Leveraging Maximo to Improve Unit Oversight
What is Maximo?

- Work management
  - Planning for work to be done
  - Process management
- Asset management
- Preventive maintenance (PM)
- Recording labor & work logs
- Material procurement
7.5 Migration Project

- Simplify for a more stable system
  - Job #’s to be replaced by account string

- Workflow
  - Consistent throughout FS Zones
  - UFR (Unit Facility Rep) approval for Service Requests

- New ways to access Maximo information

- Mobile application - EzMaxMobile

- Data Warehouse / reporting tool

- Maximo Helpdesk
Project Team

Michael Baker – FS Programming Services
Dean Goble - Utilities
Lisa James – S.A.S. (campus rep.)
Debra Howell – Maximo Executive Committee
Michael Piston – FS Administration & Finance
Joe Remillard – FS Customer Service
Jaimi Shoemaker – FS Project Services Group
Erin Sill – Maximo Project Manager
Michael Tubbs – FS Zones, Preventative Maintenance
## Improved Functionality

<table>
<thead>
<tr>
<th></th>
<th><strong>CURRENT (customized)</strong></th>
<th><strong>NEW (off the shelf)</strong></th>
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<tbody>
<tr>
<td><strong>Cost tracking</strong></td>
<td>By Job #/ RFS</td>
<td>By Account String and other fields</td>
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<tr>
<td><strong>SWO’s</strong></td>
<td>Some Jobs are classified as Standing Work Orders</td>
<td>PM or Standing SR, or create new SR as needed</td>
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<td><strong>Billing</strong></td>
<td>Customization coded in Maximo</td>
<td>Billing &amp; Transfer system outside of Maximo</td>
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<td><strong>Reporting Tools</strong></td>
<td>FS website</td>
<td>FS website</td>
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<td></td>
<td>Actuate (in Maximo)</td>
<td>BIRT (in Maximo)</td>
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<td></td>
<td>Brio (outside)</td>
<td>OBIEE (for data warehouse)</td>
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</tbody>
</table>
Service Request Workflow

- Staff
- Students
- Faculty

Unit Facilities Rep (UFR)

Internal Work

Send to Facilities Services

Repair, Maintenance, or Service
- Customer Service (40’s & 50’s)
- Zone Management (30’s)

Project or Estimate
- Projects/Engineering
Service Request Website

Name: Michael E. Baker
Phone: 607/255-7480
Email: mebi54@cornell.edu
Campus Address: Humphreys Service Bldg, Room 126
Facility: HUMPHREYS SERVICE BLDG - 2023
Request Type: Repair, Maintenance, Service
Summary: Need a wall painted
Nature of Request:

I need one of the walls painted in my office to cover up some damage left by the previous person.
UFR Maximo Screen

Service Request: 1132
Owner: 
Owner Group: 
Status: NEW

User Information
Reported By: MEB84
Name: Michael Baker
Phone: 607-255-7480
E-mail: meb84@cornell.edu
Affected Person: MEB84
Name: Michael Baker
Phone: 607-255-7480
E-mail: meb84@cornell.edu

Service Request Details
Summary: Need a wall painted
I need one of the walls painted in my office to cover up some damage left by the previous person.

Classification: REMAINTSERV
Class Description: Repair, Maintenance, or Service
Reported Priority: 30
Internet Priority: 30
Service Group: FSHOP
Service: PAINT
Vendor: 
Site: FS
SLA Applied?: 
Create WO Options: MULTI

Room Number: 126
GL Account: IF.G413701
Expanded Usage
Unified Reporting

- Maximo
- Project Management Software
- Facilities Inventory

University Data Warehouse
Maximo Helpdesk

• Answer process questions
• Help users gather data for reporting
• Help coordinate trainings
• Aid in the cleanup of data
Q&A

• Michael Baker – meb84@cornell.edu
  Maximo System Administrator

• Erin Sill – emw46@cornell.edu
  Maximo Project Manager

• Maximo Website
  http://maximo.fs.cornell.edu