IPP Maximo Standard Reporting
Endowed Zone
FY 2017 – Q1
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SECTION 1

Comprehensive Zone Reporting (All Maintenance Zones)

The graphs represent work that is flowed through the Maximo system and managed within Facilities Management and IPP Projects Administration. Unit and Geneva work is excluded. Maximo Service Requests (SRs) are requests for work or service, and have one or more Work Orders (WOs) related to them. WOs include labor assignments, labor hours, and charges. Standalone WOs (without a SR) are used for Preventive Maintenance (PM) or continuous work.

Unresolved Service Requests
This graph displays the number of unresolved Service Requests by Maintenance Zone and FM Operations, grouped by the number of days unresolved. “Unresolved” includes SRs in the status of Queued, Pending, and In Progress. Each of the three Maintenance Zone graphs includes work managed by the FM Zone(s) and FM Operations. The FM Operations graph includes work managed only by FM Operations within each Maintenance Zone. The unresolved SRs are categorized as being open for 0-30 days, 31-60 days, 61-90 days, or over 90 days from the SR Reported Date (SR created date).

Unresolved Service Requests per Million Square Feet/Facility
This graph shows the average number of unresolved SRs (in statuses of Queued, Pending and In Progress) per million square feet, by Maintenance Zone. It also displays the average number of unresolved SRs per facility for all Zones on the secondary (right) axis.

Work by Work Group on Unresolved Service Requests Open > 90 days
These pie charts display the breakdown of work by Work Group associated to all of the unresolved SRs open greater than 90 days in chart CZR-1, by Maintenance Zone and FM Operations. The three Maintenance Zone charts categorize the work into WOs belonging to the various Work Groups. The FM Operations chart is categorized by the percent of work managed by FM Operations within each Maintenance Zone.

Service Requests Created by Maintenance Zone and Priority
This graph displays the percentage of the SRs created by Priority Levels comparing the current year to previous year, by Maintenance Zone.

Work Orders Created vs. Completed
This displays the number of WOs created vs. completed by Maintenance Zone, FYTD 2015, 2016, and 2017. It includes WOs related to SRs as well as PM WOs and standalone WOs not related to SRs.

Maximo Mission Statement

Provide a tool for facilities service providers to manage (receive, organize, prioritize, schedule, perform) compliance, maintenance, or project work. Collect information to support these work management activities and related activities (billing, reporting, warehousing), and communicate this information to stakeholders to aid in decision making.
Unresolved Service Requests
Managed by the FM Zones and Operations

As of September 30, 2016
Unresolved Service Requests per Million Square Feet/Facility
Maintenance Zone Comparison
12 Month Rolling

Takeaways: This shows the increase in SRs of the SCL Maintenance Zone for intercession and opening. Outside of these spikes, the needs of the zones are fairly close.

As of September 30, 2016
Work by Work Group on Unresolved Service Requests Open > 90 days by Maintenance Zone and FM Operations

As of September 30, 2016

- Work Orders belonging to the corresponding FM Zone Work Group
- Work Orders belonging to Asbestos, Contracts, Facilities Management Administration, or Shops Administration
- Work Orders belonging to Care of Buildings
- Work Orders belonging to FM Operations
- Work Orders belonging to other Work Groups outside of the corresponding FM Zone (another FM Zone or IPP Projects)
- Work Orders belonging to any Work Group under a Service Request that is classified as a Project
- Work Orders that do not belong to any Work Group
Service Requests Created
By Maintenance Zone and Priority
Q1 FY16/FY17

**Priority Levels:**
- **30 Routine:** Make all efforts to schedule within five (5) days; begin work by date
- **40 Timely:** Response within one (1) business day; scheduled within five (5) business days; completed within schedule
- **45 Urgent:** Make all efforts to mitigate problem today; overtime is authorized
- **50 Emergency:** Imminent threat to people, property, institution; immediate response

As of September 30, 2016
Takeaway: Reduction of the SCL overall work count is due to less mechanic workforce and batch assignments.

*Includes Work Orders related to Service Requests as well as Preventive Maintenance (PM) Work Orders.

As of September 30, 2016
SECTION 2
Service Request Reporting - Endowed Maintenance Zone

The graphs represent work that is flowed through the Maximo system and managed within Facilities Management and IPP Projects Administration. Unit and Geneva work is excluded. Maximo Service Requests (SRs) are requests for work or service, and have one or more Work Orders (WOs) related to them. WOs include labor assignments, labor hours, and charges. Standalone WOs (without a SR) are used for Preventive Maintenance (PM) or continuous work.

Unresolved Service Requests
The graph displays a count of all unresolved SRs (in statuses of Queued, Pending, and In Progress) by the org/unit within the Maintenance Zone. It also shows the total unresolved SRs for the Maintenance Zone by SR Owner Group. ENSR-1.a and ENSR-1.b show a breakdown of unresolved SRs within each org/unit, by SR Owner Group.

Average Days: Phases of Service Requests
These graphs show the average number of days it takes for a SR in each phase (status change) from New to Resolved, by priority, shown monthly. The phases are: Unit Approval, Zone Acknowledgement, Assignment, and Completion.

Service Request Completion Phase Distribution
This graph displays the distribution of the number of days that it took for SRs (that resolved the last month of the previous quarter) to go from "In Progress" to "Resolved" status (Completion phase). This data makes up the “Completion” phase for the last month of the quarter on Graph "ENSR-2, Average Days: Phases of Service Requests".

Service Requests Created vs. Resolved
This displays the number of Service Requests created vs. resolved, by month. It compares the current fiscal year to the previous fiscal year.

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Provide a tool for facilities service providers to manage (receive, organize, prioritize, schedule, perform) compliance, maintenance, or project work. Collect information to support these work management activities and related activities (billing, reporting, warehousing), and communicate this information to stakeholders to aid in decision making.
Endowed Maintenance Zone
Unresolved Service Requests

As of September 30, 2016
Endowed Maintenance Zone
Percent of Unresolved Service Requests within the Org/Unit
By SR Owner Group

As of September 30, 2016
Endowed Maintenance Zone
Percent of Unresolved Service Requests within the Org/Unit
By SR Owner Group

Information Technology
- 86% FM Endowed Zone
- 14% FM Operations

Johnson
- 64% FM Endowed Zone
- 12% FM Operations
- 12% Grounds
- 6% IPP Engineering

Law School
- 56% FM Endowed Zone
- 16% FM Operations
- 14% Grounds
- 10% IPP Engineering

President
- 75% FM Endowed Zone
- 25% FM Operations

Provost
- 59% FM Endowed Zone
- 23% FM Operations
- 8% Grounds
- 8% PPP Projects

Research
- 72% FM Endowed Zone
- 13% FM Operations
- 4% PPP Projects

University Library
- 42% IPP Engineering
- 21% IPP Projects
- 21% FM Operations
- 16% Grounds

As of September 30, 2016
Endowed Maintenance Zone Average Days: Phases of Service Requests - Priority 30

**Completion** - SR status changes from in progress to resolved
**Assignment** - SR status changes from pending to in progress
**Zone Acknowledgement** - SR status changes from queued to pending
**Unit Approval** - SR status changes from new to queued

### Avg Days

- **0**
- **20**
- **40**
- **60**
- **80**
- **100**
- **120**
- **140**

**Month/Year SRs wereResolved**

<table>
<thead>
<tr>
<th>Month</th>
<th>Avg Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2015</td>
<td>63</td>
</tr>
<tr>
<td>November 2015</td>
<td>50</td>
</tr>
<tr>
<td>December 2015</td>
<td>47</td>
</tr>
<tr>
<td>January 2016</td>
<td>64</td>
</tr>
<tr>
<td>February 2016</td>
<td>56</td>
</tr>
<tr>
<td>March 2016</td>
<td>99</td>
</tr>
<tr>
<td>April 2016</td>
<td>37</td>
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<tr>
<td>May 2016</td>
<td>37</td>
</tr>
<tr>
<td>June 2016</td>
<td>42</td>
</tr>
<tr>
<td>July 2016</td>
<td>47</td>
</tr>
<tr>
<td>August 2016</td>
<td>33</td>
</tr>
<tr>
<td>September 2016</td>
<td>39</td>
</tr>
</tbody>
</table>
Endowed Maintenance Zone Average Days: Phases of Service Requests - Priority 40

Month/Year SRs were Resolved

- Completion
- Assignment
- Zone
- Acknowledgement
- Unit Approval

Completion - SR status changes from in progress to resolved
Assignment - SR status changes from pending to in progress
Zone Acknowledgement - SR status changes from queued to pending
Unit Approval - SR status changes from new to queued

Avg Days

October 2015: 48
November 2015: 26
December 2015: 31
January 2016: 6
February 2016: 46
March 2016: 50
April 2016: 37
May 2016: 37
June 2016: 23
July 2016: 26
August 2016: 34
September 2016: 25

CCSR-2
Endowed Maintenance Zone Average Days: Phases of Service Requests - Priority 45

Completion - SR status changes from in progress to resolved
Assignment- SR status changes from pending to in progress
Zone Acknowledgement - SR status changes from queued to pending
Unit Approval - SR status changes from new to queued
Endowed Maintenance Zone Average Days: Phases of Service Requests - Priority 50

Completion - SR status changes from in progress to resolved
Assignment - SR status changes from pending to in progress
Zone Acknowledgement - SR status changes from queued to pending
Unit Approval - SR status changes from new to queued

Month/Year SRs were Resolved

October 2015: 32 Avg Days
November 2015: 26 Avg Days
December 2015: 22 Avg Days
January 2016: 26 Avg Days
February 2016: 29 Avg Days
March 2016: 45 Avg Days
April 2016: 39 Avg Days
May 2016: 23 Avg Days
June 2016: 25 Avg Days
July 2016: 37 Avg Days
August 2016: 30 Avg Days
September 2016: 24 Avg Days
Endowed Maintenance Zone - SR Completion Phase* Distribution for SRs Resolved in September 2016

*Completion Phase: SR status changes from In Progress to Resolved.

As of September 30, 2016
Endowed Maintenance Zone
Service Requests Created vs. Resolved
FY16/FYTD17

As of September 30, 2016
SECTION 3

Work Order Reporting – Endowed Maintenance Zone

The graphs represent work that is flowed through the Maximo system and managed within Facilities Management and IPP Projects Administration, with skilled trade labor only. Unit and Geneva work is excluded. Maximo Service Requests (SRs) are requests for work or service, and have one or more Work Orders (WOs) related to them. WOs include labor assignments, labor hours, and charges. Standalone WOs (without a SR) are used for Preventive Maintenance (PM) or continuous work.

**Work Order Count with Average Days to Completion**
This graph displays the count of all WOs created, for Q1 FY15, FY16, and FY17, categorized by Corrective Maintenance (CM), Preventive Maintenance (PM), and Project Work (PW). It also displays the average number of days for WOs to complete in each category.

**Work Orders Created by Type**
This bar graph is the count of all WOs created by type (CM, PM, and PW) by month, for Q1 FY15, FY16, and FY17.

**Work Order % Hours by Craft, Work Order % Count by Craft**
The first two pie graphs are the percent of labor hours by Craft within the Maintenance Zone, comparing the current fiscal year to the previous fiscal year. The second two pie graphs show the percent of the total WO count by Craft within the Maintenance Zone, for each fiscal year.

**Corrective vs. Preventive Maintenance Labor Hours**
This display the total CM labor hours compared to the total PM labor hours, by month, for Q1 FY15, FY16, and FY17.

**Skilled Trade Hours, Zone Maintenance vs. Other GL Accounts**
This bar graph displays the total labor hours by type (CM, PM, and PW), by month, for the current fiscal year, against the Zone Maintenance GL Account vs. other GL Accounts. The total for the previous fiscal year is also displayed as a comparison.

**Work Orders Created vs. Completed**
This displays the number of WOs Created vs. Resolved, by month. It compares the current fiscal year to the previous fiscal year.

**Open PMs by Priority and Work Group**
This shows the total number of open PMs by Priority, for the Zone and FM Operations. They are categorized as being open for 0-30 days, 31-60 days, 61-90 days, 91-120 days, and Over 121 days.

**Maximo Mission Statement**
Provide a tool for facilities service providers to manage (receive, organize, prioritize, schedule, perform) compliance, maintenance, or project work. Collect information to support these work management activities and related activities (billing, reporting, warehousing), and communicate this information to stakeholders to aid in decision making.
Endowed Maintenance Zone
Work Order Count with
Average Days to Completion
Q1 FY15/FY16/FY17

As of September 30, 2016
### Endowed Maintenance Zone

Work Orders Created by Type

**Q1 FY15/FY16/FY17**

<table>
<thead>
<tr>
<th>Type</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
</tr>
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<tr>
<td>As of September 30, 2016 ENWO-2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corrective Maintenance</td>
<td>1,137</td>
<td>1,172</td>
<td>1,037</td>
<td>761</td>
<td>860</td>
<td>916</td>
<td>855</td>
<td>803</td>
<td>872</td>
</tr>
<tr>
<td>Preventive Maintenance</td>
<td>1,573</td>
<td>1,619</td>
<td>1,199</td>
<td>1,286</td>
<td>1,210</td>
<td>1,683</td>
<td>1,226</td>
<td>1,278</td>
<td>1,354</td>
</tr>
<tr>
<td>Project Work</td>
<td>215</td>
<td>41</td>
<td>129</td>
<td>135</td>
<td>30</td>
<td>67</td>
<td>113</td>
<td>21</td>
<td>62</td>
</tr>
</tbody>
</table>

**As of September 30, 2016**
Endowed Maintenance Zone

FYTD16 % Hours by Craft
- AC&R: 20%
- Carpenter: 6%
- Controls: 4%
- Electric: 10%
- Estimating: 15%
- Mason: 6%
- Maint. Assist: 12%
- Mechanic: 5%
- Metal: 5%
- Paint: 6%
- Pipe: 17%
- Trade Assist: 2%

FYTD17 % Hours by Craft
- AC&R: 21%
- Carpenter: 5%
- Controls: 5%
- Electric: 8%
- Estimating: 16%
- Mason: 6%
- Maint. Assist: 12%
- Mechanic: 4%
- Metal: 4%
- Paint: 17%
- Pipe: 17%
- Trade Assist: 3%

FYTD16 % Work Order Count by Craft
- AC&R: 40%
- Carpenter: 12%
- Controls: 8%
- Electric: 8%
- Estimating: 6%
- Mason: 6%
- Maint. Assist: 2%
- Mechanic: 2%
- Metal: 6%
- Paint: 2%
- Pipe: 2%
- Trade Assist: 8%

FYTD17 % Work Order Count by Craft
- AC&R: 46%
- Carpenter: 17%
- Controls: 7%
- Electric: 8%
- Estimating: 13%
- Mason: 6%
- Maint. Assist: 2%
- Mechanic: 2%
- Metal: 12%
- Paint: 8%
- Pipe: 4%
- Trade Assist: 7%

As of September 30, 2016
Endowed Maintenance Zone
Work Orders Created vs. Completed
FY16/FYTD17

As of September 30, 2016
Endowed Maintenance Zone
Open PMs by Priority and Work Group
Q1 FY17

PM Priority Level Definitions
10 - Recommended / Best Practice
20 - Service Life
30 - Reliability
40 - Reliability with Consequence
45 - Compliance

As of September 30, 2016