

Remedial Works Required Introduction

This is a way of raising a Reactive Work Order that links to a completed PPM for any remedial works that may be required following a Planned Maintenance visit. This can be done by following the steps detailed below.

1. Firstly [Viewing a Work Order](#) that has highlighted the need for remedial work to be undertaken.
2. From the Agent Actions button click on "Remedial Works Required". This will create a new [Creating a Reactive Work Order](#) linked to the original PPM. These are raised in the same way a [Creating a Reactive Work Order](#) order but with the following differences:
The new work order will be pre-populated with the Building from the original PPM. The task will be a list of the PPM equipment/service types only. The reason code will be "Raised following visit" and will not be visible on creation. If there are assets on the original PPM then these will be visible to select from. A duplicate check will also be performed, following the [existing rules](#). See below for an example work order creation screen:

Remedial Work Order New Item

Reactive Work Order Pending

Building

ABBEYDALE (142)

Contact

IT Helpdesk(142)

Task Types and Symptoms

Sub WO Type	Equipment/Service Type	Sub Equipment/Service Type	Symptom
<div>Filter...</div>	<div>Filter...</div>	<div>Filter...</div>	<div>Filter...</div>
<div>Additional Ser...</div>	<div>Window Cleaning</div>		<div>New Requir...</div>

Assets and Locations

Operational	Asset Number	Known As Name	Level	Area
<div>Filter...</div>	<div>Filter...</div>	<div>Filter...</div>	<div>Filter...</div>	<div>Filter...</div>

Location Type

Specific

Level	Area	Location
<div>Filter...</div>	<div>Filter...</div>	<div>Filter...</div>
<div>Ground Floor</div>	<div>Plant Room</div>	<div>Electrical Switch R...</div>
<div>Ground Floor</div>	<div>Plant Room</div>	<div>Generator Plant Ro...</div>
<div>Ground Floor</div>	<div>Plant Room</div>	<div>Lift Plant Room</div>
<div>Ground Floor</div>	<div>Plant Room</div>	<div>Meter Room</div>
<div>Ground Floor</div>	<div>Plant Room</div>	<div>Refrigeration Plant...</div>
<div>Ground Floor</div>	<div>Plant Room</div>	<div>Sprinkler Plant Ro...</div>
<div>Ground Floor</div>	<div>Plant Room</div>	<div>Tank Room</div>
<div>Ground Floor</div>	<div>Sales Floor</div>	<div>ATM Room</div>
<div>Ground Floor</div>	<div>Sales Floor</div>	<div>Baby Change/Pare...</div>

Extra

Summary

Task: Additional Services, Window Cleaning, New Requirement

Cancel

Save

3. After creation and allocation your work order will look like this:

Helpdesk Work Page - Reactive - 7569075

1.03 - Pending acceptance

Helpdesk Work Page

WO List

WO N°	Age	Status
M 7569075	1	1.03

WO: 7569075

1.03 - Pending acceptance

Building Notes

Notifications

Building

(142) - ABBEYDALE, Glevum Shopping Centre, Heron Way, ABBEYDALE, Gloucestershire, GL4 4FF, England

Caller

IT Helpdesk, IT Helpdesk(142), 08456 116500

Types

CLEANING, Additional Services, Window Cleaning

Symptom

New Requirement

Reason Code

Raised following visit

Quantity Code

Resource Allocation and Schedule

Resource

NATIONWIDE WINDOW CLEANING LTD (NAT102)

Reference

Attendance

before 05/04/2014 14:30

Attendance By

05/04/2014 14:30

Required Fix

Fix By

ETA

Temp Fix By

SRA

Task Notes

Description

Window Cleaning - Nationwide

Code

536

Locations

Level	Area	Location	Location Extra
Ground Floor	Plant Room	Generator Plant Room	

Request For Information

Linked Work Orders

WO N°	Resource Name	Status	Link Type
7146534	NATIONWIDE WINDOW CLEANING LTD (NAT102)	5.21	Remedial Works

Work Order List

Event

Outcome	Date
Agent - Assigned by Email	04/04/2014
Agent - Resource Allocated...	04/04/2014
Agent - Work Order Created	04/04/2014

Event	Assign Job - By Email
Outcome	Agent - Assigned by E...
Date	04/04/2014 13:37
Event Creator	Ostara System
Resource	NATIONWIDE WINDO...
Action Type	Automatic
Email	Email type 'Assigned'...
Automatic Rea...	Resource Settings
Notes	This work order was a...

Close

Remedial - Set Fail to Pass

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=305>