Maintenance department order

Process purpose and use cases

This process is used for requesting facility management services within the university or organization. It applies in the following cases:

- Moving or repairing furniture
- Office cleaning or technical maintenance
- Requesting drinking water
- Requesting electrical, plumbing, or other engineering services

How can I initiate the Maintenance department order process in the DMS system?

1. Go to dms.sdu.edu.kz, navigate to the "**Start Process**" section, and proceed to **Maintenance department → Maintenance department order** process**.**



2 1) Fill in the required fields:

- Service type
- Office number
- Internal phone/mobile
- Available time
- Additional information
- Attachment

Name Surname	Sh
Position	P
Department	A Department
Create date	2/25/2025, 17:26

Maintenance department order

Service type: Ауыз су / Drinking water

Office number

Internal phone/ mobile

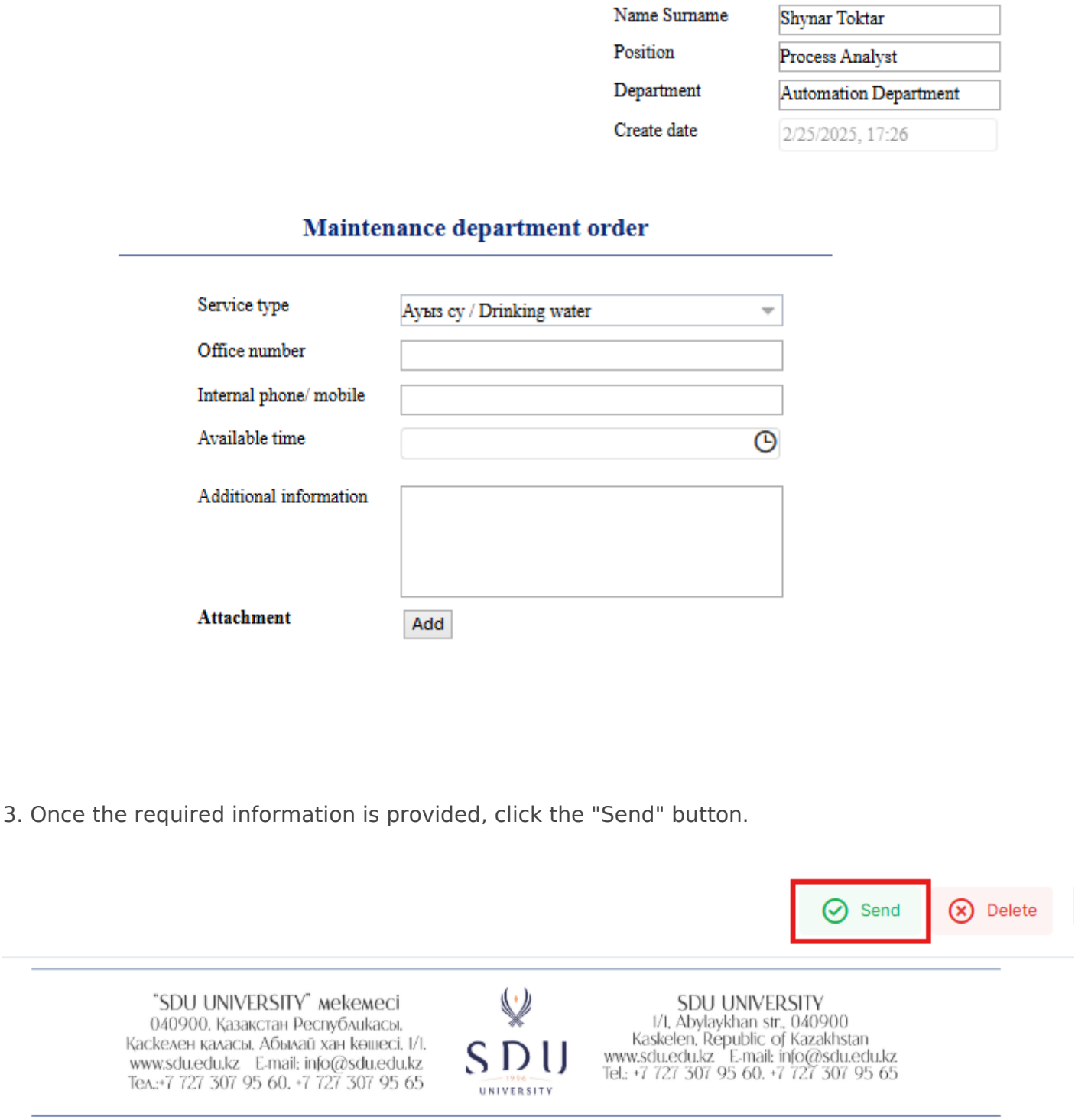
Available time

Additional information

Attachment

- Ауыз су / Drinking water
- Электрик / Electrician
- Сантехник / Plumber
- Жөндеу жұмыстары / Repair work
- Тасымалдау (жиһаз) / Transportation (furniture)
- Кефте зона / Kofte zone
- Кілт жасату / Make a key
- Стенд жинау / Stand assembly
- Басқа / Other

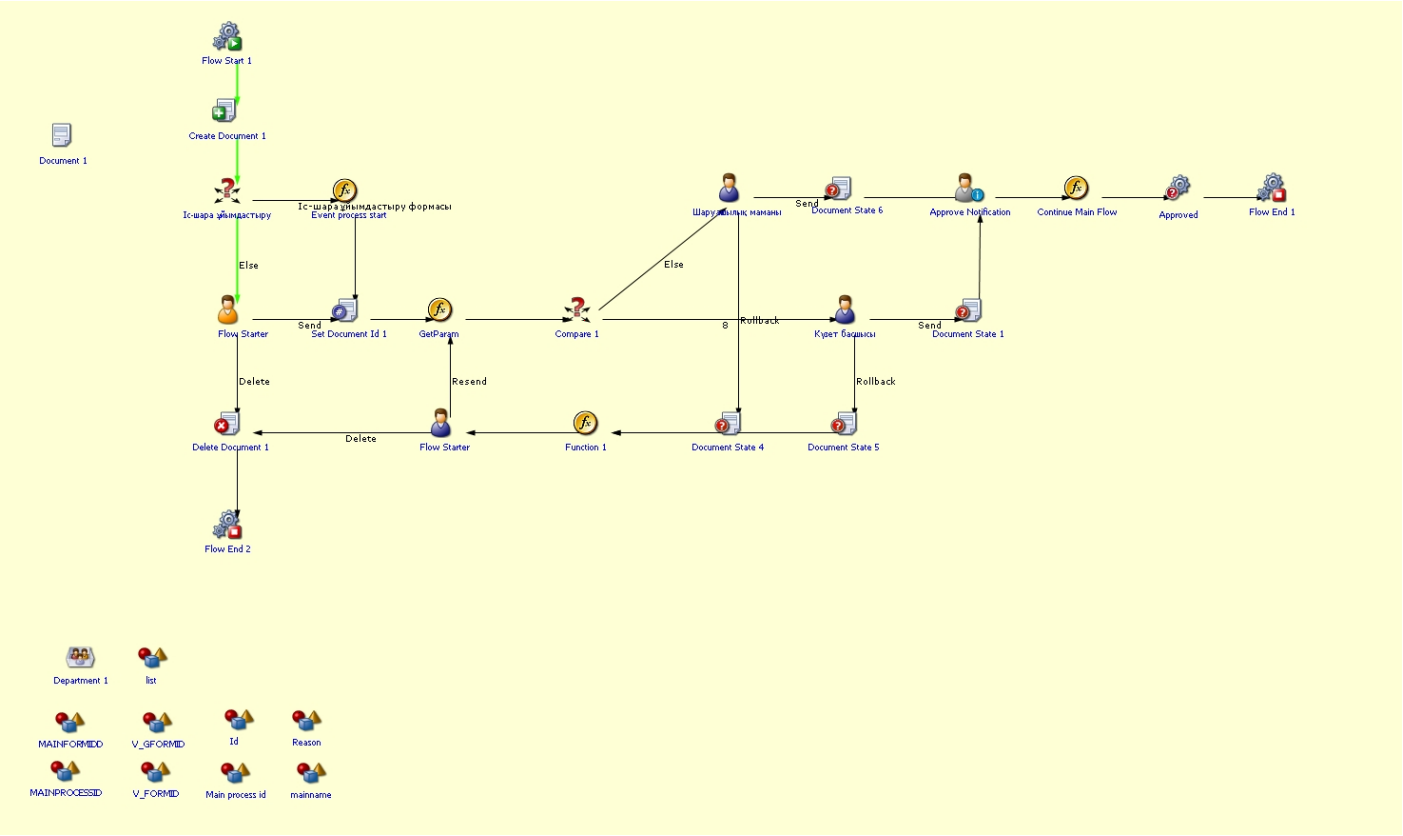
** For your suggestions and questions, please contact the Department of Maintenance (112)*



3. Once the required information is provided, click the "Send" button.

Process guidelines

You can view the process workflow in the section below.



For all inquiries, you can submit a request through helpdesk.sdu.edu.kz → "Submit a ticket" → "BPM" or contact us via email at dms@sdu.edu.kz!

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