Maximo Priorities Update
November 28, 2018

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 Maximo Steering Committee.

1) Finance support: Create rules in Maximo that would prevent certain types of labor transactions to be saved. Rules are needed to prevent transactions with a Start Date far in the future or far in the past. Having these rules in Maximo will prevent transactions from being entered in financial periods far outside of the current financial period, because when hours are entered far outside the current financial period, it misrepresents the labor hours in the current financial period, which affects financial budgeting reporting. Another rule that is needed is to prevent saving labor transactions greater than a specified number of regular or OT hours in one transaction. This is to prevent incorrect hours from being saved on WOs, thus decreasing the need for correcting entries or transfers. Ticket INC000002012491

Supporting criteria:
- High potential savings
- User impact/high customer satisfaction potential
- Project was 30% complete prior to working on the upgrade and then put on hold until after the upgrade.

Estimated Completion: December 2018

2) Data Auditing: Create automated reports to inform CIT & users of updates that need to be made in the system. CIT and certain Administrators in FCS must make ongoing changes in Maximo to maintain appropriate record-level data. Some of these changes are prompted from changes in the organization, others are prompted from changes in other systems of record that Maximo integrates with. These changes aren't always made on a timely basis, which causes inaccurate/outdated data and large clean-up efforts. Automated reports will be created that will be provided to certain users on a regular basis, and will display information that will indicate the changes that should be made in Maximo. Some examples of information that will be displayed are to show active Maximo users who are no longer Cornell employees, inactive users referenced on Communication Templates, and open work orders with no work group. Ticket INC000002374797.

Supporting Criteria:
- User impact/high customer satisfaction potential
- High potential savings
- High streamlining improvement potential
- Minimum impact on other processes

Estimated Completion: February 2019

3) Streamlining Project/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. This is not a good use of CITs time, as it is not programming support - is it modifying lists of items. There is also a wait time for the change to be made depending on other IT priorities. An interface is being designed so FM Procurement can manage the lists of items as needed. Ticket INC000001916088.

Supporting criteria:
- High potential savings
- High streamlining improvement potential
- Project was 40% compete prior to working on the upgrade and then put on hold until after the upgrade.

Estimated Completion: February 2019

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4) Stewardship: Implement Maximo for the Cornell Tech campus (Phase 1). 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:
- Maximum use of existing technology
- User impact/high customer satisfaction potential

Estimated Completion: March 2019

5) SR Workflow Redesign: Modify the Service Request Workflow to meet new business needs. Some changes requested are the separation of SRs received for FM Logistics from the FM Operations queue; providing the ability for EMCS to workflow any priority SR directly to the Zones; providing the ability for the zones to cancel a queued SR; modifying "IPP" to "FCS" when a UFR routes a SR to FCS, eliminating the RESOLVED2 and COMP2 statuses (these have the same meaning as RESOLVED and COMP), provide the Asbestos group with their own queue for receiving & managing SRs instead of working off of work orders associated Zone SRs. Change requests continue to be gathered and will be updated here.
Supporting criteria:
- High streamlining improvement potential
- Maximum use of existing technology
- User impact/high customer satisfaction potential

Estimated Completion: March 2019

6) Web Applications Re-write: Re-development of 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

7) 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

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

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*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
- Projects that were in progress and then put on hold in late 2017 due to upgrade efforts (and determined there is still a need)

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.