New Monthly Newsletter for the Maximo Community at Cornell University

Welcome to the inaugural edition of Maximo Monthly! This newsletter is the direct result of the increased presence of Maximo at Cornell University and is written for the Maximo community, by the Maximo community.

The Maximo Core User Group has developed this newsletter to help keep Maximo users at Cornell up to date with the many happenings that occur over the course of a month. Our goal is to deliver the information that matters the most to you. To that end, we will be introducing a series of articles in these newsletters that will keep you informed about project updates, helpful hints, system enhancements, success stories, and much much more.

We hope that you enjoy the information that you will find in this newsletter and urge you to contribute any information that you think other users would benefit from. With that said... read on and see what has been happening in Maximo in the month of March!!!

Monthly Tip

Do you know about the “Advanced Search” feature in Maximo? In many Maximo applications there is a button in the upper left hand corner of the screen (only visible while on the List Tab) labeled “Advanced Search.” Clicking this button will bring up a dialog box that displays additional fields that you can search on. For example, in Service Requests while on the List Tab you can search for SR’s based on a facility code or shop. By clicking the “Advanced Search” button you can also search on the date the SR was reported. The “Advanced Search” screen in each application is different... so take a look and see what fields are available in your favorite applications.
Job Cost Initiative

Job Cost Goals

The planning and scoping phase of the Job Cost System Migration project is in full swing! Facilities Services will be migrating the Job Cost System (JCS) into Maximo, and will be working with users over the coming months to determine what system functionality should be maintained or improved as part of this initiative. The initiative has 3 primary goals:

- Migration JCS functionality into Maximo such that at a minimum the useful functionality of the system is maintained, if not improved
- Identify and implement enhancements to the types of data stored and reported by Maximo in order to improve our ability to organize and use the data to manage our work, streamlining wherever possible
- Identify and consider implementing project management tools in Maximo

Phases

The migration of the Job Cost System into Maximo will be executed in two distinct phases. The first phase will involve the migration of the employee files into Maximo. Thanks to the input from a number of subject matter experts from Human Resources, Finance, and the FM Shops, the requirements for this phase of the project have been collected, and FS Programming will soon begin development. Approximate deployment for this phase of the project is scheduled for November 1, 2010. The second phase of the initiative involves the migration of the job master files, detail files, and reporting capabilities. Workshops and development meetings are currently underway to assist in the gathering of requirements for this phase.

Job Cost Requirements Workshops

The first in a series of Job Cost Requirements Workshops was held this month in Humphreys Service Building. The workshops provide internal FS staff with the opportunity to learn more about the Job Cost Migration Project and submit requirements on behalf of their department/work group. Participants will engage in various requirements discovery activities where they will learn how to articulate their needs and wants in the form of “user stories”.

These workshops are being led by Angela Baker and were organized with the help of Laurrie Coffin. All requirements produced during the workshops will be evaluated and analyzed by the Maximo Development Team. Workshops will be continuing through April.

Development Team

The Maximo Development Team is comprised of the project director, project managers, FS programming staff, and a number of subject matter experts to act as business representatives and liaisons for their respective groups.

This team will execute deliverables in conjunction with the migration project, responsibilities of which will include identifying the business needs of the organization and articulating those needs in the form of requirements. The team is also responsible for categorizing, prioritizing, selecting, and documenting the functions that will be included in Maximo. The efforts of this group, along with the input from our internal FS staff will help to insure a successful and smooth transition.

Noteworthy Enhancements

- “Entered By” is now a searchable field in Service Requests, Advanced Search
- “Is Primary?” is now a searchable field in Work Order Tracking, Advanced Search
- “Summary” is now displayed on the List Tab in Service Requests
- A new rule prevents labor from being applied to work orders that are in history
- By default, tasks no longer accept charges. This can be manually overridden if necessary.
- There is no need to jump between the Work Order Tracking and Service Requests applications to view related status changes anymore. In the “View History” dialog box in either application, both work order and service request status changes are now displayed.
- Many fields in Labor Reporting have been accurately renamed from “Activity” to “Work Order.”

Report News

In conjunction with Shops Administration and the Mechanical Shop, a Preventive Maintenance Review Report is being developed that will generate an overview of all PM activities in a specific building. Check future newsletters for more information.

A new report has been developed for Maintenance Management that will help them identify and improve upon the amount it takes for service requests to move through various stages of the approval process. Also included is an analysis of the time it takes for work to begin on a service request.
Project Updates...

Customer Service

Joe Sever has just finished developing a system for service request notifications. This system is currently being piloted by a small group of users before being rolled out to the campus at large. Once the notification system is available customers will be able to opt-in or opt-out of e-mail notifications for a variety of events, such as:
- On service request creation
- On user defined service request status changes
- On service request change orders

Users will be able to further filter notifications based on priority levels and financial responsibility. Finally, users will be able to specify whether they would like to receive individual e-mails as events occur or as a single nightly “digest” e-mail. Look to future newsletters for more information.

Emergency Lights

Michael Baker has been completing the technical side of the Emergency Light Inspection Program in Maximo. Many facilities monthly emergency light inspections are now initiated and recorded in Maximo. This project has been a joint venture between FS Programming, Maintenance Management, the Electric Shop, and Building Care. He has also been actively working on bug fixes and many of the enhancements requests mentioned in this newsletter.

Inventory Management

Steve Mandl has been wrapping up the migration of IMS into Maximo. The warehouse staff has been actively using Maximo for over a month now as their daily inventory tool. Steve has begun to shift his focus to enhancing the Purchasing module to allow non-inventory purchases to be made through Maximo.

Customer Service Spotlight

On Thursday, March 4th Customer Service operated entirely remotely from their normal offices in Humphreys Service Building. With the aid of software that routed calls to their cell phones and with the use of wireless laptops, Customer Service spent the day in Appel Commons creating service requests in Maximo and performing their other daily duties. This was a planned exercise which was executed with no difficulties and was a positive experience. If you would like additional details please contact Joe Remillard (jhr34@cornell.edu).

On the Horizon

- Loading of street/ exterior building lights into Maximo.
- Changes to meter naming conventions to better suite needs.
- Migration of the Building Coordinator Database into Maximo.

Notable Quote

“Baker Twin powers, activate! Form of Maximo Answers!”

~ Michael Tubbs, Mechanical Shop

Asking a question of Michael Baker and Angela Baker

March 2010 Service Request Distribution