

Maximo Priorities Update

July 9, 2019

Active projects:

Active projects are determined based on supporting criteria* and timelines of other active projects, input from stakeholders and the Core User Group, and high-level direction and prioritization from the CMMS Steering Committee.

1) Patch/Update: Update Maximo to version 7.6.0.10

There are some fixes in this patch that may address the performance issues experienced during heavy load in the afternoon. While this patch is being tested, CIT has been monitoring the issue and using workarounds available to address the issues. Remedy ticket INC000002443539.

Supporting criteria:

- User impact/high customer satisfaction potential
- Maximum use of existing technology - vendor update available

Estimated Completion: July 2019

2) Streamlining/Automation: Automate the population of the Work Order “Lead” field

Currently, the Work Order (WO) Lead field is a NetID that is populated from the default value of the person group (zone level), which does not provide value for the business. Logic will be written to populate a specific Lead NetID based on the Work Order Work Group and Crew combination. This will assign ownership to the WO by NetID, provide the ability to sort WO lists by Lead, and will improve the use of various communications in Maximo by addressing the WO Lead directly. Remedy ticket INC000002342696.

Supporting criteria:

- High streamlining improvement potential
- Maximum use of existing technology
- User impact/high customer satisfaction potential

Estimated Completion: July 2019

3) Student and Campus Life Support: Reconfiguration of the SCL UFR Start Center

SCL managers (Unit Facility Representatives/UFRs) review and approve Service Requests based on specific areas – Collegetown/Grad, North, and West. New tabs will be created for facilities to be grouped by Athletics, Greeks/Coops, and SCL/Dean of Students. Having more SRs grouped by area will streamline SCL managers' processes and improve the organization of SRs, as managers must cover for each other regularly. Remedy ticket INC000002379431.

Supporting criteria:

- High streamlining improvement potential
- User impact/high customer satisfaction potential

Estimated Completion: July 2019

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4) Streamlining/FM Procurement Support: Create an interface for Procurement to manage consumables lists

Currently, any changes to the trade-specific consumables lists are made by CIT because of the way they are set up in Maximo. Changes include modifying trades' access to specific lists or modifying items on each list. These are not programming changes, so they should not need to be done by CIT resources, and there is sometimes a wait time for changes to be made depending on other IT priorities. An interface will be created which will allow Procurement Group members to make these changes as needed. Remedy ticket INC000001916088.

Supporting criteria:

- High potential savings
- High streamlining improvement potential
- Minimum impact on other processes

Estimated Completion: August 2019

5) Stewardship: Implement Maximo for the Cornell Tech campus

The Cornell Tech campus currently uses the TMA system for corrective maintenance work orders. With the goal of utilizing a more robust system while leveraging systems and interfaces already in place at the Ithaca and Geneva campuses, Cornell Tech will be set up as a separate site in Maximo. Phase 1 for this project includes the creation of corrective maintenance work requests (work orders), the assignment of trades, and the trades utilizing the EZMaxMobile application to receive their work and enter information. Additional project phases will include expanding its use to include preventive maintenance/recurring work orders and asset management. Ticket INC000002314927.

Supporting criteria:

- Stewardship of university system resources
- Maximum use of existing technology
- User impact/high customer satisfaction potential

Estimated Completion (Phase 1): August 2019

6) Reporting: Create a report combining Maximo and Workday information

Workday is Cornell University's time tracking and payroll system, and hourly employees enter their hours worked or not worked in the system. Cornell's tradespeople and mechanics enter labor hours worked on work orders in the Maximo system. A report will be created in Maximo that will combine data from Maximo and Workday, allowing hours to be reconciled by date. Remedy ticket INC000001917876.

Supporting criteria:

- High streamlining improvement potential
- Maximum use of existing technology
- High potential savings
- Existing project support: Accurate Work Reporting

Estimated Completion: September 2019

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7) Centralized Planning & Scheduling Support: Add Work Order statuses to allow for the organization of work for planning and scheduling.

Currently, when Service Requests (SRs) are acknowledged in the Zones, the initial Work Order (WO) on the SR is created in "Approved" (APPR) status, and the next step is assigning labor to the WO. The proposal is to have the initial WO created in "Waiting for Approval" (WAPPR) status. Then, if the WO will be planned & scheduled, the zones will change the WO status to "Waiting on Planning" (WPLAN). WPLAN WOs will appear in the Centralized Planning & Scheduling (CP&S) queue. If the WO will not be planned & scheduled, the zones will change the WO status to APPR status and assign labor as they currently do. Once the WO is planned by CP&S, they will update the status APPR when being scheduled/assigned to labor. Remedy ticket TBD.

Supporting criteria:

- High streamlining improvement potential
- Maximum use of existing technology
- User impact/high customer satisfaction potential
- Existing project support: Centralized Planning & Scheduling

Estimated Completion: TBD 2019

8) Streamlining: Modify the Service Request Workflow to improve metrics, improve the organization of work, align with organizational structure, eliminate steps that don't add value, add functionality to promote quality data.

Some proposed changes are separating SRs received for FM Logistics from the FM Operations queue; providing the more options for EMCS to workflow SRs directly to the Zones; providing the ability for the zones to cancel a queued SR; adding the ability for a SR to be returned to a UFR if the zone requires more information; eliminating the "Resolved2" and "Comp2" statuses (which have the same meaning as "Resolved" and "Comp"), providing the Asbestos group with their own SR Management queue and Start Center for SRs solely related to Asbestos. Remedy ticket INC000002378138.

Supporting criteria:

- High streamlining improvement potential
- Maximum use of existing technology
- User impact/high customer satisfaction potential
- Existing project support: Centralized Planning & Scheduling

Estimated Completion: TBD

9) Procurement/Finance Support: Invoice Process changes to reduce rejected detail.

Currently, the Rejected Detail queue is a long list of Invoices in ENTERED status, where many invoice charges that have been paid by the University Business Center have already been applied to the Work Order (WO) from the Maximo Purchase Order Receiving process. Some Invoice charges are not on the WO, and must therefore be manually applied to the WO. Hundreds of hours are spent by the FM Procurement Group and Finance reviewing invoices and comparing them to Maximo POs and WOs, that often results in low dollar (\$) cost adjustments on WOs. Every Invoice must be manually reviewed to determine why it ended up in Rejected Detail and if adjustments need to be made to the WO Actuals. The invoice process is being reprogrammed to include only invoices where the charges have not yet been applied to WO Actuals. Invoices will only be in Rejected Detail if the WO # was invalid or closed, the COGS account associated to the Maximo Work Group did not match the COGS acct on the KFS PO, invoices for GECs, and invoices for Credits. Remedy ticket INC000002408959.

Supporting criteria:

- High potential savings
- High streamlining improvement potential
- User impact/high customer satisfaction potential

Estimated Completion: February 2020

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10) Streamlining/EMCS Support: Add Maximo Asset Location numbers for Alarm Points in EMCS.

The problem of not having Maximo Asset information available in the EMCS database affects EMCS, Zone Management, and our campus partners. The impact is the inability to efficiently gather the data (Asset or Asset Location #) for inputting on relevant Maximo SRs, in order to allow the costs to be tracked against assets entered by EMCS. A successful solution would allow the ability for EMCS operators to view Maximo Asset Locations for alarm points in a convenient location so they can be copied and pasted on the Maximo SR as they enter the SR.

Supporting criteria:

- Maximum use of existing technology
- High streamlining improvement potential
- Minimum impact on other processes
- Ease of implementation

Locations completed: Humphreys Service Building – December 2017; Human Ecology Building (1011) and Martha Van Rensselaer Hall West (1015W) – September 2018.

Other locations to be completed in this project: Stocking Hall, Warren Hall, NYS Veterinary Diagnostic Lab, Klarman Hall, Gates Hall, Upson Hall, Physical Sciences Building, Botanic Gardens Nevins Welcome Center, Cornell Health, Fischell Band Center.

Estimated Completion: TBD

11) Web Applications Re-write: Re-develop the Service Request Submission, Service Request Search, Transaction Search, and Maximo Billing Invoice Search web forms.

The language these forms are currently written in, ColdFusion, is outdated technology, which makes it difficult to enhance and support. The forms will be re-written in a programming language supported by CIT Custom Web Development. Some design enhancements will also occur as part of this project.

Supporting Criteria:

- Maximum use of existing technology
- User impact/high customer satisfaction potential

Estimated Completion: TBD

***Criteria for selecting active projects:**

- User impact/high customer satisfaction potential
- Maximum use of existing technology
- High potential savings
- High streamlining improvement potential
- Minimum impact on other processes
- Existing project support
- Ease of implementation
- High probability of quick results

Bug fixes and smaller tasks, such as minor configurations or setting changes will be merged with the larger projects above. As each project nears completion, other open Remedy tickets will be re-evaluated, and active projects will be determined based on the supporting criteria and timelines of other active projects, input from stakeholders and the Core User Group, and high-level direction and prioritization from the Maximo Steering Committee. The list of completed projects are posted on the Maximo website.