor Plans
-  View/Highlight Lecture Theatres
-  View/Highlight Meeting Rooms
-  View/Highlight Labs

Figure 56 – Floor Plans Menu

Legend	Room Category	Category Description	Room Type	Type Description	Total Count	Total Area
	CIRCULNSPACE	Circulation Space Passages/Stairs/Lifts	CIRC/SPACE	Circulation Space Passages/Stairs/Lifts	4	86.4

Figure 57 – View Floor Plans

6 Useful Reports (LTU WR SUPERVISOR Role)

Figure 58 – Useful Reports

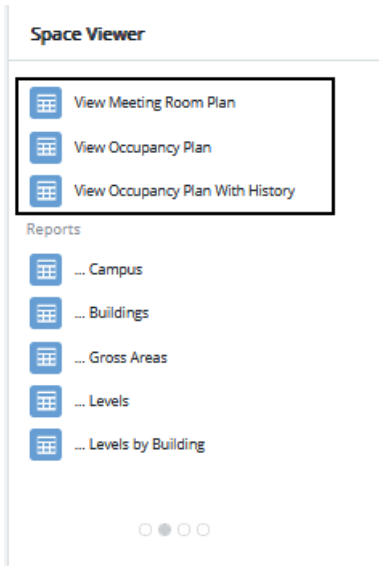


Figure 59 – Useful Reports

7 Archibus – Where do I go for assistance with Archibus?

For those wishing to get a more comprehensive understanding of Archibus and its various modules, you can access the official Archibus online documentation by clicking on the “?” symbol in the top right corner of your Archibus menu after you have logged in (refer to section 2 for instructions on how to login to Archibus).

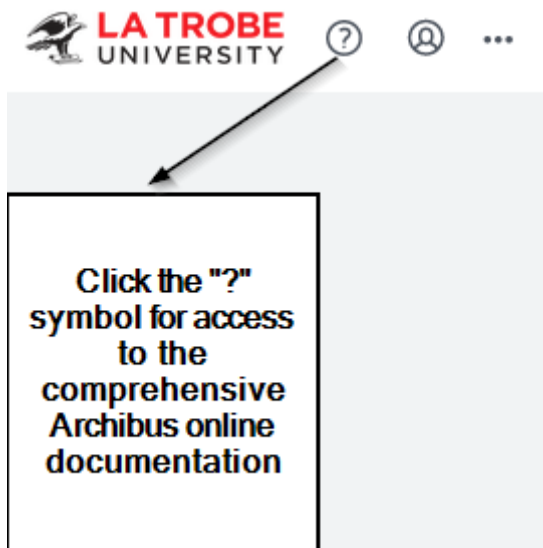


Figure 60 – Archibus Online Documentation



Figure 61 – Select version of Archibus applicable to La Trobe University

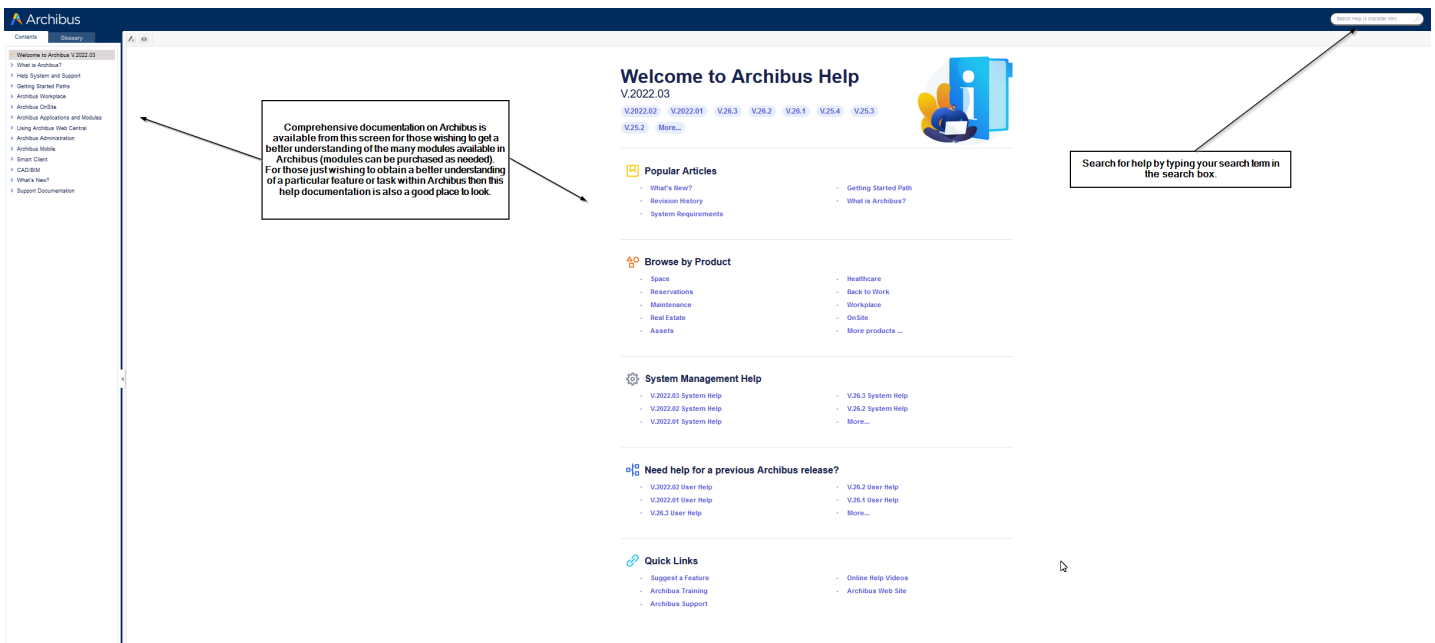


Figure 62 – Archibus Online Help Contents & Searching for Help