

## **FACILITIES SERVICE REQUESTS UPDATE**

Many members of the Rowan community routinely use FAMIS to request non-emergency maintenance and repair services from Facilities. This web-based program is easy to use and allows users to track their service requests for improved customer service. From its date of inception in 2004, FAMIS has cataloged nearly 60,000 service requests. 22,000 of these requests were entered directly by Students, Faculty, and Staff using FAMIS self-service.

To improve customer service I wish to inform you of a feature in FAMIS called Auto-Notification. This function gives users the ability to be automatically notified by e-mail whenever their requests have been created, approved, converted to a project, and completed. This feature is designed to improve customer service and is available as an option to those who desire it.

If you would like to know more about this feature and/or have other questions regarding FAMIS, please send an e-mail to

[famissupport@rowan.edu](mailto:famissupport@rowan.edu)

For general information about FAMIS please visit our web page at:

<http://www.rowan.edu/adminfinance/facilities/Resource/Famis/Famis.htm>

### **CONTACT:**

John Imperatore  
Director of Facilities, Resource Management  
[imperatore@rowan.edu](mailto:imperatore@rowan.edu)  
Extension: 4657