


CPFM Department: Customer Service	SOP Number: CPFM-CS-1
	Effective Date: 3/7/2024
Title: Special Events - Location and Service Requests	Revision Date: 5 years
	End Date: Indefinite
Signature:  Digitally signed by Dean Tufts Date: 2024.04.05 12:52:43 -04'00' Dean Tufts, Vice President Campus Planning & Facilities Management (CPFM)	

POLICY: Requesting locations and facility services for campus events.

PURPOSE: To provide the procedures for securing location reservations and facility services to support events on campus.

FACILITY, ROOM, and OUTDOOR RESERVATIONS:

Facility, room, and outdoor reservations are secured in the Spartan Reservation System at <https://case.emscloudservice.com>.

Once signed in, choose “Create A Reservation” found on the left side of the page and “book now” to the right of “Non-academic Space Requests”. Enter the desired Date, Start Time, and End Time in the appropriate fields.

Choosing “Search” will return a listing of all spaces available for the selected date and time.

“Let Me Search For A Room” allows you to filter your search results to only include rooms, and also filter by Floor, Set-up Type, Room Type, Features, and capacity.

“I Know What Room I Want” allows you to specify the space you want to reserve.

FACILITY SERVICES:

After reserving your space, complete the “Event Notification / Service Request Form” found on the Campus Planning & Facilities Management (CPFM) Customer Service website (<https://case.edu/customerservice/service-requests>) under Quick Links. This form is used to secure custodial, electrical, plumbing, grounds, carpentry support, and/or HVAC controls monitoring for your event. Please submit the completed request form 2 weeks prior to your event by email to the email address listed on the top of the form. Customer Service makes every effort to respond to requests within 3 business days. If you haven't heard back in 3 business days, please contact the CPFM Customer Service Center at customerservice@case.edu or 216.368.2580.