Back in Action!!!

When major development on the Job Cost Migration began, the Maximo Monthly newsletter was put on hiatus. While reviewing this year’s Programming Services Satisfaction Survey, many of the Maximo specific comments that were left centered around better communication from the Maximo Development Team. A communication plan has been developed and part of that plan involves beginning to publish a monthly newsletter again. As before, the Maximo Core User Group will be responsible for developing the content of this newsletter. Speaking of the Core User Group, this group has begun meeting regularly once again and membership has been expanded to include new groups that began using Maximo as a result of the Job Cost Migration, as well as re-organizations in Facilities. In addition, the various units external to Facilities which use Maximo will now have representation on the Core User Group as well. Our two newest members are George Wood and Gary Urban. George will be representing R5 and Gary will be representing Facilities’ Campus Business Partners which have also recently been expanded to include – The College of Agriculture and Life Sciences, Athletics, The College of Human Ecology, Dean of Students, Gannett, The School of Industrial and Labor Relations, and The Veterinary School.

About the Maximo Development Team

Lori Lewis
Lori grew up in Cortland and played a lot of sports... trying to find one she was really good at. She still plays tennis and basketball, and also swims, bikes, and cross-country skis (whenever we get enough snow). Lori earned her B.S. in Chemistry from William and Mary and after a couple of years in the medical field decided to explore the more interesting (to her) computer programming field. Her career started at Fannie Mae in Washington D.C. working on several business systems. Lori moved back to the area to be closer to family and found herself working at Lockheed Martin in Owego. She currently lives in a friendly neighborhood outside Owego with her daughter, is active in her church, and loves to read... a little too much.
Work Order Shop Assignments

When work orders are being created in Maximo, many times it may be easy to determine which shop that work order should be assigned to, however, the type of work being performed and your role in Maximo can also impact what shop should be assigned to a work order. Jaimi Shoemaker from Project Services and Paul Heliseva from Zone Management sat down to discuss some questions that have come up in the past as Project Services manages their work through Maximo.

Q. When I need a work order for Fire Alarm Support, who do I issue the work order to?
A. The fire alarm techs work in Zone 3. All work orders that don’t originate in Zone 3 need to be issued to Zone 3.

Q. When I need keying done for a Campus Life building, what shop does the work order go to?
A. All of the SAS Service Requests, which Campus Life is part of, go to Zone 4 with the exception of Anabel Taylor, Barnes and Sage Chapel.

Q. When I need to issue a work order to Marie Balander for keying, what shop does the work order go to?
A. Service Requests or work orders for keying go directly to the Carpenter Shop.

Q. When I need support from the trades assistants, what shop does the work order go to?
A. Trades assistants work in the Mason Shop. You would issue a work order directly to them.

Q. When I need sheet metal support for cut roofs, does the work order go to the shop or the zone the building is located in?
A. Project support for roofs goes directly to the Sheet Metal Shop.

Q. When does a work order get issued to a zone and not a specific shop?
A. A work order for a project gets issued to a zone for two reasons.
   i. The zone is managing the project.
   ii. The personnel working on the project are located in that zone.

In general, when a work order comes from a project, that work order needs to go to the shop where the people are working. If the work order is on a service request, then it starts in a zone and a child work order is issued if another zone or shop is needed.

There are several “exceptions” to zone maintenance. These are service requests that don’t come through the zone (keying going directly to Marie is an example). Following is a list of the some of the exceptions which exist:

- Elevators
- Acme Pest Control
- All dining requests go to Zone 4
- Events and Special Events
  - This includes events for Commencement and Alumni Weekend, or any Care of Building (COB) event.
- Asbestos Abatement
- Trane
- Project Services Group
- Facilities Engineering & Design
- Estimate Requests

If your unit has specific questions or you would like any clarification, please contact Paul Heliseva (pfh3@cornell.edu).

Recent Enhancements

- The Maximo Material Invoice Process has been deployed to Production and initial training / information sessions have been held on its use.
- New Cost of Good (COG) account functionality was deployed and is working as designed.
- Numerous minor enhancements where made to the following applications: Jobs, Transactions, and Work Order Tracking.

Upcoming Enhancements

- Changes to accommodate Zones becoming cost centers at the beginning the new fiscal year.
- A interface between Maximo and e-Shop is being designed to replace the one which was lost during the Kuali migration. This will aid in reducing the duplicate entry of PO’s in Kuali and Maximo when placing a Shops Catalog order.
- Minor enhancements to various applications.
Maximo Goings-On

Since the last time this newsletter was published, quite a bit has taken place related to Maximo. First off, the Job Cost migration has been completed and the past nine months have been spent addressing issues which there was not time for before the deployment. Additionally, many enhancements to the jobs, transactions, and many other applications in Maximo have been made.

Two new Maximo developers were hired, a new Maximo project manager was hired, and Joe Sever left Cornell to pursue an opportunity at CBORD. A consulting team from TRM helped us carry out a performance assessment on Maximo. During this process we addressed various issues which have greatly improved system stability. We have begun high level discussions of the Maximo 7.5 upgrade and have sent out an RFI to multiple consulting companies to provide a fit-gap analysis.

A lot of work has gone into the business rules in Maximo to meet new accounting rules which have been requested from central Finance. Many of these rules are the result of the Kuali migration. A large amount of work has also gone into creating various interfaces between Maximo and Kuali. Specifically, the Maximo Material Invoice Process and the Maximo e-Shop Interface are being developed to get better information to the people that need it and also to reduce the amount of duplicate entry that is required when utilizing both systems.

The Maximo Development Team moved out of HSB 125 and into HSB 126. This move has been great and has really helped us communicate better as a team and focus on the work that we are doing for you. If you haven’t been up to our new space yet, please stop by and visit.

On a special note, we would like to thank Joe Sever for all the hard work and dedication he provided to the Maximo project. He was involved from the beginning at Cornell and always provided high quality work and valuable insights to our implementation. He will be greatly missed.

Preventive Maintenance by Zone

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<tr>
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</table>

Maximo Development Team Communication Plan Update

Progress on implementing the changes which were defined in the Maximo Development Team Communication Plan is continuing to be made. Some of these changes have been implemented for a few months now, such as the weekly Friday e-mails. Other changes have only been implemented recently, for example the new section on the Maximo website which lets you know about some of the tasks which are currently being tested. The re-publishing of this newsletter is another step towards our goal of better communication with Maximo users. As these changes are made, we welcome any feedback you may have. If you do have any feedback please contact Michael Baker (meb84@cornell.edu).

Pulse 2012

The Pulse 2012 Conference was held at the beginning of March in Las Vegas. Attendees from Zone Management, Shops Administration, and Programming Services represented Cornell this year. The following topics were focused on the Cornell team:

- Mobile solutions
- Scheduling solutions
- Upgrade/ implementation sessions
- Software updates
- User networking