

Template for Evidence(s) UI GreenMetric Questionnaire

University : IFSULDEMINAS
Country : BRAZIL
Web Address : <https://www.ifsuldeminas.edu.br/index.php>

[1] Setting and Infrastructure (SI)

[1.20] Percentage of Operation and Maintenance Activities During Covid-19 Pandemic



Figure 1: Machado Campus external paintings.



Figure 2: Machado Campus internal paintings.



Figure 3: Machado Campus reform of street blocks.



Figure 4: Machado Campus street paving refurbishment.



Figure 5: Machado Campus renovation of the Nursing Laboratory.



Figure 6: Machado Campus renovation of the Nursing Laboratory.



Figure 7: Machado Campus streets drainage.



Figure 8: Machado Campus streets drainage.



Figure 9: Machado Campus road signage.



Figure 10: Machado Campus road signage.



Figure 11: Machado Campus entrance closed with railings.



Figure 12: Machado Campus improvements in the Mechanization Sector



Figure 13: Machado Campus Feed Factory improvements.



Figure 14: Machado Campus Feed Factory improvements.



Figure 15: Machado Campus restructuring of native seedling nurseries and earthworms.



Figure 16: Machado Campus restructuring of native seedling nurseries and earthworms.



Figure 17: Machado Campus renovation of the Zoology Laboratory.



Figure 18: Machado Campus renovation of the Zoology Laboratory.



Figure 19: Machado Campus implementation of the Sewage treatment system of the Coffee Center of Excellence.



Figure 20: Machado Campus implementation of the Sewage treatment system of the Coffee Center of Excellence.



Figure 21: Machado Campus implementation of new photovoltaic modules.



Figure 22: Machado Campus implementation of new photovoltaic modules.



Figure 23: Carmo de Minas Campus Bandstand reformed with its original architecture.



Figure 24: Carmo de Minas Campus water reservoirs connected to the rainwater collection system.



Figure 25: Carmo de Minas Campus old mansion before renovation.



Figure 26: Carmo de Minas Campus Casarão old mansion renovated with its original architecture.



Figure 27: Rectory roof renovation.



Figure 28: Rectory roof renovation.



Figure 29: Rectory renovation of the drainage system.



Figure 30: Rectory renovation of the drainage system.



Figure 31: Rectory coverage of parking spaces.



Figure 32: Rectory renovation of the rainwater collection system.



Figure 33: Inconfidentes Campus maintenance plan, renovation and construction of new facilities.



Figure 34: Inconfidentes Campus construction of living space using used materials.



Figure 35: Inconfidentes Campus renovation of the Environmental Laboratory.



Figure 36: Inconfidentes Campus construction of a new teaching block for classrooms.



Figure 37: Inconfidentes Campus construction of the Hippotherapy Center building.



Figure 37: Inconfidentes Campus open calls for miscellaneous maintenance - Sep/20 to Aug/21 (attachment).

Description:

IFSULDEMINAS continued to function during the pandemic, with some in-person, hybrid and home office activities. Several works were carried out in the Rectory and on the campuses, and building maintenance, cleaning and security services remained active, through sanitary protocols.

Protocol for the organization of safe face-to-face work in times of COVID-19 in the IFSULDEMINAS

Measures that should be taken individually by all servers, third parties and trainees. Available at: https://portal.ifsuldeminas.edu.br/images/conteudo/2020/Coronav%C3%ADrus/regulamenta%C3%A7%C3%A3o/Notas/Protocolo_COVID-19_v2.pdf.

Informative Note/Summary

Recommendations (COVID-19) - Contracts for the provision of outsourced services. Available at: https://portal.ifsuldeminas.edu.br/images/conteudo/2020/Coronav%C3%ADrus/regulamenta%C3%A7%C3%A3o/Notas/Nota_informativa_Ementa_recomenda%C3%A7%C3%B5es_COVID.19_Contratos_de_presta%C3%A7%C3%A3o_de_servi%C3%A7oes_terceiros.pdf.

Return to In-person Work Guidance

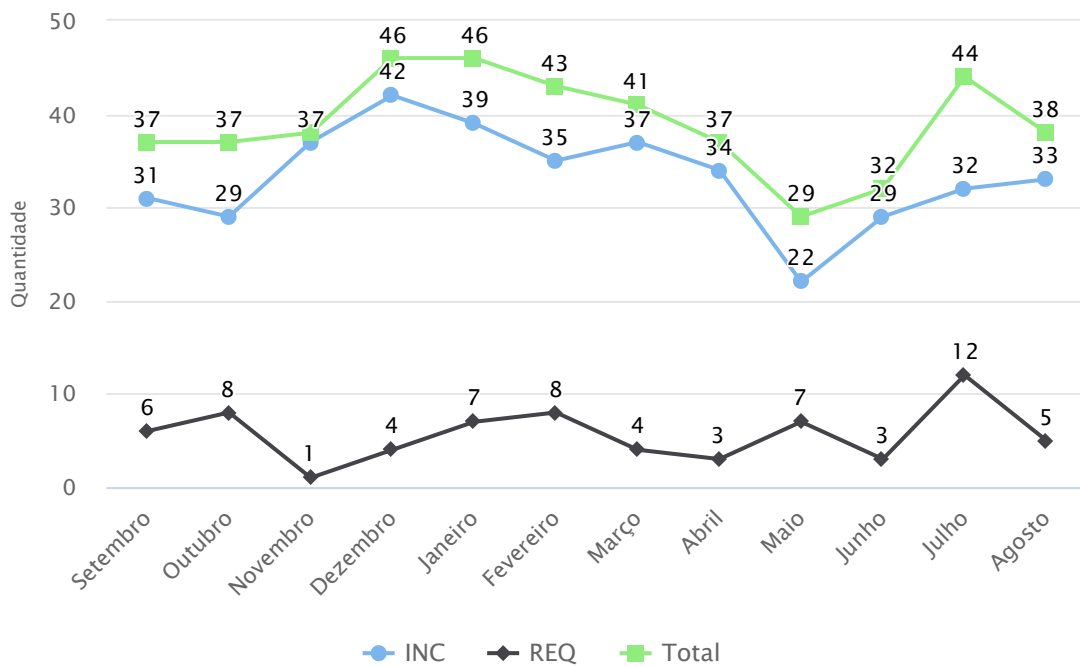
With the publication of Normative Instruction n. 90, of September 28, 2021, which provides guidance on a safe return to face-to-face work in the bodies and entities of the federal Executive power, the Pro-Rector of People Management of IFSULDEMINAS prepared complementary guidelines for the return gradual and safe work in face-to-face mode for employees considering the aforementioned Normative Instruction, together with CONSUP Resolution 133 of September 15, 2021, the Pedagogical and Administrative Action Plans of the campuses and the Biosafety Protocols adopted by the units. Available at: <https://portal.ifsuldeminas.edu.br/index.php/diretoria-de-gestao-de-pessoas/4739-orientacoes-sobre-retorno-ao-trabalho-presencial>.

Indicadores

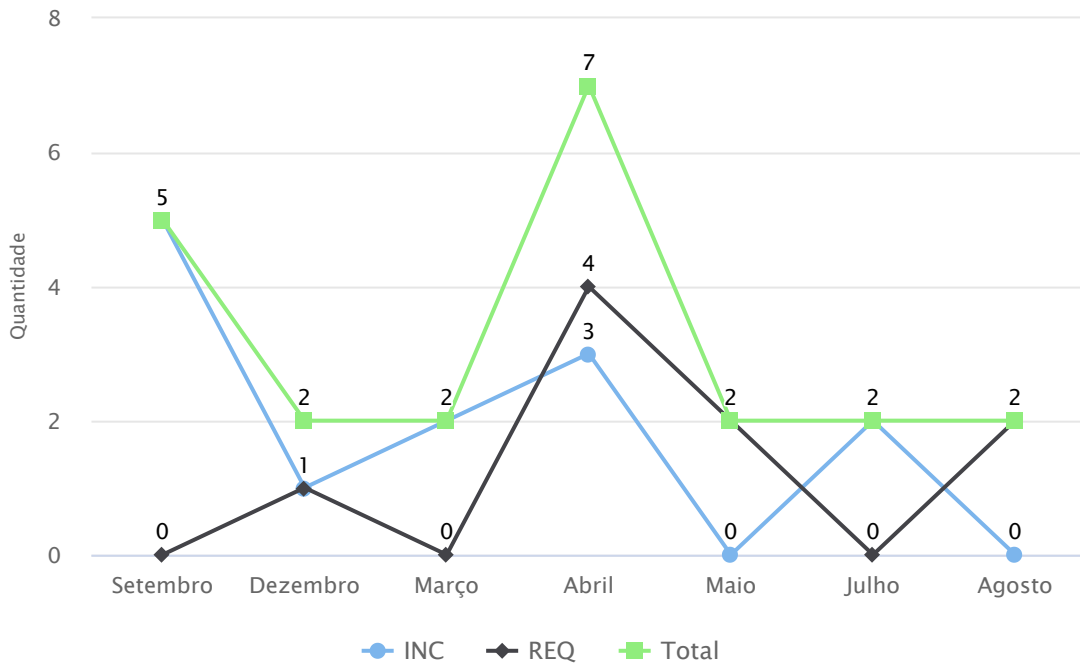
Data de Início: *	Data de Término: *	Unidade Organizacional:
01/09/2020	31/08/2021	IFS
Grupo de Atendimento:		

Indicadores

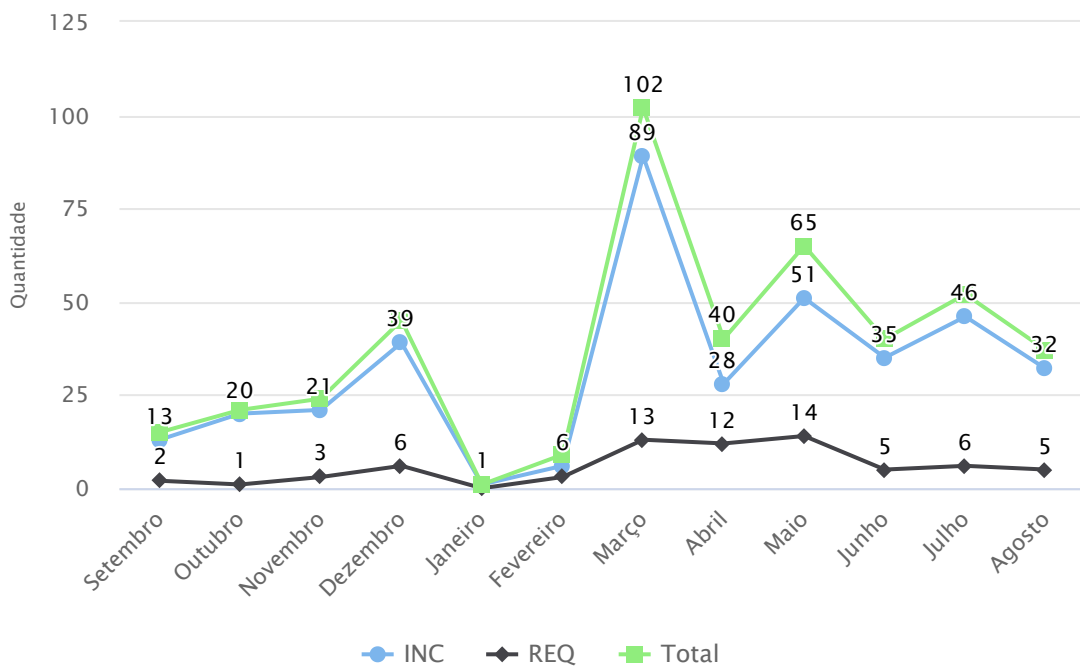
Número de Chamados Abertos



Número de Chamados Reabertos



Número de Chamados Fechados



Número de Chamados Escalados/Retornados

Quantidade

● Total

Número de Chamados Reclassi

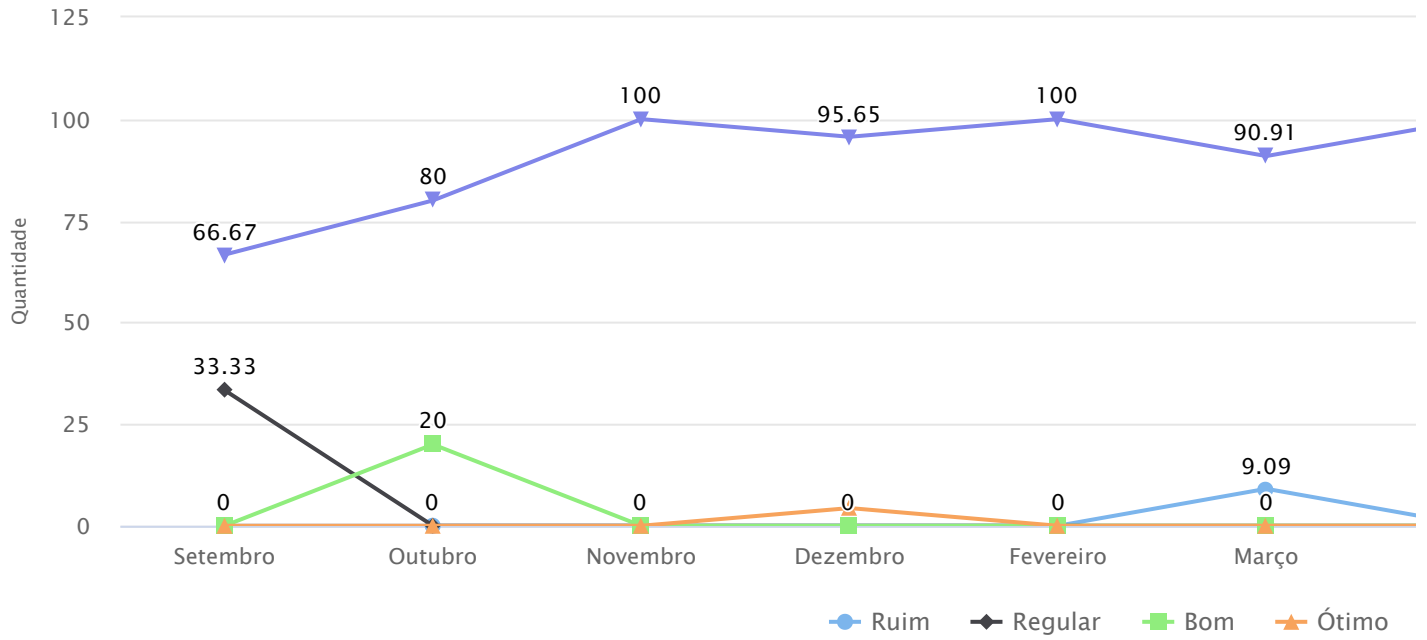
Quantidade

● Total

Demandantes

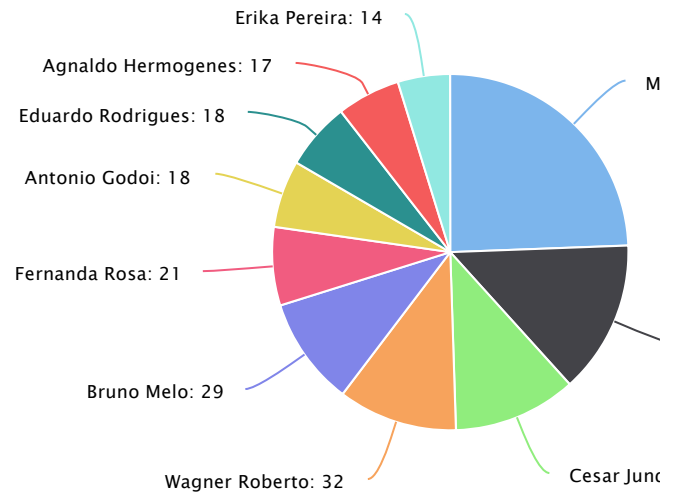
Avaliação dos Chamados Fech

Valores em percentuais



Top 10 Demandantes

que mais abrem chamados

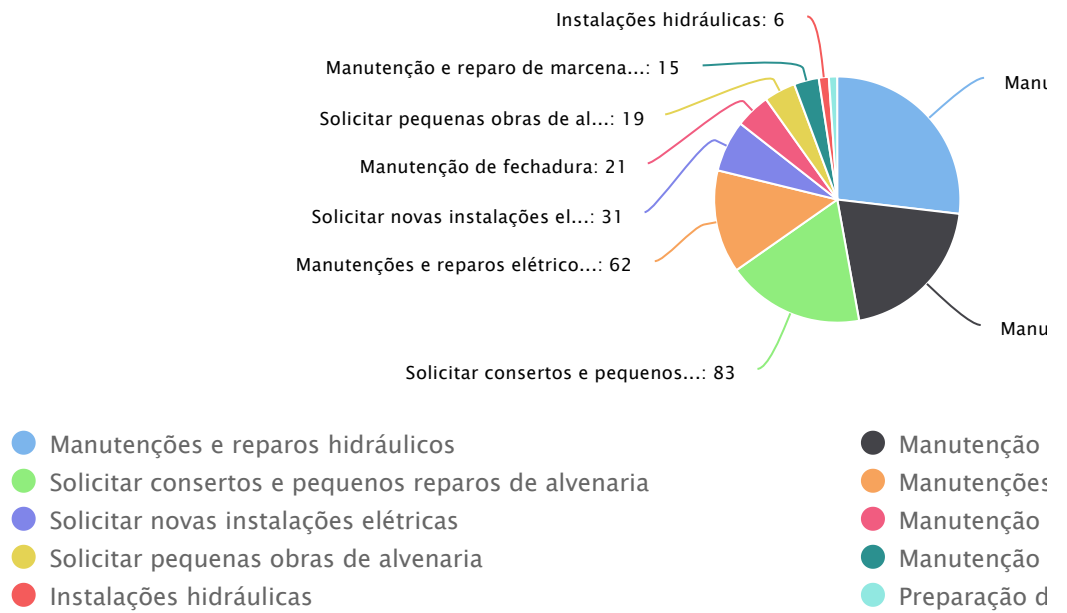


- MATEUS HENRIQUE
- Emerson Michelin
- Cesar Junqueira
- Wagner Roberto
- Eduardo Rodrigues
- Aginaldo Hermogenes
- Erika Pereira

Serviços

Top 10 Serviços

mais demandados

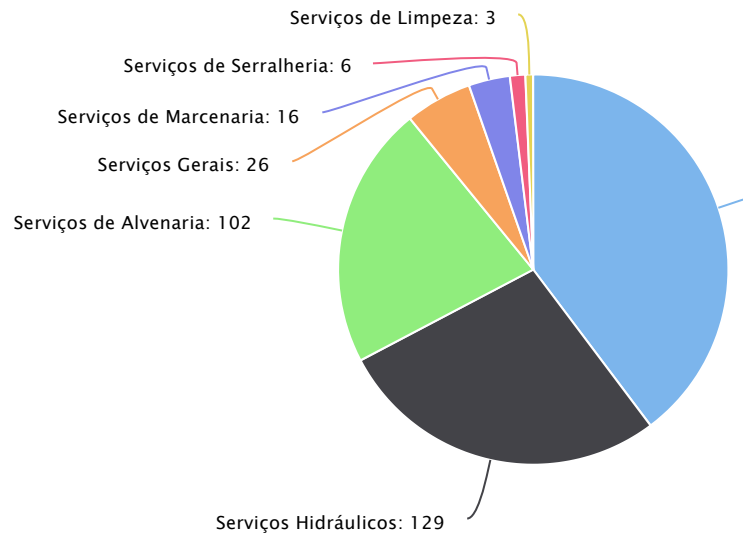


Serviços mais Demandados

#	Serviço	Quantidade de Chamados
1	Manutenções e reparos hidráulicos	123
2	Manutenção e reparo de equipamentos elétricos	93
3	Solicitar consertos e pequenos reparos de alvenaria	83
4	Manutenções e reparos elétricos prediais	62
5	Solicitar novas instalações elétricas	31
6	Manutenção de fechadura	21
7	Solicitar pequenas obras de alvenaria	19
8	Manutenção e reparo de marcenaria	15
9	Instalações hidráulicas	6
10	Preparação de local, movimentação de mobiliário e equipamentos	5
11	Preparação e limpeza de local	3
12	Manutenção e reparo de serralheria	3
13	Fabricação de produtos de serralheria	3
14	Fabricação de produtos de marcenaria	1

Grupos de Serviços

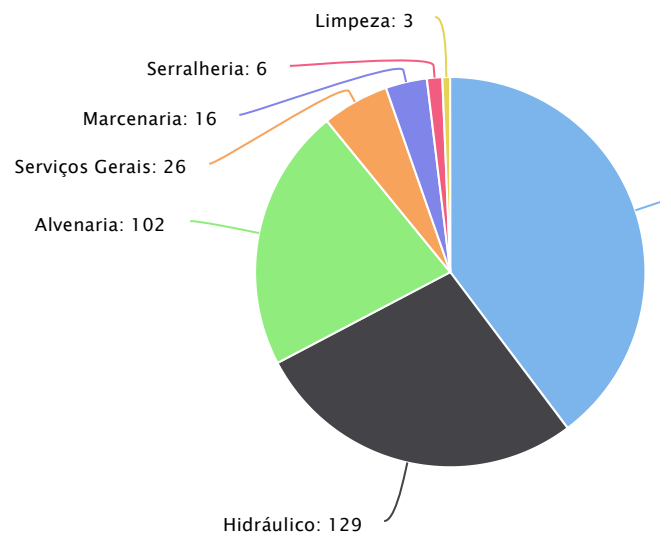
mais demandados



- Serviços Elétricos
- Serviços Hidráulicos
- Serviços de Alvenaria
- Serviços Gerais
- Serviç

Categorias de Serviços

mais demandadas

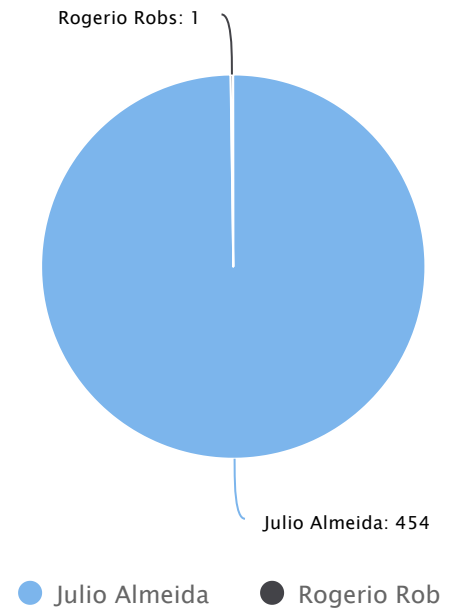


- Elétrico
- Hidráulico
- Alvenaria
- Serviços Gerais
- Mai

Atendimento

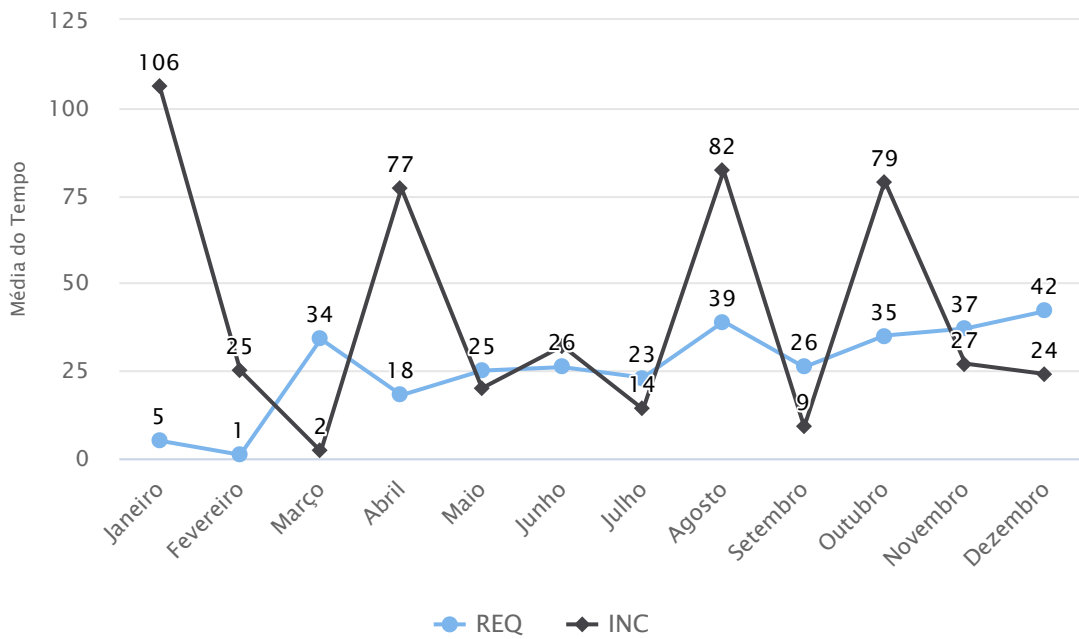
Top 10 Atendentes

que mais resolveram chamados



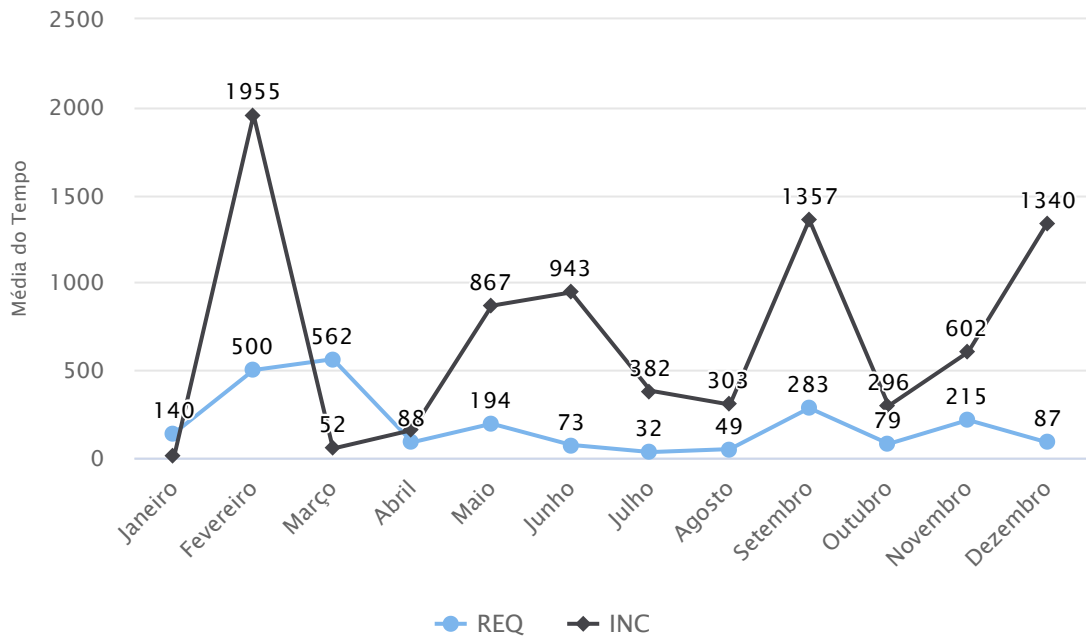
Média do Tempo de Atendimento dos Chamados

(em horas)



Média do Tempo de Resposta dos Chamados

(em horas)



Top 10 Chamados com Maior Tempo de Atendimento

Fechado

INC #27110

Tempo de Atendimento: **19 dias, 36 minutos**Interessado: **Aginaldo Hermogenes**Aberto Em: **21/10/2020 10:06**

Fechado

INC #28819

Tempo de Atendimento: **16 dias, 20 horas, 51 minutos**Interessado: **Wagner Roberto**Aberto Em: **29/03/2021 13:02**

Fechado

INC #29689

Tempo de Atendimento: **14 dias, 2 horas, 10 minutos**Interessado: **Angelo Oliveira**Aberto Em: **07/06/2021 18:39**

Fechado

INC #28582

Tempo de Atendimento: **12 dias, 23 horas, 49 minutos**Interessado: **Angela Pinto**Aberto Em: **09/03/2021 15:30**

Fechado

INC #27192

Fechado

REQ #30250

Tempo de Atendimento: **12 dias, 22 horas, 49 minutos**

Interessado: **Eduardo Rodrigues**

Aberto Em: **28/10/2020 09:26**

Tempo de Atendimento: **12 dias, 20 horas, 33 minutos**

Interessado: **Emerson Michelin**

Aberto Em: **27/07/2021 13:55**

Fechado

REQ #28208

Tempo de Atendimento: **12 dias, 47 minutos**

Interessado: **Emerson Michelin**

Aberto Em: **08/02/2021 11:00**

Fechado

INC #29337

Tempo de Atendimento: **12 dias, 36 minutos**

Interessado: **Erika Pereira**

Aberto Em: **10/05/2021 10:00**

Fechado

REQ #28203

Tempo de Atendimento: **11 dias, 23 horas, 29 minutos**

Interessado: **Antonio Godoi**

Aberto Em: **05/02/2021 15:58**

Fechado

INC #27209

Tempo de Atendimento: **11 dias, 14 minutos**

Interessado: **Camila Souza**

Aberto Em: **29/10/2020 09:54**

Top 10 Chamados com Maior Tempo de Resposta

Em atendimento

INC #30375

Tempo de Resposta: **23 horas, 6 minutos**

Interessado: **Bruno Melo**

Aberto Em: **09/08/2021 08:18**

Em atendimento

INC #30622

Tempo de Resposta: **1 hora, 6 minutos**

Interessado: **Agnaldo Hermogenes**

Aberto Em: **26/08/2021 08:53**