# 25LIVE EVENT REQUEST

## Standard Operating Procedures

SOM Scheduling | Facilities Management | Event Services

### PURPOSE & SCOPE

This document defines the end-to-end workflow for processing event requests submitted through 25Live. It outlines responsibilities for requestors, schedulers, campus facilities, and custodial staff from initial submission through final billing. All parties are expected to follow this workflow to ensure consistent, professional event management.

**Applies to:** All event requests submitted through the 25Live scheduling system
**Managed by:** SOM Scheduling Office in coordination with Campus Facilities

## WORKFLOW AT A GLANCE

| # | Step | Owner | System / Action |
|---|---|---|---|
| 1 | **Event Request Submission** | Requestor | 25Live — Submit request form |
| 2 | **Automated Confirmation** | System | 25Live — Auto-email to requestor |
| 3 | **Scheduler Review & Decision** | Scheduler | 25Live — Approve or Deny |
| 4 | **Facilities Coordination** | Scheduler + Facilities | Internal coordination — Confirm equipment |
| 5 | **Change Request Submission** | Requestor | ServiceNow — Submit change order |
| 6 | **Change Request Review** | Scheduler | ServiceNow — Approve or Deny |
| 7 | **Day-of Event Setup** | Scheduler | On-site — Setup & verification |
| 8 | **Post-Event Inspection** | Scheduler | On-site — Damage assessment |
| 9 | **Remediation (if needed)** | Scheduler + Custodial/Vendor | On-site — Cleaning or repair |
| 10 | **Final Billing** | Scheduler | Email/Finance — Invoice if applicable |

## STEP 1 EVENT REQUEST SUBMISSION

The event requester initiates the process by completing and submitting the event request form in 25Live. All fields must be filled in accurately to avoid delays in scheduling.

**Required Information:**

| Field | Details Required |
|---|---|
| **Event Name** | Full name or title of the event |
| **Date** | Requested event date (including setup and breakdown time if needed) |
| **Time** | Start time and end time, including any pre-event setup window |
| **Requested Location** | Preferred venue or room; list alternatives if available |
| **Campus Facilities Support** | Specify any AV, IT, or facilities support required from campus staff |
| **Additional Equipment** | Tables, chairs, staging, AV equipment, microphones, projectors, etc. |
| **Additional Furniture** | Podium, risers, specialty seating, or any non-standard furniture items |
| **Event Sponsor / Contact** | Name, department, phone number, and email of the responsible party |
| **Expected Attendance** | Estimated number of attendees for room capacity planning |

Note: Incomplete submissions may be returned to the requester and will not be processed until all required information is provided.

## STEP 2 AUTOMATED CONFIRMATION OF RECEIPT

Upon submission of the event request form in 25Live, the system will automatically generate and send a confirmation email to the requester.

**Confirmation email includes:**

- Acknowledgment that the request has been received and is under review
- Submitted event details summary (date, time, location, equipment requested)
- Estimated timeline for scheduler review
- Contact information for the Scheduling Office for any immediate questions

**IMPORTANT:** Receipt confirmation does NOT constitute approval of the event. The event is not confirmed until the requester receives formal approval communication from the Scheduler (Step 3).

## STEP 3 SCHEDULER REVIEW & DECISION

The Scheduler reviews the submitted event request for completeness, space availability, resource conflicts, and compliance with campus event policies.

| If APPROVED | If DENIED |
| --- | --- |
| • Scheduler confirms space reservation in 25Live<br>• Requestor receives approval confirmation email 25Live with event details<br>• Facilities coordination initiated (Step 4)<br>• Event is logged on the master scheduling calendar | • Requestor notified via email with reason for denial<br>• Alternative dates, times, or venues may be suggested<br>• Requestor may revise and resubmit a new request if applicable<br>• Denial is documented in the scheduling system for records |

Review Considerations: The Scheduler will evaluate room capacity against expected attendance, potential conflicts with other events, resource availability, and any special setup requirements that may impact turnaround time between events.

## STEP 4 FACILITIES COORDINATION

Following event approval, the Scheduler coordinates with Campus Facilities to confirm the availability and delivery of all requested equipment, furniture, and support services.

| Action Item | Details |
| --- | --- |
| **Equipment Confirmation** | Verify availability of all equipment requested (AV, tables, chairs, staging, podium, etc.) |
| **Delivery Scheduling** | Confirm delivery time and location with Facilities — delivery must be completed before event setup |
| **Setup Instructions** | Provide Facilities with a room diagram or setup notes if a specific layout is required |
| **Point of Contact** | Establish a day-of contact within Facilities for any last-minute issues or adjustments |

All equipment and furniture arrangements should be confirmed in writing (email) with Campus Facilities to maintain a clear record. Any additional costs associated with equipment rental will be documented for potential charge-back to the event sponsor.

## STEP 5 CHANGE REQUEST SUBMISSION

If the requestor needs to modify any aspect of an approved event — including date, time, location, or equipment — a formal change order must be submitted through ServiceNow. Changes made outside of this process will not be honored.

**Changes requiring a Change Order (submitted via ServiceNow):**

- Date or time modification of the approved event

- Change of event location or room assignment
- Addition, modification, or removal of requested equipment or furniture
- Changes to expected attendance affecting room capacity or setup
- Any change to campus facilities support requirements

**ServiceNow Change Order Must Include:**

- Original 25Live event request number
- Description of the requested change(s)
- Justification or reason for the change

## STEP 6 CHANGE REQUEST REVIEW

The Scheduler reviews the submitted change order in ServiceNow and determines whether the requested modifications can be accommodated based on availability, timing, and resource constraints.

| If Change APPROVED | If Change DENIED |
|---|---|
| • 25Live event record updated to reflect changes<br>• Facilities notified of any changes to equipment/delivery<br>• Approval communication sent to requestor via ServiceNow<br>• Updated confirmation email issued 25Live with revised event details | • Denial with reason communicated via ServiceNow<br>• Original approved event details remain in effect<br>• Requestor may submit a revised change request if applicable<br>• Denial is documented in both ServiceNow and 25Live records |

All communications regarding change requests must be processed through ServiceNow to maintain a complete audit trail. Verbal change requests will not be accepted or honored.

## STEP 7 DAY-OF EVENT SETUP & VERIFICATION

On the day of the event, the Scheduler is responsible for preparing the event space, verifying equipment delivery, and ensuring everything is in order before the event begins.

| | Task | Notes |
|---|---|---|
| 1 | **Take before photographs of the event space** | Document the pre-event condition of all areas, walls, floors, furniture, and equipment |
| 2 | **Set up podium (if requested)** | Place podium in the event space before the event takes place |

| | | |
|---|---|---|
| 3 | **Verify equipment delivery** | Confirm all equipment and furniture requested from Campus Facilities has been delivered and is accounted for |
| 4 | **Cross-reference setup against approved order** | Compare physical setup to the approved 25Live request — note and address any discrepancies immediately |
| 5 | **Confirm facilities contact on-site** | Ensure Facilities staff member or on-call contact is reachable during the event in case of equipment issues |

Before photographs are mandatory and must be stored in the event file. They serve as the baseline for post-event damage assessment in Step 8.

## STEP 8 POST-EVENT SPACE INSPECTION

Following the conclusion of the event, the Scheduler conducts a thorough inspection of the event space to identify any damage, excessive soiling, or missing equipment.

### No Damage Found

- Document post-event space condition with photographs
- Confirm all equipment and furniture has been removed or returned
- Close out event record in 25Live
- Proceed to Step 10 for any applicable final billing

### Damage Identified

- Photograph all damage thoroughly and immediately
- Document damage type, location, and estimated scope
- Send notification email to the Event Sponsor
- Inform Sponsor that a Charge of Account (COA) will be applied
- Proceed to Step 9 for remediation

**Damage Notification Email Must Include:**

- Description and photographic documentation of all damage
- Statement that a Charge of Account (COA) will be assessed
- Estimated cost of remediation (if known at time of notification)
- Next steps and timeline for repair or cleaning

## STEP 9 REMEDIATION — CLEANING & DAMAGE REPAIR

If damage or excessive soiling is identified during the post-event inspection, the Scheduler coordinates remediation through the appropriate channel based on the nature of the issue.

| Condition | Action | Responsible Party |
|---|---|---|

| | | |
|---|---|---|
| **Excessive Soiling / Additional Cleaning Required** | Contact Custodial Services to schedule priority cleaning prior to next room use | Scheduler coordinates with Custodial Services |
| **Physical Damage to Space, Fixtures, or Equipment** | Obtain vendor quotes for repair; engage approved repair vendor; document all costs | Scheduler coordinates with approved vendor; costs charged to COA |
| **Missing or Damaged Equipment / Furniture** | Document items; coordinate replacement or repair through Facilities or vendor | Scheduler + Campus Facilities; costs billed to event sponsor |

All remediation costs must be documented with receipts, invoices, or vendor quotes and attached to the event file. This documentation is required before final billing can be processed in Step 10.

## STEP 10 FINAL CAMPUS BILLING

As the final step in the workflow, the Scheduler compiles and submits all applicable billing information to close out the event. Not all events will result in charges; billing is only processed when costs have been incurred.

*By request only

| Billing Category | Description |
|---|---|
| **Equipment Rental** | Any equipment rented from external vendors as arranged in Step 4 |
| **Facilities Labor** | Overtime or after-hours facilities staff charges if applicable per campus policy |
| **Damage Repair** | Vendor invoices or internal repair costs resulting from event damage (Step 8A) |
| **Additional Cleaning** | Custodial charges for cleaning beyond standard post-event service (Step 9) |

**Billing Process:**

- Compile all cost documentation (invoices, work orders, Facilities charges)
- Send final billing summary to event sponsor via email with itemized breakdown
- Submit COA charge request to Facility Services or Business Operation as required
- Retain copies of all billing documentation in the event file.
- Close out the event record in 25Live and ServiceNow (if applicable)

### Questions? Contact the Campus Scheduling Office

For 25Live access, training, or event policy inquiries, reach out to your SOM scheduling coordinator.

This document is reviewed and updated annually or when policies change.