



DEPARTMENT OF THE NAVY  
COMMANDER  
NAVAL EDUCATION AND TRAINING COMMAND  
250 DALLAS STREET  
PENSACOLA, FLORIDA 32508-5220

NETCSTAFFINST 11014.1C  
N4

20 JUL 2018

NETC STAFF INSTRUCTION 11014.1C

From: Commander, Naval Education and Training Command

Subj: FACILITY WORK REQUEST PROCEDURES

Ref: (a) NASPNCLAINST 11014.1J

1. Purpose. To establish procedures and responsibilities for submitting, prioritizing, processing, monitoring, and controlling work requests for facility work to be accomplished in support of Naval Education and Training Command (NETC) Headquarters staff.

2. Cancellation. NETCSTAFFINST 11014.1B.

3. Background. Reference (a) sets forth procedures and assigns responsibilities for controlling service work requests, including emergency work requests submitted by Naval Air Station (NAS) Pensacola and its tenant activities. Each activity is responsible for maintaining strict control of requests for services and for ensuring that requests are justified.

4. Types of Work Requests

a. Emergency Work Request. Maintenance or repair work which requires immediate action to:

(1) Prevent loss or damage to government property.

(2) Restore essential service disrupted by utilities breakdown.

(3) Eliminate imminent hazards to personnel and/or equipment.

b. Routine Work Request. All maintenance, repair, alterations/improvements, or service work which does not fall within the emergency category. Common issues that should be submitted via a routine work request are as follows (list is not all-inclusive):

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(1) Burnt out light bulbs

(2) Roof leaks (unless the leak is causing an imminent safety hazard such as water leaking into a light fixture causing an electrical short)

(3) Rodent/insect infestation

(4) Plumbing issues (toilet/urinal stoppage)

(5) Office alterations (i.e., furniture moves)

(6) Telephone Work Requests (i.e., voicemail reset)

(7) Key/lock issues

5. Responsibilities. The First Lieutenant is responsible for the coordination and tracking of all work requests and will serve as the liaison with the service contractor (i.e., PBSS) and NAS Pensacola Public Works Department. The First Lieutenant shall prepare all work requests and forward to the service contractor or the NAS Pensacola Facilities Management Department (FMD), whichever is appropriate for the work requested.

6. Procedures

a. All routine work requests shall be submitted via the "1st Lt Work Request Form" located on the NETC Intranet Website via My Navy Portal (<https://www.mnp.navy.mil/group/netc-intranet/first-lt>). If the NETC Intranet Website is not available (i.e., offline), an email sent to the First Lieutenant Office will suffice. The following information shall be included in the work request:

(1) Work type/description

(2) Requestor's full name

(3) Requestor's phone number and email address

(4) Location to include room number

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(5) Desired completion date (the service contractor is authorized up to 30 days to address non-emergent service requests per established contract).

b. Emergency work requests shall be immediately referred to the First Lieutenant Office. In the event the First Lieutenant Office cannot be reached, notify the NETC SDO and the Public Works Regional Call Center.

c. Points of Contact

(1) First Lieutenant Office

(a) Landline - 850-452-3190/3646

(b) Cell - 850-554-5283/ 5314

(2) Staff Duty Officer - 850-554-5312

(3) Public Works Regional Call Center - 855-462-8322

## 7. Records Management

a. Records created as a result of this instruction, regardless of format or media, must be maintained and dispositioned for the standard subject identification codes (SSIC) 1000, 2000, and 4000 through 13000 series per the records disposition schedules located on the Department of the Navy/Assistant for Administration (DON/AA), Directives and Records Management Division (DRMD) portal page at <https://portal.secnav.navy.mil/orgs/DUSNM/DONAA/DRM/Records-and-Information-Management/Approved%20Record%20Schedules/Forms/AllItems.aspx>. For SSIC 3000 series dispositions, please refer to part III, chapter 3, of Secretary of the Navy Manual 5210.1 of January 2012.

b. For questions concerning the management of records related to this instruction or the records disposition schedules, please contact your local records manager or the DON/AA DRMD program office.

8. Review and Effective Date. Per OPNAVINST 5215.17A, NETC will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and

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consistency with Federal, DoD, SECNAV, and Navy policy and statutory authority using OPNAV 5215/40. The instruction may be subject to cancellation unless reissued or canceled prior to the 5-year anniversary date.

A handwritten signature in black ink, appearing to read 'M. A. Whitt', is centered on the page.

M. A. WHITT  
Chief of Staff

Releasability and distribution:

This instruction is cleared for public release and is available electronically via the NETC public web site, <https://www.netc.navy.mil/directives.htm>, or via HP Records Manager (HPRM).