

# Bridging the Gap: Integrating Service Requests with Space Management

An opportunity realized during our MAS upgrade.

# Making a change in our Service Request intake when upgrading to MAS 9.1

- 1 Who we are and where we were at with Service Requests.
- 2 Maximo 7.6 to MAS 9.1 and taking the chance to change our Service Requests
- 3 Challenges with Maximo SR portal
- 4 Leveraging Tririga
- 5 Demonstration ? Or slides of before vs after

# UCSD a small city

- Over 50K enrolled undergraduate and graduate students
- 20K instructional and support staff.
- FM helps manage over 150 buildings
- Transit system, Fire department, Utility plant.
- Research and Health Science
- Maintaining much of this is done through Maximo.



# Making a change in our Service Request intake when upgrading to MAS 9.1

In the past when we upgraded Maximo it was a conversion.

This time around we saw the opportunity to change how our customers submit requests or report problems.

Some of the reasons why out of the box Maximo Service requests were a challenge was the depth at which Maximo can be used.

However at a customer level was that really needed? Let's take a quick glance at what our customers were having to traverse.

# Select a Category

IBM Maximo Asset Management

Submit a Service Request



## Submit new request

*Search Categories*



Door



Landscape  
Services



Alarm



Custodial  
Services



Electrical  
Services



Vandalism



Lighting



Elevator (Non-  
Emergency)



Fire Protection



Renovations



Other Services



Plumbing  
Services



Tree Care



Ventilation/Air



Sign



Lock & Key



Painting  
Services



Dumpster  
Services

## 6 Blue Notch Template

## 7 Blue Notch Template

# Select a location



Where is the issue located? .....NOTE: CLICK ON "UCSD Facilities Management" for FM requests.

[All](#) > NTP Building 1 Ridge...

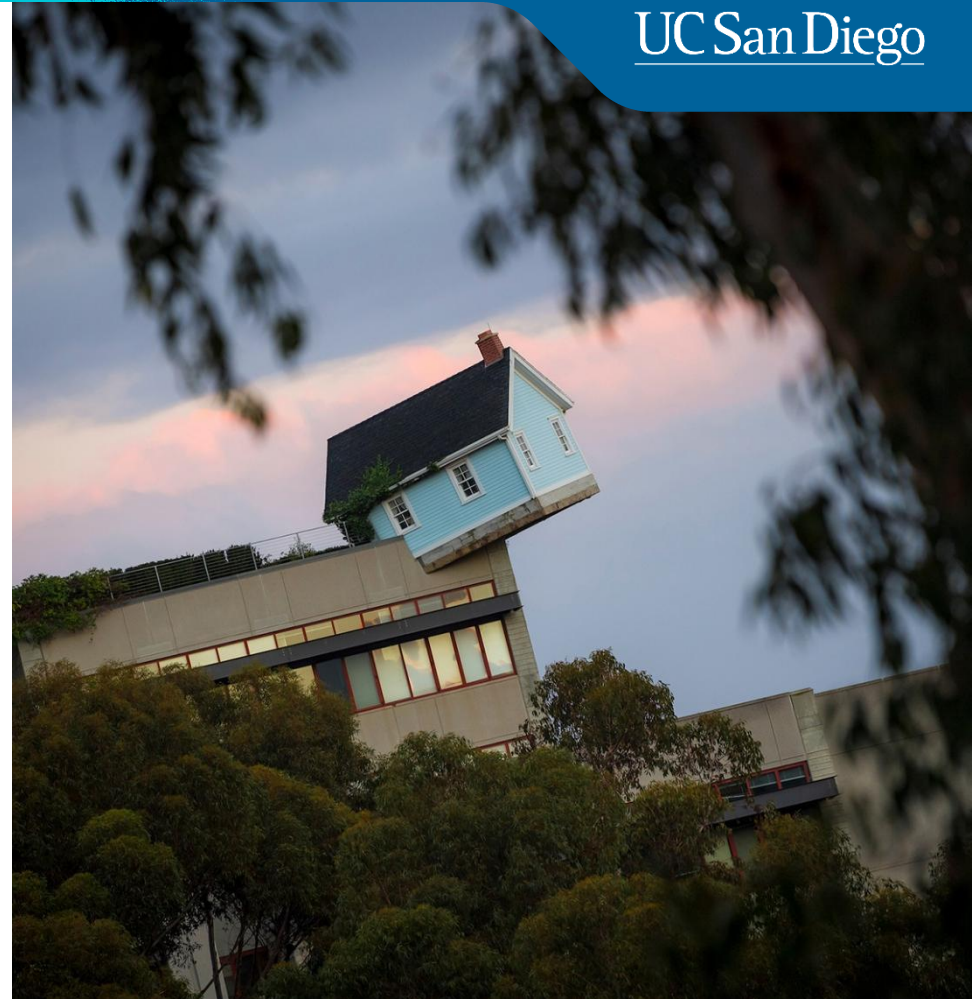
 Click magnifying g...

-  NTP Building 1 Ridge Walk Academic Complex Area
-  NTP Building 1 Ridge Walk Academic Complex-Floor 1
-  NTP Building 1 Ridge Walk Academic Complex-Floor 2
-  NTP Building 1 Ridge Walk Academic Complex-Floor 3
-  NTP Building 1 Ridge Walk Academic Complex-Floor 4
-  NTP Building 1 Ridge Walk Academic Complex-Floor 5
-  NTP Building 1 Ridge Walk Academic Complex-Floor 6
-  NTP Building 1 Ridge Walk Academic Complex-Floor 7
-  NTP Building 1 Ridge Walk Academic Complex-Floor 8
-  NTP Building 1 Ridge Walk Academic Complex-Floor 9
-  NTP Building 1 Ridge Walk Academic Complex-Floor 10

Set location >

# Finding a solution with leveraging Tririga

- Several years prior our Campus began implementing Tririga as its system of record for Space Management.
- Tririga's Floor plan access and employee assigned work location offered a great opportunity.
- (let's see it in action, live demo)



**Demo (or slides) of what our  
portal looks like now.**

**Tririga Service Request**

# Simple single page format, no endless clicking

UC San Diego Service Request

Service Request

Submit

\*Who is this request for?

☒ Me
 ☐ Someone Else

\*Where is the problem?

☒ Service requested in the building
 ☐ Service requested outside

**Campus Services Complex - Building D**  
 La Jolla, California, The United States of America

Floor  
 First Floor

Room  
 105

[Facilities Management Services](#)  
 For urgent or life-threatening emergencies, please call 911.

What best describes the problem?

Problem Category

Description

Write your description of the problem

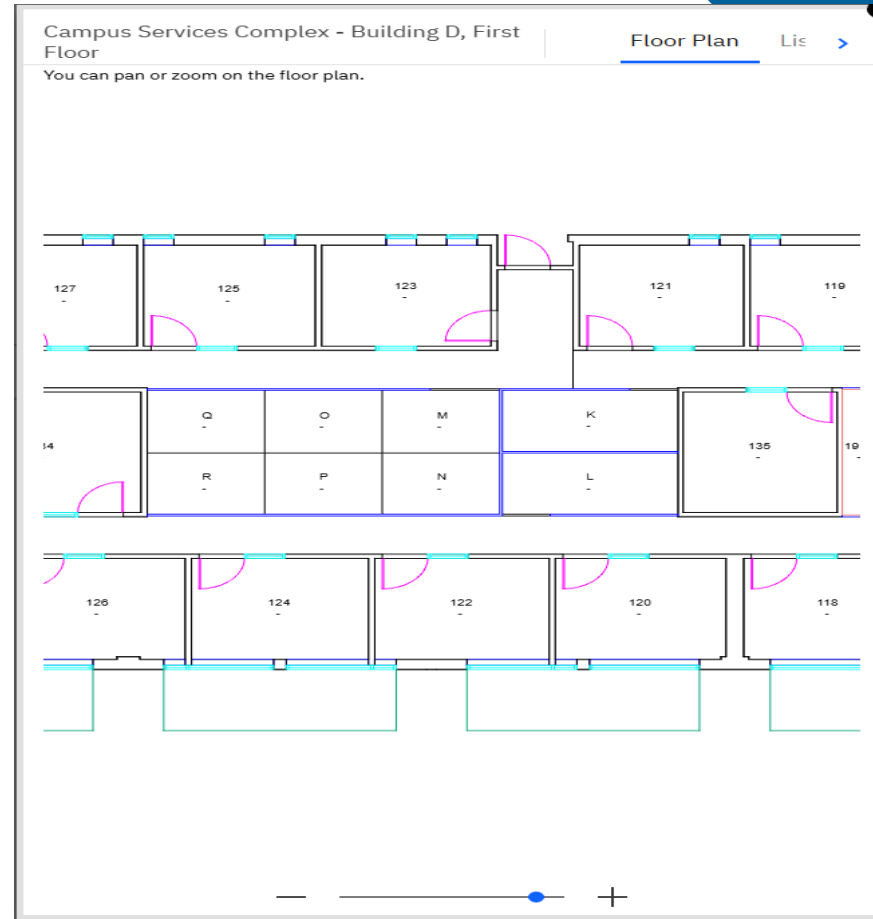
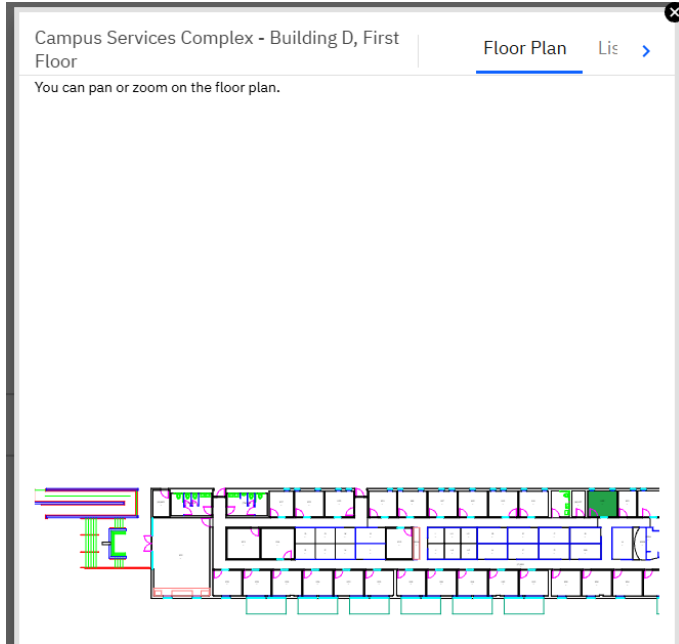
Comments and Photos

Enter your extended comment here and select the Post button

[Attach a photo](#)

Post

## Location Selection using a floorplan and Zoom, click on a space.



# Select a space, add a picture, submit

Campus Services Complex - Building D, First Floor
Floor Plan
List

You can pan or zoom on the floor plan.

**124**  
 Andre Leon  
 David Jimenez Sosa  
 Administrative Office - Enclosed

Select Room

UC San Diego
Service Request

### Service Request

\*Who is this request for?

☒ Me

☐ Someone Else

\*Where is the problem?

☒ Service requested in the building

☐ Service requested outside

**Campus Services Complex - Building D**  
 La Jolla, California, The United States of America

Floor  
**First Floor**

Room  
**124**

**Facilities Management Services**  
 For urgent or life-threatening emergencies, please call 911.

What best describes the problem?

Problem Category  
**Carpentry Services**

**Instructions**  
 Window or door repairs, ceiling tile repairs. Installation or mounting of monitors/televisions, seismic anchoring, etc., will require department Project-Task

Description  
 Door latch broken, needs to be fixed

OFC Project

PPM Task

Comments and Photos

Enter your extended comment here and select the Post button

Attach a photo

Daniel Rivera Alvarado on 07/29/2026 11:51:07 am PDT

# A little bit on the technical side

# How it works

