

CENTRAL OKANAGAN PUBLIC SCHOOLS

WORK ORDER PRIORITIZATION GUIDE

Operations Department

PRIORITIZATION PROCESS

Operations Coordinators prioritize work orders using the flags below. Assignment is determined by the importance of the work, current workflow, and available staffing levels.

RED FLAG: CRITICAL

IMMEDIATE RESPONSE REQUIRED

Emergency situations posing an immediate threat to life, safety, or significant property damage.

YELLOW FLAG: HIGH PRIORITY

SAME DAY / NEXT DAY RESPONSE

Urgent issues that disrupt the learning environment or present potential safety hazards.

PURPLE FLAG: MODERATE

PLANNED - STANDARD SERVICE TIME

Non-emergency repairs that impact daily convenience or localized school operations.

BLUE FLAG: LOW / ROUTINE

ROUTINE / SCHEDULED MAINTENANCE

Routine maintenance and preventive tasks that do not impact the immediate use of the space.

GREEN FLAG: PLANNED IMPROVEMENT

AESTHETIC / CONVENIENCE

Requests for enhancements, cosmetic upgrades, or improvements that are non-functional in nature.

Prioritization ensures district-wide needs are met efficiently based on current resources and operational urgency.