

## Use of UpKeep Computerized Maintenance Management System (CMMS)

UpKeep work orders will be assigned the appropriate level of significance and will be worked in the order, ensuring the highest priority are managed which may affect the security and operation of the facility, safety of staff, and life safety of inmates. The method of prioritizing UpKeep work orders and the associated response times are as follows:

<b>HIGH PRIORITY</b>	<b>MEDIUM PRIORITY</b>	<b>LOW PRIORITY</b>	<b>NO PRIORITY</b>
<b>One Day Response</b>	<b>Three Day Response</b>	<b>One Week Response</b>	<b>One Week Response</b>
<p>This level of work order will include any that indicates the loss of a major security component, represents a major life safety issue, or could immobilize/incapacitate the functioning of a facility in the event of additional failures.</p> <p>Examples of a high priority work order are total failure of zone alarms, camera systems or specific cameras at high security/safety areas (death row or safe cells), failure of a fire alarm system, failures related to the ability to provide food services or medical services, complete failure of a backup life safety system such as a security or housing unit generator, etc.</p>	<p>This level of work order will include any that reduce the effectiveness of a major security component, indicate a safety or security threat that cannot be contained by moving staff and inmates away from the area, or that overtake resources to return normal operations in a specific time frame.</p> <p>Examples of a medium priority work order include partial or repeated zone alarm shut down, loss of electrical, natural gas, or water service that continues longer than available resources to mitigate the loss, partial failure of electronic door locking systems that does not impact the ability to manually key or not key the door, restoring water service within four hours, etc.</p>	<p>This level of work order will include any that require additional resources that are not immediately on hand, fire watch of specific units or transferring food services to another facility, that could result in code or safety violations if left unaddressed but are not considered a threat to immediate life/safety, or have a weather component that extends the time for repairs.</p> <p>Examples of a low priority work order are fire alarm failure on one or more units that does not affect the entire facility but does require staff members to be diverted from their normal job duties, the need to increase amperage of an electrical panel to handle increased load after a unit mission change (adding medically dependent inmates with additional medical devices), or a heating failure in August that needs repaired before the first cool weather arrives.</p>	<p>All other and normal work orders that can be worked in order received or as resources dictate.</p>