Maximo Website Re-Design and Expansion

Welcome to the April edition of Maximo Monthly! The response to last month’s inaugural edition of this newsletter was overwhelmingly positive and we would like to send a thank you out to everyone who offered suggestions about things they would like to hear about.

The Maximo website (http://maximo.fs.cornell.edu) is currently being re-designed to expand its functionality and improve its look and flow. Since its creation, the Maximo website has primarily served as a launch pad to log in to Maximo. This re-design aims to make the website more useful. A new menu structure is being created similar to that of many of the other FS websites. This menu structure will allow for more information and links to be added to the Maximo website. Links to Maximo Test and Maximo Production, core user information, trouble ticket submission, and Maximo access requests will all be present in this new menu structure. The Maximo Access Request Form will also be turned into an electronic version of the current paper form. This will streamline the access request process and improve the speed at which security requests are handled. We are also planning to provide access to training materials once they have been developed and it has been determined the best way to deliver that content. If you have any suggestions about what you would like to see on this new site please let us know.

Monthly Tip

Maximo allows you to use wildcards in search and filter fields to find data “like” something. The four characters you can use as wildcards are asterisk (*) or question mark (?) and underscore (_) or percent (%).

- Use * or % to stand for any number of characters in the specified position
- Use _ or ? to stand for a single character in the specified position.

Examples

123* or 123% would return 123, 1234, 123ABC, etc.

*123 or %123 would return 123, 5123, ABC123, etc.

123_ or 123? Would return 1234, 1238, 123A, etc.

_123 or ?123 would return 5123, 9123, J123, etc.

Click here for more information.
Syclo... Living in the Electronic Maintenance World

What is Syclo?

In the first of a two-part series Dean Goble, from Utilities and Energy Management, discusses what Syclo does and how our organization benefits from its use. Next month Dean will be discussing future opportunities in Syclo and what we could be using it for.

Syclo is a third-party software package which interfaces with Maximo to bring a conglomeration of data to Shops and Utilities technicians’ laptops at the push of a button. Among technicians utilizing Syclo, it is generally the only interaction that they have with Maximo. When a technician “transmits” in Syclo, new work assigned to that technician in Maximo is brought down to their laptop and any locally entered information is pushed up to Maximo from their laptop. With transmission completed, a network connection is no longer needed until new data needs to go one way or the other again, typically at the beginning and end of a shift. A tremendous amount of information is available at the technicians’ fingertips through this simple process.

Syclo is divided into two modules, the first of which is the Work Order Module. This module displays a list of all the work assigned to the technician. Fields such as work order number, description, asset/location information, due date, priority, status, and other technicians assigned to the work order are available on the main list tab. This list is able to be sorted/filtered and columns can be re-arranged individually by each technician. These features do away with stacks of paper to wade through and allow the technician to see what needs to be done, when it should be done, where to do it, and how to do it... all more easily.

More information about a specific work order is available by viewing other tabs in the Work Order Module. Some of the other tabs available are Plan, Parts, Safety, Safety Plan, LOTO, Work Logs, Docs, History, and PR List. From these various tabs a technician can see step-by-step plans for the work to be done, spare parts associated with the asset being worked on, and safety information such as hazards and lockout/tagout requirements. Logs entered outside the original request and documents attached to an assigned work order are also only a few clicks away. A history of any work performed in the same location for the past 18 months is also available on the technicians’ laptop, along with any notes or logs that previous may have entered when they performed that work. Technicians even have the ability to create purchase requests for work orders, allowing them to stock parts or ad-hoc items (currently only Utilities is utilizing this functionality).

The second module is the Timesheet Module. From this module technicians enter the time they worked, the work order they worked on, and comments for the work they performed. They even have the ability to enter work performed by another technician who may have been helping them via “crew” functionality. Since much of this information is selected from drop-down lists it helps prevent “miskeyed” data. Technicians may also view details for their own recorded labor hours for the past 30 days. Since the technician is entering their own time and electronically sending it to Maximo, account representatives are freed up from keying in this information manually from paper timesheets. Instead, they simply need to review the information in Maximo and approve the labor transactions.

In short, using Syclo as a solution for electronic maintenance at Cornell provides streamlined work management and makes important information available to those who it matters to the most. It also helps capture information vital to making our organization more efficient.

Noteworthy Enhancements

- “Work Code” is now a searchable field in Service Request, Advanced Search
- Certain fields in the Service Request application are now being audited. This provides much needed information to improve upon business processes and training.
- Open SR queries have been modified to only show SR’s that have completely passed through workflow. Previously, once an SR was created for your shop it would be picked up by the query even if Customer Service or Maintenance Management had not yet approved it.

On the Horizon

- Discussions around displaying more information, in a better format, from Maximo on the FS website have been occurring.
- Changes are planned to allow the description of CM supporting shop work orders to be changed. Currently they are set to the description of the associated SR.
- Technical development for Phase I of the Job Cost Migration Project will begin in May. This phase is concerned with the migration of the Employee File into Maximo.
Maximo Governance

The current governance structure of Maximo is the evolution of various groups and committees that have existed since Maximo was originally implemented at Cornell six years ago. This structure has been put in place to not only address problems and make decisions, but to do so in a timely fashion and at the appropriate level. Over the next few newsletters we will be touching on what the various groups are, what their responsibilities are, and what the membership of each of those groups looks like. Next month we will be focusing on the Executive Sponsor, the Project Sponsors, and the Maximo Executive Committee. In subsequent newsletters we will move on to the Core User Group, then the Development Team, and finally the various groups which make up the Maximo User Base.

Maximo Governance Structure

Executive Sponsor
Project Sponsors
Executive Committee
Core User Group / Development Team
Maximo User Base

April 2009 vs. April 2010 (Users and Logins)

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<thead>
<tr>
<th>Year</th>
<th>Active Users</th>
<th>Logins</th>
</tr>
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<tbody>
<tr>
<td>2009</td>
<td>116</td>
<td>2927</td>
</tr>
<tr>
<td>2010</td>
<td>221</td>
<td>5750</td>
</tr>
</tbody>
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