

Work Control Center (WCC)

The Work Control Center (WCC) is the communications hub within Facilities Management that serves as a support center for overseeing and fulfilling request for the University's buildings and departments. Regular business hours are 8:00 a.m. to 5:00 p.m. Monday – Friday. After-hour calls automatically are forwarded to the MVSU Police Department who will contact the on-duty Alert Manager. Facilities Management is available for emergencies request after hours.

For emergency conditions or other problems that require immediate attention, please call the WCC at 662.254.3580 during normal working hours.

A service request should be submitted in one of the following ways:

- Contact the Building Manager within your area - https://www.mvsu.edu/sites/default/files/building_manager_-_2016-2017.pdf
- Use the online Customer Request Form available on the web at (www.webtma.net)
- Telephone the WCC at 662.254.3580

How a Service Request is processed

All buildings and departments have been assigned a building manager who acts as a primary liaison for Facility Management. Managers are very knowledgeable and trained with the service procedures. Please coordinate requests with the building manager in your building whenever possible. This will help eliminate duplication of work order request. Request for services are processed as outlined below:

1. When possible, contact the building manager to inform him/her of the service request.
2. The building manager contacts the Work Control Center.
3. Upon receipt of the request, the WCC will determine whether the project is billable or non-billable (routine maintenance).
4. If the request is billable, the requesting department is asked to provide an account number (banner organization number) to which the work will be charged.
5. A work order is then created and forwarded to the appropriate service unit.
6. The WCC will provide the requesting department a work order number for future reference. Call the WCC at any time to check on the status of a work order. Please have the work order number available when calling.
7. The service unit will contact the requesting department, if necessary, and set a schedule to complete the work.
8. If the work order is considered an emergency, (fire, flood, gas leak, etc.), a tradesmen will be dispatched immediately to resolve the emergency.

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