



Facilities Service Request



- Service requests are broken down into 3 categories: Emergency, Urgent, and Routine.
 - Customer Service Center Desk follows a playbook to classify all service requests into one of the three categories.
 - Only the Building Monitor (or Alternate) should submit a service request.
- Emergency Service Request
 - Emergency requests are facility deficiencies that immediately compromise mission or life, health, and safety that include, but are not limited to, failure of any utility, fire protection, environmental control, or security alarm systems.
 - Emergency Tickets are submitted directly to the Customer Service Desk at 341-1700, wait for the recording, then press #1, and then provide requested information.
 - Response time: 1 hour response and 24 hour resolution
- Urgent & Routine Service Request
 - Non-emergency requests are emailed to the Customer Service Desk at navfacmid-lantservicedesk@navy.mil using the attached Work Request Form.
 - Ensure you receive a service ticket number in response, or it may not have been entered into system.
 - Response times: Urgent – 5 days; Routine – 30 days after approval



Work Request
Form