# Table of Contents

(click on a report to navigate)

## Section 1: Comprehensive Reporting

- Unresolved Service Requests ................................................. 3
- Unresolved Service Requests per Million Square Feet .................. 4
- Unresolved Service Requests per Facility ................................... 5
- Work by Work Group on Unresolved Service Requests Open > 90 Days ... 6
- Service Requests by Maintenance Zone and Priority ....................... 7
- Work Orders Created and Completed ....................................... 8

## Section 2: Service Request Reporting

- Unresolved Service Requests ................................................. 10
- Percent of Unresolved Service Requests within the Organization or Unit 1.a ... 11
- Percent of Unresolved Service Requests within the Organization or Unit 1.b ... 12
- Average Days: Phases of Service Requests – Priority 30 ..................... 13
- Average Days: Phases of Service Requests – Priority 40 ..................... 14
- Average Days: Phases of Service Requests – Priority 45 ..................... 15
- Average Days: Phases of Service Requests – Priority 50 ..................... 16
- Service Request Completion Phase Distribution ............................. 17

## Section 3: Work Order Reporting

- Work Order Count Average # of Days to Completion ..................... 19
- Work Orders Created by Type ............................................... 20
- Work Order % Hours by Craft, Work Order % Count by Craft ............ 21
- Corrective vs. Preventive Maintenance Labor Hours ....................... 22
- Skilled Trade Hours, Zone Maintenance vs. Other GL Accounts ......... 23
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
This graph shows the average number of unresolved SRs (in statuses of Queued, Pending and In Progress) per million square feet, by Maintenance Zone.

Unresolved Service Requests per Facility
This graph shows the average number of unresolved SRs (in statuses of Queued, Pending and In Progress) per facility, by Maintenance Zone.

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 compared year to year, by Maintenance Zone.

Work Orders Created vs. Completed
This displays the number of WOs created vs. completed by Maintenance Zone, per month, FYTD 2015 vs. FYTD 2016. 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 March 31, 2016
Unresolved Service Requests per Million Square Feet
Maintenance Zone Comparison

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 March 31, 2016

CZR-2
Takeaways: The number of facilities in the Contract College Zone are more than double compared to the number of facilities in the Endowed and SCL Zones, which explains the lower number of unresolved SRs per facility in the CC Zone. Other than the spikes for intercession and opening in the SCL Zone, the Endowed Zone has a greater number of unresolved SRs overall (which compares to report CZR-1).
Work by Work Group on Unresolved Service Requests Open > 90 days by Maintenance Zone and FM Operations

- 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

As of March 31, 2016
Service Requests Created
By Maintenance Zone and Priority
FYTD15 / FYTD16

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

*Priority 45 began January 2015

As of March 31, 2016

CZR-5
Work Orders Created vs. Completed*
Maintenance Zone Comparison
FYTD15 / FYTD16

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

As of March 31, 2016
SECTION 2
Service Request Reporting - SCL 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. SASR-1a and SASR-1b 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 "SASR-2, Average Days: Phases of Service Requests".

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.
SCL Maintenance Zone
Unresolved Service Requests

Unresolved Service Requests by Org/Unit

Percent of Unresolved Service Requests By SR Owner Group

*There are 26 buildings with dining units: 15 in the SCL Zone, 8 in the Endowed Zone, and 3 in the Contract College Zone. SRs for all dining units are included in this chart.
SCL Maintenance Zone
Percent of Unresolved Service Requests within the Org/Unit
By SR Owner Group

*There are 26 buildings with dining units: 15 in the SCL Zone, 8 in the Endowed Zone, and 3 in the Contract College Zone. SRs for all dining units are included in the Dining chart.
SCL Maintenance Zone
Percent of Unresolved Service Requests within the Org/Unit
By SR Owner Group

As of March 31, 2016
Student and Campus Life 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
Student and Campus Life Maintenance Zone Average Days: Phases of Service Requests - Priority 40

Month/Year SRs were Resolved

- 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

July 2015: Completion 8, Assignment 6, Zone Acknowledgement 2, Unit Approval 4
August 2015: Completion 6, Assignment 4, Zone Acknowledgement 2, Unit Approval 2
September 2015: Completion 8, Assignment 7, Zone Acknowledgement 2, Unit Approval 4
October 2015: Completion 9, Assignment 4, Zone Acknowledgement 2, Unit Approval 6
November 2015: Completion 11, Assignment 6, Zone Acknowledgement 2, Unit Approval 9
December 2015: Completion 20, Assignment 9, Zone Acknowledgement 2, Unit Approval 6
January 2016: Completion 11, Assignment 6, Zone Acknowledgement 2, Unit Approval 9
February 2016: Completion 14, Assignment 9, Zone Acknowledgement 2, Unit Approval 6
March 2016: Completion 15, Assignment 9, Zone Acknowledgement 2, Unit Approval 6
Student and Campus Life Maintenance Zone Average Days: Phases of Service Requests - Priority 45

Month/Year SRs were Resolved

- 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

<table>
<thead>
<tr>
<th>Month</th>
<th>Avg Days</th>
<th>Completion</th>
<th>Assignment</th>
<th>Zone Acknowledgement</th>
<th>Unit Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2015</td>
<td>22</td>
<td>3</td>
<td>1</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>August 2015</td>
<td>12</td>
<td>2</td>
<td>2</td>
<td>7</td>
<td>1</td>
</tr>
<tr>
<td>September 15</td>
<td>9</td>
<td>1</td>
<td>1</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>October 15</td>
<td>22</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>November 15</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>December 15</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>January 16</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>February 16</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>March 16</td>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Completion, Assignment, Zone Acknowledgement, Unit Approval
Student and Campus Life 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
Student and Campus Life Zone - SR Completion Phase* Distribution for SRs Resolved in March 2016

Completion Phase: SR status changes from In Progress to Resolved.
SECTION 3
Work Order Reporting - SCL 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, FYTD 2015 and FYTD 2016, 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.

**Count of Work Orders Created by Type**
This bar graph is the count of all WOs created by type (CM, PM, and PW) by month, for each fiscal year.

**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, for each 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 each fiscal year.

**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.

---

**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.
SCL Maintenance Zone
Work Order Count with
Average Days to Completion
FYTD15/FYTD16

As of March 31, 2016
As of March 31, 2016
SCL Maintenance Zone
Corrective vs. Preventive Maintenance Labor Hours
FYTD15/FYTD16

As of March 31, 2016
SCL Maintenance Zone
Skilled Trade Hours
Zone Maintenance vs. Other GL Accounts
FYTD16

As of March 31, 2016