



SERVICENOW

Service Category and Issue Category Matrix

This list only applies to facilities managed by
NCAL Regional Building Operations

ABATEMENT ISSUE/REQUEST

Abatement - Hazardous Waste *

Abatement - Odor Service

Abatement - Pest Control

ASSISTANCE ISSUE/REQUEST

Assistance - Capital Project Support

Assistance - Crate Service *

Assistance - Linen Service *

Assistance - Mail Service *

Assistance - Measurement Service *

Assistance - Moves/Adds/Changes*

Assistance - Moving Service *

Assistance - Other *

Assistance - Parking Service *

Assistance - Shredding Service *

Assistance - Trash Service *

EQUIPMENT ISSUE/REQUEST

Equipment - AwarePoint/AeroScout/TempTrak Service

Equipment - Conference Room Audio/Visual *

Equipment - Hotel Equipment Maintenance *

Equipment - Ice Machine Repair *

Equipment - Lab/Med Refrigerator/Freezer Repair

Equipment - Life Safety Repair

Equipment - Mail Conveyor

Equipment - Medical Equipment Repair *

Equipment - Other Repair

Equipment - Patient Bed/Gurney Repair *

Equipment - Patient Lift Repair *

Equipment - Patient Nutrition Refrigerator/Freezer Repair *

Equipment - Patient Room Telephone Service*

Equipment - Pneumatic Tube System Repair *

Equipment - Refrigerator/Freezer Repair

Equipment - Sterilizer Repair

Equipment - Television Service *

Equipment - Vending Machine Repair*

Equipment - Water Cooler Repair*

FURNITURE ISSUE/REQUEST

Furniture - Cubicle/Office Reconfiguration

Furniture - Curtain/Moveable Panel Changes

Furniture - Furniture/Desk Repair

Furniture - Height Adjustment

Furniture - Hotel Equipment Maintenance

Furniture - Keyboard Tray

Furniture - New Furniture

Furniture - Other

BUILDING ISSUE/REQUEST

Building - BERT

Building - Doors

Building - Exterior

Building - Exterior/Pharmacy Doors *

Building - Fire Doors

Building - Flooring

Building - Insurance Findings*

Building - Locks & Keys

Building - Other *

Building - Restroom

Building - Roof *

Building - Wall/Floor/Ceiling Service

Building - Walls/Partitions

Building - Windows/Glass

Building - Workplace Safety Team Issue*

EVS/JANITORIAL ISSUE/REQUEST

EVS/Janitorial - Above Standard Janitorial/Cleaning

EVS/Janitorial - Carpet Cleaning

EVS/Janitorial - Dispensing/Refilling

EVS/Janitorial - Floor/Furniture Clean

EVS/Janitorial - Other

EVS/Janitorial - Restroom Clean

EVS/Janitorial - Room Clean

EVS/Janitorial - Spill

EVS/Janitorial - Trash Removal

LIGHTING ISSUE/REQUEST

Lighting - Ballast

Lighting - Critical Patient Care *

Lighting - Other

ROOM ISSUE/REQUEST

Room - Bed Service *

Room - Conference Room Service *

Room - Curtains/Blinds

Room - Hang/Mount

Room - Inside Plant

Room - Other

Room - Renovation * (Create a Minor Construction Request)

ELECTRICAL ISSUE/REQUEST

Electrical - IR Inspect/Repairs

Electrical - Other

Electrical - Power Outage

Electrical - Switch/Outlet Repair

ELEVATOR ISSUE/REQUEST

Elevator - Entrapment

Elevator - Other

HVAC ISSUE/REQUEST

HVAC - After Hours Light/HVAC

HVAC - Humidity *

HVAC - Other

HVAC - Too Cold

HVAC - Too Hot

KEYS / REKEY LOCK / NEW KEY

Building - Locks & Keys

LAB ISSUE/REQUEST

Lab - Fume Hood Problems

Lab - Pickup Biohazard Waste

Lab - Refrigerator/Freezer Alarm

PLUMBING ISSUE/REQUEST

Plumbing - Leaks/Flood

Plumbing - Other

SAFETY ISSUE/REQUEST

Safety - Consultation *

Safety - Issues/Concerns

SIGNAGE ISSUE/REQUEST

Signage - Damaged

Signage - Incorrect Information

Signage - New Employee

Signage - Required by Code

Signage - Space Change of Use

Service is offered but may not be available in all NCAL RBO facilities.

*Service not offered by NCAL RBO. Request may be cancelled.