Location Maintenance Procedures

New parent/building: create a new parent (building) location code

New child/room: create a new child (room) location code

Change: modify the location code description

Inactivate: inactivate an existing location code.

Location Code Length: 10 character maximum

Create/Change/Inactivate location code procedures

1.) The Location Maintenance Request form can be found on the GEARS website under **FORMS**.
2.) The Location Maintenance Request form should be used for requesting:
   - a new GEARS parent/building location code,
   - a new child location code,
   - a change to an existing GEARS parent/building location code,
   - a change to an existing child location code,
   - to inactivate an existing GEARS parent/building location code,
   - to inactivate an existing child location code
3.) A Location Maintenance Request form can be submitted by:
   - the fixed asset team member,
   - the service desk technician,
   - or a field fixed asset analyst in a court location.
4.) Location Maintenance Request forms will be for
   - AOC/CC locations,
   - DCM Locations.
5.) Submission of the Location Maintenance Request form will be through the email address for each team displayed on the upper right corner of the Location Maintenance request form.
   - aoc.fixedassets@mdcourts.gov
   - dcmfixedassets@mdcourts.gov
6.) The location code requestor will complete the top portion of the Location Maintenance request form (above the first double-dash lines).
7.) The location code requestor must enter the following information prior to submission:
   - Agency,
   - Requestor Name,
   - Requestor phone number,
   - Work location,
   - Work email,
   - Request date,
   - Date needed,
   - Check the appropriate requested action
   - Child location code, if known,
   - GEARS Parent location code, if known
   - Facility name,
   - Street address,
   - City,

- County,
- State,
- Zip,
- Room #, if applicable,
- Room Description, if applicable

8.) The fixed asset manager (AOC/CC or DCM) will be responsible for reviewing and adding any missing information to the Location Maintenance request form. See the **Location Maintenance Request formats for AOC/CC and DCM section below.**

9.) The fixed asset manager will process the Location Maintenance Request form within 3 business days of arrival. Emergency location code requests should be processed within 1 business day of arrival.

10.) If the Location Maintenance Request form submission is approved, the fixed asset manager signs the Location Maintenance Request form in the Asset Management Section.

11.) The fixed asset manager will send the signed Location Maintenance Request form to the GEARS Configuration Team at locationrequest@mdcourts.gov .

12.) Depending on the request, the GEARS Configuration Team will approve and sign the location form, and take the appropriate action as identified on the form:

   a. New/updated parent and/or child location code will be entered in GEARS, and then automatically sent real-time from GEARS to Connect and ServiceNow. New/updated parent location codes will then flow from Connect to Active Directory.

   b. A new child -ZZ location code (temporary holding location code) will also be created when a new GEARS parent location is created.

   c. The GEARS Configuration Team will send an email to the fixed asset manager letting them know that the location code has been created. The fixed asset manager will notify the Location code requestor that the location code has been created and is available.

13.) If a GEARS parent location is created without associated child location codes, then it is the responsibility of the fixed asset manager to ensure that the associated child location codes are requested, approved and created in a timely fashion.

14.) The fixed asset team will notify the JIS service desk manager of a new, changed or inactivated location code.

15.) Each fixed asset manager will have a designated backup person(s) to handle Location Maintenance Request forms when the fixed asset manager is unavailable.

16.) The parent and corresponding child location codes should be verified prior to the asset deployment date. This can be accomplished by reaching out to the SN ticket requestor by phone or email.

Child -ZZ location code procedures

If the Location and/or room code does not exist in the system, the service desk technician or field fixed asset analyst will perform the following steps:

1.) If a child location code is not available for asset location code assignment, the service desk technician or fixed asset analyst will assign the asset to the -ZZ Location code (temporary holding location code).

2.) Once the new/changed child location code is available, the service desk technician or fixed asset analyst will be responsible for moving the asset from the -ZZ location code to the new/changed child location code within a 24-hour period.

3.) A nightly -ZZ location code report will be generated and sent to the service desk manager, AOC fixed asset manager and the DCM fixed asset manager, as well as, other fixed asset support members as designated.

4.) The service desk or fixed asset manager will be responsible for notifying the service desk technician or fixed asset analyst that assets need to be moved out of the -ZZ location code to its appropriate child location code.

GEARS Location Code Spreadsheet procedures

The GEARS location code spreadsheet is used when the requestor has several location codes requests for new, change or inactivation.

1.) Location Maintenance Request form must be filled out and submitted with a Location Code Spreadsheet.
2.) One spreadsheet per facility name, address, city, state, and zip code.
3.) One row per type of location code request.
4.) The requester's name, request date and date needed are required fields.

Location Maintenance Request formats for AOC/CC

AOC/CC location codes in a new building

a. New GEARS parent location code will be in an alphanumeric format that represents the new building location. (ex: MJC02). The GEARS configuration team will create the new parent location code based on the Facility name and address.
b. New/changed child locations will be in an alphanumeric format of the GEARS parent and a room number. (ex: MJC02-237).
c. A child -ZZ location code will be created when a new GEARS Parent location code is created and is to be used as a temporary holding location when waiting for a new location to be created. (MJC02-ZZ).
d. AOC/CC will not have a child -00 location code that represents the building level.

AOC/CC location codes in an existing building

a. Existing location codes will continue to be used as child location codes, under the GEARS parent location code.
b. New/changed child location codes added to an existing building will be in an alphanumeric format using the current existing location code structure of district-county with a room number *instead of a sequential number*. (ex: C11-02-101, J07-01-200).
c. New child location code added to an existing building that have a four-digit room number will not have the first dash in the location code. (ex: C1102-1111, not C11-02-1111).

AOC/CC Inactivated location codes

a. AOC/CC Location codes can be inactivated but will not be deleted in order to preserve historical information.

AOC/CC location code descriptions

a. AOC/CC Location codes descriptions must be generic. They can be department, building area, room type. (ex: Civil Office, Lobby, Judicial Chambers).

Location Maintenance Request formats for DCM

DCM location codes in a new building

a. New GEARS parent location code will be in an alphanumeric format that represents the new building location. (ex: DC52D). The GEARS configuration team will create the new parent location code based on the Facility name and address.
b. New/changed child location codes will be in an alphanumeric format of the GEARS parent and a room designation of Clerk office (CLK), Commissioner office (COM) or Judicial Chambers (CMB). (ex: DC52D-COM).
c. A child -ZZ location code will be created when a new GEARS Parent location code is created. (ex: DC52D-ZZ)

DCM location codes in an existing building

a. Existing location codes will continue to be used as child location codes, under the GEARS parent location code.
b. New/changed child location codes added to an existing building will be in an alphanumeric format using the current existing location code format of district-county-sequential number. (ex: D08-07-32).

DCM Inactivated location codes

a. DCM Location codes will be inactivated but will not be deleted in order to preserve historical information.

DCM location code descriptions

a. DCM location codes descriptions must be generic. They can be department, building area, room type. (ex: Clerk, Commissioner, Judicial Chambers).

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