

# Louisiana State University

## Office of Facility Services

### Operating Instruction 4110

Revision: 8  
Effective Date: December 1, 2010  
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**SUBJECT: DO IT NOW OPERATION (DIN)**

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#### I. General Information

- A. It is the policy of Facility Services to provide timely, courteous and efficient responses to work request calls deemed an emergency or that need to be taken care of immediately.
- B. Requests from the campus community for assistance with repairs and maintenance will be made primarily through the Work Control dispatchers. The request may be routine maintenance that can be scheduled, urgent work which may be delayed until the next day or emergency work which must be assigned and completed the same day the work order is received.
- C. Work Control dispatchers will be provided a listing of Facility Services personnel divided by departments that can be utilized to dispatch crafts people to perform repairs and maintenance work. The listing will show all craft personnel and supervisory personnel (classified and unclassified) assigned to DIN operations. These staff members are qualified to respond to emergency troubleshooting and repair calls. List is to be updated on a continual basis.
- E. Work Control dispatchers will assign emergency repairs to appropriate craft DIN personnel via two-way radio
- F. All emergency requests are to be responded to within one (1) hour of call. If the one hour response time will not be met, the dispatcher is to contact the Executive Director of Facility & Utility Operations or the Director of Resources for further instructions.