SMU Office of Facilities Planning & Management

STABLE Work Order or Construction Project Request?

A quick guide to help requestors choose the most efficient path for facilities-related work.

Prepared for: Anyone requesting work through the Office of Facilities Planning & Management.

Prepared by: SMU Office of Facilities Planning & Management.

Decision rule: Use a STABLE Work Order for minor maintenance, repairs, or simple finish changes. Use a Construction Project Request when the work changes space layout, building systems, requires design or permitting, or needs significant coordination and funding approval.

Quick Decision Guide

STABLE Work Order	Construction Project Request
Best for Minor renovations, repairs, maintenance, or existing-space requests that do not require design services or complex coordination.	**Best for** New construction, complex renovations, space reconfiguration, building-system changes, or work requiring design services.
Examples • Carpentry, plumbing, electrical, or painting request • Too hot / too cold temperature adjustment • General maintenance request • Minor finish changes or upgrades, such as flooring, painting, wall covering, or countertops • Minor renovation, repair, or maintenance of existing conditions	**Examples** • Major finish changes or upgrades • Space reconfiguration or addition/removal of walls • Addition or removal of utilities, including electrical, plumbing, HVAC, or low voltage • Projects requiring design services, construction drawings, permitting, or accessibility review • Projects requiring detailed coordination with other SMU departments
Request path Submit through STABLE. The request routes to Facilities Maintenance or the appropriate service team for review and response.	**Request path** Submit the Construction Project Request form. The request routes for departmental leadership approval, funding confirmation, and Project Management Services assignment.
Primary goal Resolve routine or limited-scope needs quickly through the standard work order process.	**Primary goal** Confirm scope, approvals, budget, funding, schedule, and coordination before project delivery begins.

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How to Submit a Request

Use the process below after determining whether the request is a STABLE Work Order or a Construction Project Request.

STABLE Work Order Process

Submit through STABLE: http://smu-prod.planoncloud.com/

1. Sign in using your SMU credentials.
2. Navigate to the STABLE home page and select the icon that matches the type of request needed.
3. Complete all required fields and provide as much detail as possible to support accurate processing.
4. Submit the request for review.

Helpful details to include

- Building and room/location
- Clear description of issue or requested work
- Photos, urgency, access constraints, or preferred contact information when available

Construction Project Request Process

Construction Project Requests are used for new construction and complex renovations that require approvals, funding confirmation, scope coordination, and project management support.

1. Project Requestor completes the Construction Project Request form.
2. The form routes for signatures to confirm departmental leadership approval, the proposed funds, and the funding source. This can take up to two weeks or longer depending on signer availability and funding status.
3. The approved request is sent to SMU Project Management Services for Project Manager assignment.
4. If a Project Manager is available, assignment is typically made within two working days, dependent on workload.
5. If project volume is higher than normal, the Project Requestor is informed of their place in the assignment queue.

Project Development, Pricing, Funding, and Scheduling

6	Project Manager makes initial contact and schedules a site walk with the Project Requestor to confirm the scope and begin the pricing process. Timing may take up to one week or longer depending on Project Requestor availability.
7	Pricing may take up to two weeks or longer depending on scope complexity and vendor involvement. Once complete, the Project Manager sends pricing and an estimated duration/schedule to the Project Requestor for approval.
8	After Project Requestor approval, the Project Manager submits a Funding Request within five working days, dependent on workload.
9	The Funding Request routes for approval. This can take up to two weeks or longer depending on signer and funding availability.
10	Once the Funding Request is approved and funds are posted to the project, the Project Manager can write contracts and coordinate/schedule the work with the Project Requestor and other involved parties.

Timing note: Estimated durations exclude weekends and SMU holidays. Durations depend on decision-making speed and the availability of the Project Requestor, Project Manager, funding, approvers, and vendors. When all parties and funding are available, durations can often be improved.

We look forward to serving you and will always work to expedite requests when possible.

Proceed to STABLE Work Order

Proceed to Construction Project Request