IPP Maximo Standard Reporting
SCL Zone
FY 2016 – Q4
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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 June 30, 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 June 30, 2016

CZR-2
Unresolved Service Requests per Facility
Maintenance Zone Comparison

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

- **Contract College Maintenance Zone**
  - Work Orders belonging to the corresponding FM Zone Work Group: 65%
  - Work Orders belonging to Asbestos, Contracts, Facilities Management Administration, or Shops Administration: 12%
  - Work Orders belonging to Care of Buildings: 2%
  - Work Orders belonging to FM Operations: 2%
  - Work Orders belonging to other Work Groups outside of the corresponding FM Zone (another FM Zone or IPP Projects): 1%
  - Work Orders belonging to any Work Group under a Service Request that is classified as a Project: 2%
  - Work Orders that do not belong to any Work Group: 1%

- **Endowed Maintenance Zone**
  - Work Orders belonging to the corresponding FM Zone Work Group: 43%
  - Work Orders belonging to Asbestos, Contracts, Facilities Management Administration, or Shops Administration: 32%
  - Work Orders belonging to Care of Buildings: 3%
  - Work Orders belonging to FM Operations: 14%
  - Work Orders belonging to other Work Groups outside of the corresponding FM Zone (another FM Zone or IPP Projects): 3%
  - Work Orders belonging to any Work Group under a Service Request that is classified as a Project: 3%
  - Work Orders that do not belong to any Work Group: 1%

- **SCL Maintenance Zone**
  - Work Orders belonging to the corresponding FM Zone Work Group: 44%
  - Work Orders belonging to Asbestos, Contracts, Facilities Management Administration, or Shops Administration: 7%
  - Work Orders belonging to Care of Buildings: 18%
  - Work Orders belonging to FM Operations: 4%
  - Work Orders belonging to other Work Groups outside of the corresponding FM Zone (another FM Zone or IPP Projects): 4%
  - Work Orders belonging to any Work Group under a Service Request that is classified as a Project: 1%
  - Work Orders that do not belong to any Work Group: 22%

- **FM Operations work by Maintenance Zone**
  - CC Zone: 23%
  - EN Zone: 54%
  - SCL Zone: 23%

**See key below**

As of June 30, 2016
Service Requests Created
By Maintenance Zone and Priority
FY15/FY16

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 June 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 June 30, 2016
SECTION 2
Service Request Reporting - SCL 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. SASR-1.a and SASR-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 "SASR-2, Average Days: Phases of Service Requests".

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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.

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

As of June 30, 2016

*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 June 30, 2016
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
SCL Maintenance Zone Average Days: Phases of Service Requests - Priority 40

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Avg Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2015</td>
<td>22</td>
</tr>
<tr>
<td>August 2015</td>
<td>12</td>
</tr>
<tr>
<td>September 2015</td>
<td>8</td>
</tr>
<tr>
<td>October 2015</td>
<td>6</td>
</tr>
<tr>
<td>November 2015</td>
<td>4</td>
</tr>
<tr>
<td>December 2015</td>
<td>6</td>
</tr>
<tr>
<td>January 2016</td>
<td>9</td>
</tr>
<tr>
<td>February 2016</td>
<td>6</td>
</tr>
<tr>
<td>March 2016</td>
<td>9</td>
</tr>
<tr>
<td>April 2016</td>
<td>9</td>
</tr>
<tr>
<td>May 2016</td>
<td>7</td>
</tr>
<tr>
<td>June 2016</td>
<td>7</td>
</tr>
</tbody>
</table>

Legend:
- Completion
- Assignment
- Zone Acknowledgement
- Unit Approval
SCL 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

Month/Year SRs were Resolved

<table>
<thead>
<tr>
<th>Month/Year</th>
<th>Avg Days</th>
<th>Completion</th>
<th>Assignment</th>
<th>Zone</th>
<th>Acknowledgement</th>
<th>Unit Approval</th>
</tr>
</thead>
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<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>August 2015</td>
<td>12</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
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<tr>
<td>September 2015</td>
<td>9</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>October 2015</td>
<td>7</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>November 2015</td>
<td>8</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>December 2015</td>
<td>9</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>January 2016</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>February 2016</td>
<td>10</td>
<td>1</td>
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<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>March 2016</td>
<td>11</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>April 2016</td>
<td>13</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>May 2016</td>
<td>10</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>June 2016</td>
<td>10</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
SCL 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:
- July 2015: 2
- August 2015: 18
- September 2015: 10
- October 2015: 33
- November 2015: 16
- December 2015: 14
- January 2016: 14
- February 2016: 3
- March 2016: 22
- April 2016: 15
- May 2016: 15
- June 2016: 19
SCL Maintenance Zone - SR Completion Phase* Distribution for SRs Resolved in June 2016

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

As of June 30, 2016
SECTION 3
Work Order Reporting - SCL 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, 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.

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SCL Maintenance Zone

FYTD15 % Hours by Craft

FYTD16 % Hours by Craft

FYTD15 % Work Order Count by Craft

FYTD16 % Work Order Count by Craft

As of June 30, 2016
As of June 30, 2016

SCL Maintenance Zone
Corrective vs. Preventive Maintenance Labor Hours
FY15/FY16

| Month     | FY15  | FY16  | FY15  | FY16  | FY15  | FY16  | FY15  | FY16  | FY15  | FY16  | FY15  | FY16  | FY15  | FY16  | FY15  | FY16  | FY15  | FY16  |
|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| July      | 7,297 | 5,793 | 8,146 | 6,425 | 7,768 | 6,341 | 5,387 | 6,934 | 6,489 | 7,005 | 7,963 | 6,984 | 6,886 | 7,005 | 7,963 | 6,984 | 6,886 | 7,005 |
| August    | 1,351 | 998   | 1,398 | 1,074 | 1,262 | 1,117 | 1,473 | 1,242 | 1,224 | 1,369 | 1,194 | 1,474 | 1,321 | 1,117 | 1,457 | 1,117 | 1,369 | 1,474 |
| September | 1,117 | 1,109 | 1,369 | 1,321 | 1,398 | 1,321 | 1,369 | 1,242 | 1,224 | 1,369 | 1,321 | 1,369 | 1,321 | 1,369 | 1,321 | 1,369 | 1,321 | 1,369 |
| October   | 8,146 | 7,734 | 5,387 | 5,908 | 5,387 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 | 5,908 |
| November  | 6,425 | 7,005 | 6,719 | 6,194 | 6,719 | 6,194 | 6,719 | 6,194 | 6,719 | 6,194 | 6,719 | 6,194 | 6,719 | 6,194 | 6,719 | 6,194 | 6,719 | 6,194 |
| December  | 7,005 | 7,776 | 7,005 | 6,719 | 7,005 | 6,719 | 7,005 | 6,719 | 7,005 | 6,719 | 7,005 | 6,719 | 7,005 | 6,719 | 7,005 | 6,719 | 7,005 | 6,719 |
| January   | 7,768 | 7,776 | 7,768 | 7,776 | 7,768 | 7,776 | 7,768 | 7,776 | 7,768 | 7,776 | 7,768 | 7,776 | 7,768 | 7,776 | 7,768 | 7,776 | 7,768 | 7,776 |
| March     | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 | 6,425 |
| April     | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 | 6,341 |
| May       | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 | 1,062 |

Corrective Maintenance
Preventive Maintenance