

KISD Air and Lighting Request Procedures (Updated on 8-18-2014)

Air and Lighting Request System:

The system that will be utilized for all air and lighting schedule requests is an upgraded version of the online web form that has been, and will continue to be, located on Knet under the Work Orders tab at the top of the page (note: a quick-start guide will be sent by email on Monday, 8/18/2014, the official transition date and the date when the upgrades will be available online).

Although the system utilized for air and lighting requests will remain the same, the process will vary depending on how far in advance the request is submitted; please see the details provided below.

Process for Level 1 - "Normal" requests (requests submitted at least 48 hours in advance):

1. Simply submit the request utilizing the online form.

Note: 48 hours in advance is based on regular KISD work days and does **not** include weekend and/or holiday hours (for example: a request for Monday beginning at 7:00 PM must be submitted by the previous Thursday at 7:00 PM in order to qualify as a Level 1 request).

Process for Level 2 - "Expedited" requests (requests submitted between the time of 48 hours in advance and 2:00 PM on the day of the event {see note below for description of day of the event}):

1. Submit the request utilizing the online form.
2. Send an email to EM_Scheduling@kleinisd.net with a screen shot of the online summary for the expedited request. Once received by energy management, a subsequent email will be sent back to the requestor confirming the receipt of the expedited request (Note: if a Level 2 request is not verified by the requestor via email then it will become a Level 3 request).

Note: 2:00 PM on the day of the event only refers to regular KISD work days and does **not** include weekends and/or holidays (all requests submitted on weekends and holidays are Level 3 requests).

Process for Level 3 - "Emergency" requests (requests submitted after 2:00 PM on KISD work days or on weekends and holidays):

1. Submit the request utilizing the online form.
2. Send an email to EM_Scheduling@kleinisd.net with a screen shot of the online summary for the emergency request. Once received by energy management, a subsequent email will be sent back to the requestor confirming the receipt of the emergency request.
3. If a confirmation email is **not** received back, then please call either Terri Baker (34516) for confirmation of the received request or KISD Police Dispatch (832-249-4266) in order to initiate an Emergency request notification.

Note: **Level 3 Emergency Requests have a current Emergency charge of \$50.00.**