



Work Order System Priority Definitions

Bernalillo Public Schools

Priority Rating	Designation	Explanation	Example
Emergency	Emergency 911 or RAVE	<ul style="list-style-type: none"> Life, asset, or facility in immediate danger 	Electrical line has fallen and is creating a serious hazard.
High	Critical/Urgent	<ul style="list-style-type: none"> Critical Equipment (Serious consequences for failure) Could lead to loss of service or use of asset/facility within the next 24 hours. 	<p>Heater is not functioning for a building, potentially causing freezing conditions.</p> <p>Telecommunications systems are down.</p>
Medium	Important	<ul style="list-style-type: none"> Important Equipment (Necessary for the operation of the site) Could impact instruction or critical functions of the site in the near future. 	<p>Badge and entry system are not working.</p> <p>Playground hazard.</p>
Low	Wanted	<ul style="list-style-type: none"> Functional Equipment (Desirable for the operation of the site) Does not impact critical functions of the site. 	<p>Paint classroom.</p> <p>Replace burned out light bulb.</p>
Safety	Life/Safety	<ul style="list-style-type: none"> Deals with a critical safety feature or function Creates a hazard 	<p>Fire alarm system is showing an error.</p> <p>Signage or lights for school zone are not working.</p>
Scheduled	Preventative Maintenance	<ul style="list-style-type: none"> Routine 	Fire extinguisher inspection.