

## WorkDesk Overview - Work Control

This is an example of a standard AiM WorkDesk for Work Control.

The screenshot displays the AiM WorkDesk interface. At the top left, the 'AiM WorkDesk' logo is visible, and the user 'EMILY' is logged in. The interface is divided into three main sections:

- Left Menu:** A vertical list of navigation options including Work Management, Accounts Payable, Asset Management, Bid Management, Capital Projects, Condition Assessment, Contract Administration, Customer Service, Estimating, Finance, Fixed Asset Management, Human Resources, IQ, Inventory, Key & Access Control, Key Performance Indicators, Planning and Needs Analysis, Preventive Maintenance, Project Management, Property, Purchasing, Time and Attendance, Utility Management, and System Administration.
- Central Workspace:** Contains a 'Messages' section, a 'Quick Search' bar with two search filters (Customer Request and Work Order), and a list of work orders categorized by phase (REASSIGN, Z1, Z2, Z3, Z4) and assigned to specific staff members (Charles Vasso, Steve Ledbetter, Danny Driskel, APT Scott Hunsucker). Each category shows a count of work orders and their status (e.g., OPEN).
- Right Sidebar:** Features a 'Go Pokes' section with a 'FACILITIES MANAGEMENT NEXT LEVEL' graphic, 'Quick Links' (URGENT CALLER - QUICK WO, TRAINING DOCUMENTS, INTERACTIVE MAP, OK CORRAL), 'Standard Requests' (5 Customer Requests), 'Requests-No Prob Code' (14 Customer Requests), 'Requests-Custom Fund' (1 Customer Request), 'After Hours Calls' (0 Customer Requests), and 'Manager Approved' (1 Customer Request).

**CHANNELS**

1. Work Order - REASSIGN *Training Guide: WM-04\_Request Work from Another Shop*
2. Work Order Queries show activity by Zone
  - a. Z1 Charles Vasso
  - b. Z2 Steve Ledbetter
  - c. Z3 Danny Driskel
  - d. Z4 APT Scott Hunsucker
  - e. Z4 VET Scott Hunsucker

**QUICK LINKS**

1. Urgent Caller-Quick WO *Training Guide: WM-01\_Urgent and Emergency Calls*
2. Training Documents [Link to step-by-step procedures](#)
3. Interactive Map [Interactive Campus map](#)
4. OK Corral [Login page to OK Corral \(Accounting/Procurement Services\)](#)
5. Standard Requests *Training Guide: CS-01-Processing Non-Urgent Work Requests*
6. Requests-No Prob Code *Training Guide: CS-01-Processing Non-Urgent Work Requests*
7. Requests-Custom Fund *Training Guide: CS-01-Processing Non-Urgent Work Requests*
8. After Hours Calls *Training Guide: CS-07-Processing After Hours Calls*
9. Manager Approved *Training Guide: CS-03-Work Request Manager Review*

**ADDITIONAL DOCUMENTS**

1. *Training Guide: CS-06\_GCA Baseline Custodial Requests*
2. *Training Guide: WM-02\_Assigning Billable Work Orders to GCA*
3. *Training Guide: WM-16\_Processing Work Orders and Invoicing-GCA*