Welcome to the Maximo UC

Pete Pelletier

Vice President Information Technology

Who Are We?

- A community gateway
- A “First and Last Impression”
- A Sense of Place
- An economic resource
- A global connector
- World Class Airport

Who Are We?: By The Numbers

- The busiest airport in Florida with 52 million passengers (rolling 12-months ending in March ‘23)
- 4th largest U.S. airport in landmass (11,605 acres)
- World’s largest rental car market
- A central access point for promoting growth to the region’s multi-modal transportation options

Air Service

CY 2022 Passenger Traffic Total

Traffic Category	Passengers	% Change over CY '21
Domestic Passengers	44,635,331	16.2
International Passengers	5,543,168	184.2
Total Passengers	**50,178,449**	**24.4**

Based on the data we have, we could be at 55 million by the end of CY 2023

Airport Economic Activity: Comparison of Florida's Large Hubs

Airport	Jobs	Payroll	Value Added	Economic Impact
MCO	309,918	13.0B	23.0B	41.4B
MIA	221,966	11.2B	19.8B	35.3B
FLL	110,047	5.0B	8.8B	15.4B
TPA	82,136	3.7B	6.3B	11.3B

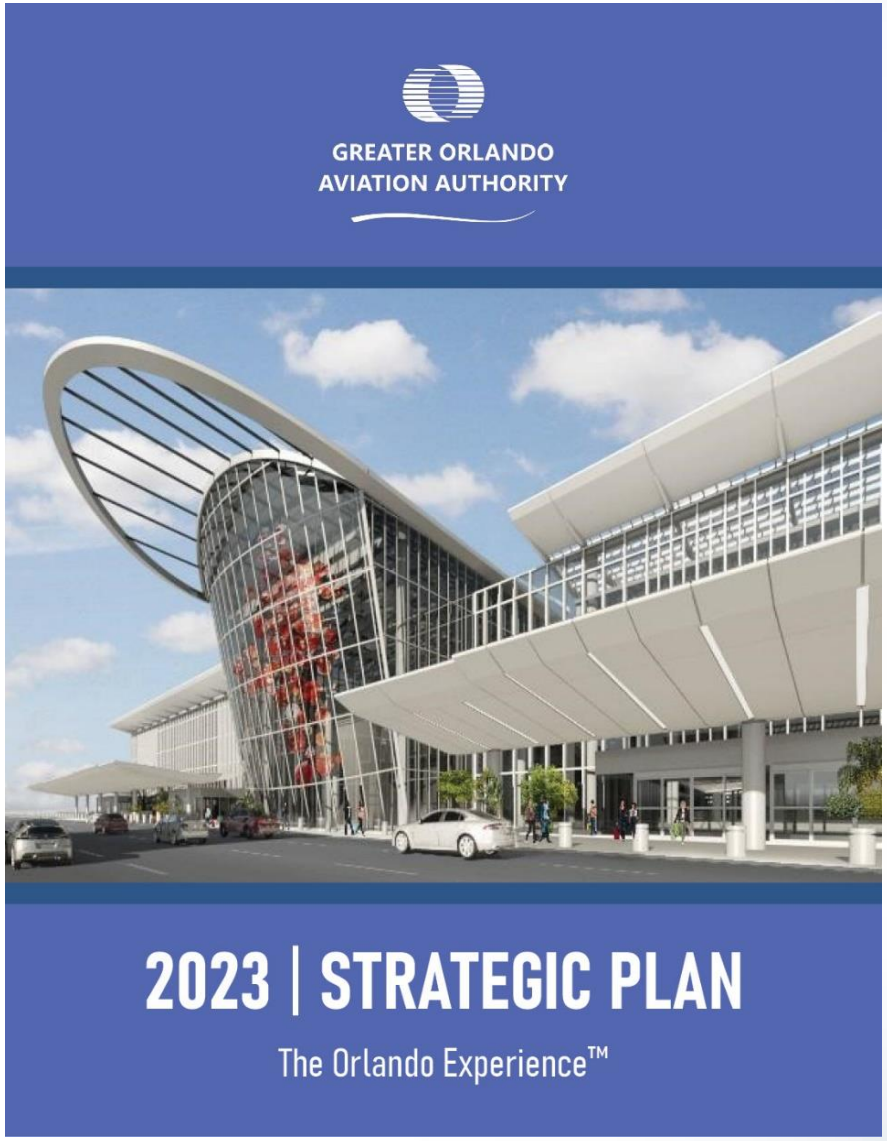
FDOT 2022 Study

What can we look forward to in the future?

Phase 1 Expansion and Pedestrian Bridge

Strategic Plan (Future)

- Business development
  - Cargo activity
  - Air service to underserved areas around the world
- Employment and retention
- Continuous improvement based on customer feedback
- Cohesive messaging with our partners including Orlando Economic Partnership, Visit Orlando and others
- Multi-Modal Hub capabilities
- Partnership opportunities
- More coming



Brightline – Coming in 2023

- Brightline – The only intercity rail service in the US from an airport
- Will operate from MCO to city centers in West Palm Beach, Ft. Lauderdale, and Miami
- Additional stops in Boca Raton & Aventura

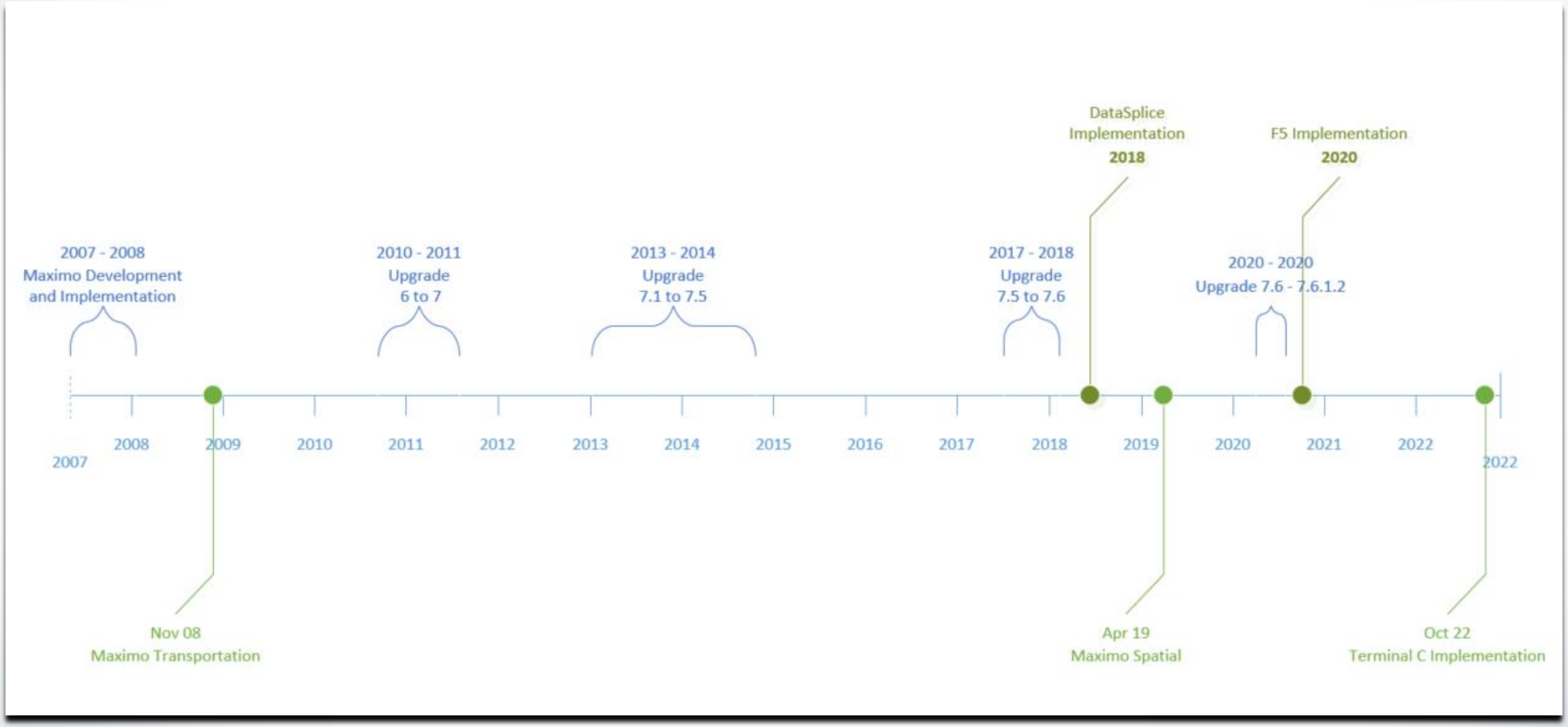
Vision

- Achieve the mobility needs of the region. Beyond aviation, beyond automotive, including rail and other modes.

- Get the entire community engaged.

Our Maximo History

History timeline



Current Maximo Deployment

- **Sites**
  - OIA (Orlando International Facility)
  - FLEET (Vehicle Maintenance)
  - NTCPBB (North Terminal Passenger Boarding Bridges)
  - STCPBB (South Terminal Passenger Boarding Bridges)
  - NTCBHS (North Terminal Baggage Handing)
  - STCBHS (South Terminal Baggage Handing)

- **Users**
  - 760 active Users
  - 360 mobile Users

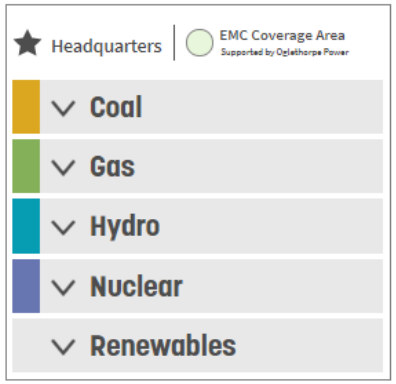
- **Status**
  - Average Work Completion 12000 Work Order per month
  - 17536 Operating Locations
  - 47444 Operating Assets

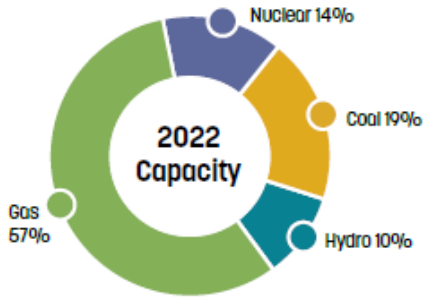
OglethorpePower

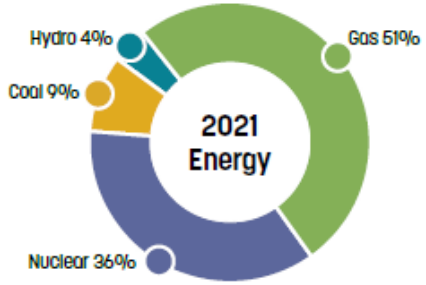
Oglethorpe Power Corporation E-Sourcing Initiative

Oglethorpe Power Corporation

GENERATING FACILITIES







- Oglethorpe Power is one of the nation's largest power supply cooperatives with approximately $16 billion in assets serving 38 Electric Membership Corporations which, collectively, provide electricity to approximately 4.4 million Georgia residents.
- Its diverse energy portfolio includes natural gas, nuclear, hydroelectric and coal generating plants with a combined capacity of more than 7,800 MW. Oglethorpe Power was established in 1974 and is owned by its 38 Member Systems.
- Its headquarters are in Tucker, Georgia, an Atlanta suburb.

Oglethorpe Power Corporation

Maximo: Single Organization - Multi-Site (13) - ~275 Users

OPC Headquarters

Thomas A. Smith Energy Facility

Bobby C Smith Energy Facility

Chattahoochee Energy Facility

Baconton Power

Rocky Mountain Hydroelectric Plant

Doyle Energy Facility

Hawk Road Energy Facility

Hartwell Energy Facility

Washington County Power

Sewell Creek Energy Facility

Smarr Energy Facility

Talbot Energy Facility

Business Application Usage On Maximo 7.6.1.2

OglethorpePower

* Workflow-Enabled **Add-On Product *** In Progress

MODULE	APPLICATION
Administration	Calendars, Resources, Classifications, **Interloc Solutions Informer**, Interloc Solutions Mailer****
Assets	Assets, Locations, Failure Codes, **TK Pro****
Contracts	Terms and Conditions, **Master Contracts*, Purchase Contracts***
Financial	Chart of Accounts
Inventory	Inventory, Inventory Usage, **Bin Master**,** Shipment Receiving, Condition Codes, **Item Master***, Service Items, Storerooms
Planning	**Job Plans***, Routes, **IBM Scheduler**, IBM Calibration****
Preventive Maintenance	Preventive Maintenance
Purchasing	**Company Master*, Companies*, Insurance**, ISN**, Purchase Requisitions*, Request for Quotations*, Purchase Orders*, Receiving*, Invoices*, Visa and Expense Reporting**, Knowledge Lake Bot****
Resources	Crafts, Labor, People, Person Groups
Self Service/Service Desk	Desktop Requisition, **Plant Access*, Maximo Service Requests*, Facility Service Requests***
HSE Module	**Safety Events*, Environmental Incident Reporting*, Capital Scoping Projects*, MOC*****
Work Orders	Labor Reporting, **Quick Reporting*, Work Order Tracking*, Work Request***
E-Mail Listeners	Receipts, Contracts, work orders, service requests

Not our first attempt…

- In 2012, went to market searching for E-Sourcing Tool
  - RFP
  - Analysis
  - Recommendation
- Market Changed
- Put Award on hold
- 9 years later…….

Why did OPC need an E-Sourcing Tool?

OPC NEEDED…

- A tool that was more than getting a faxed/emailed quote
- A solution that provided integration and transparency with Maximo
- A secure bidding tool for both open and sealed bids
- A tool that could handle single quotes and LARGE bids
- A simple tool to use
- A tool that provided audit capabilities
- A tool that was ZERO cost to our vendors

RFP for E-Sourcing Tool

- Formed E-Sourcing team (IT, Maximo BSA, Supply Chain)
- Utilized some of previous RFP requirements
- Identified vendors
- Prepared Documents
  - Submit to select group of vendors
  - Invite vendors to conduct product demos, Q&A session(s)
  - Interview client reference checks
- Compiled advantages/disadvantages
- Produced cost estimate
- Recommended vendor
- Obtain approval from stakeholders & awarded to **P2Insight**

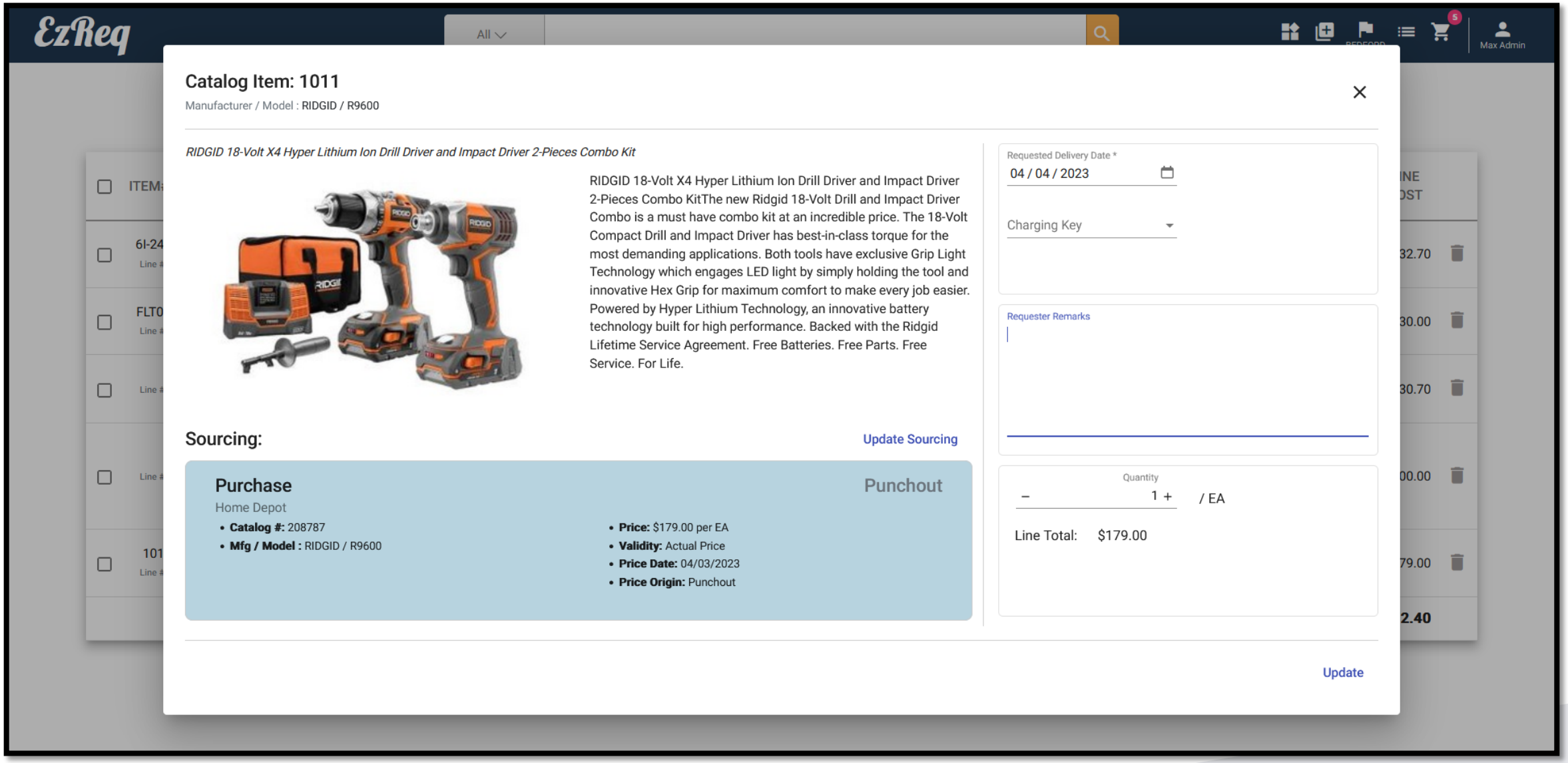
P2Insight
Maximo E-Commerce Enabler

- **A Maximo business partner focusing exclusively on Supply Chain E-Commerce Enablement of Maximo.**
- **Maximo veterans helping customers get the most from their investment in Maximo by:**
  - Helping requesters find the parts and services they need
  - Helping them quickly source and order the parts and services
  - Helping procurement to source the items required quickly, get price quotes, place orders, and manage the delivery of the orders.
  - Integrate asset managers with their suppliers and vendors so that they get:
    - Visibility
    - With Visibility, you get Control
    - With Visibility and Control, you can manage and automate
    - And with all three, you get productivity, efficiency and **reliability**!
  - Make the demand to fulfillment as efficient and fast as possible!

P2Insight delivers visibility into Purchase Requests and Orders…

- Deliver this through three components:
  - cXML Integration Framework and Adapters for integration with advanced vendors
  - Order Hub Procurement Portal for interaction with less advanced vendors
  - Maximo enhancements and process improvements
  - New User Interfaces to Maximo Applications

Example of a Replacement User Interface



Why P2Insight's Order Hub?

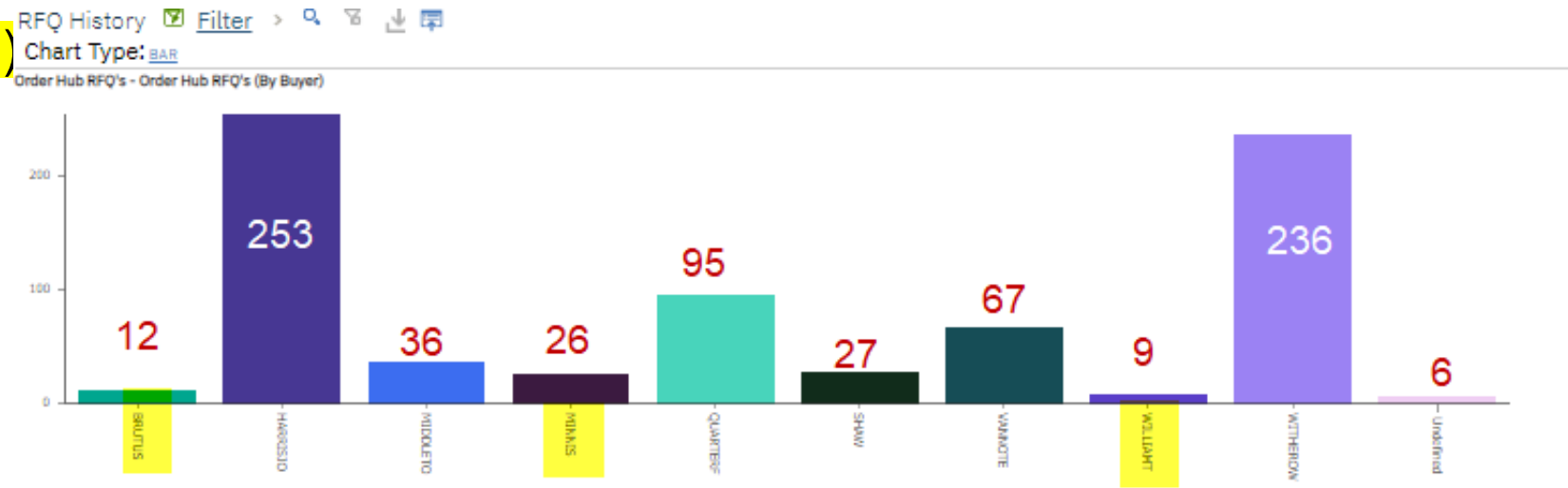
- Solution configurable to OPC's needs.
  - Work Flow
  - PR Re-approvals after bids
- Solution utilizes the functionality in Maximo
- Allows for designation of sealed bids
- Provides varied bid analysis
- Buyers and contract agents never leave Maximo to create, to analyze and award a bid event.
- Allows for approval of bid event prior to issuing contract
- The solution provides a hub that the vendors use to create and submit their bids without accessing Maximo (so no licensing issues)
- Cost
  - Zero Cost to Vendors/Contractors
  - Lowest Owning Cost to OPC

Implementation Schedule

Activity	2020 Q3	2020 Q4	2021 Q1	2021 Q2	2021 Q3	2021 Q4	2022 Q1	2022 Q2
Bids	X							
Demo's		X						
Recommendation		X						
Contract Negotiations			X					
Award			X					
Design Meetings				X				
Phase 1 & Phase 2 Testing					X	X		
Invite Vendors to Subscribe							X	
Conducted Vendor Training							X	
Go-Live							X	
Follow-up on issues								X

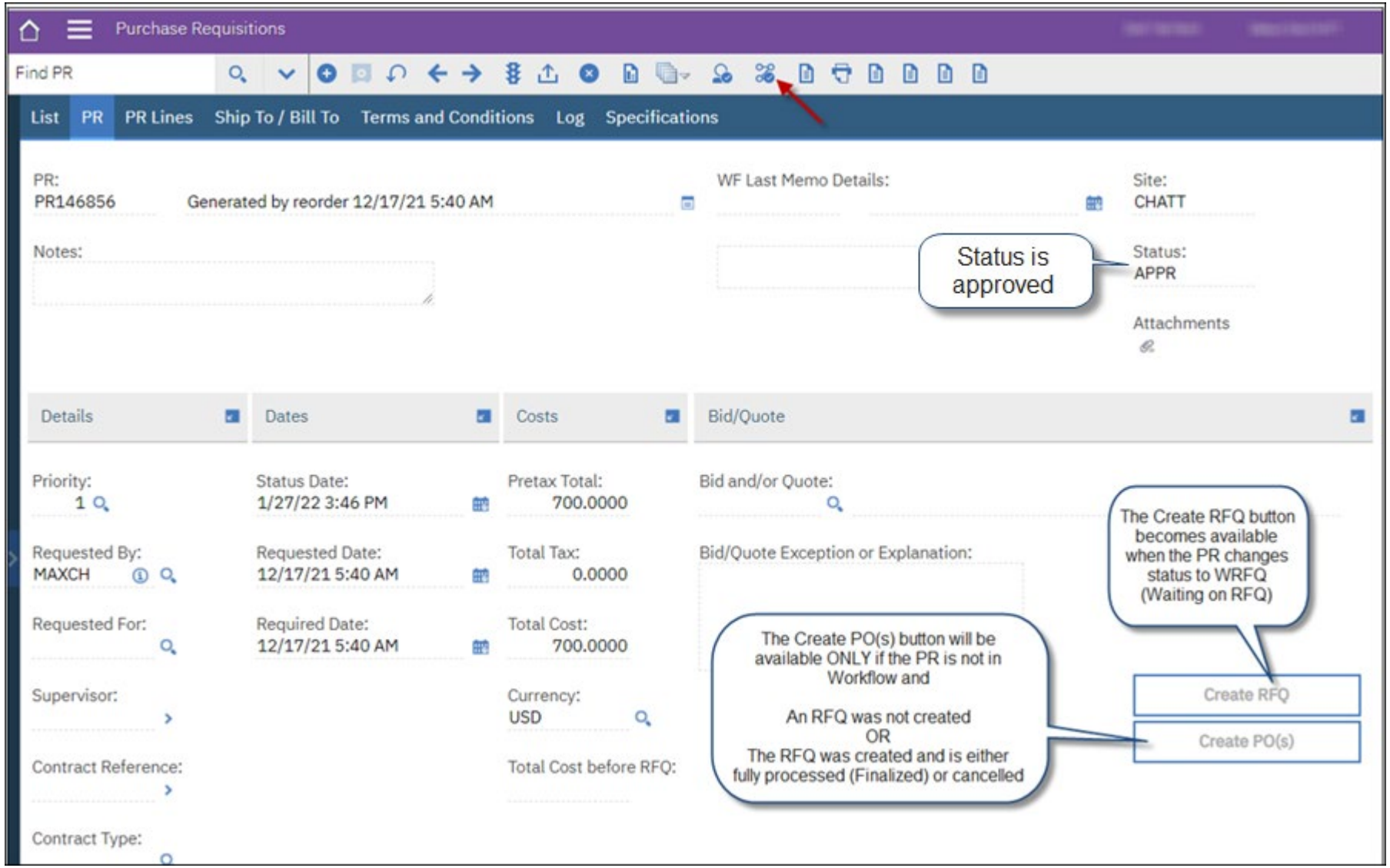
Current Status (as of June 1, 2023)

- 2000 Active Vendors
- ~600 flagged as potential order hub vendors
- 304 Invited to Order Hub
- 224 Active Registered Vendors
  - 161 of Registered: $83M spent in 2022
- 268 Events since Go-Live
  - Contracts
    - 27 Awarded ($11.4M)
    - 29 In Progress ($104M)
  - Non-Contract
    - 701 Awarded ($1.8M)
    - 14 In progress ($40K)



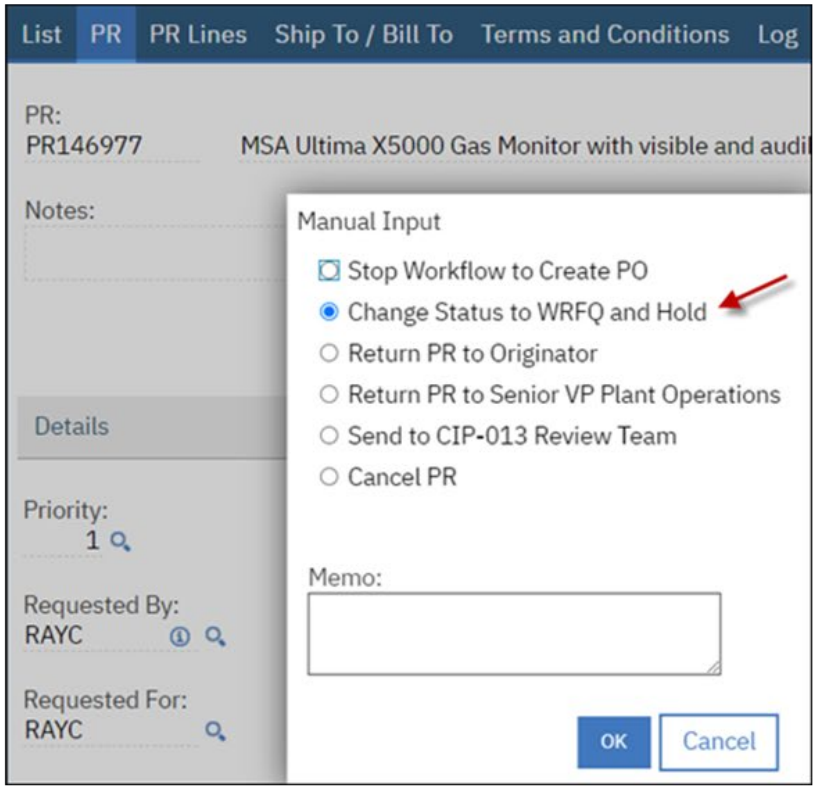
RFQ
Inventory Items
& Direct Issue Materials

Sample RFQ: Inventory Items/Materials

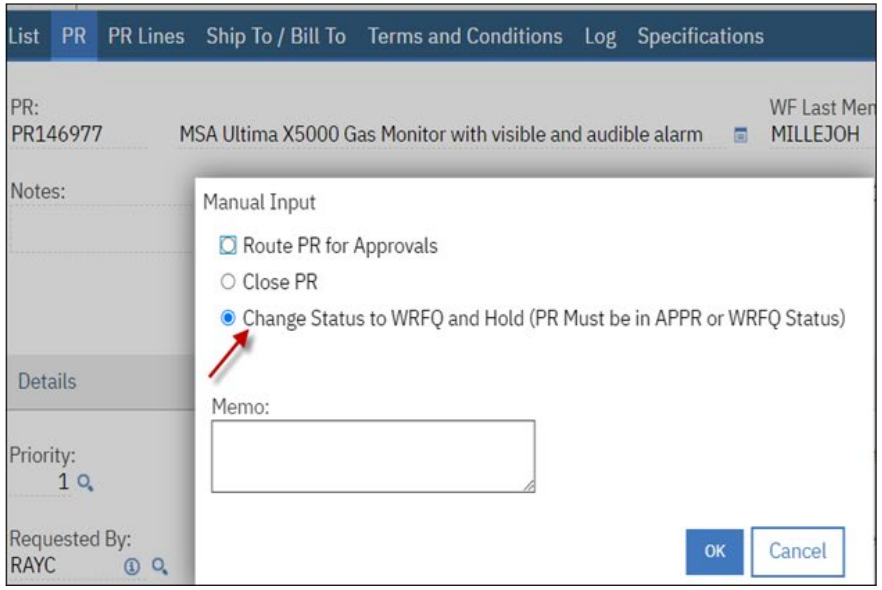


Sample RFQ: Inventory Items/Materials

If the PR is approved and in workflow, the buyer should workflow the record and select Change Status to WRFQ and Hold

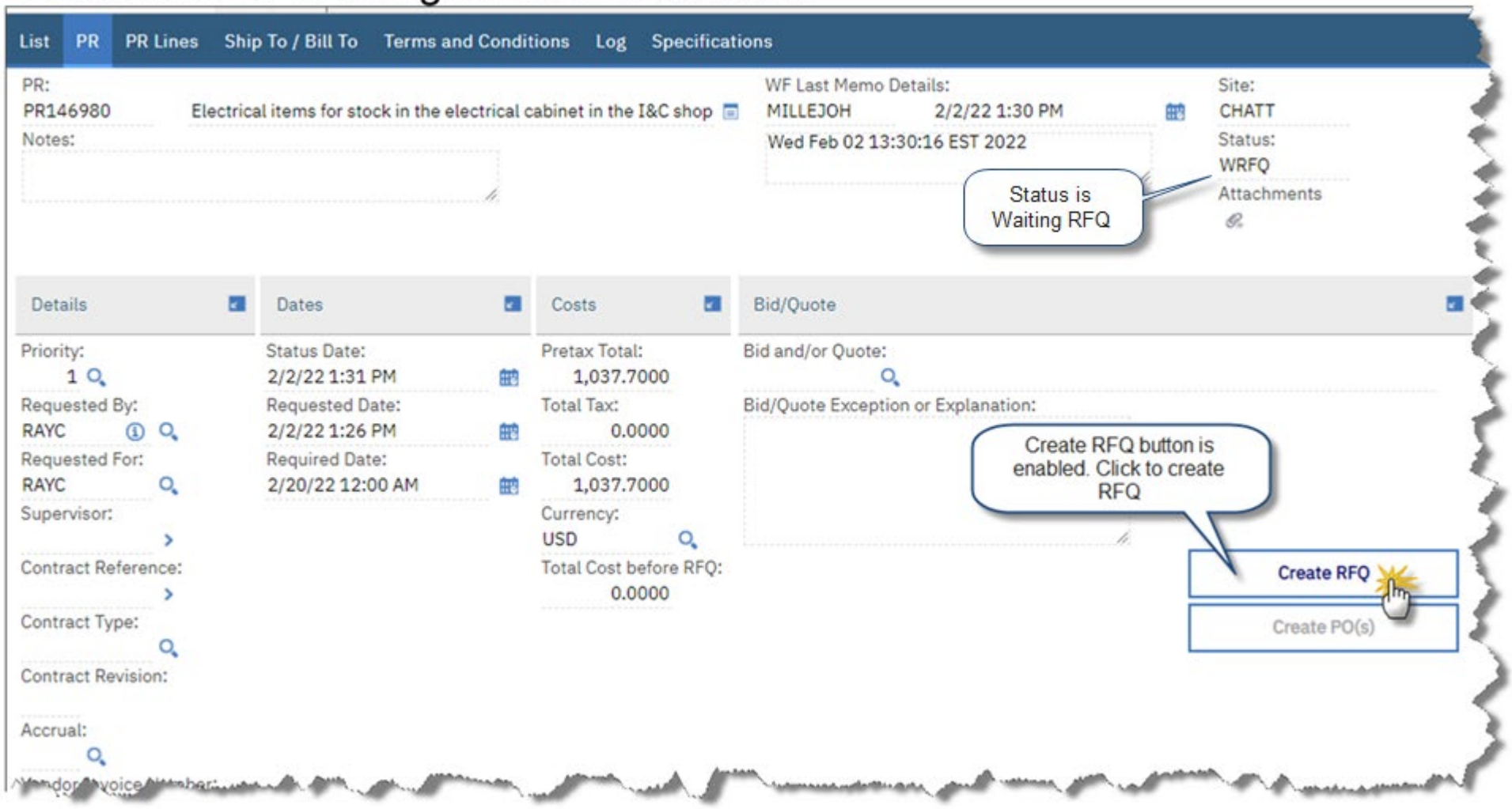


If the PR is approved or in WRFQ status and not in workflow, the buyer should workflow the record and select Change Status to WRFQ and Hold



Sample RFQ: Inventory Items/Materials

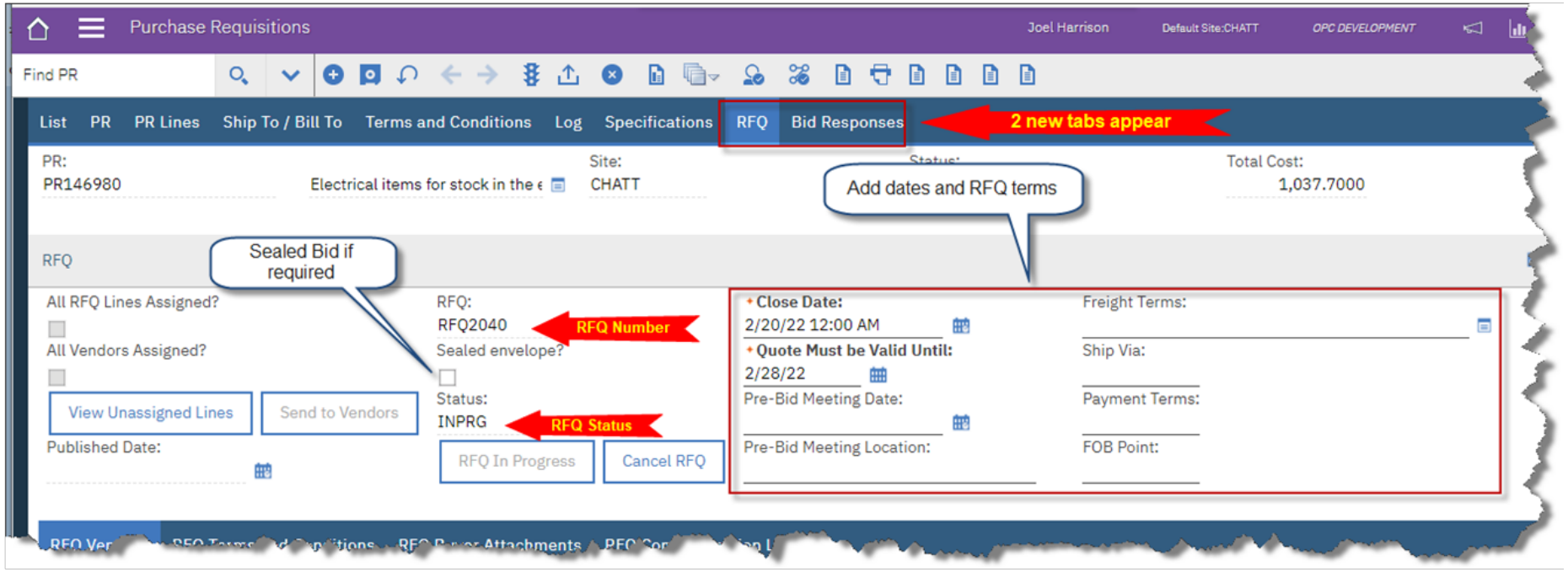
Create the RFQ using Create RFQ button



Sample RFQ: Inventory Items/Materials

Once the RFQ is created, the RFQ and Bid Response tabs are visible

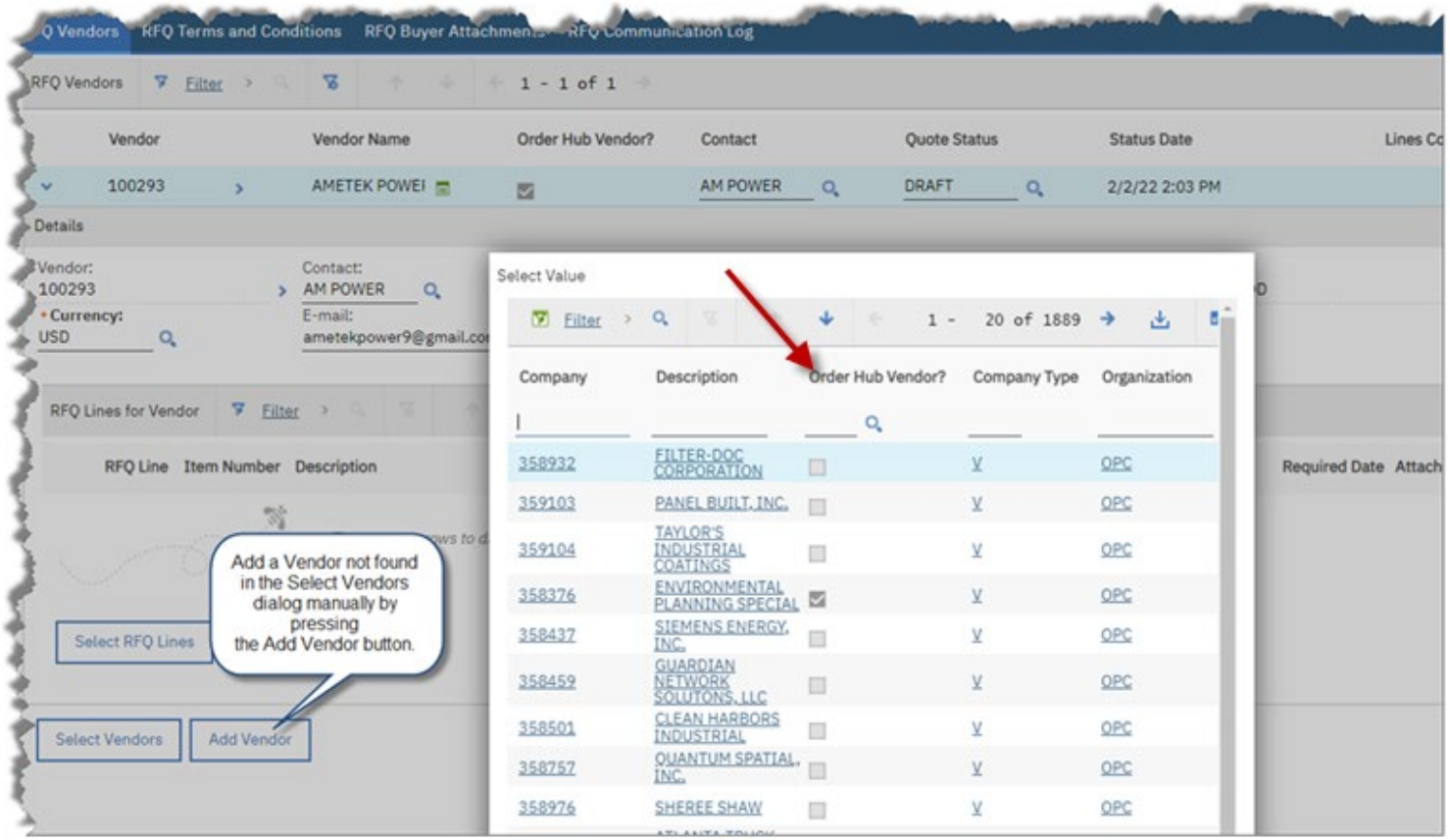
"Close Date" and "Quote Must be Valid Until" are required fields.



- Close Date – Quotes will not be accepted after this date/time.
- Quote Must be Valid Until – Any quotes submitted should be valid until this date

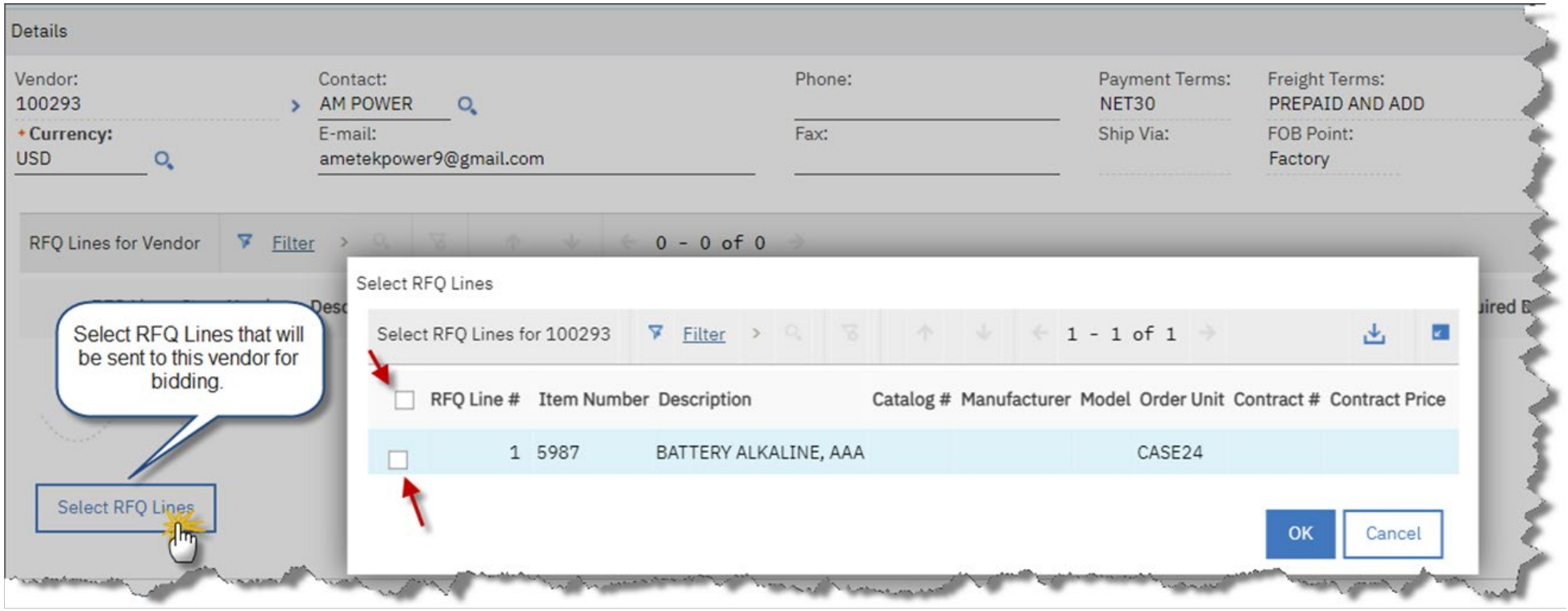
Sample RFQ: Inventory Items/Materials

Add vendors to RFQ – Add Vendor button



RFQ will only allow Order Hub vendors. Non-Order Hub vendors are visible but cannot be selected.

Sample RFQ: Inventory Items/Materials

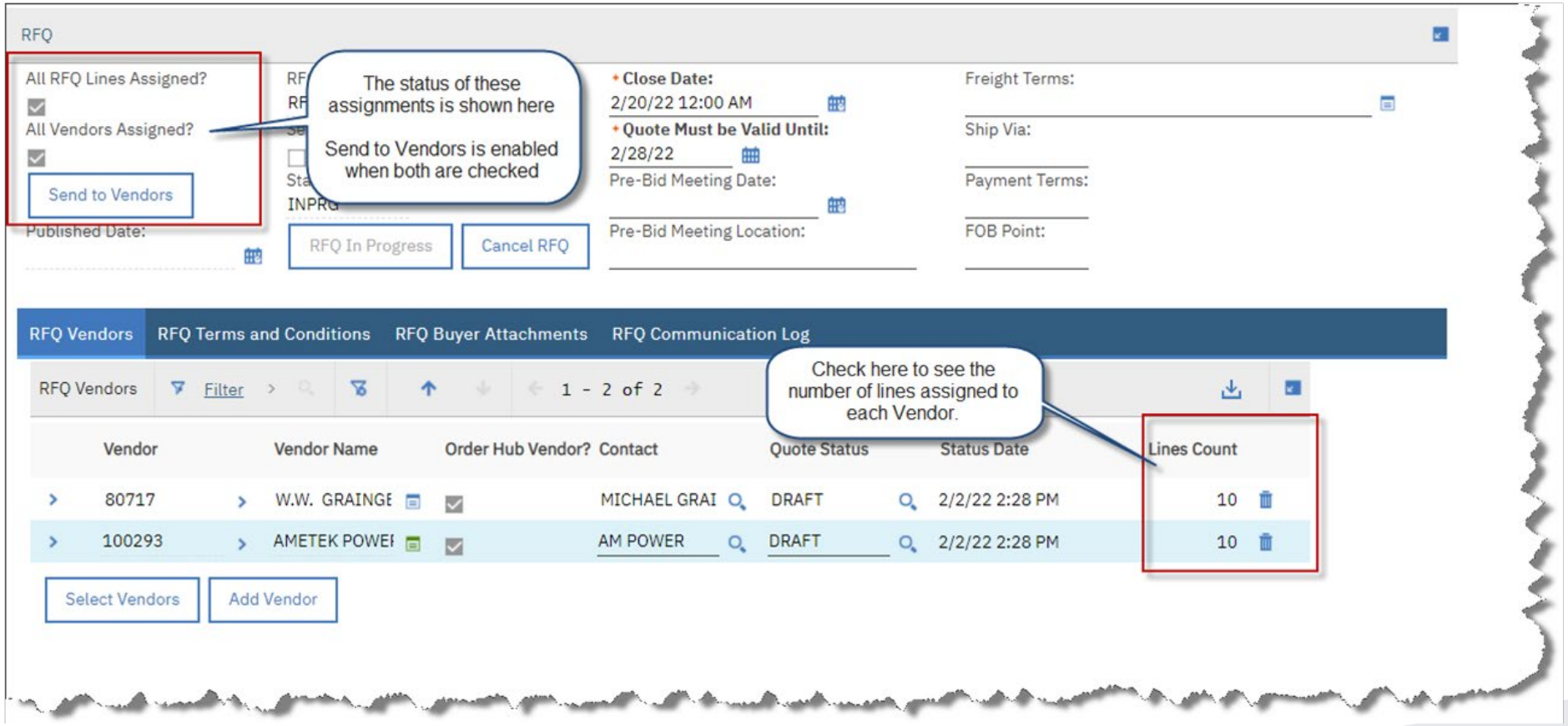


Continue to add vendors and lines as required

Sample RFQ: Inventory Items/Materials

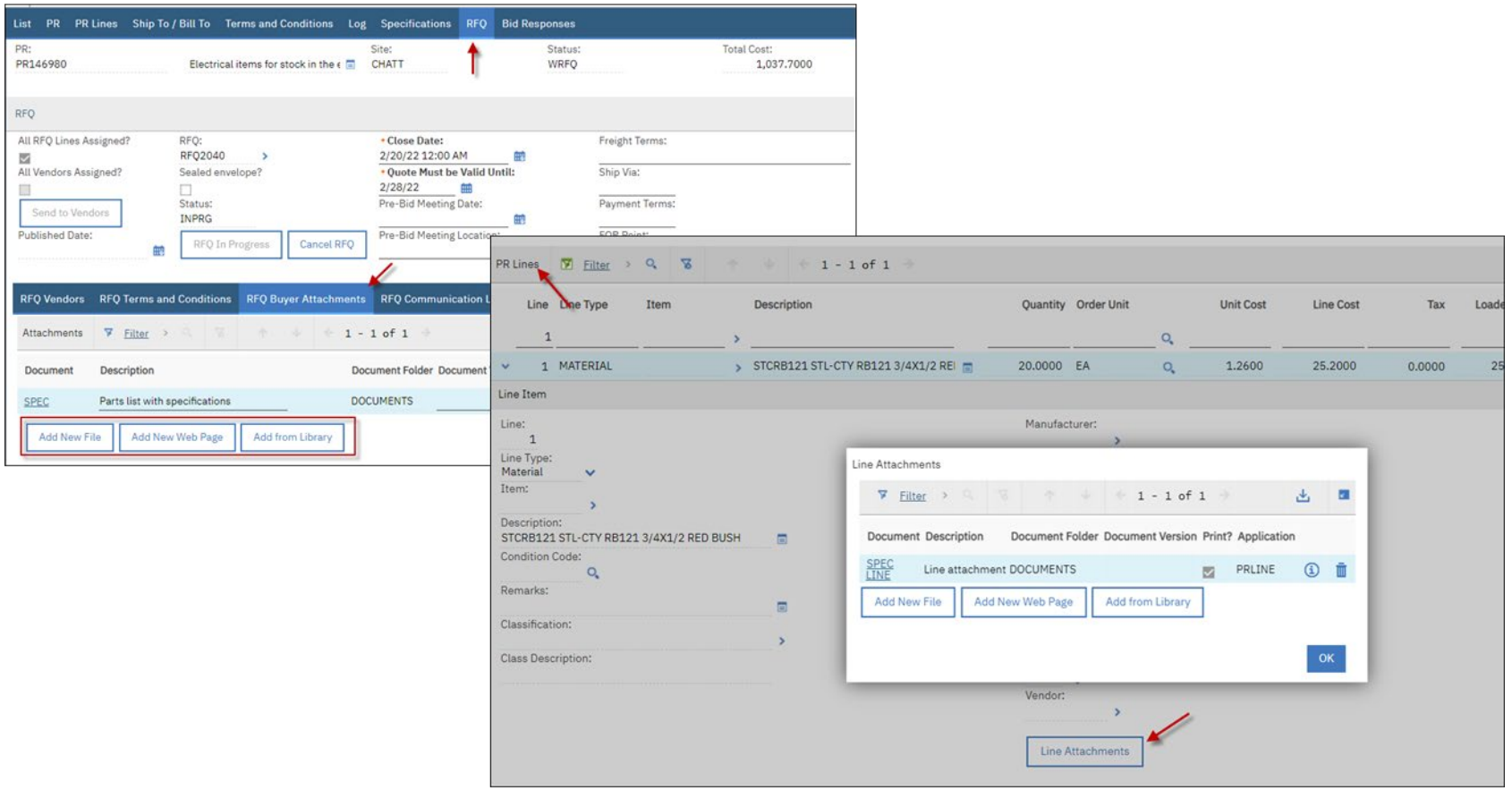
If any vendor(s) or items remain unassigned Maximo will not allow further processing.

Once all vendors have at least one line assigned, and all lines are assigned to at least one vendor the two checkboxes will be checked.



Sample RFQ: Inventory Items/Materials

Attachments can be added from the RFQ tab and from the PR Lines tab

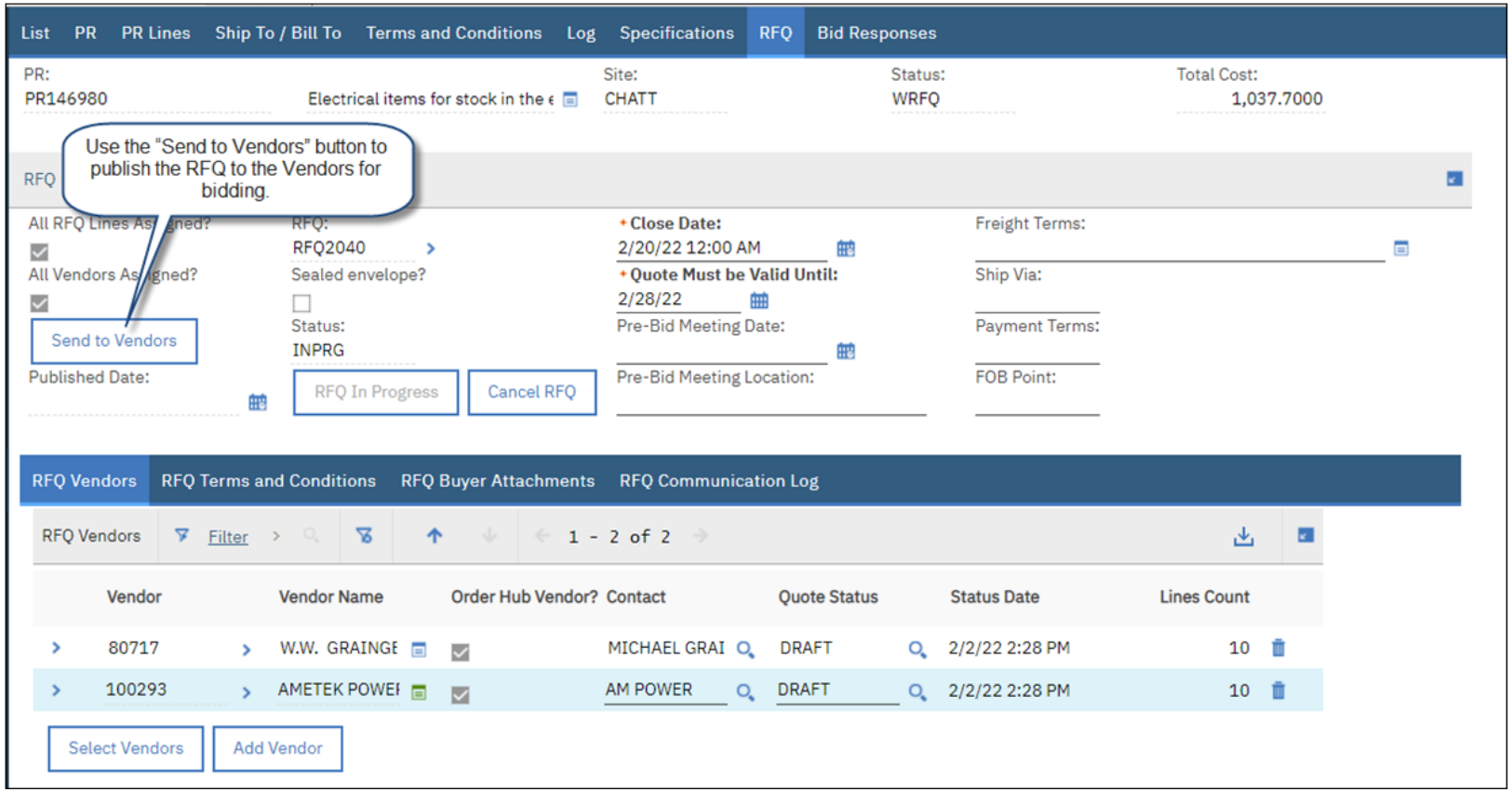


These attachments are sent to all vendors on the RFQ when the RFQ is sent to the vendors

Sample RFQ: Inventory Items/Materials

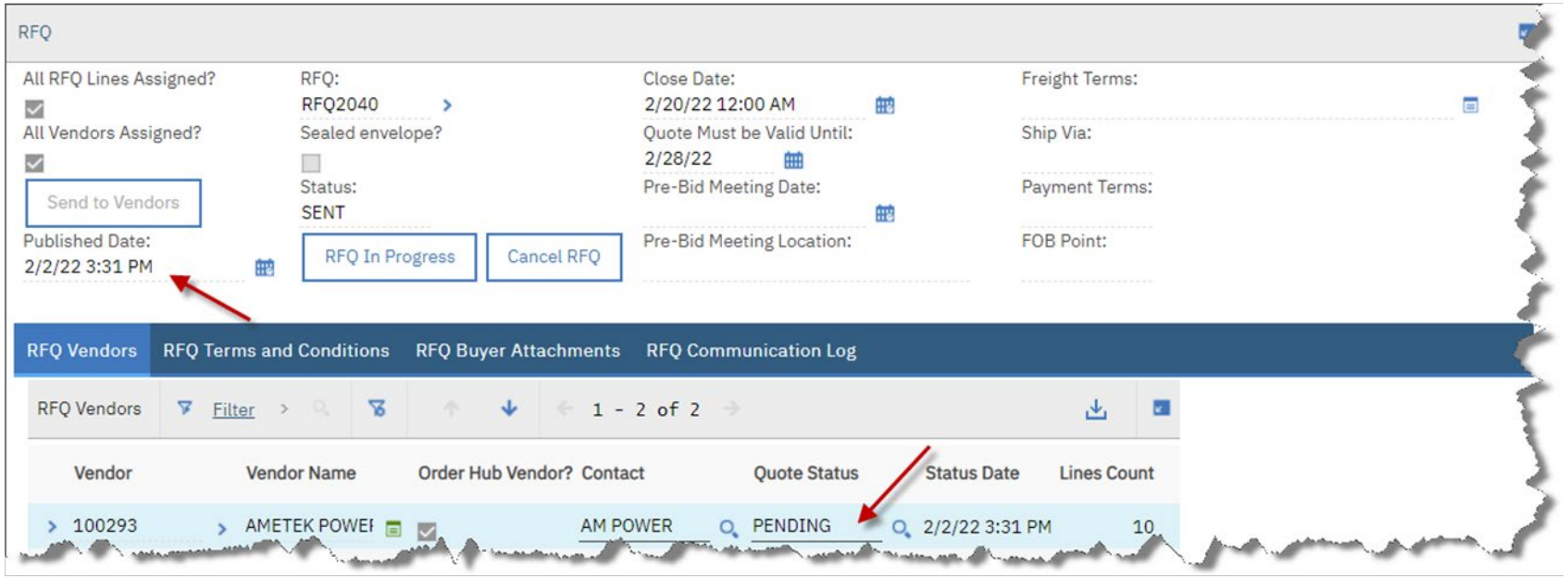
Publish RFQ for vendors to bid

Once all the vendors and lines are assigned and any attachments required are attached, use the “Send to Vendors” button to publish the RFQ to the Vendors for bidding.



Sample RFQ: Inventory Items/Materials

The published date will show when the RFQ was sent to the vendors

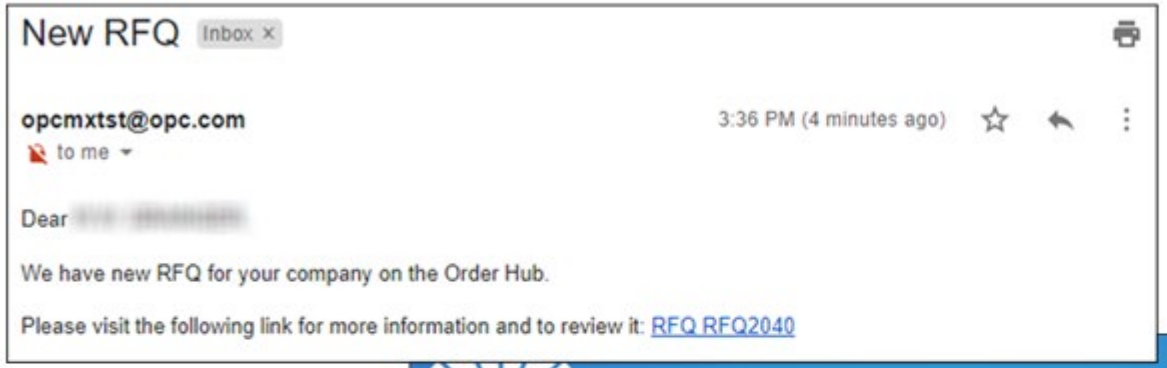


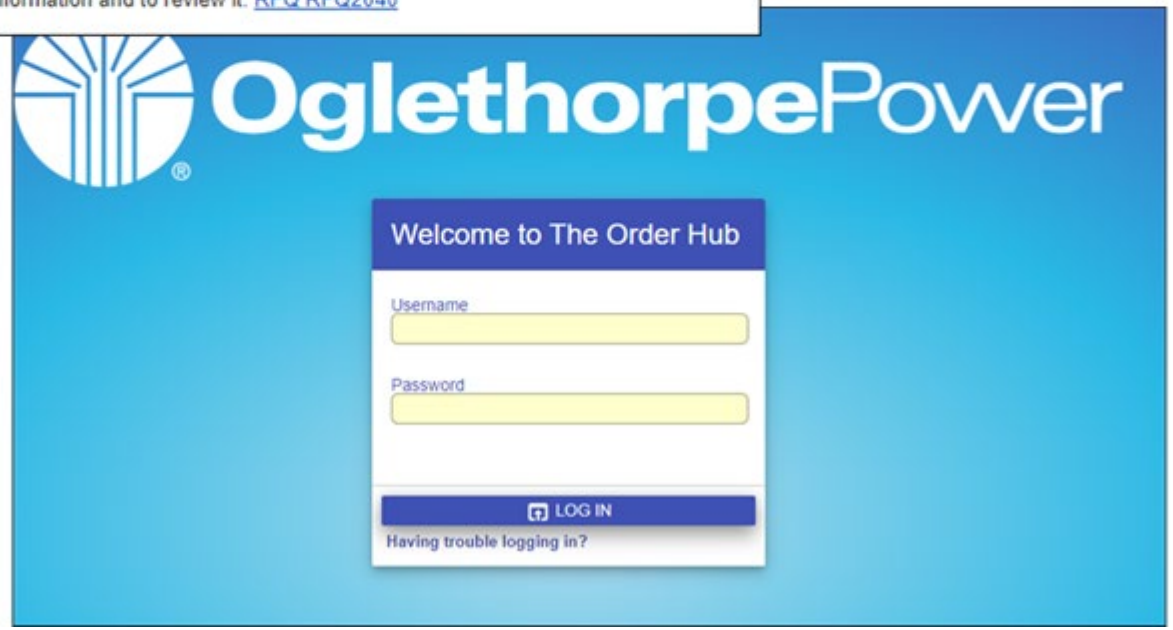
Quote status will change from DRAFT to PENDING for each vendor.

The vendor will receive a notification within (5) minutes.

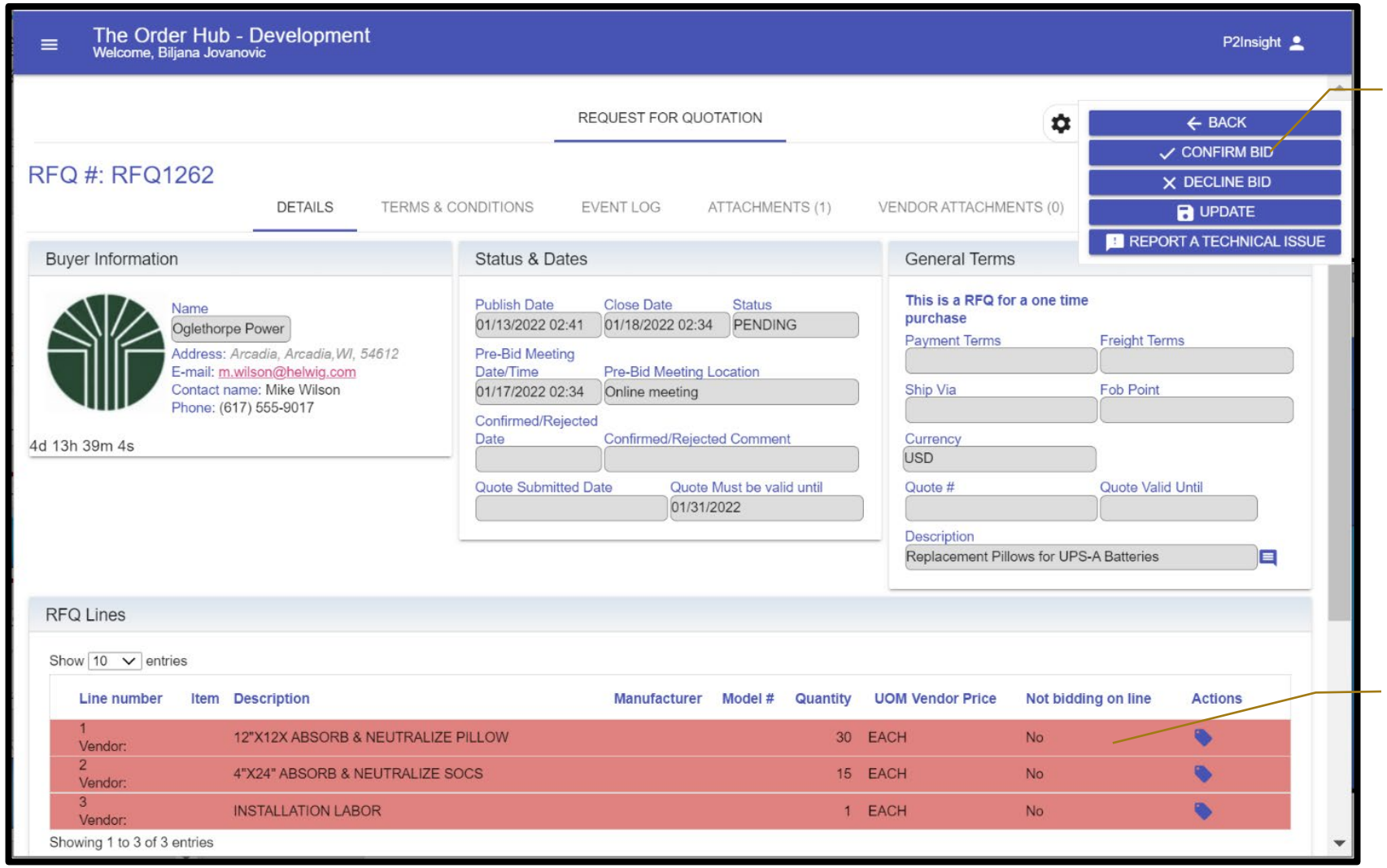
Sample RFQ: Inventory Items/Materials

Each vendor's contact on the RFQ will be notified by Email.
They use the Order Hub to process the quote.





After logging in the Vendor is taken directly to the RFQ…



Review RFQ and confirm will Bid

All Lines are initially red, and will remain red until updated.

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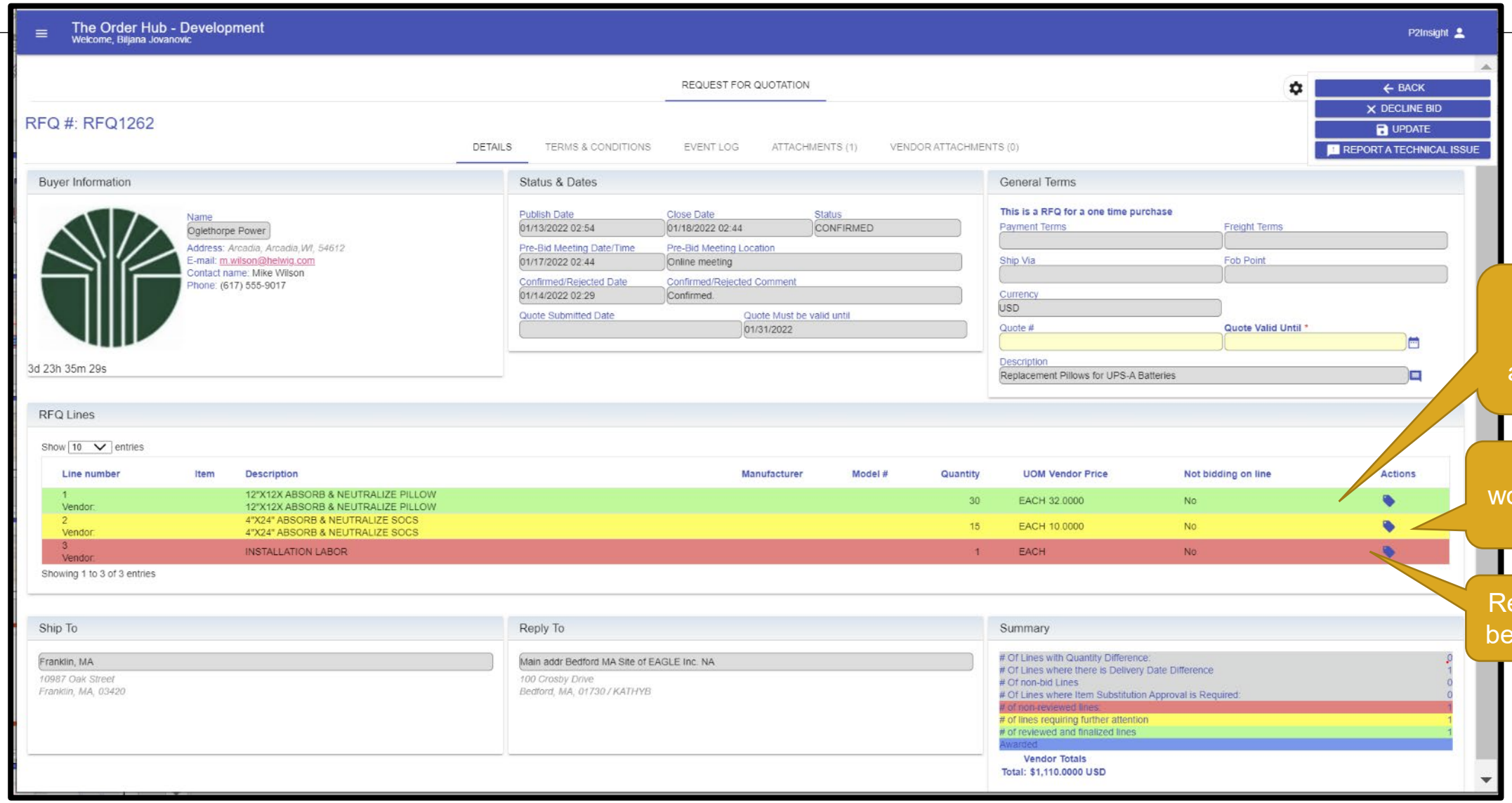
Color Coded Lines help track progress of bid



Green Lines have been reviewed and are ready to be submitted.

Yellow means work in progress – Internal Hold

Red line have not been updated yet!

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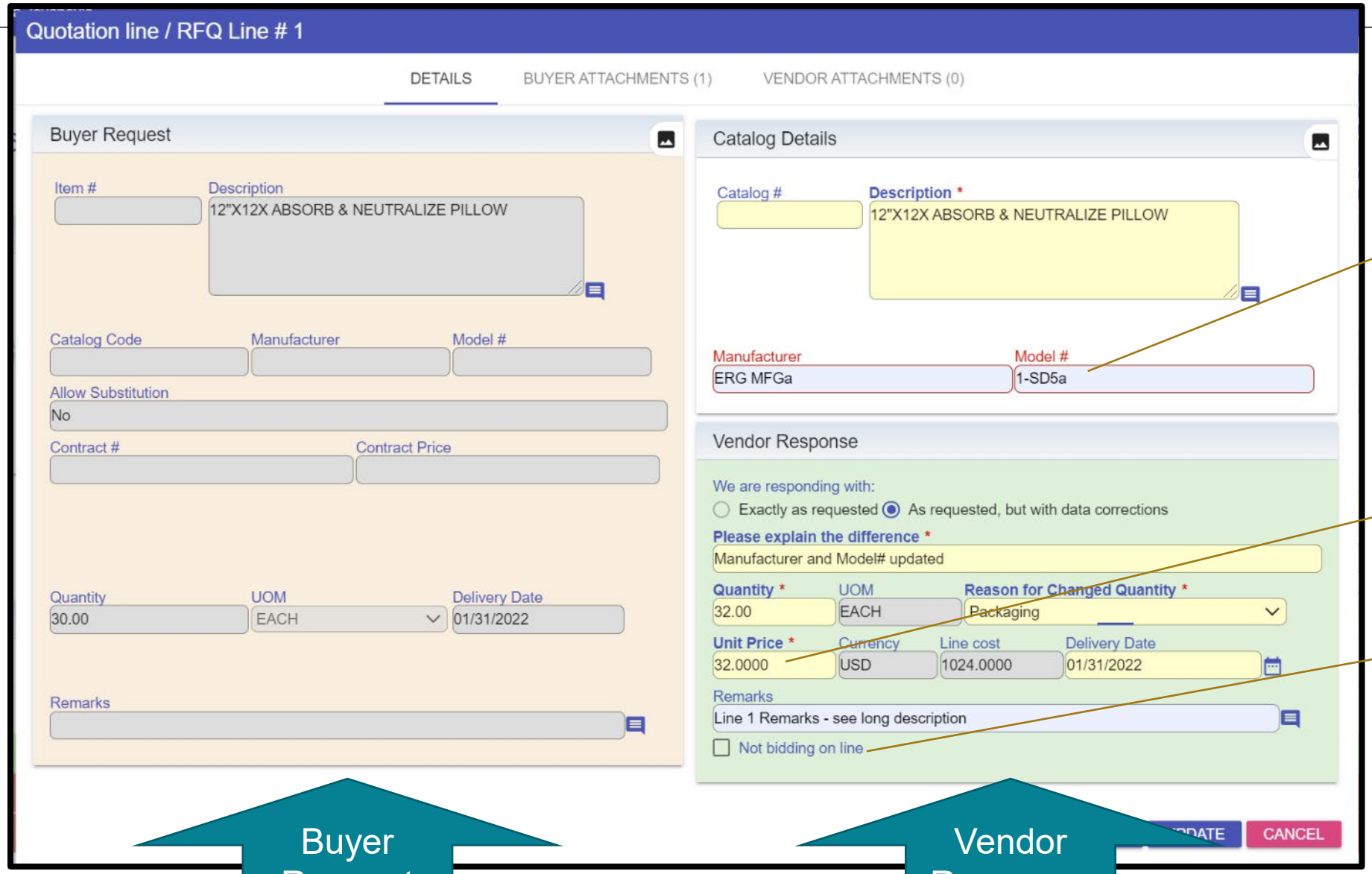
Then for each line they enter Price and other details



Vendor can update any missing information

Vendor enter bid price

Vendor can chose NOT to bid on a line

Buyer Request

Vendor Response

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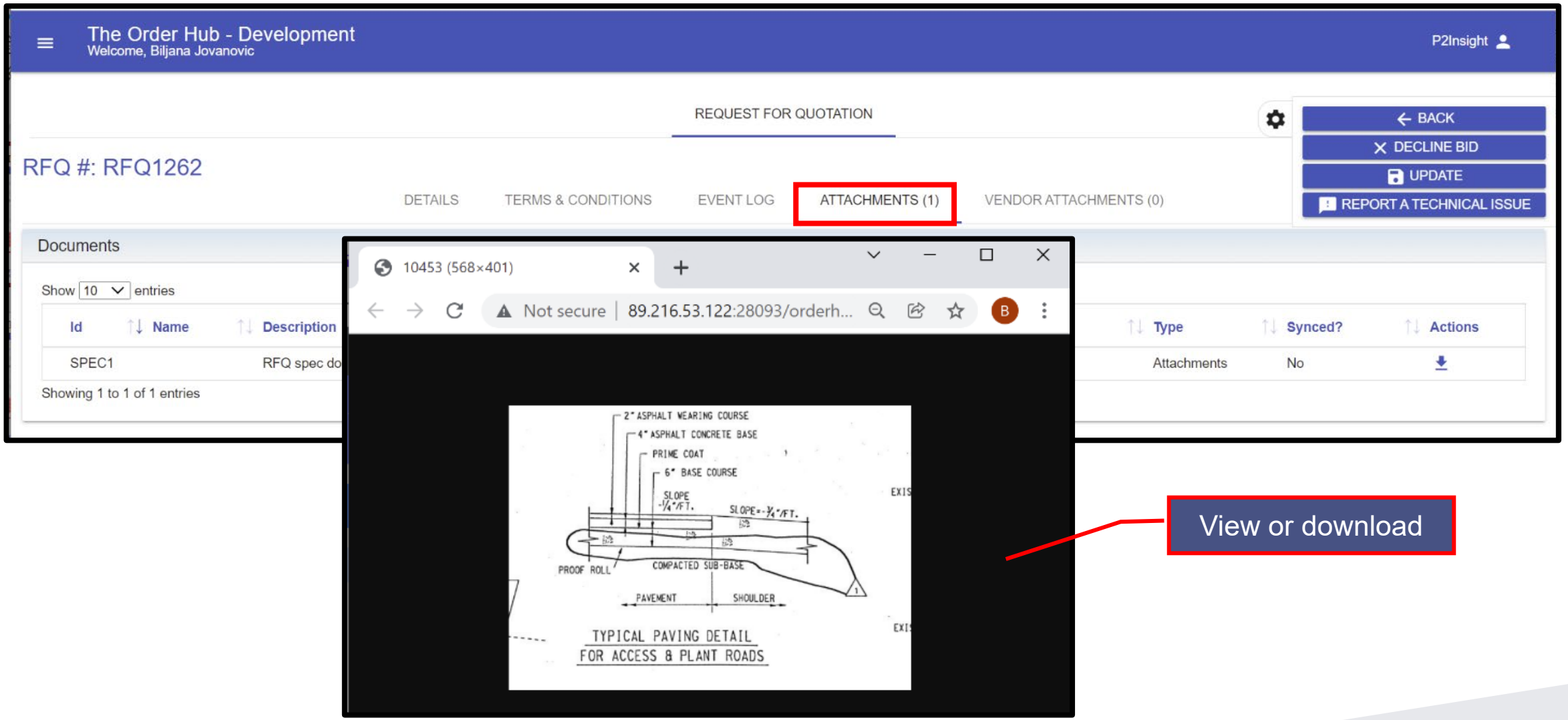
Attachments can be sent at RFQ or RFQ Line level



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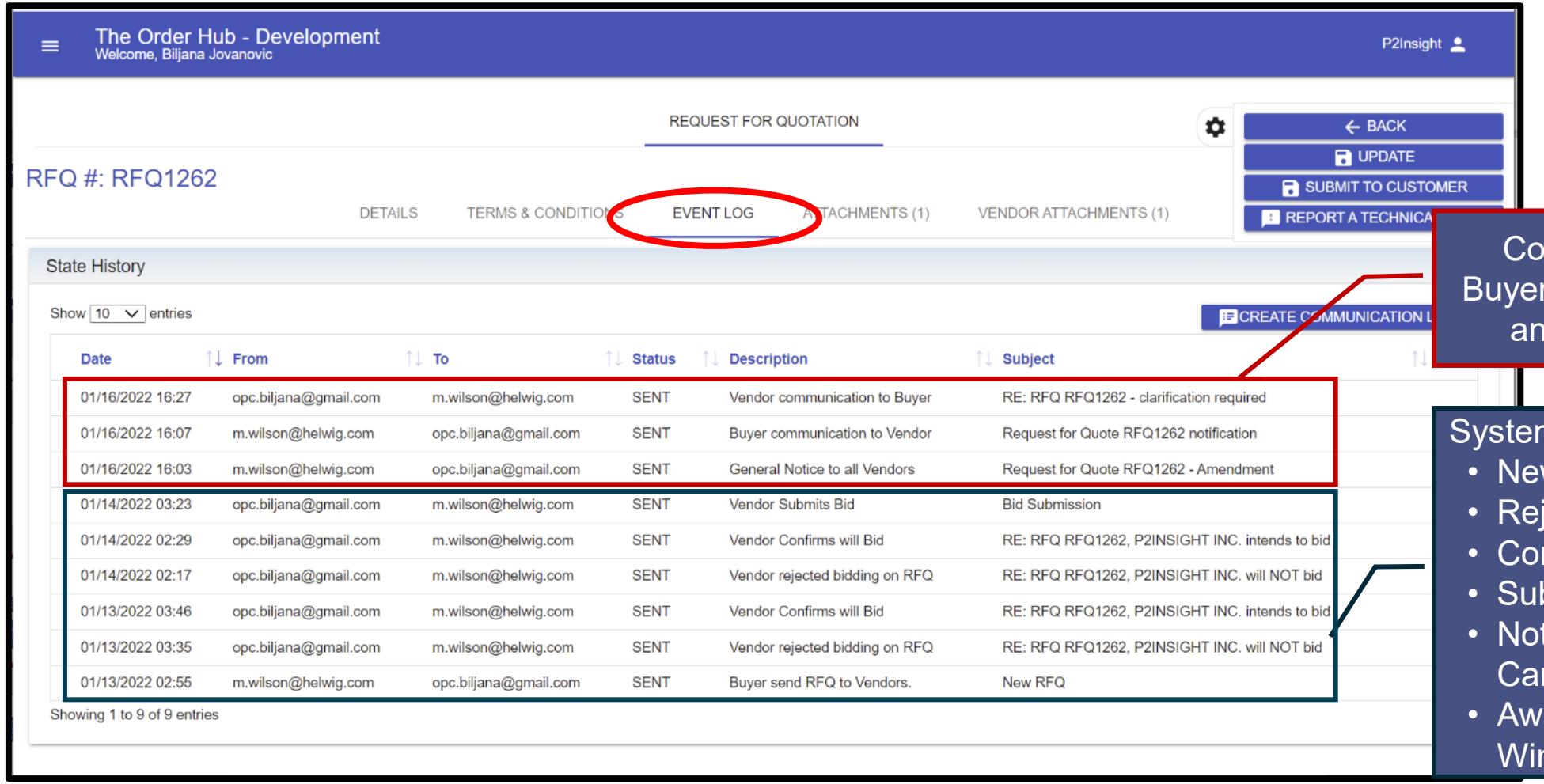
All events and communication with the Buyer are logged in the same place – Order Hub & the Event Log and Comm Log in Maximo



Communication Log: Buyer's email notifications and your messages

System logged events:

- New RFQ
- Reject to bid
- Confirm will bid
- Submit Bid
- Notice of RFQ Cancellation
- Awarded RFQs - Win/Regret Notifications

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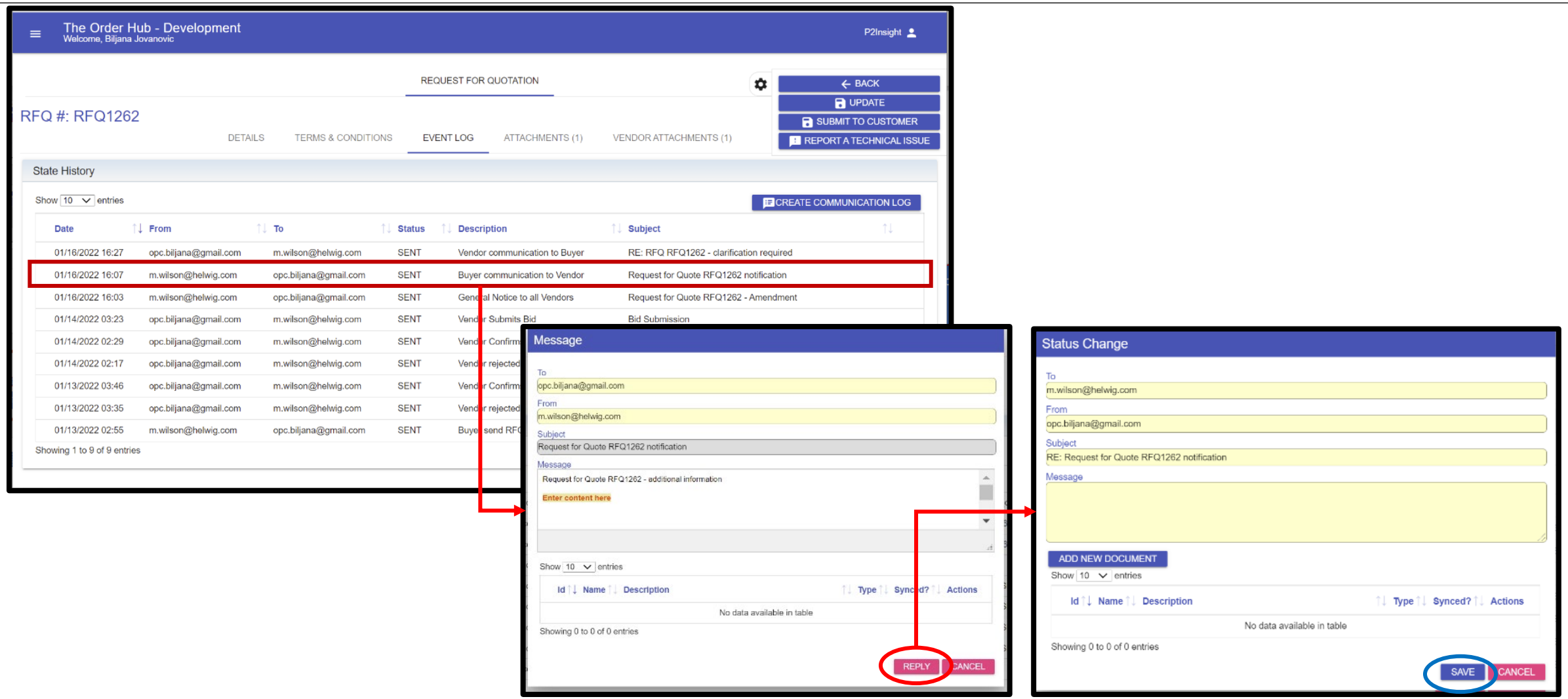
Buyer can send notifications.
Vendor can reply or ask for Clarification if appropriate or necessary.



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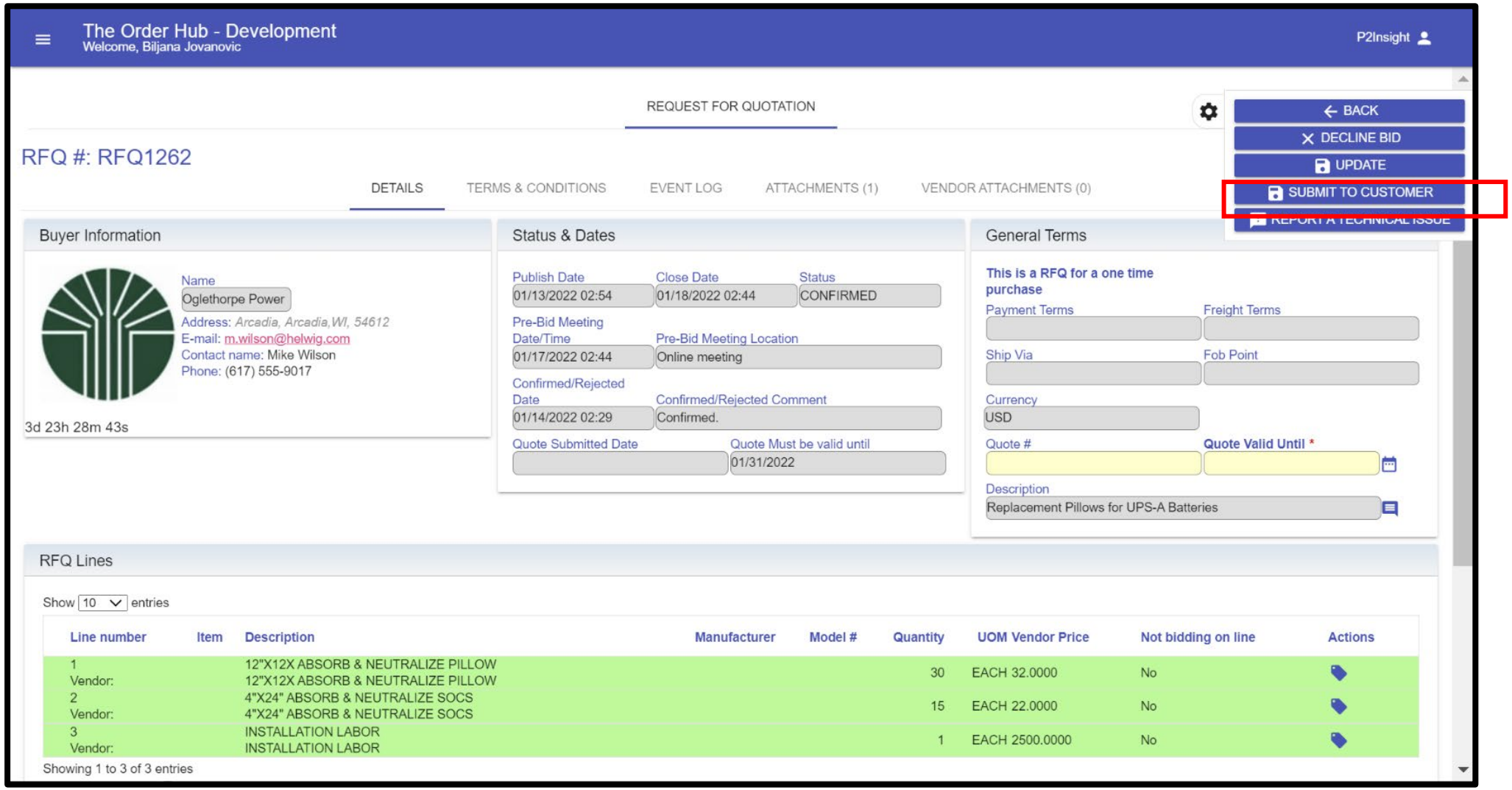
When all line are priced, they turn green, and Vendor can submit the bid…



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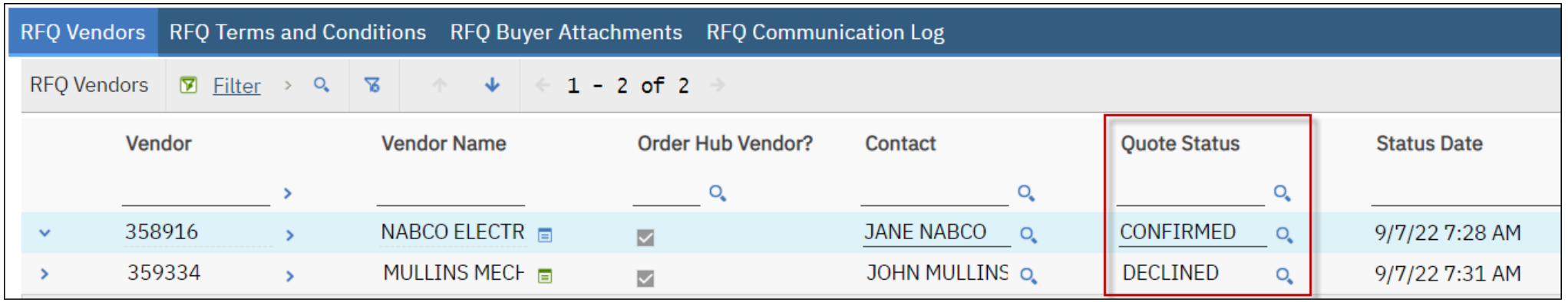
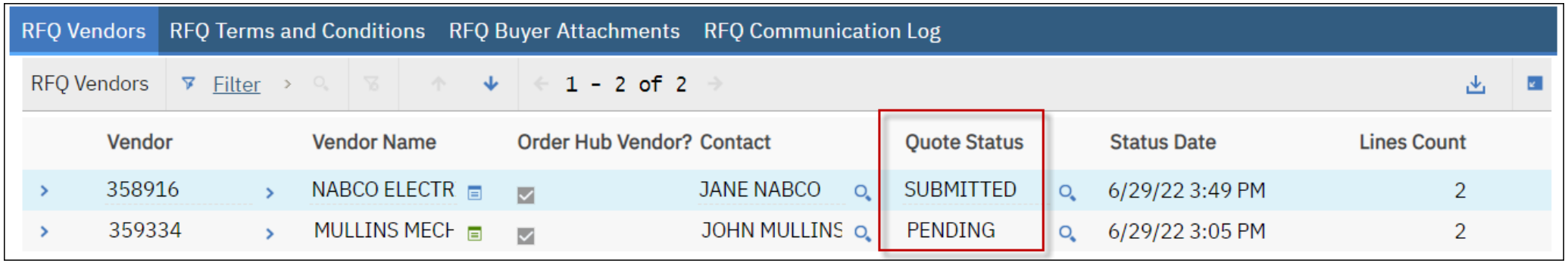
Sample RFQ: Inventory Items/Materials

Quote status changes to CONFIRMED if the vendor intends to bid and DECLINED if the vendor declines to bid



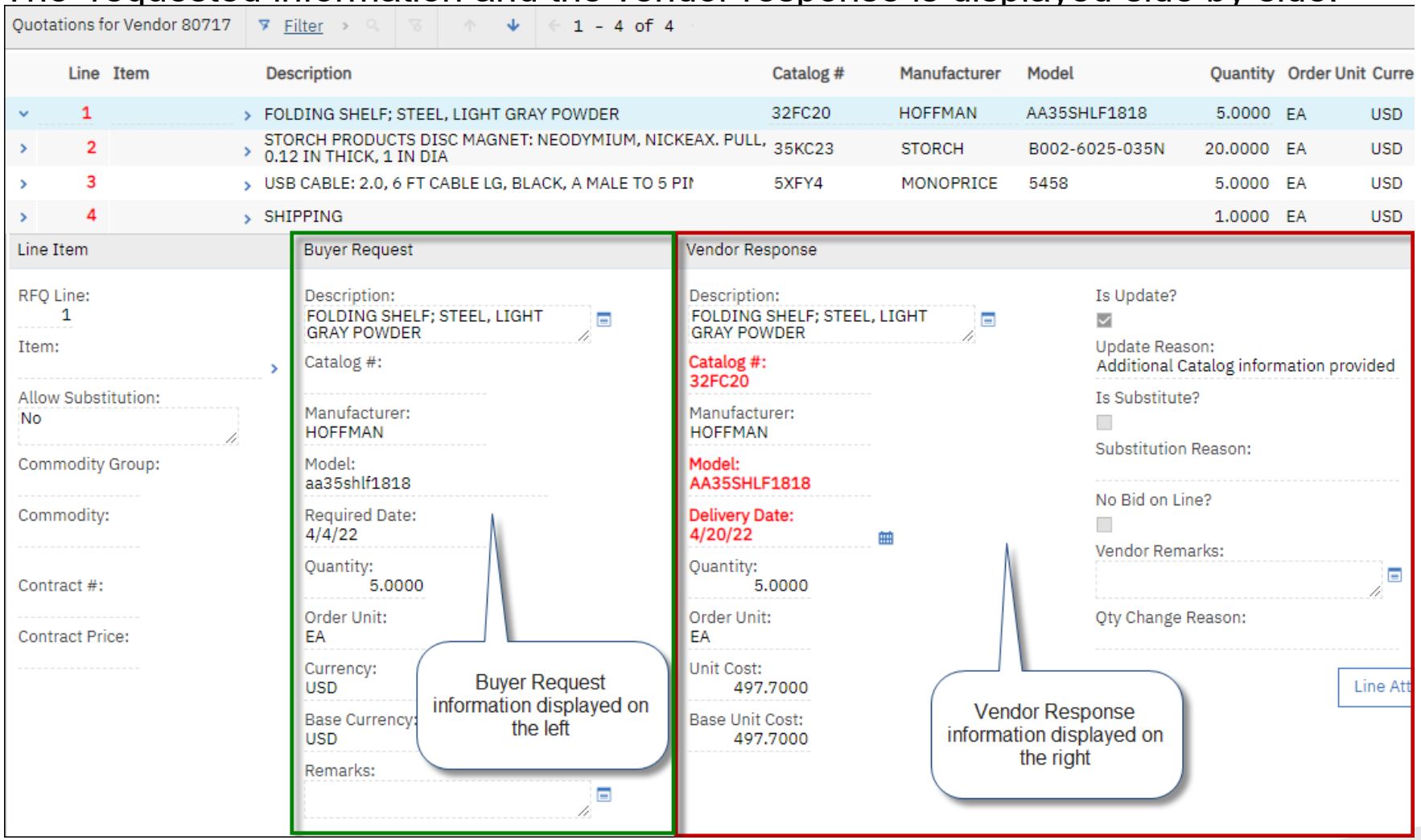
Quote status changes to SUBMITTED when the vendor has submitted their bid unless the bid is sealed



Sample RFQ: Inventory Items/Materials

Once submitted bids can be reviewed on the Bid Response tab for each line.

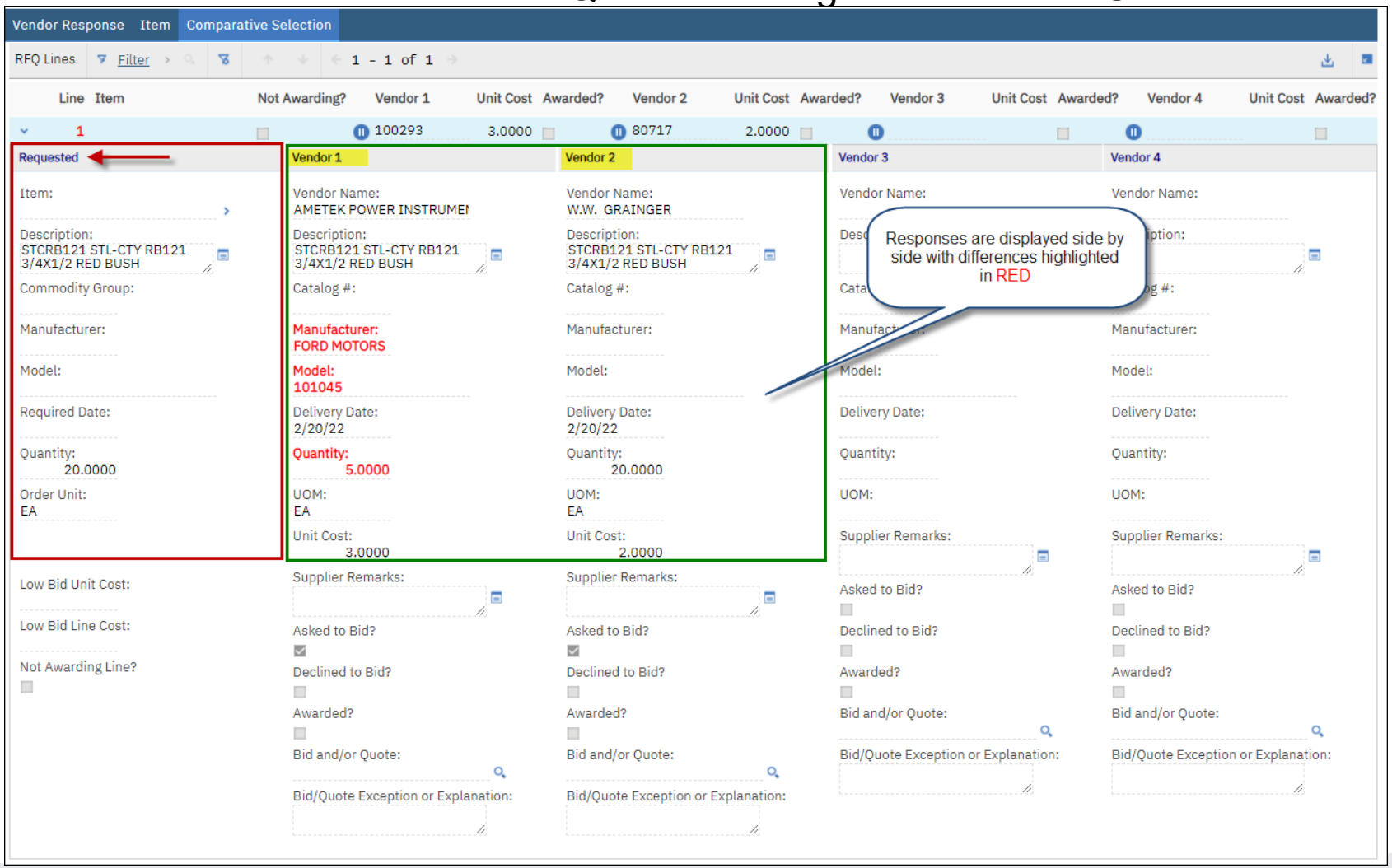
The requested information and the vendor response is displayed side by side.



Sample RFQ: Inventory Items/Materials

Buyer can also review all submissions on the “Comparative Selection” tab.

Bids cannot be awarded until RFQ Status changes to BIDSELECT.



Sample RFQ: Inventory Items/Materials

Request for Quote Details Report

RFQ1999: Fall 2022 Major [redacted]

Site: CHATT
Requested By [redacted]
Status: FINALIZED
Required Date: 8/24/22
Requested Date: 8/24/22
Sealed Bid: No
Est. Total Cost: $6.00

RFQ Line Details

Line	Description	Quantity	Order Unit	Est. Unit Cost	Est. Line Cost
1	2 WEEK RENTAL - PUMP, TRASH, DIESEL POWERED, 4"	2	EA	$1.00	$2.00
2	2 WEEK RENTAL - HOSE, 4", RIGID, 160 LENGTH	1	EA	$1.00	$1.00
3	2 WEEK RENTAL - STRAINER, DEWATERING, 4"	2	EA	$1.00	$2.00
4	2 WEEK RENTAL - ADAPTER, 4" MALE CAMLOCK TO 4" RIGID HOSE	1	EA	$1.00	$1.00
				Total	$6.00

Vendor Name	Status	Total Bid
[redacted]	Quotation Lines Selected	$3,972.32
[redacted]	Regret	$0.00

Bid Line Details

Line # 1: null

Name	Unit Cost	Delivery Date	Supplier Remarks	Declined to Bid?	Low Bid	Proposed Awarded Bid	Bid and/or Quote	Bid/Quote Exception	Quote Total Cost
[redacted]	$0.00								$0.00
[redacted]	$1,200.00	8/24/22	4" diesel pump	No	Yes	Yes	LOWBID		$2,400.00

Line # 2: null

Name	Unit Cost	Delivery Date	Supplier Remarks	Declined to Bid?	Low Bid	Proposed Awarded Bid	Bid and/or Quote	Bid/Quote Exception	Quote Total Cost
[redacted]	$0.00								$0.00
[redacted]	$1,440.00	8/24/22		No	Yes	Yes	LOWBID		$1,440.00

Line # 3: null

Name	Unit Cost	Delivery Date	Supplier Remarks	Declined to Bid?	Low Bid	Proposed Awarded Bid	Bid and/or Quote	Bid/Quote Exception	Quote Total Cost
[redacted]	$0.00								$0.00
[redacted]	$33.08	8/24/22		No	Yes	Yes	LOWBID		$66.16

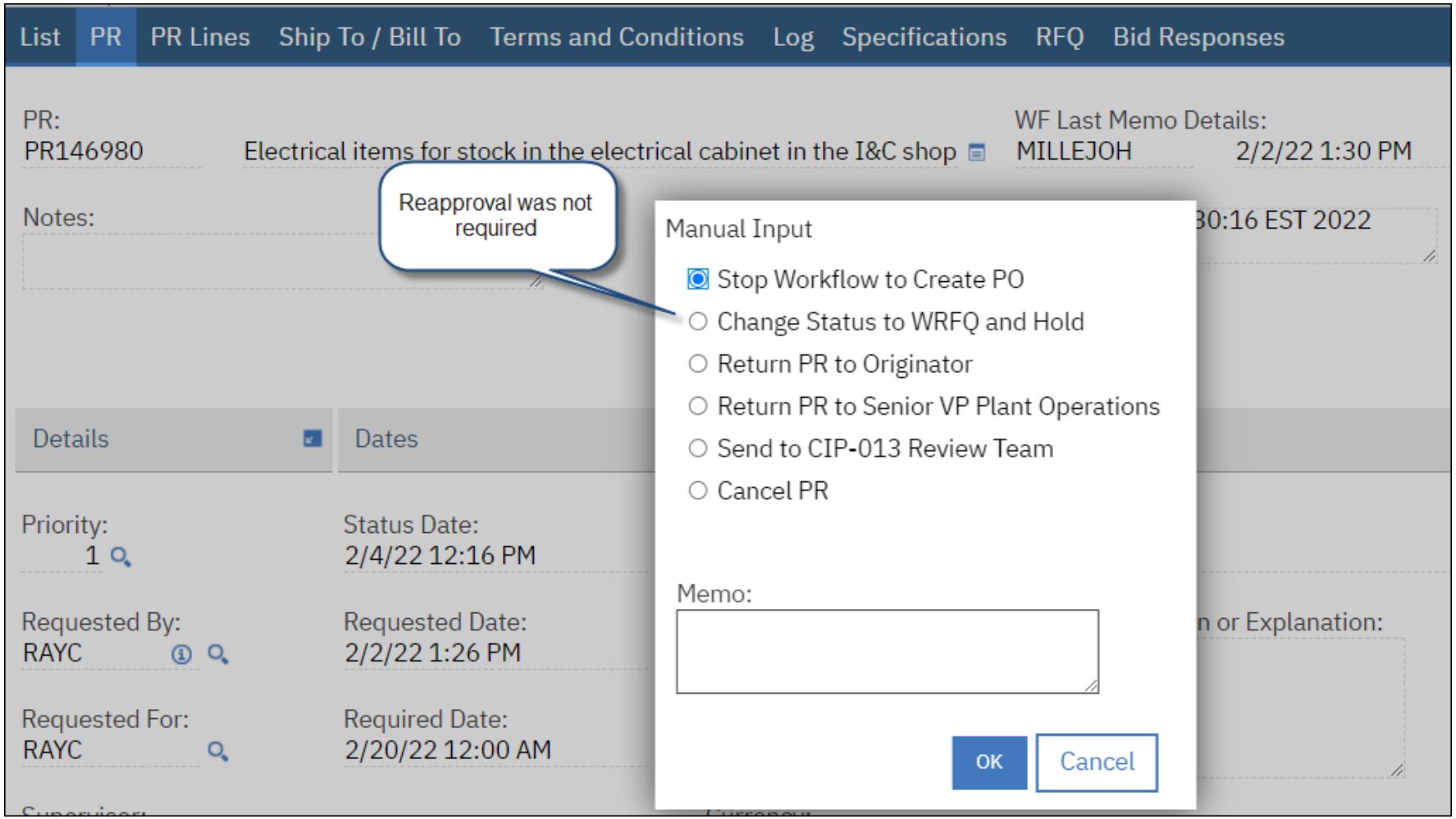
Line # 4: null

Name	Unit Cost	Delivery Date	Supplier Remarks	Declined to Bid?	Low Bid	Proposed Awarded Bid	Bid and/or Quote	Bid/Quote Exception	Quote Total Cost
[redacted]	$0.00								$0.00
[redacted]	$66.16	8/24/22		No	Yes	Yes	LOWBID		$66.16

9/6/22 4:51 PM

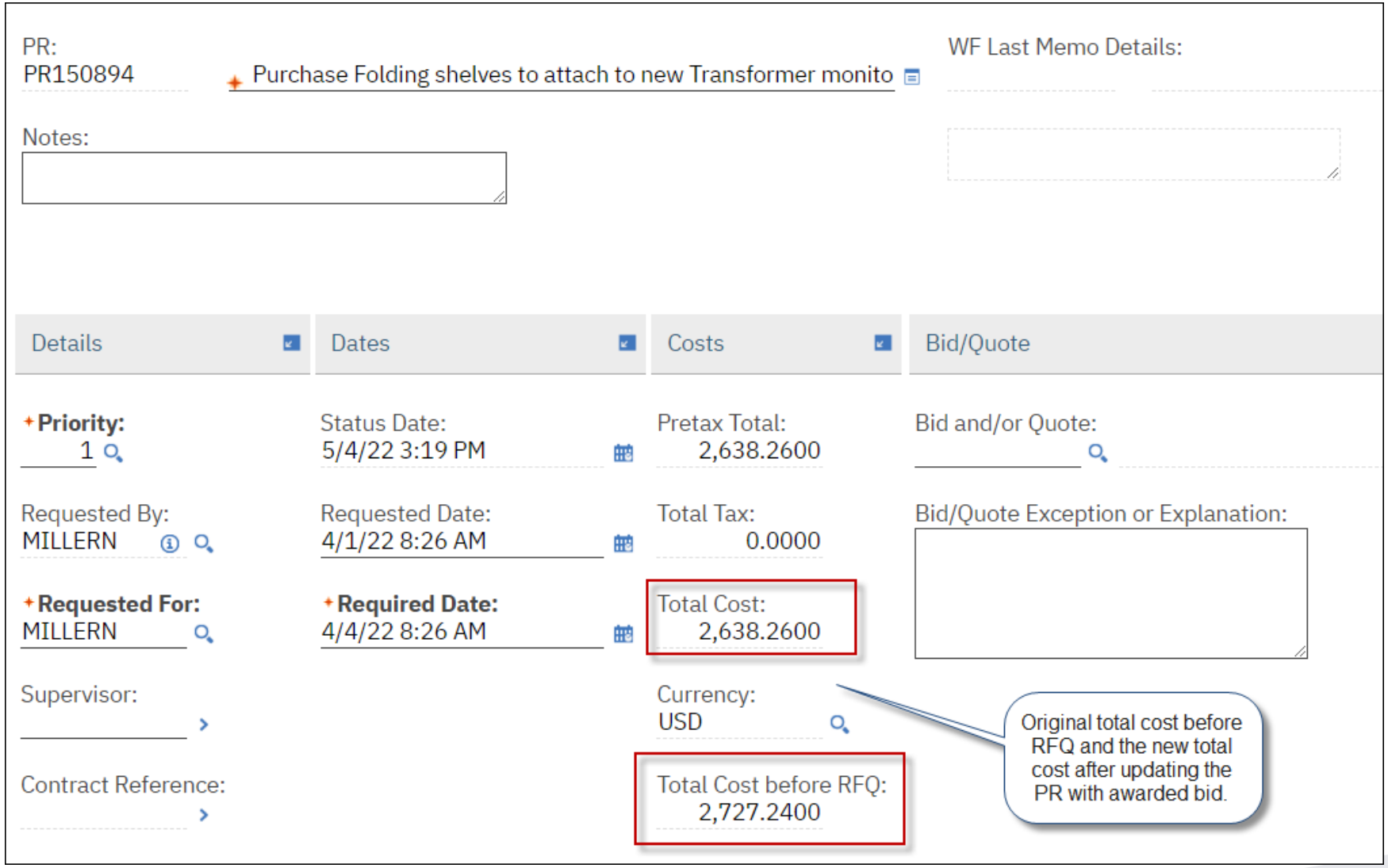
Sample RFQ: Inventory Items/Materials

Workflow PR for approval evaluation. Maximo sends to approvers if re-approval is required based on price changes.



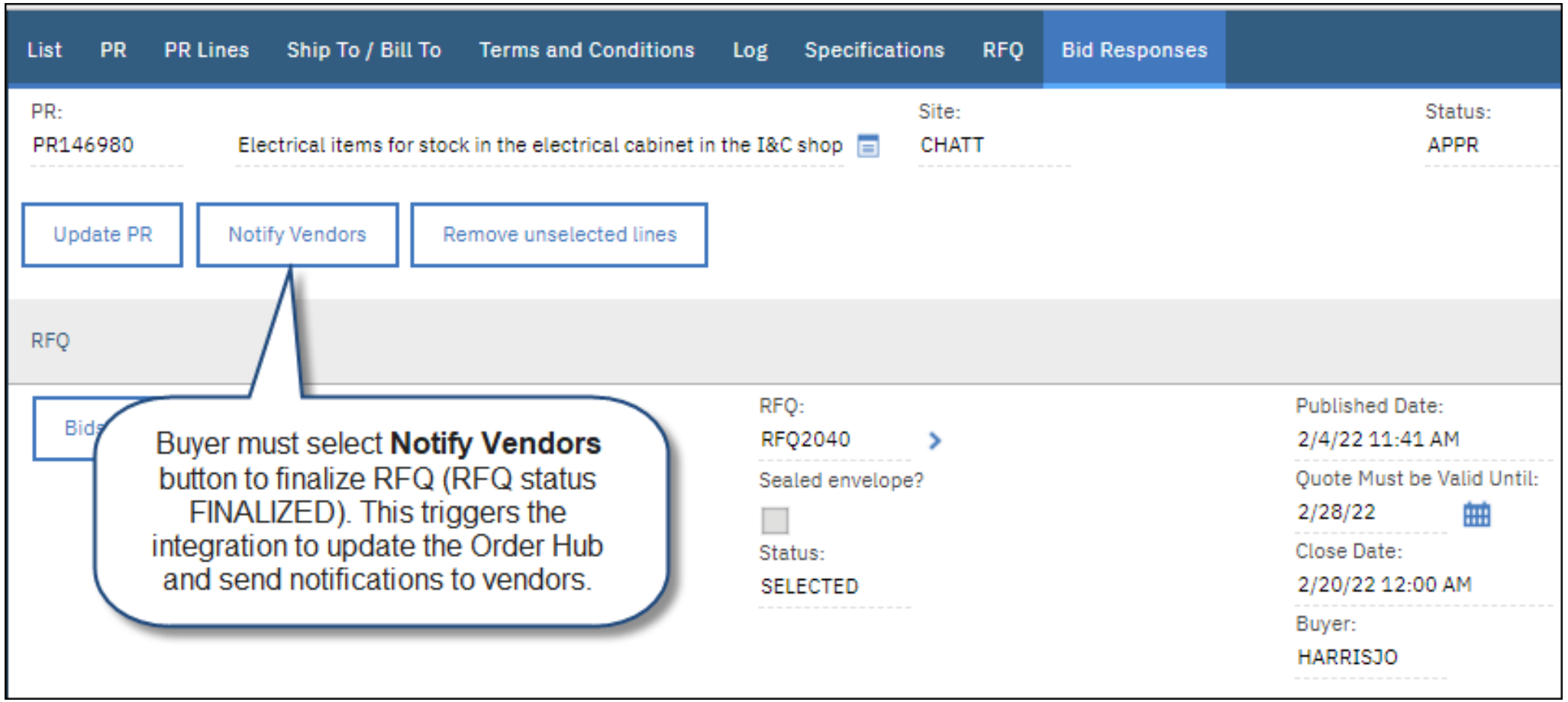
Sample RFQ: Inventory Items/Materials

Before and after cost comparison



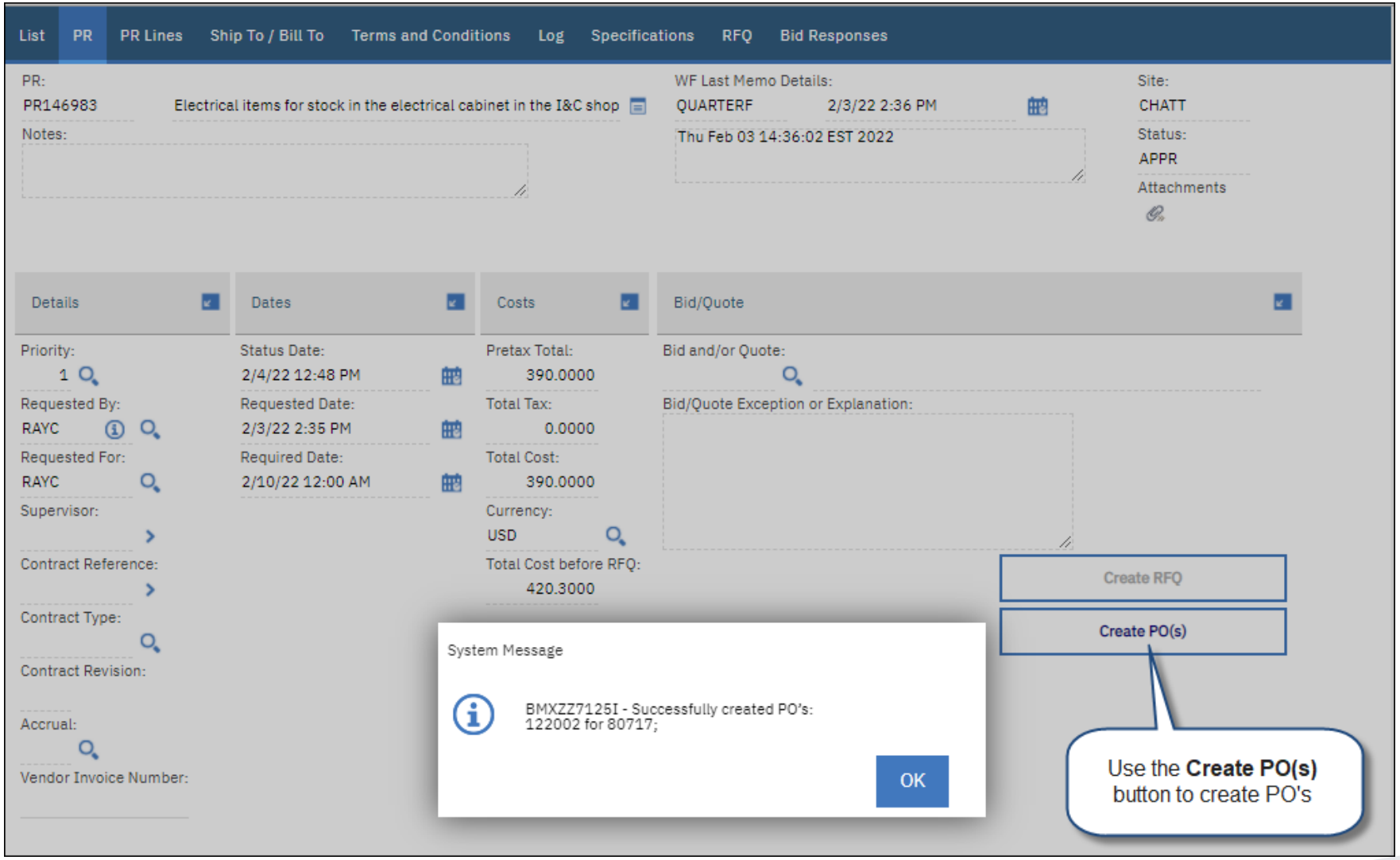
Sample RFQ: Inventory Items/Materials

Next, send award/regret notifications and finalize the RFQ



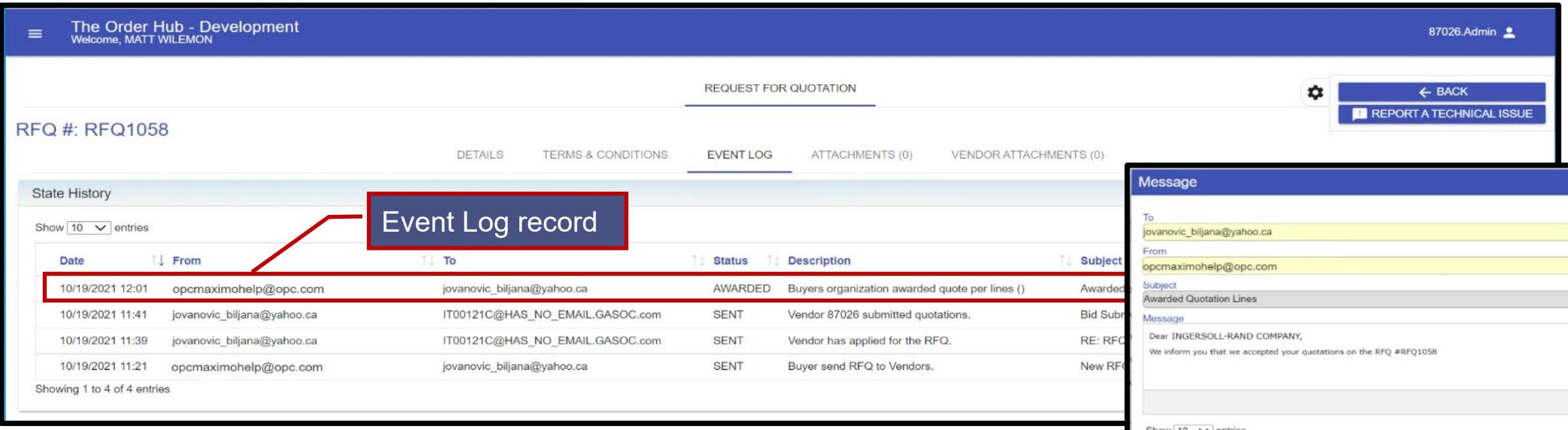
Sample RFQ: Inventory Items/Materials

The Create PO(s) button is now available.

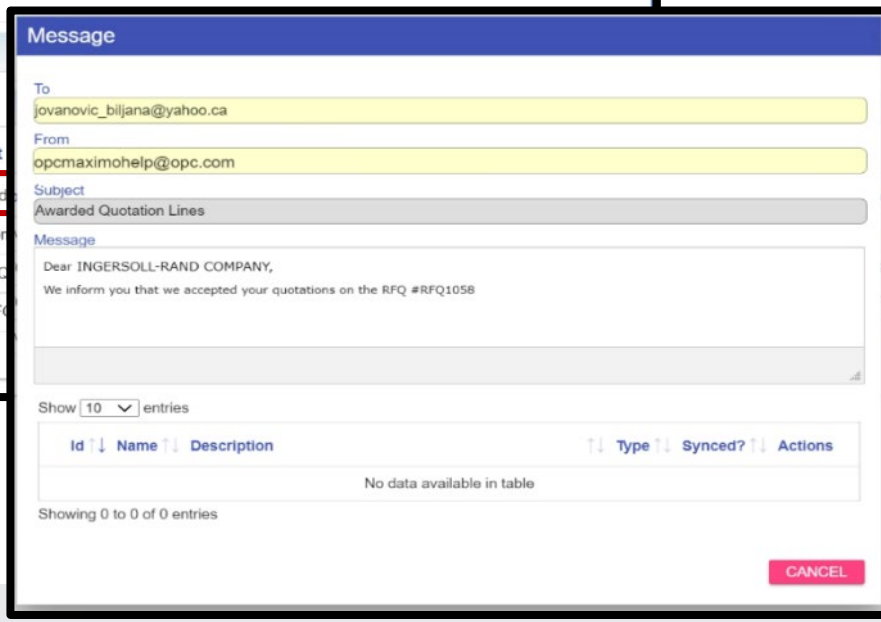


Awarded Notification

E-mail notification



Event Log record



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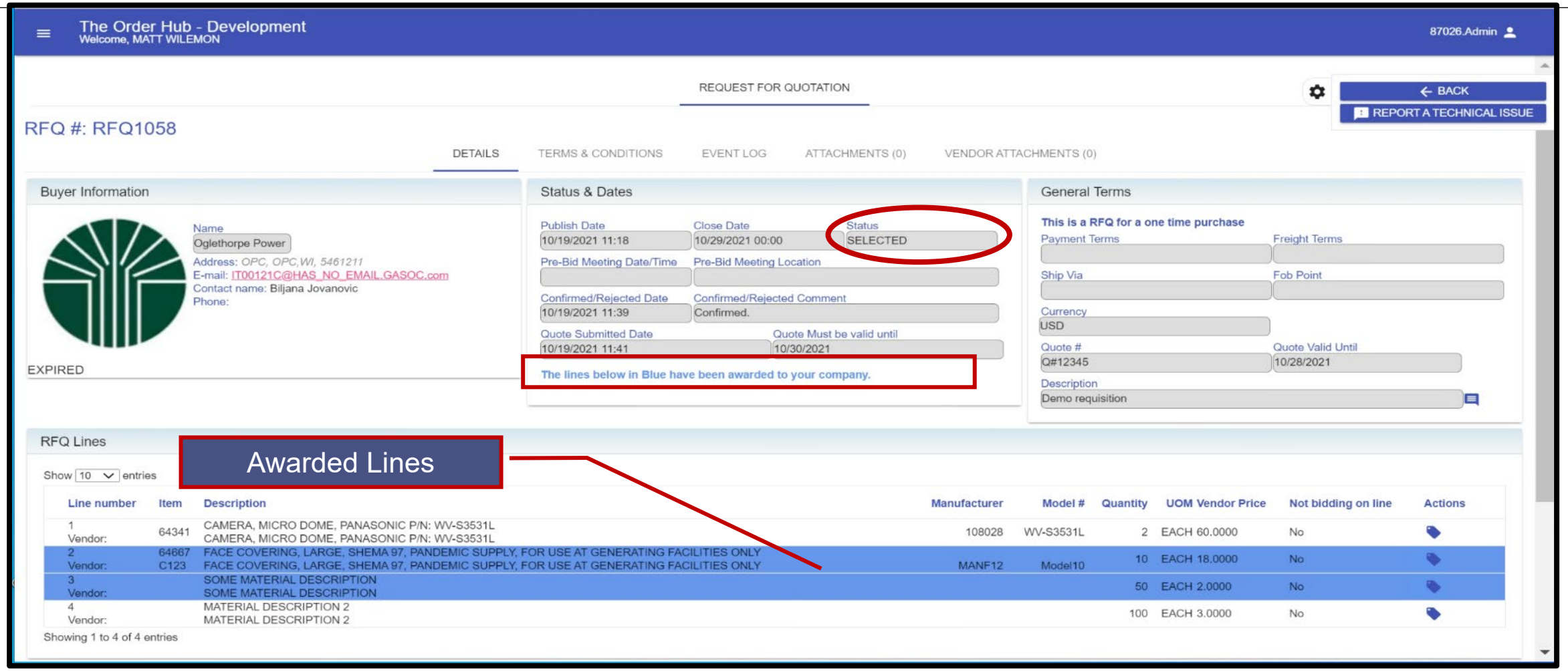
Awarded RFQs – Winning Vendors



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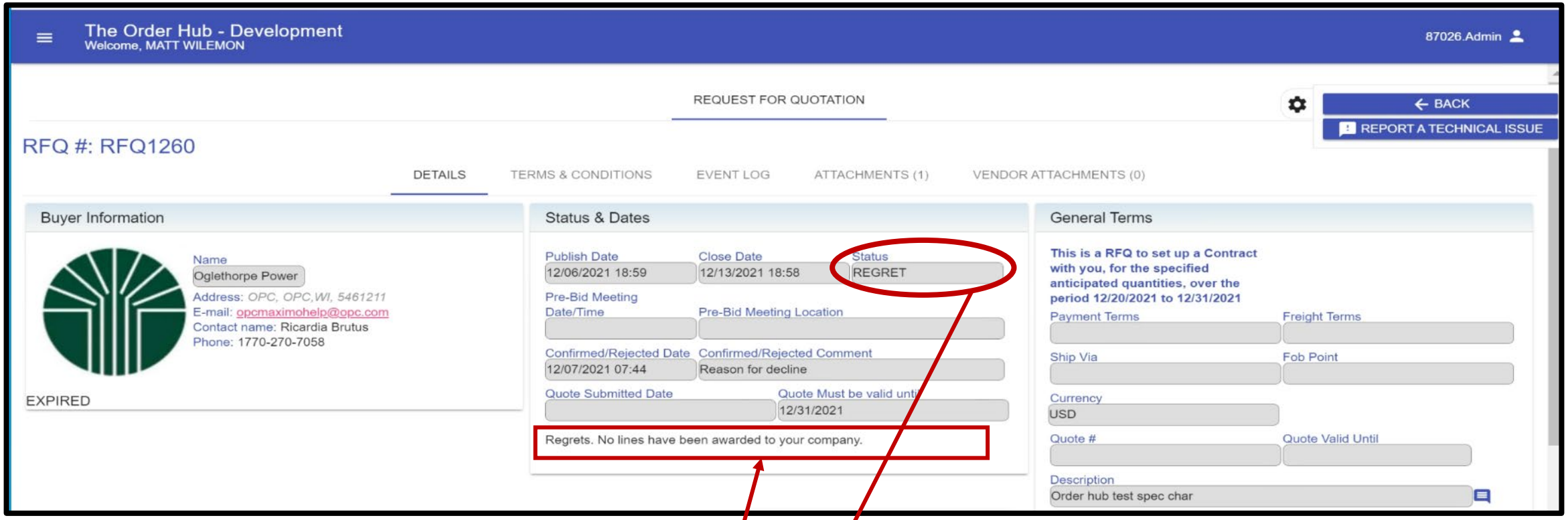
Awarded RFQs – Regret Vendors



REGRET message and RFQ status change to REGRET

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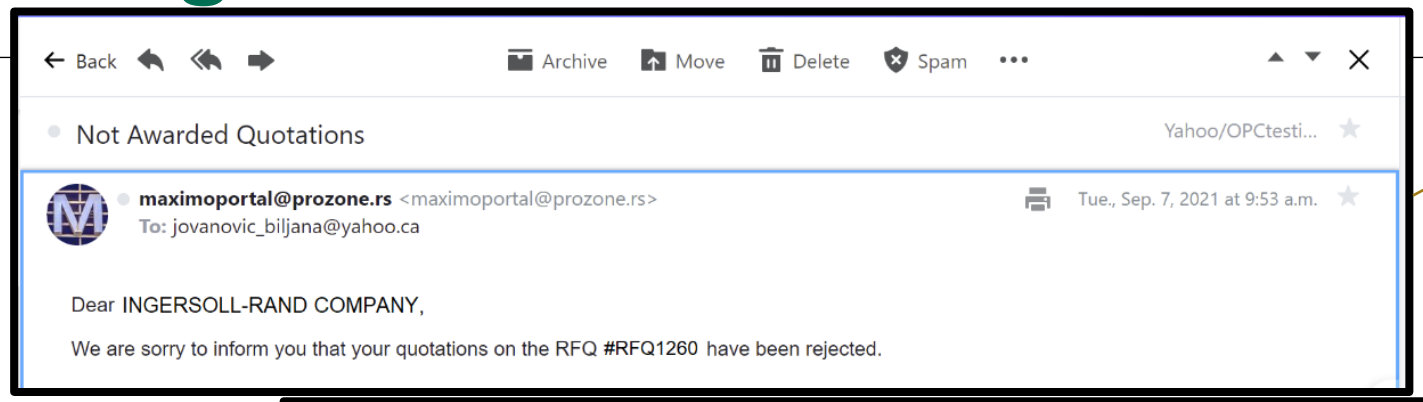
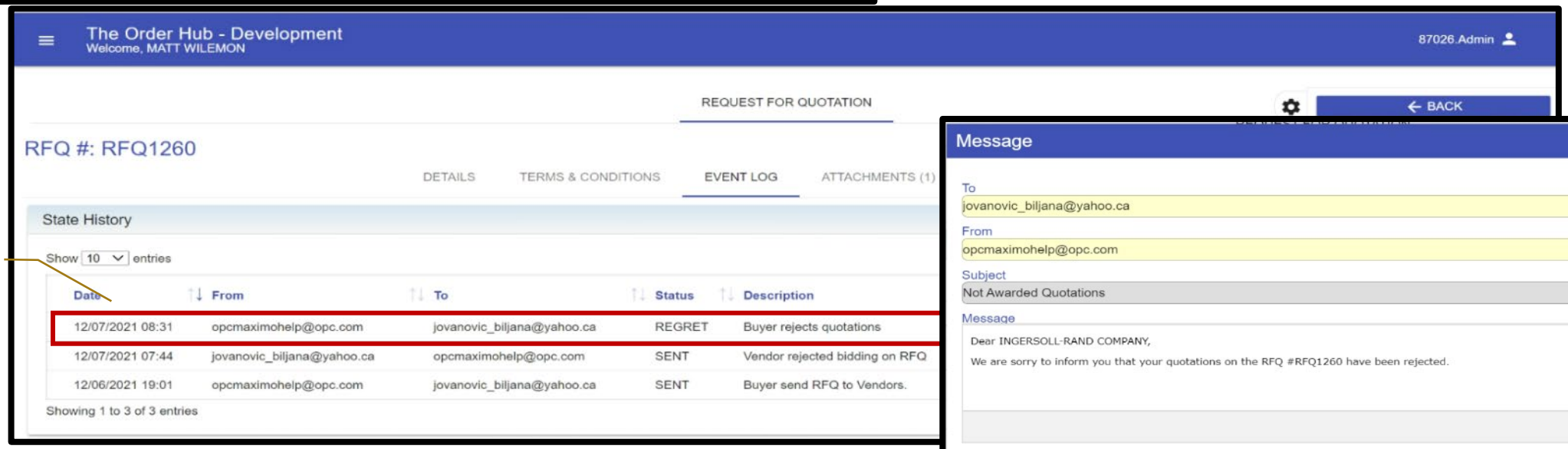
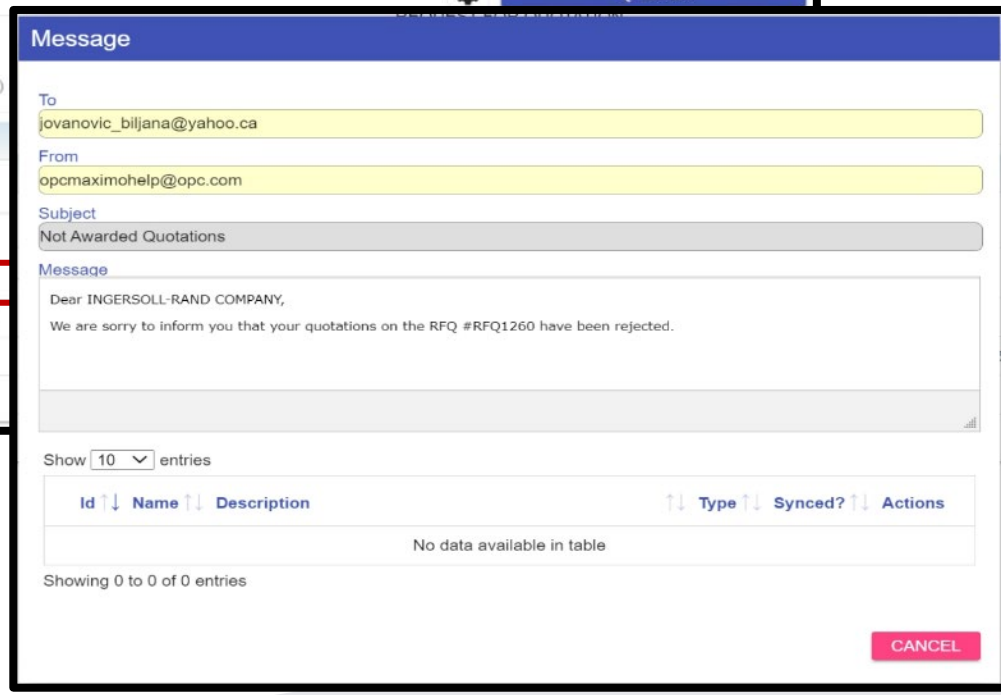
Regret Notification



E-mail notification



Event Log record



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RFQ for Services Contracts

In the past, our Services RFQ's were done in one system and then once evaluated and awarded, the contract was created in Maximo.

- The requestor emailed the Contract Agent details, specs and bidders list.
- The Contract agent sent the RFQ (in an external sourcing tool) to contractors isolated from the requester
- Evaluated and sent to Requestor, who made award decision and then started the Contract Process in Maximo.

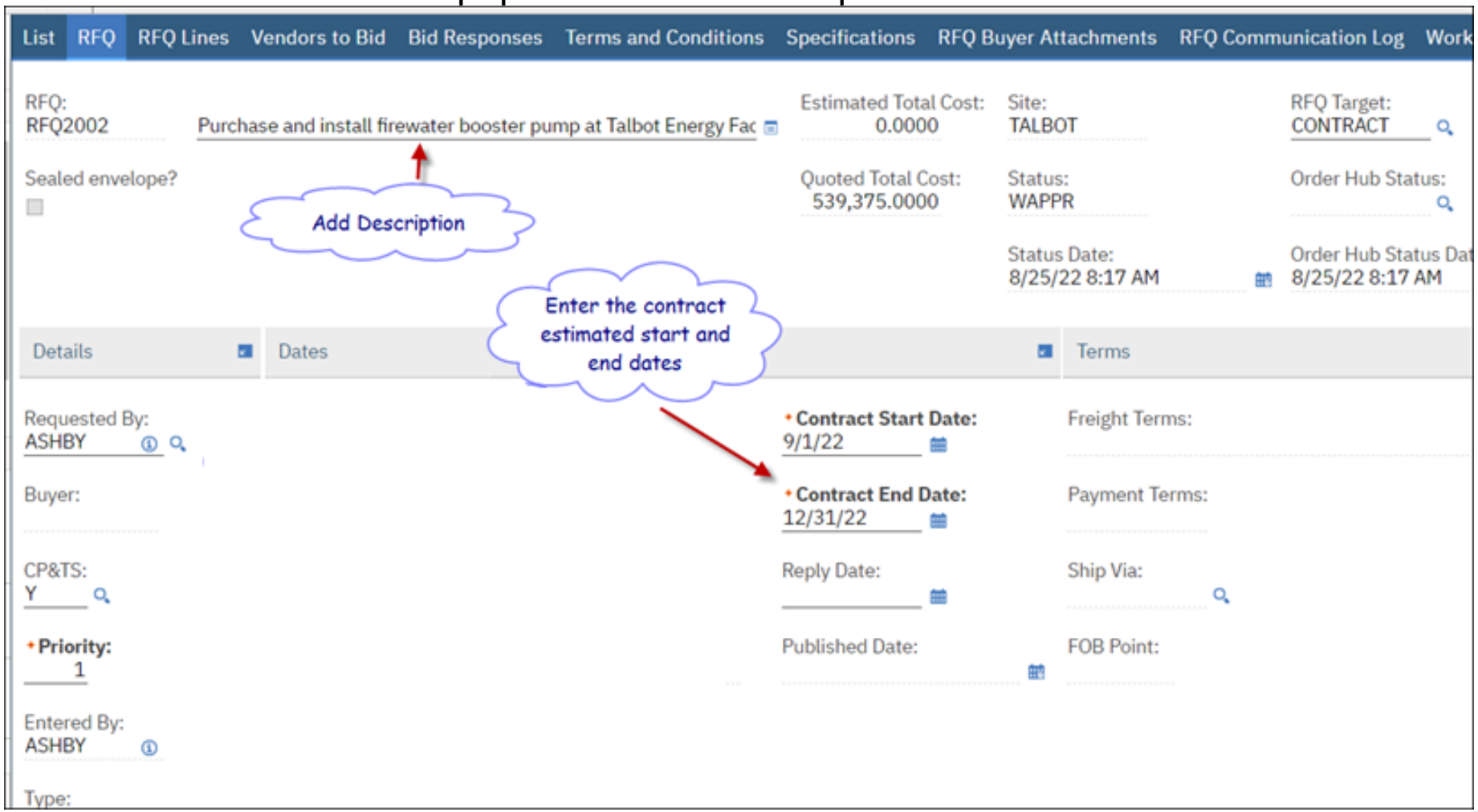
We wanted to combine this into one system (Maximo) so we changed our user's process.

- OPC Users determine they want something sent out for bid (based on OPC's Bid guidelines).
- The User (anyone in our system that has contracts creation security) creates an RFQ record in Maximo (RFQ Record Created)
- Adds a description and some other details
- User completes details of the RFQ lines

Sample RFQ: Contracts

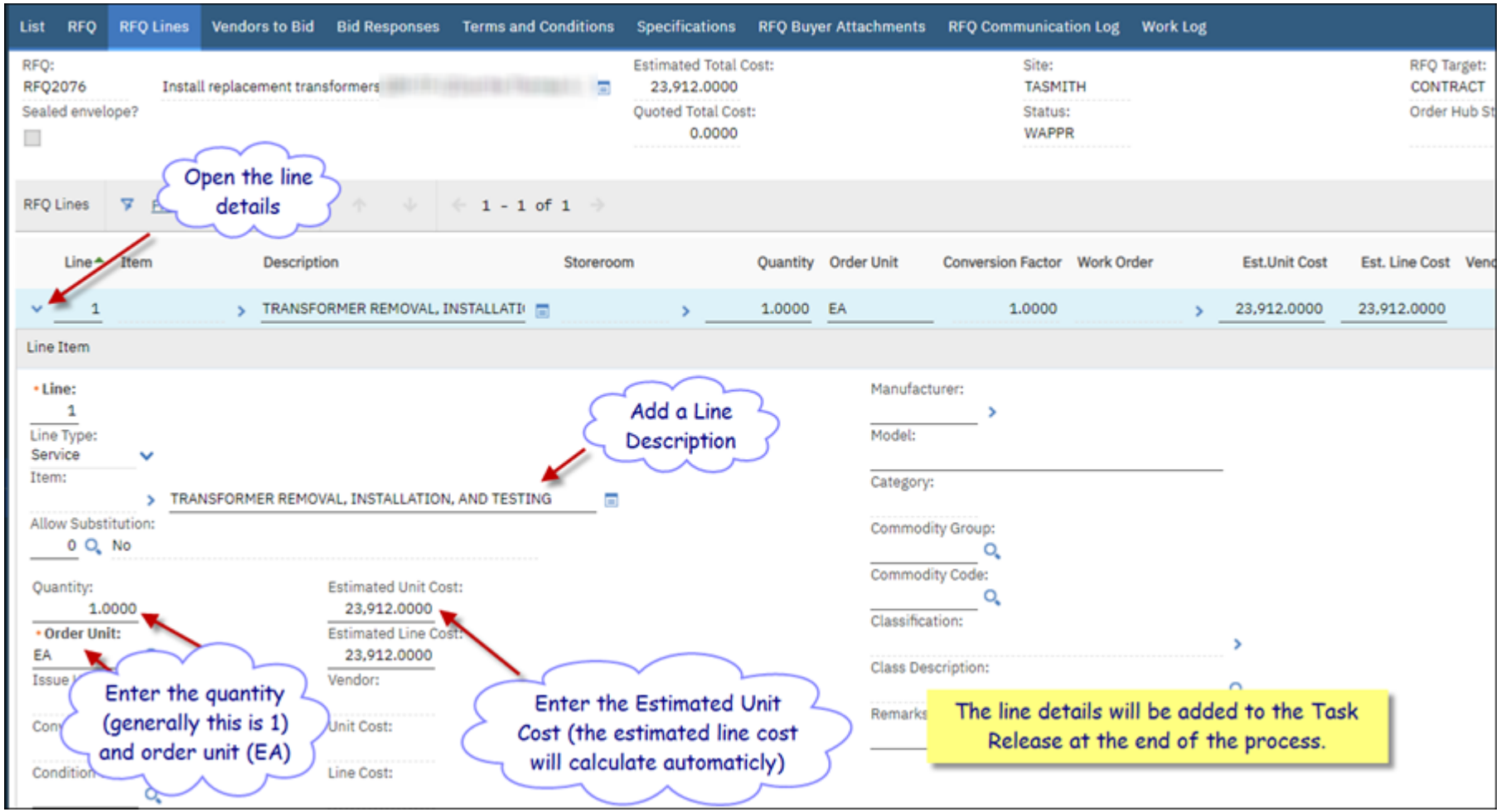
The User (Not Supply Chain) creates an RFQ

Most of the fields will auto-populate or are not required but there are a few that need to be completed



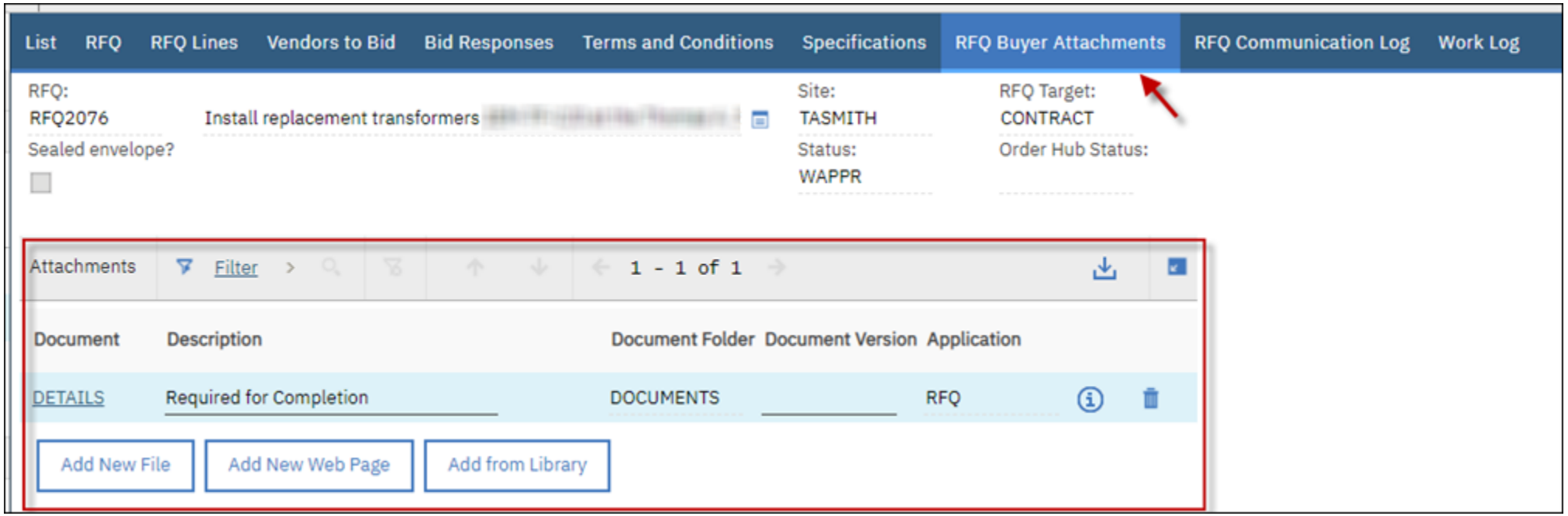
Sample RFQ: Contracts

Next move to the “RFQ Lines” tab and enter the line details. This is “almost” the same as creating a task release line. Additional lines can be added as needed.



Sample RFQ: Contracts

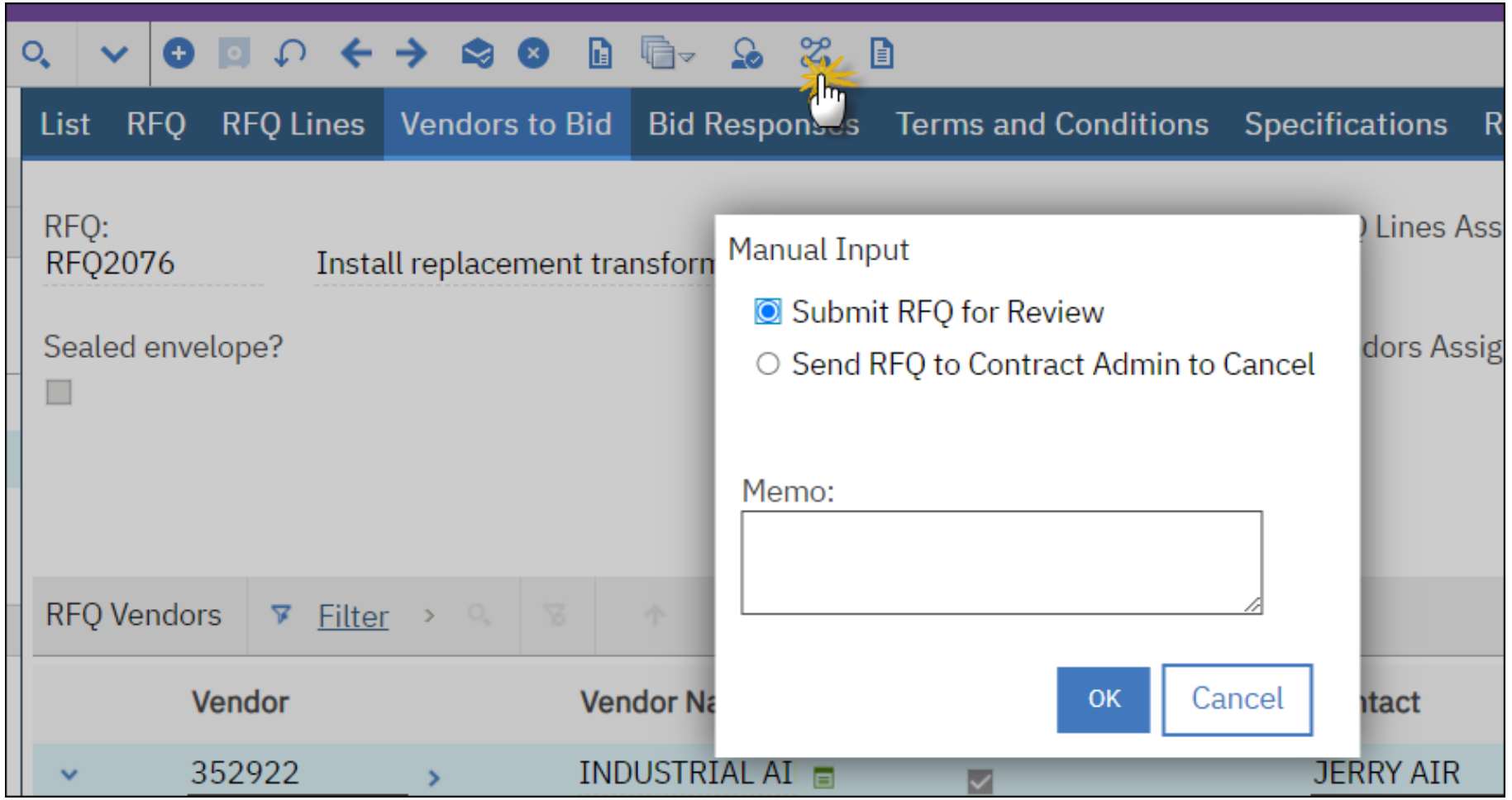
Attachments can be added on the “RFQ Buyer Attachments” tab



These attachments are sent to <u>all</u> vendors on the RFQ when the RFQ is sent to the vendors

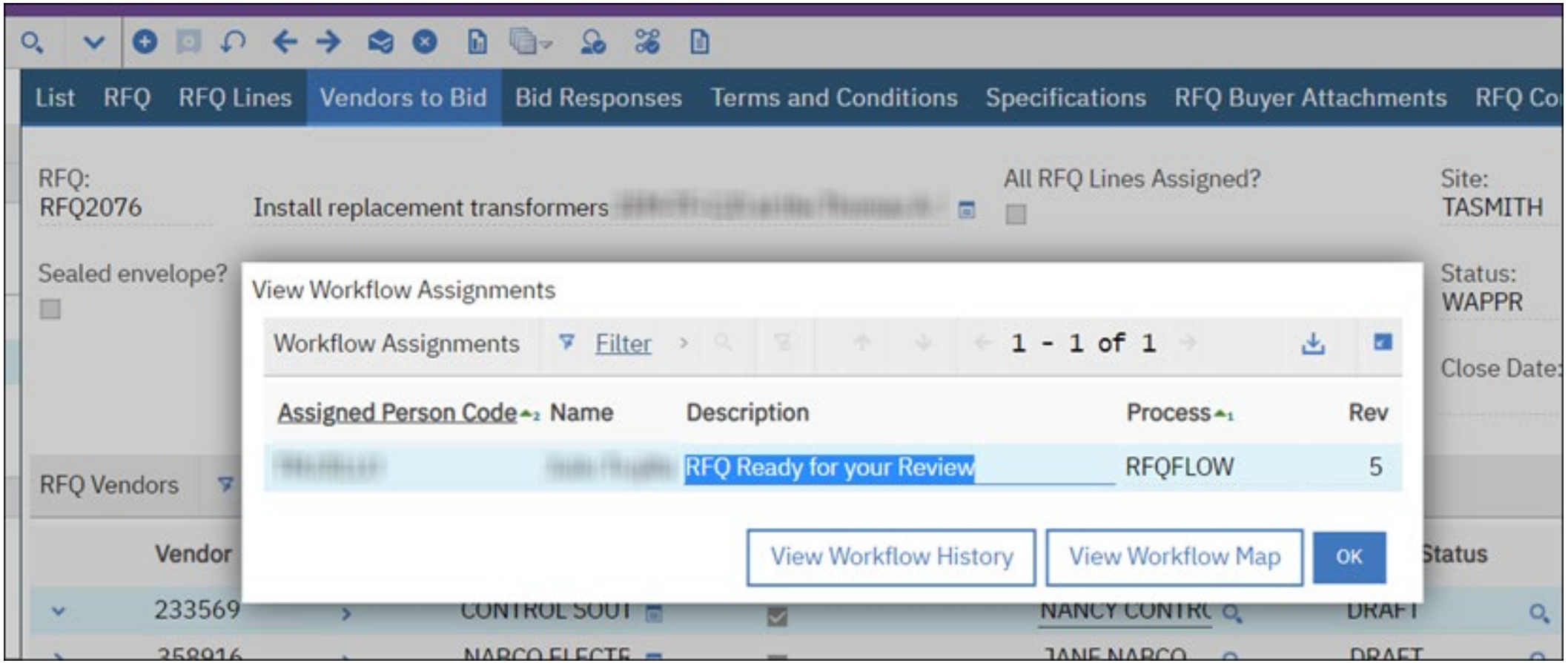
Sample RFQ: Contracts

Once vendors are added, click the Route Workflow icon to submit the RFQ



Sample RFQ: Contracts

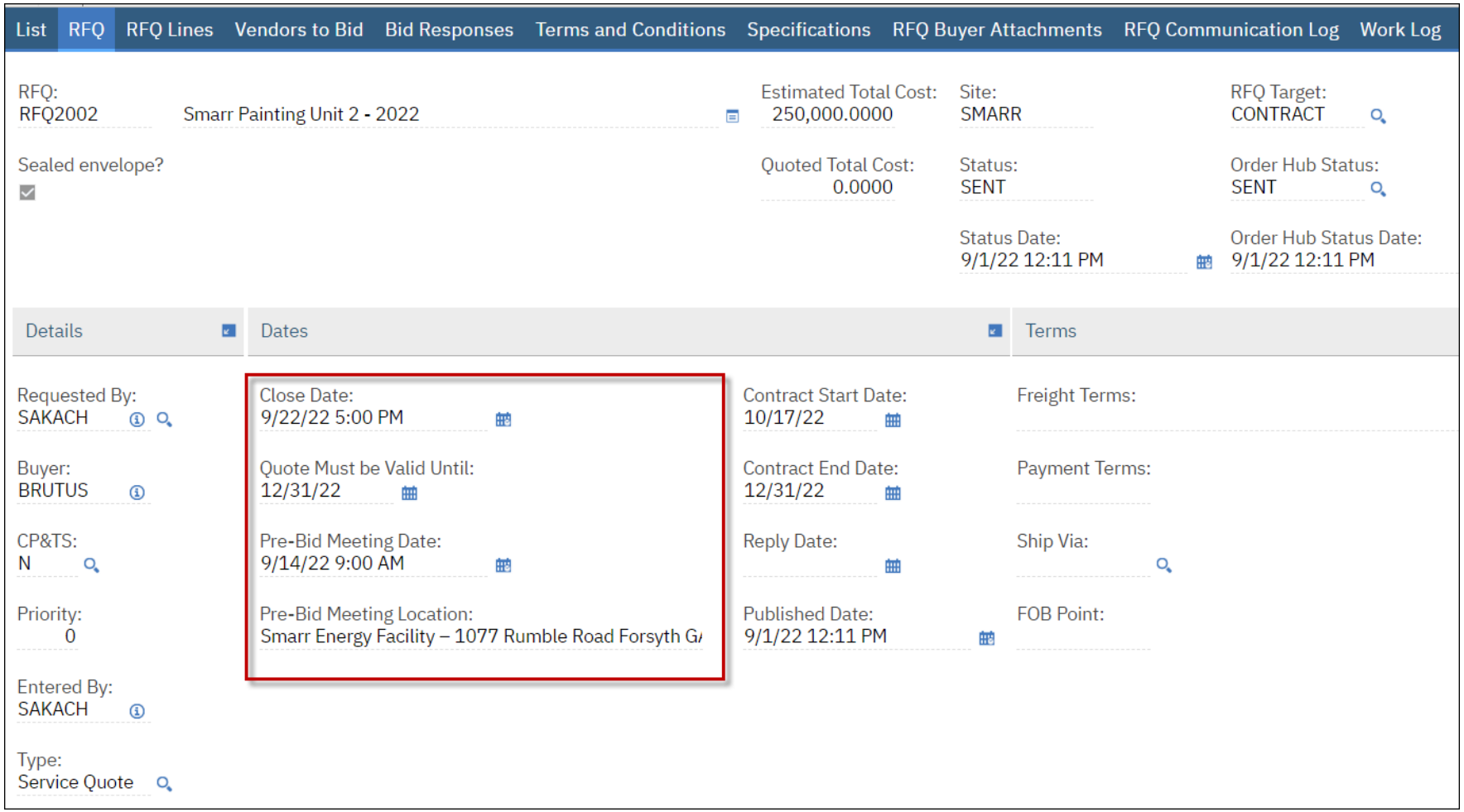
RFQ is sent to Requestor's Supervisor for review and approval to send to Contract Agents



Sample RFQ: Contracts

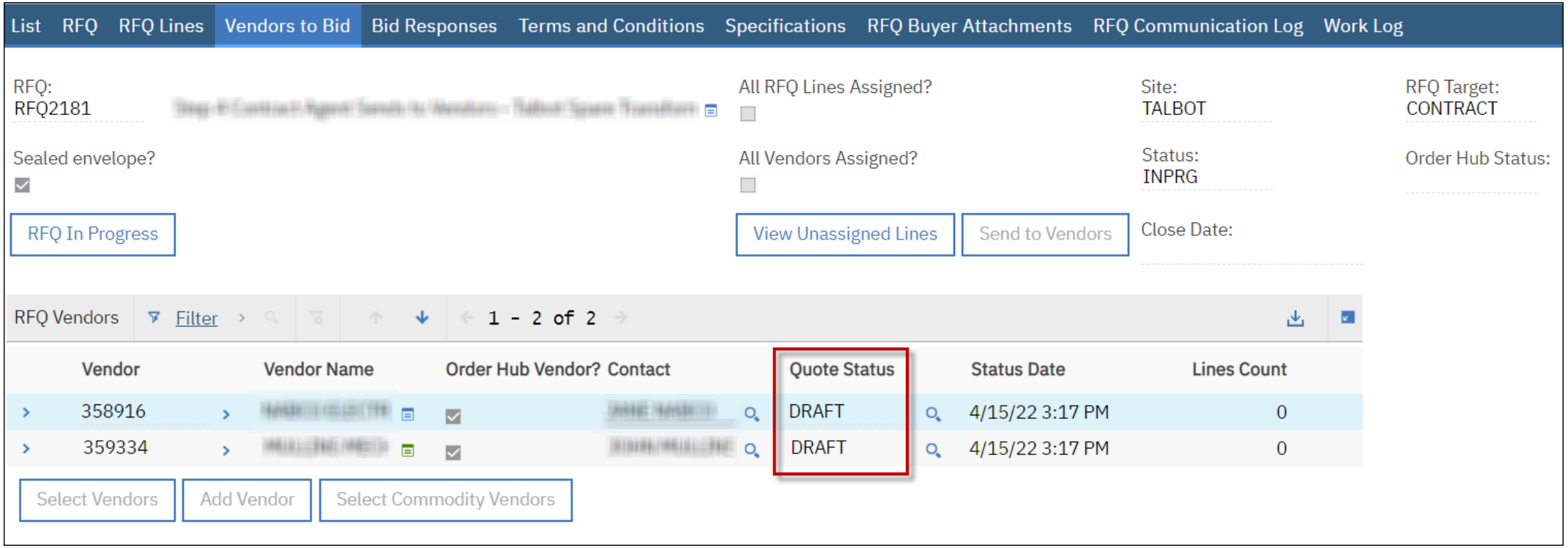
The Contract Administrators complete the following steps:

- Adds the **Close Date** and **Quotes Valid Until date** and any pre-bid meeting information



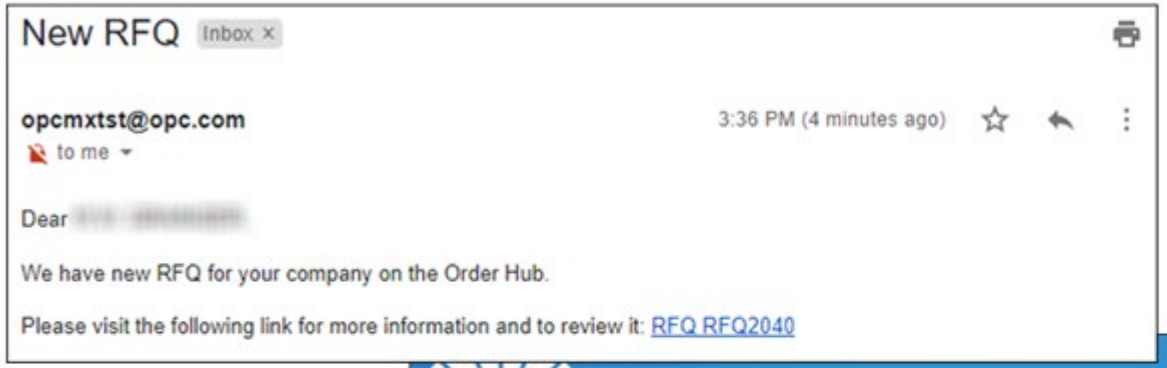
Sample RFQ: Contracts

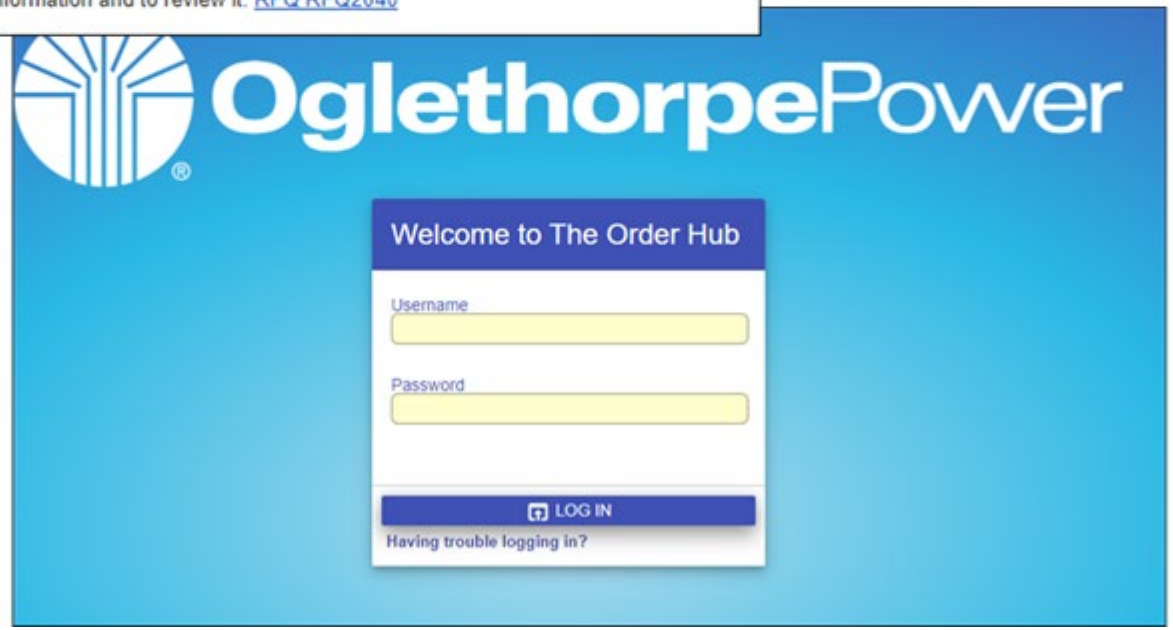
- Add/adjust vendors and assign RFQ lines to each vendor.
  - RFQ status **INPRG**
  - Vendor Quote status **DRAFT**



Vendor Order Hub Screens

Each vendor's contact on the RFQ will be notified by Email.
They use the Order Hub to process the quote.

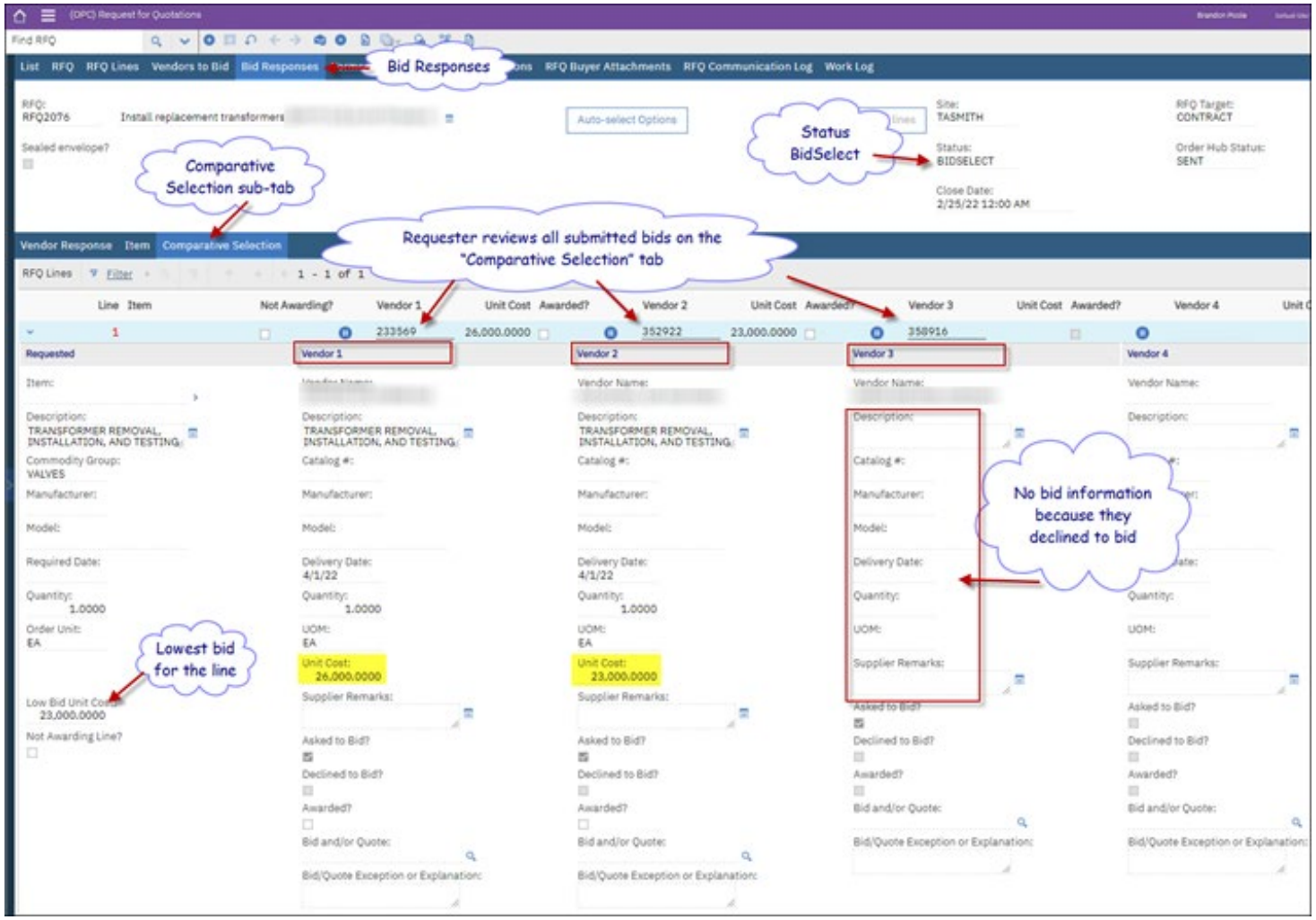




Sample RFQ: Contracts

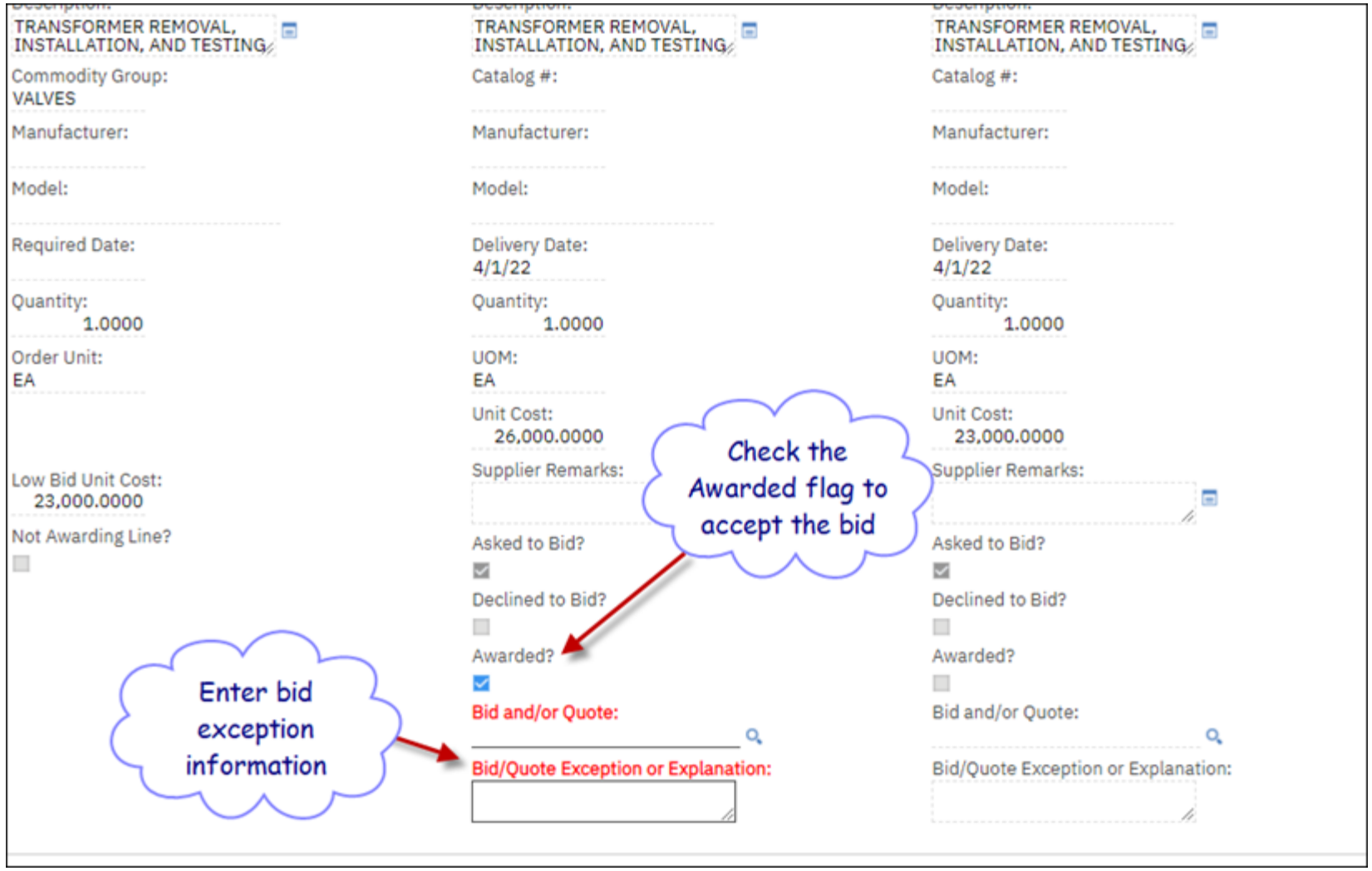
Contract Agent sends RFQ back to the Requestor to review bids

RFQ Status **BIDSELECT**



Sample RFQ: Contracts

- Picks winning Bid and Enters Bid exception information



Sample RFQ: Contracts

Request for Quote Details Report

RFQ1422: Batteries Replacement at the Effingham Energy Facility

Site: EFFINGHA
Requested By: Matt Luchner
Status: QUOTAPPR
Required Date:
Requested Date: 4/12/22
Sealed Bid: Yes
Est. Total Cost: $679,163.00

RFQ Line Details

Line	Description	Quantity	Order Unit	Est. Unit Cost	Est. Line Cost
1	[redacted]	1	DOLLAR	$240,464.00	$240,464.00
2	[redacted]	1	DOLLAR	$156,008.00	$156,008.00
3	[redacted]	1	DOLLAR	$156,008.00	$156,008.00
4	[redacted]	1	DOLLAR	$126,683.00	$126,683.00
				Total	$679,163.00

Vendor Name	Status	Total Bid
[redacted]	Regret	$690,883.00
[redacted]	Regret	$0.00
[redacted]	Quotation Lines Selected	$445,925.00

Bid Line Details

Line # 1: null

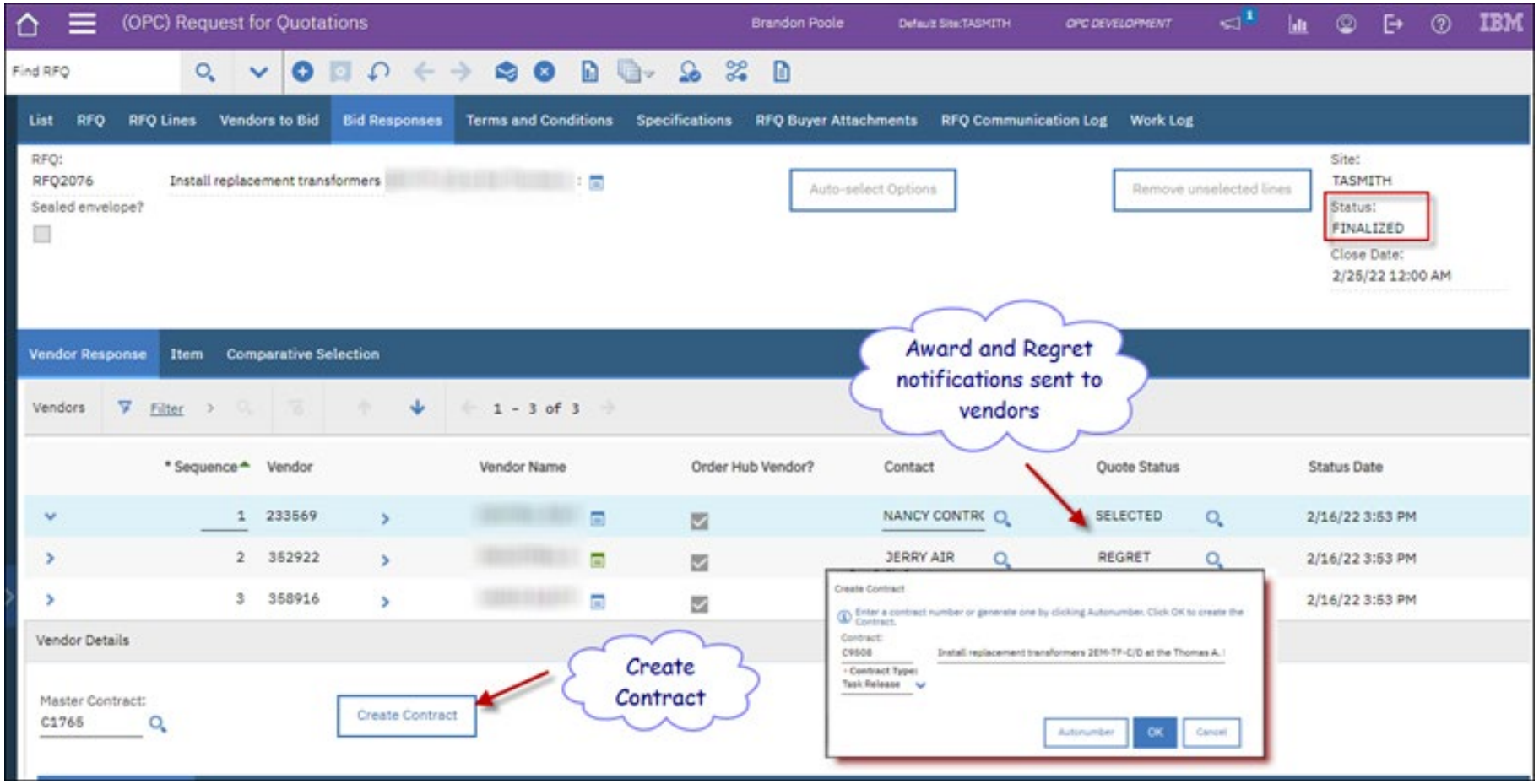
Name	Unit Cost	Delivery Date	Supplier Remarks	Declined to Bid?	Low Bid	Proposed Awarded Bid	Bid and/or Quote	Bid/Quote Exception	Quote Total Cost
[redacted]	$0.00								$0.00
[redacted]	$223,935.00	10/7/22		No					$223,935.00
[redacted]	$175,583.00	10/21/22	$207,607.00 - includes eagle eye - equip-install-comm. Note in body of quote additional charge required if you need 750 MCM Battery cables the estimated 85 feet to the panel	No	Yes	Yes	LOWBID		$175,583.00

Line # 2: null

Name	Unit Cost	Delivery Date	Supplier Remarks	Declined to Bid?	Low Bid	Proposed Awarded Bid	Bid and/or Quote	Bid/Quote Exception	Quote Total Cost
[redacted]	$0.00								$0.00

Sample RFQ: Contracts

- Use the “Create Task Release” button from Bid Response tab to award to vendor. The Autonumber button is used to generate the contract number.



Issues Experienced

- Vendor quantity entered quote was not updating Maximo PR required quantity. (Resolved)
- Integration password change was preventing retrieval of quotations for a sealed bid RFQ (Resolved)
- RFQ's on Order Hub mixing up data if vendor had two browser sessions open (Resolved)
- Comm logs sent from Maximo were not visible on the Order Hub for admin access (Resolved)
- Maximo sending RFQ data to the Order Hub when PO or contract is canceled and RFQ is reopened casing integration errors (Resolved)
- Order Hub RFQ vendor attachments missing in Maximo due to vendor attachment that had an “invalid” character in the file name. (Resolved)
- Temporarily unable to add Multiple Attachments at one time on Maximo RFQ (Resolved)
- Site ID is changing when creating a purchase contract revision (Resolved)
- Create a notification that will be sent to vendors used on RFQ's. This is in progress and will be completed by OPC.
- Order Hub Vendor should not be marked in Maximo as Order Hub vendor if setup on OH is not complete. P2Insight to provide a fix.

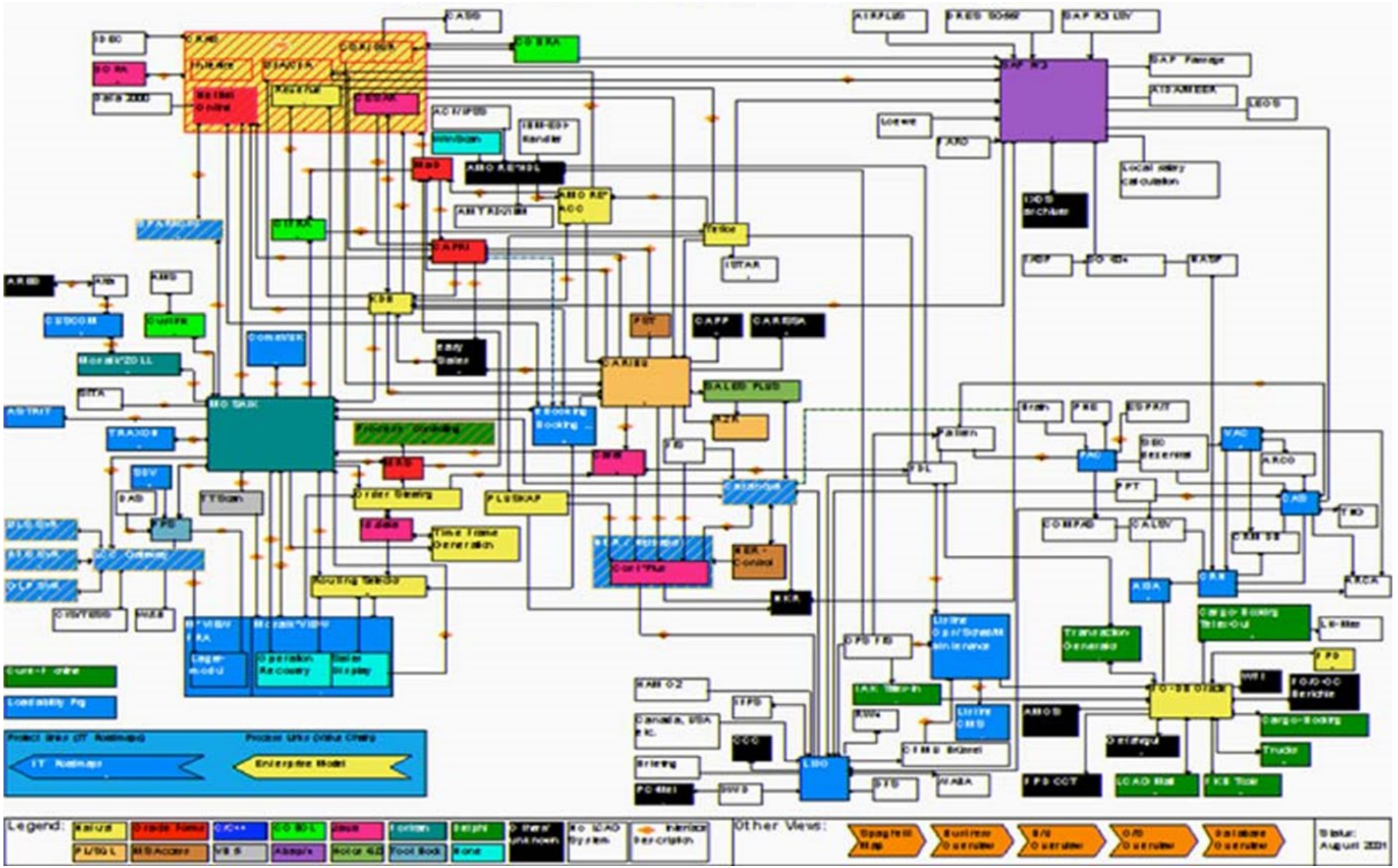
Opportunities in OPC

- Get more Vendors onto Order Hub
  - OPC Requirement: If bidding, MUST BE ON HUB
- Lower Bid Requirement Threshold for OPC
  - When bids are required (>$50K), 100% usage by Contract Agent
  - When bids are required (>$10k), not all buyers utilizing Order Hub
- Use Order Hub to secure a quote, not just to competitively bid.
  - Old habits are HARD TO BREAK!!
- Allow the same vendor email for multiple companies to support regional/divisions.
- Add ability to clone Order Hub from PROD to have up to date data in the DEV Order Hub for testing.
- Create visibility of Order Hub Contacts in Maximo.
  - Contacts are not synchronized at OPC request because we don't OH to update our contacts.
- Investigate expanded Order Hub functionality

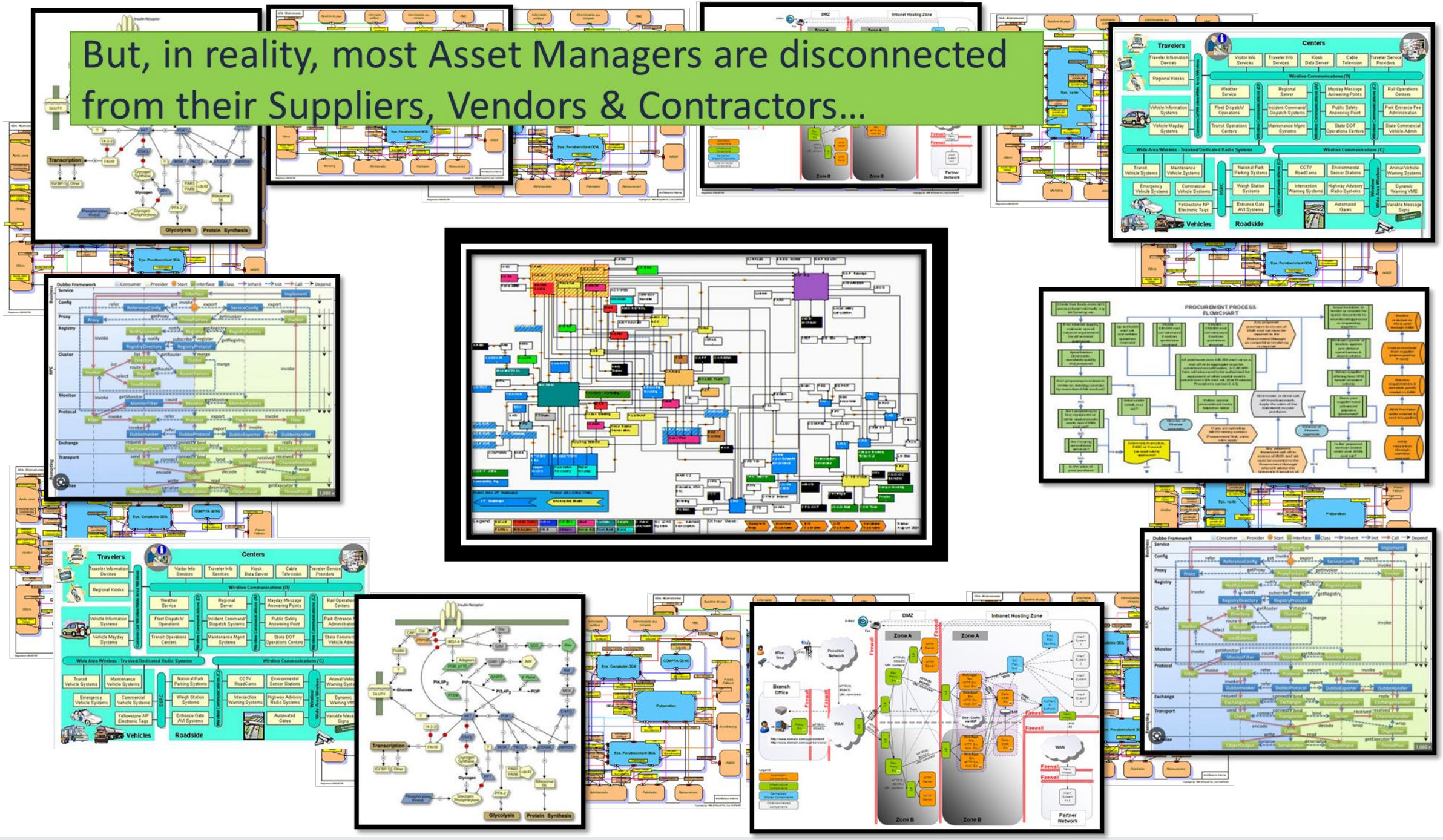
Further Opportunities using P2Insight

- **Still opportunities beyond what is being use**

Most Maximo Users think their systems chart looks like this



But, in reality, most Asset Managers are disconnected from their Suppliers, Vendors & Contractors…

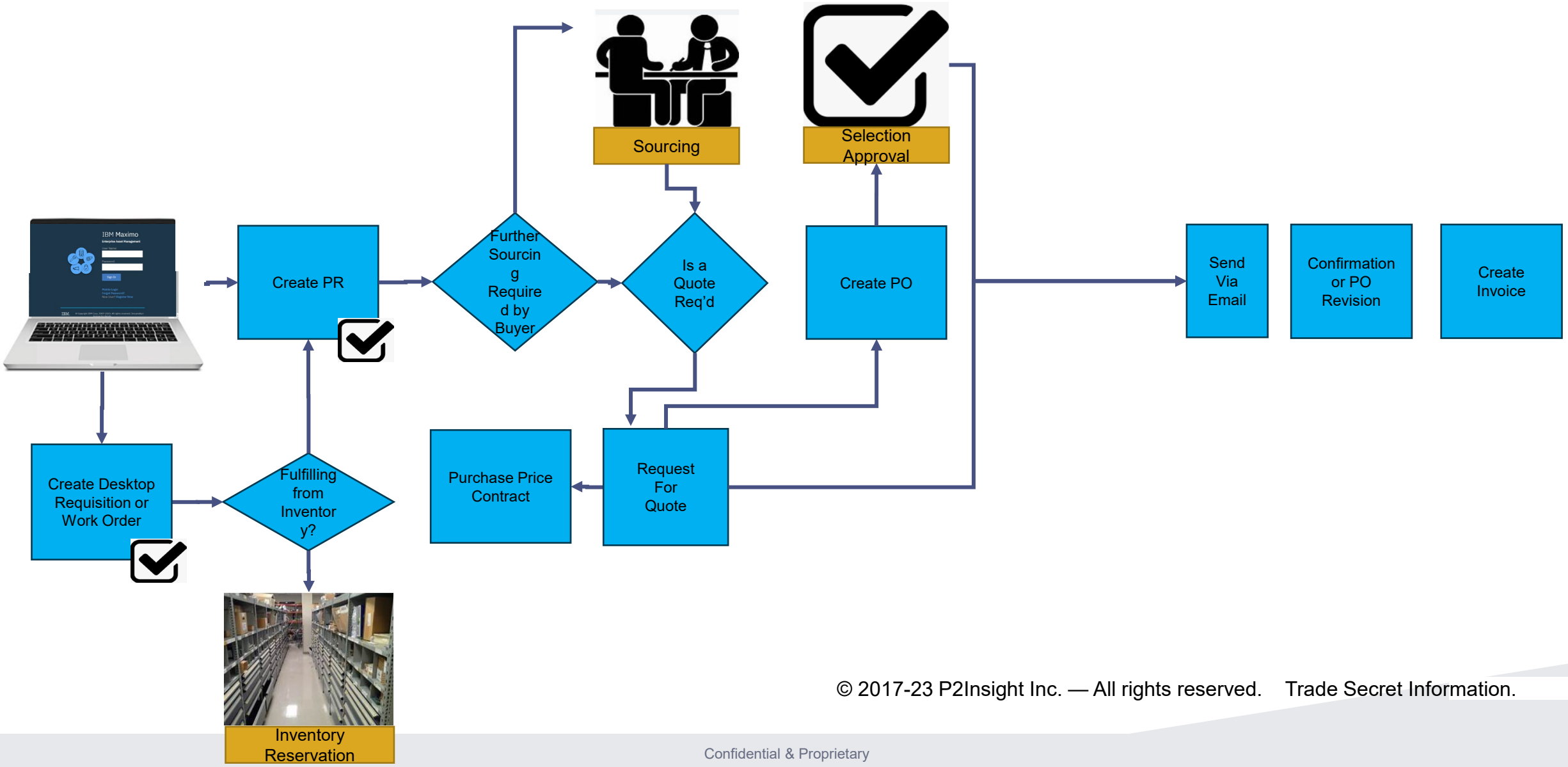


OPC started with one of two of the most common first step with e-commerce

- Request for Quotations – most companies need a fast and easy way to get quotes for parts and services, for one-off PO's and/or Contracts
- The other is… Punchout Catalog Shopping direct from Maximo WO or PR applications

Confidential & Proprietary

This is base Maximo…



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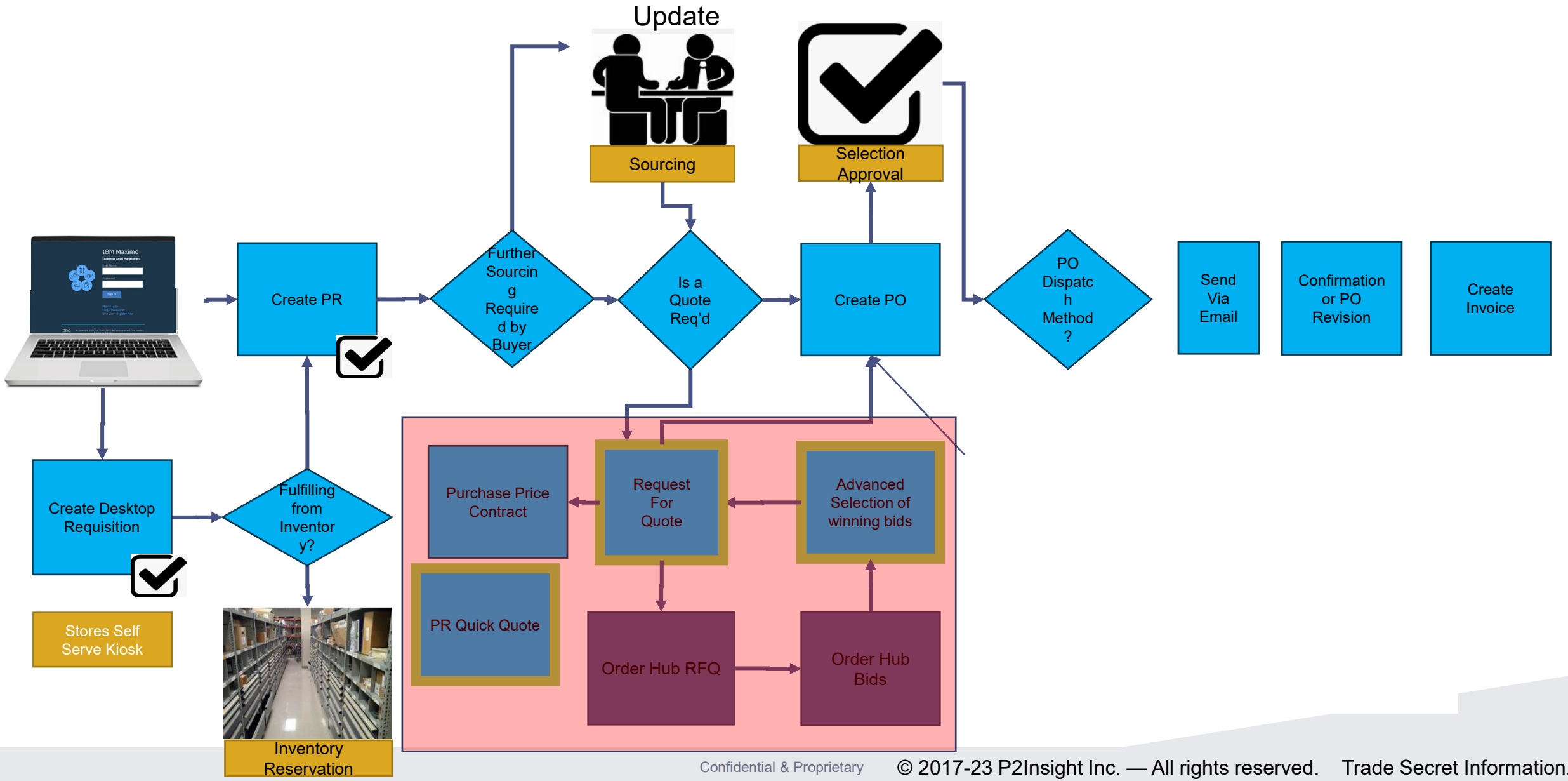
OPC Deployment…



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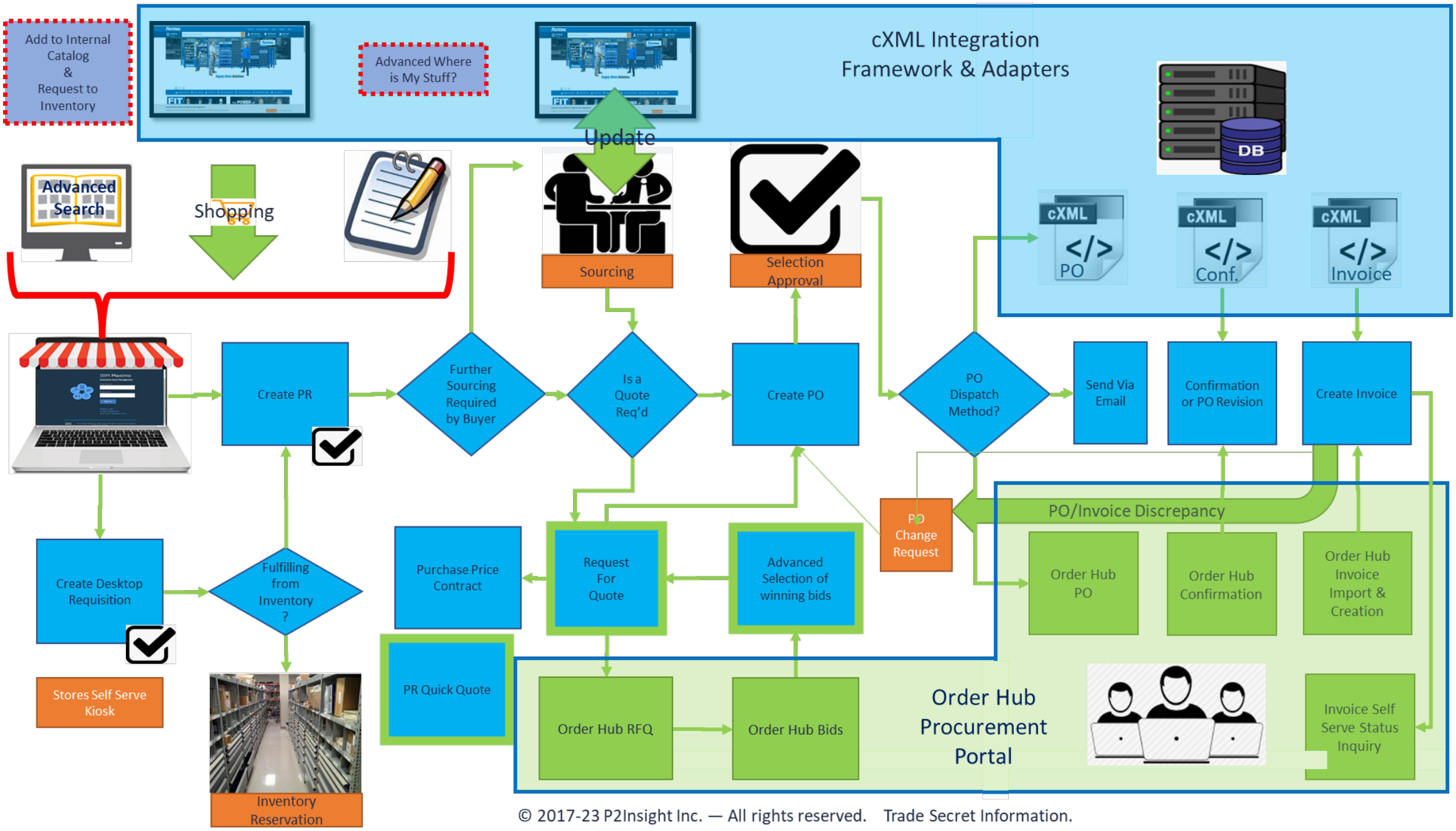

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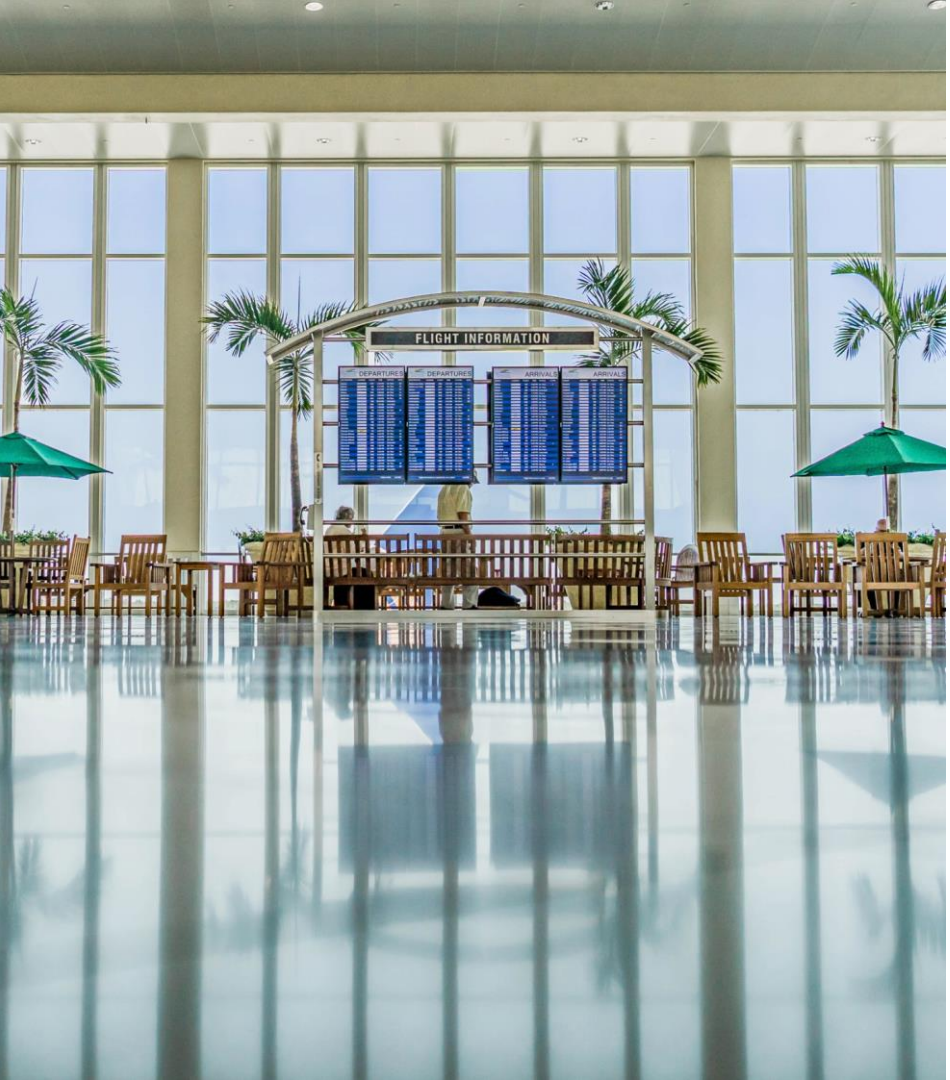
Any
Questions

If More Info Needed

- **Contact Information**
  - Cristy Bennett (General Info) cristy.bennett@opc.com
  - Norris Minnis (Contracts) norris.minnis@opc.com
  - Brad VanNote (Materials) brad.vannote@opc.com
  - Tyler Lyon (IT Maximo Supv) tyler.lyon@gasoc.com

- **P2Insight Contact**
  - Mike Popovic (President) mike.popovic@P2insight.com



Maximo in Southwest Florida

@flyrsw

Presenters

Amy Tatum, Starboard Consulting

Ethan Croop, Southwest Florida International Airport

Lee County Port Authority

LCPA owns and operates two airports in Fort Myers, FL

Southwest Florida International Airport

Page Field

Southwest Florida International Airport

Consists of:

- A single 12,000 foot runway
- 800,000 square foot terminal
  - 27 passenger boarding bridges
  - In-line baggage handling system
- Parking lots
- Air cargo and freight
- Fixed based operator
- 13,555 acres

Maintaining RSW

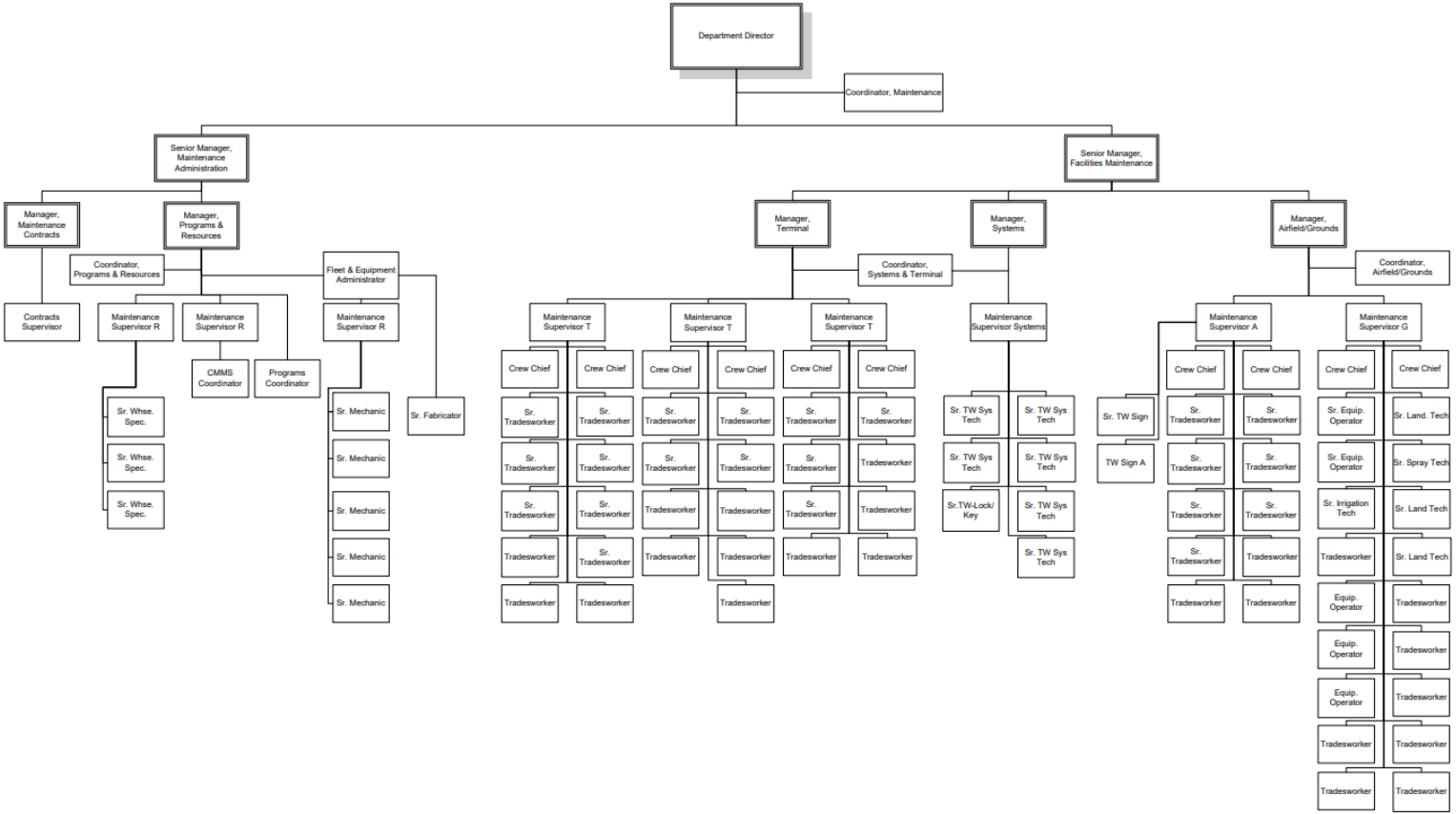
The Maintenance Department at RSW consists of:

- 108 professionals
  - 38 - terminal building
  - 38 - airfield and grounds
  - 9 - security systems
  - 8 - fleet and equipment
  - 4 - inventory management
  - 2 - contract management
  - 2 - CMMS
  - 7 - Administration and Sr. leadership

Maintaining RSW

- 108 professionals
  - 37 – Senior Tradesworkers
  - 27 - Tradesworkers
  - 10 - Crew Chiefs
  - 10 - Supervisors
  - 6 - Senior Mechanics/Fabricator
  - 6 - Managers
  - 3 - Warehouse Specialist
  - 4 - Administrative Coordinators
  - 2 - Program Coordinators
  - 2 - Senior Managers
  - 1 - Director

LEE COUNTY PORT AUTHORITY
MAINTENANCE



@flyrsw

Maintaining RSW - Grounds

- Chemical application (fertilizer, herbicide, pesticide application)
- Irrigation
- 15 miles of fence line
- 18 acres of Floratam
- 40,000 irrigation heads
- Approximately 4,000 trees
- Parking lots
- Access Control and PID System
- Aquatic weed management

Maintaining RSW - Terminal

Main Terminal

- 27 PBB, PCA, GPU
- 54 Air Handlers
- 3 – 1,200 Ton Chillers
- 27,000 ft^2 RAC
- 75 Restrooms
- 31,000 ft^2 ARFF Station

Maintaining RSW - Fleet

Fleet and Equipment

- Fleet Vehicles - 115
- ARFF Apparatus – 8
- Carts – 22
- Generators – 11
- Lulls – 2
- Large Equipment – 6
- Tractors – 8
- Small Equipment – 100+

Maintaining RSW - Security

Systems

- 48 Access Control Panels
- 500 Badge Readers
- 550 Surveillance Cameras
- 62 Infrared Cameras
- 10 miles of PIDs

Maintaining RSW - Airfield

One 12,000’ Runway

Associated taxiways and ramp

- 3,259 airfield light fixtures
- 189 airfield guidesigns
- 26 airfield regulators and circuits
- 700,000 sq ft of airfield markings

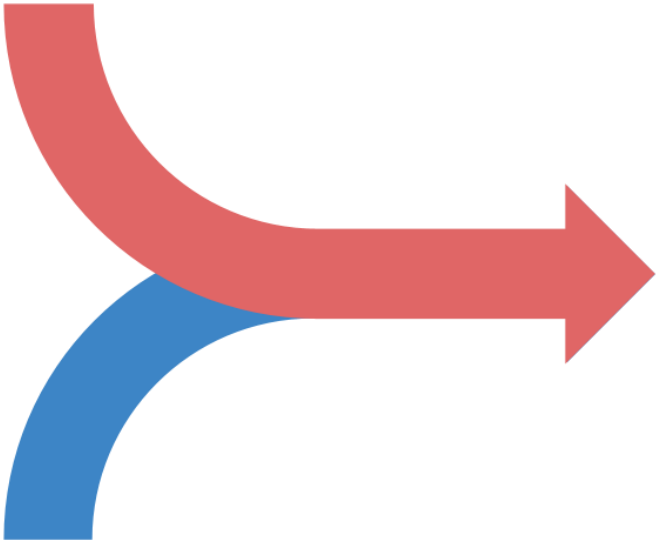
RSW and Maximo (the early years)

- Initial implementation in 2009
- Initially deployed to Crew Chiefs, Supervisors and Managers
- Purchases for materials and services used to complete work order were entered into Maximo

Early Progress

- Leveraged data to develop predictive replacement plans
- Improved Asset Management
- Better visibility into labor utilization

Financial Integration

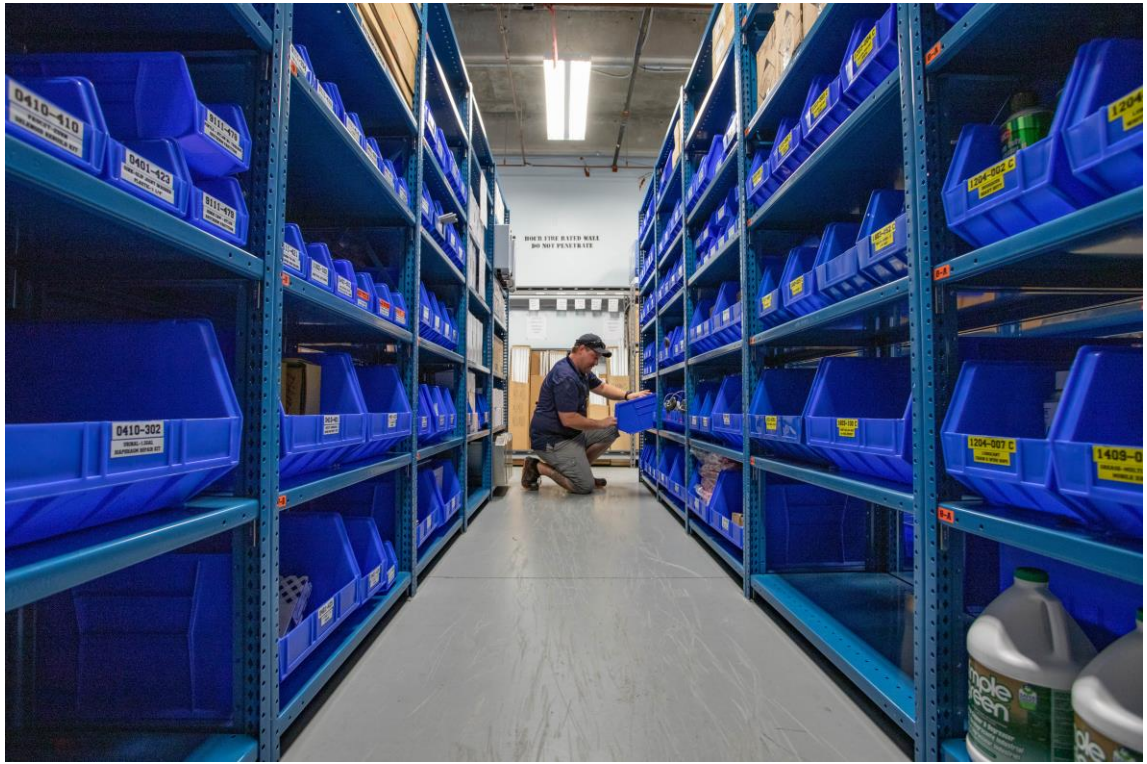


- Inaccurate Financial Information
- The financial information in the two systems didn't match
- The solution was an MIF integration between Maximo and our financial system of record

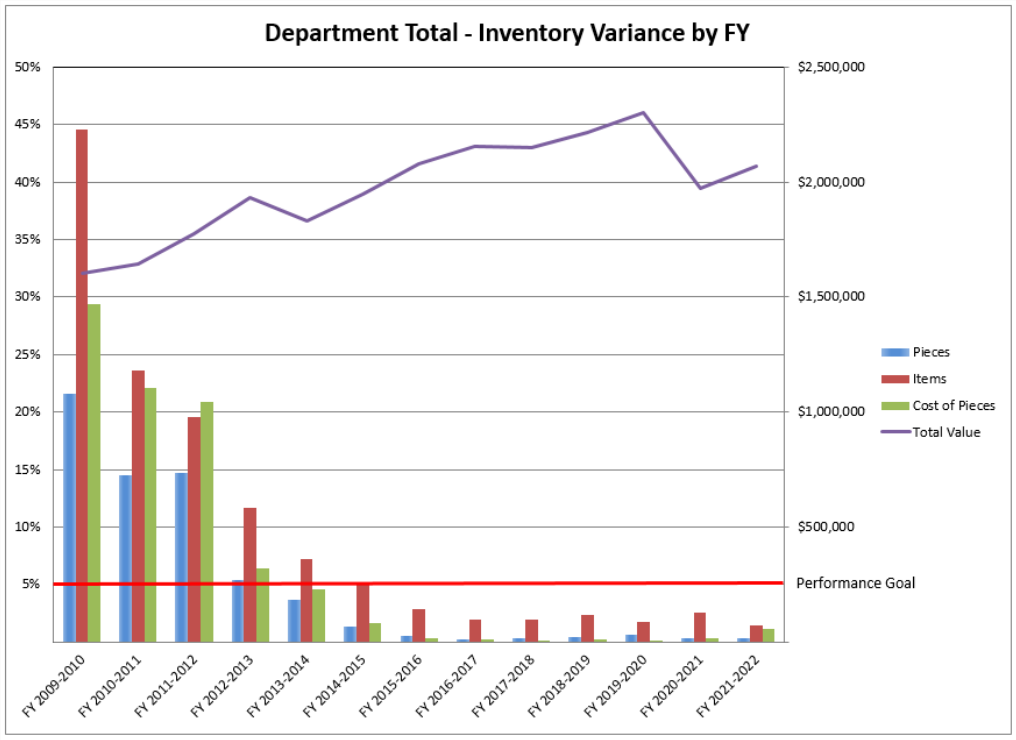
Evolution of Maximo - Inventory

Inventory

- Track item, piece and dollar variance
- Sum items ‘found’ and ‘missing’
- Calculate variance %



Evolution of Maximo - Inventory

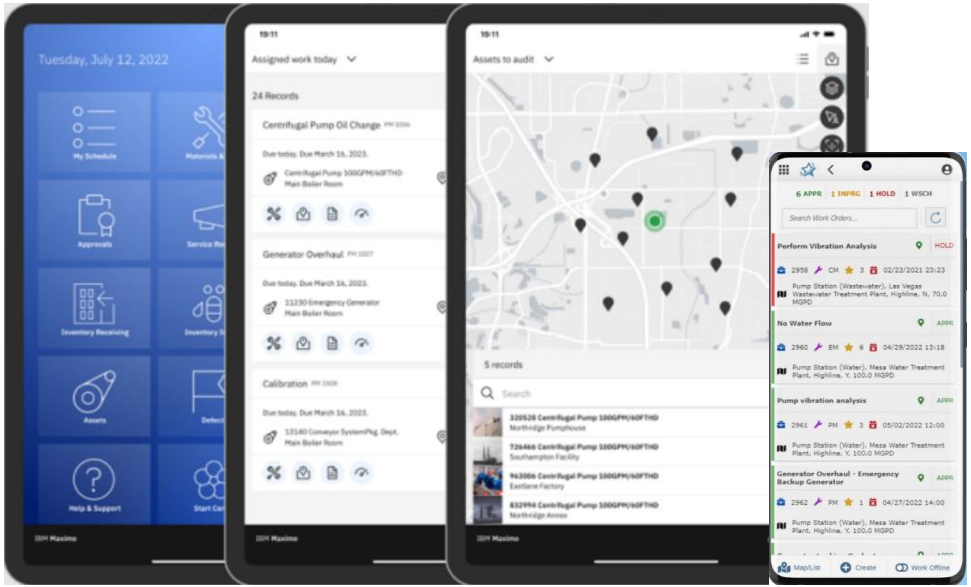


Maximo – Forging the Future

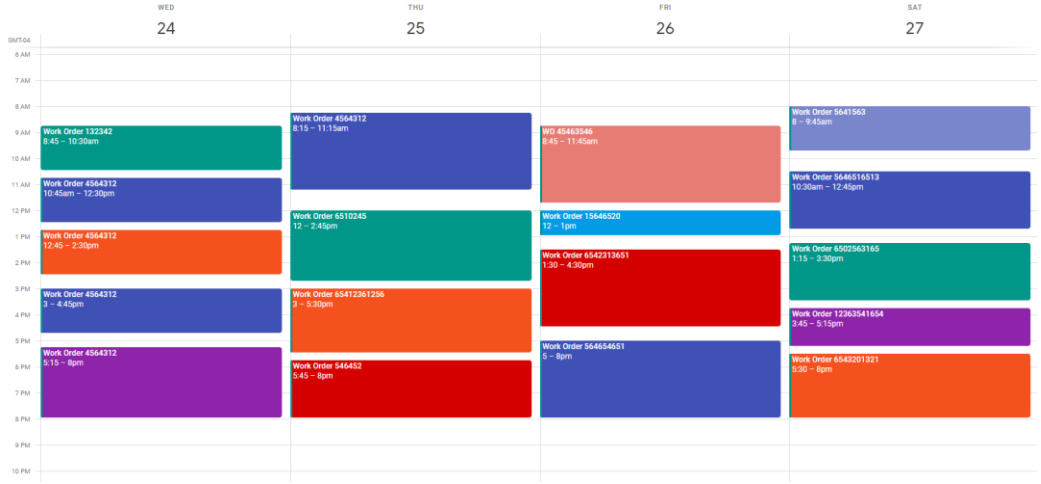
- Mobile Maximo
- Work Order Planning
- New features
- GIS integration

Mobile Maximo

- Real-time data entry
- More accurate inventory transactions
- Real-time inventory availability
- Historical asset data available in the field



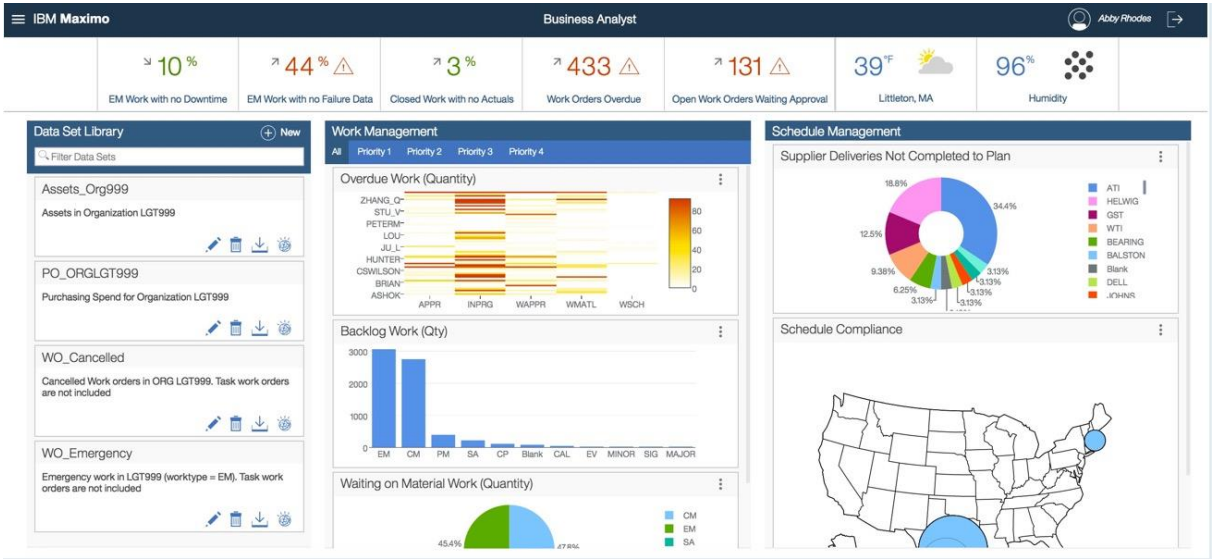
Planning



- Personnel Planning
- Scheduling materials
- Tool and asset scheduling

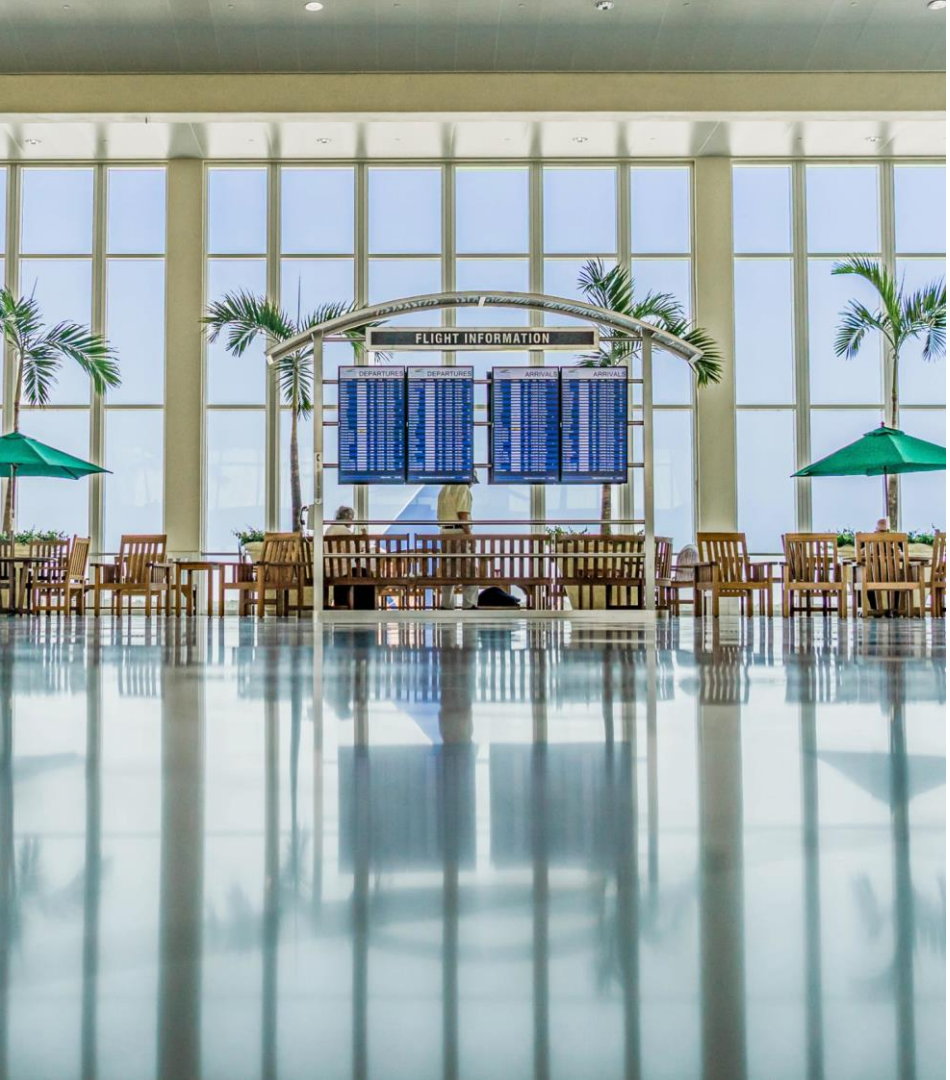
New Features

- Work Centers
- Inspections



Future Initiatives

- GIS Integration
- Currently we use ArcGIS
- Integration with Operations and Safety Management System software



Questions?

@flyrsw

Maximo Capabilities often forgotten

Chris Winston – Projetech
cwinston@projetech.com
https://www.linkedin.com/in/chriswinston
https://moremaximo.com

About Projetech

Projetech, a Gold IBM Business Partner, offers IBM Maximo: the global standard in software for Enterprise Asset Management and maintenance. Since 1999, Projetech has been providing Maximo as a Service (MaaS), which allows clients to manage, maintain and scale their solution requirements while benefiting from flexible services and lower operating costs.

- 5 datacenters worldwide
- Maximo as a Service since 1999
- 150+ clients worldwide
- Manage 700+ VMs daily
- Manage 350+ instances daily
- Audited ISMS Policies
- IBM business partner since 1995
- Partner network of industry experts

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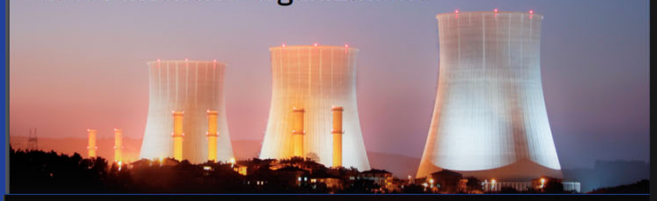
Is Maximo widely used on Earth?

Watson IoT

IBM

Maximo manages the world's most asset-intensive organizations



Who in the world depends on IBM Maximo®?

Top organizations throughout the planet![1]

10 of the 13
largest pharmaceutical companies[1]

10 of the 20
largest oil and gas companies[2]

5 of the 15
busiest shipping ports in the world[1]

16 of th 24
largest automotive companies[1]

9 of the 18
largest diversified utility companies[1]

7 of the 10
major aerospace and defense companies[3]

14 of the 20
largest power generation utilities[1]

12 of the 20
largest power distribution utilities[1]

44.2
million rail travelers daily

9 of the 18
busiest airports in the world[4]

Who has the power of Maximo?

The most successful American electric generators and distributors!

Who's going places with Maximo?

Trains, planes and people on the move throughout the world!

Here's why asset-intensive organizations choose Maximo:

5–20%
reduction in downtime and material costs

Up to
10–20%
improvement in labor utilization

Maximo comes with tools to alter it to fit your use cases

- Configuration & Tailoring
- ~~Customization~~

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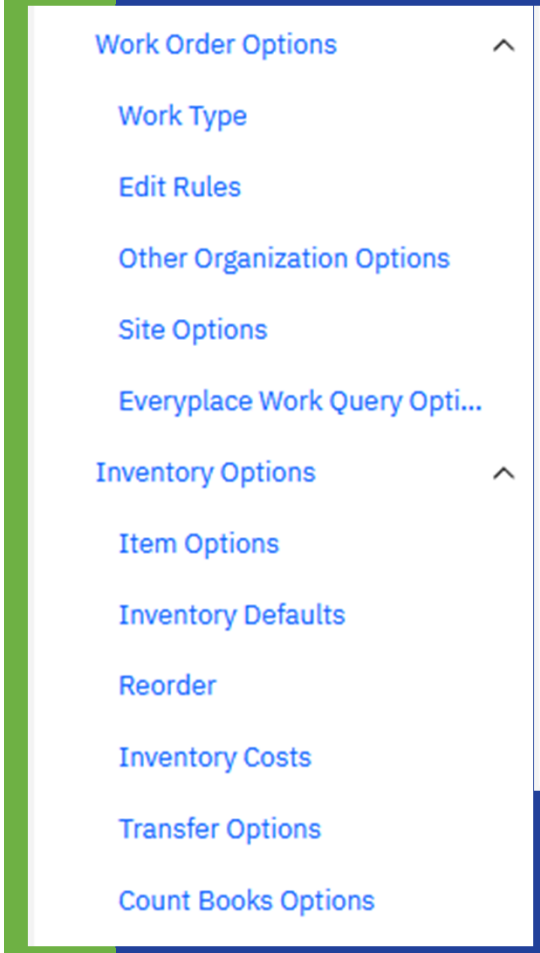
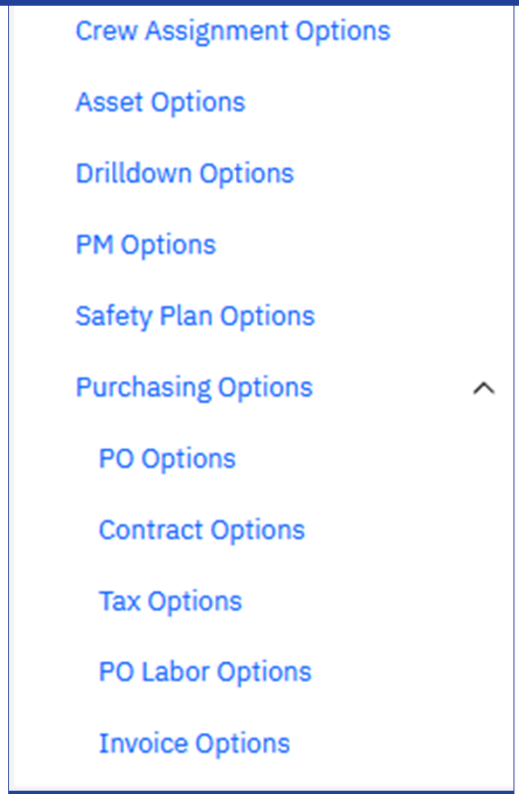
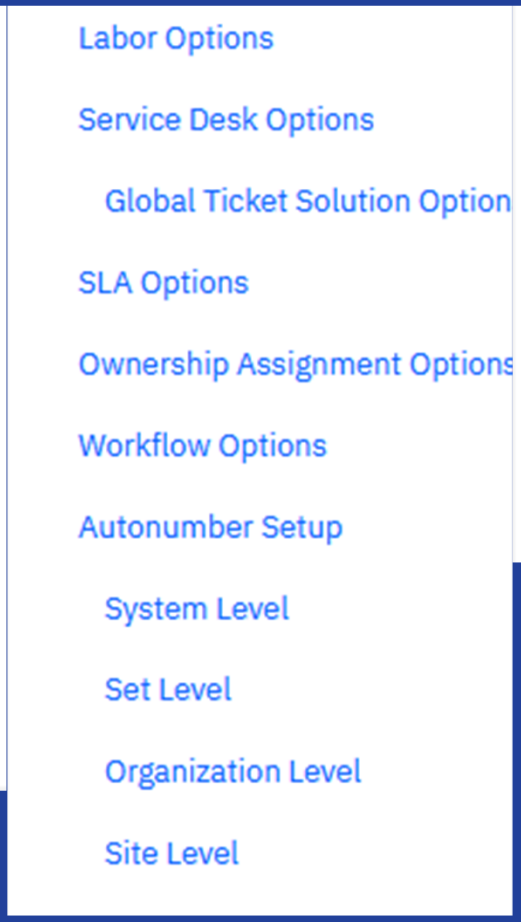
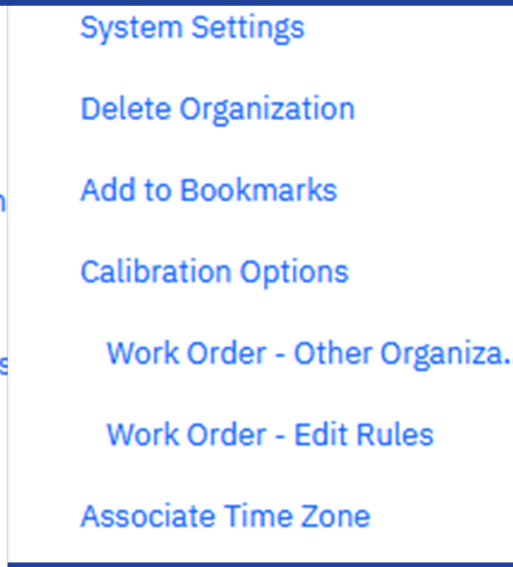
Organization Options – maybe too many









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Org setting – Labor options

Amy Tellier-Briggs posted 05-31-2023 08:04

Folks,

We are running Maximo 7.6.1.2. I have a technician that entered a -112.5 hour actual transaction that we need to get rid of. Problem is. he can't enter a +112.5 hour transaction to cancel it out because Maximo won't allow him to enter any more than 8 hours on a given day. Any ideas?

Thanks,
Amy Briggs
Jackson Laboratory

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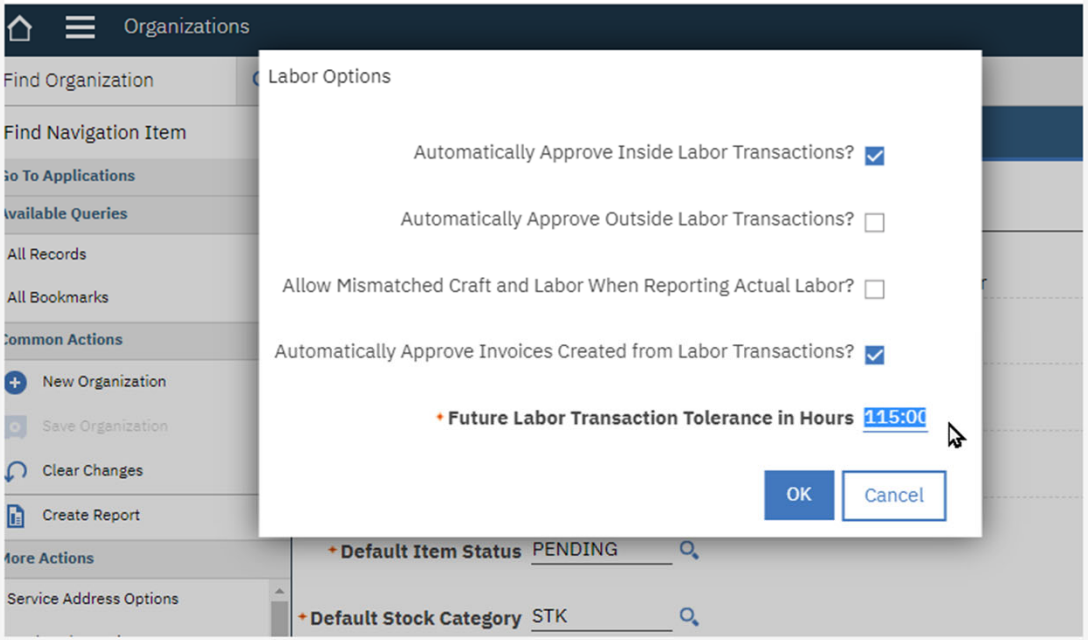
Thanks,
Amy Briggs
Jackson Laboratory

Christopher Winston posted 05-31-2023 08:50 Best Answer

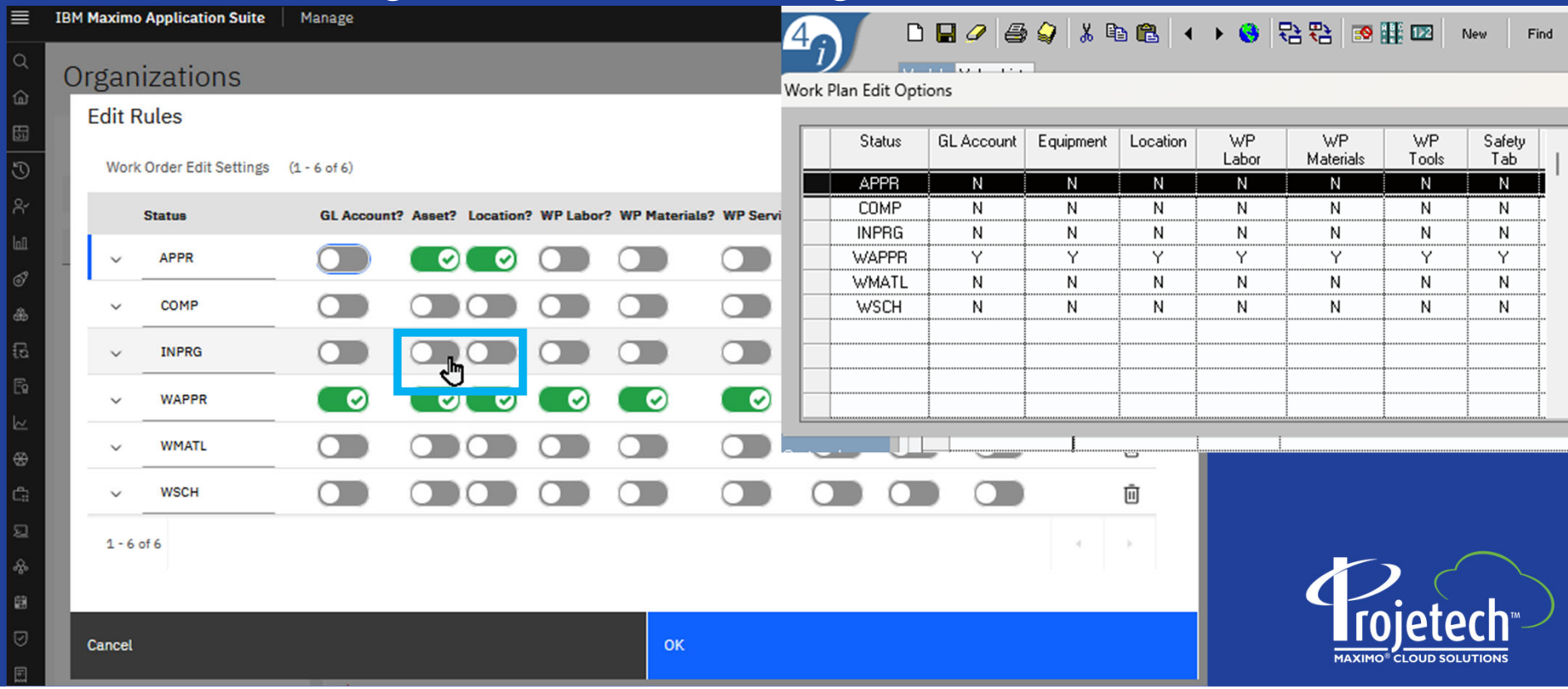
Technically this is ruled by the organization labor option setting for future labor transaction tolerance



Change it to allow this transaction only, and then change it back after save. You should probably note this in your change control documentation as well in case it comes up on an audit, as you may not remember it was done.

Maximo Edit Rules for consideration

- Need to insert / update the asset number when work is at INPRG? Change the default settings



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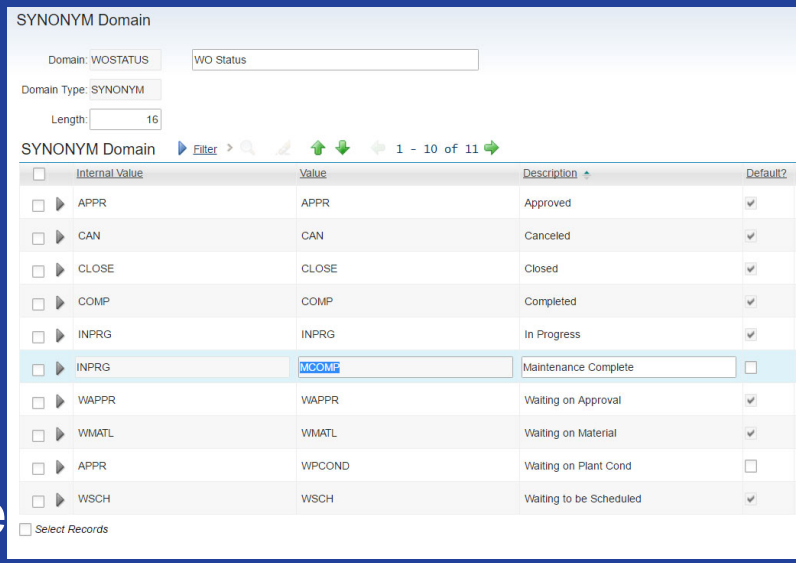
Domains – many delivered, but you can add as too

- Over 400 in v7.6.x; Over 550 in v8
- Example of a synonym domain to edit
  - MCOMP (FCOMP, etc.) synonym of INPRG
- Priority Fields have no delivered domains
  - Admin can add them
  - Populate with locally approved value
  - Attached to fields via db config
  - They stay attached through upgrade



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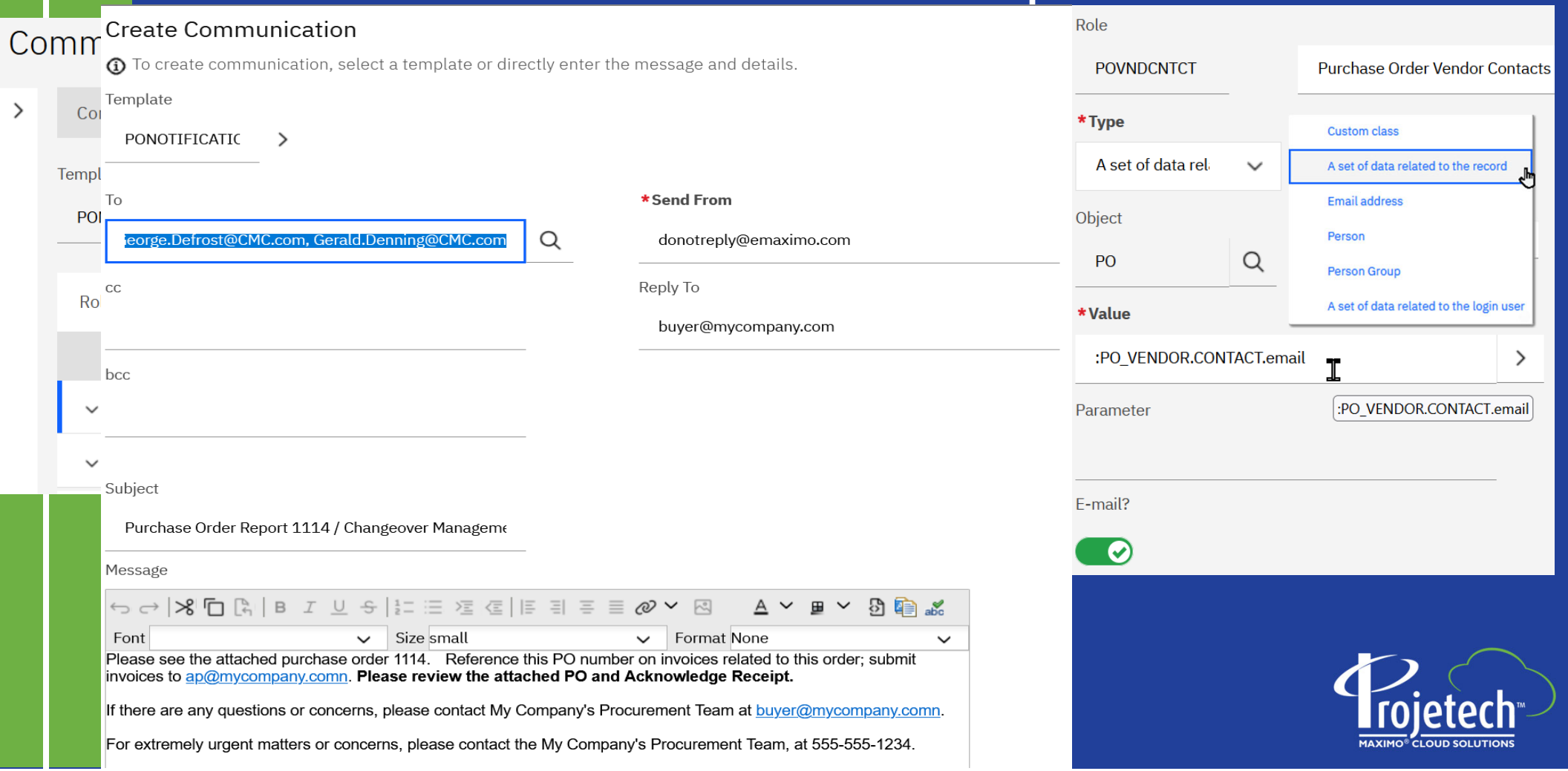
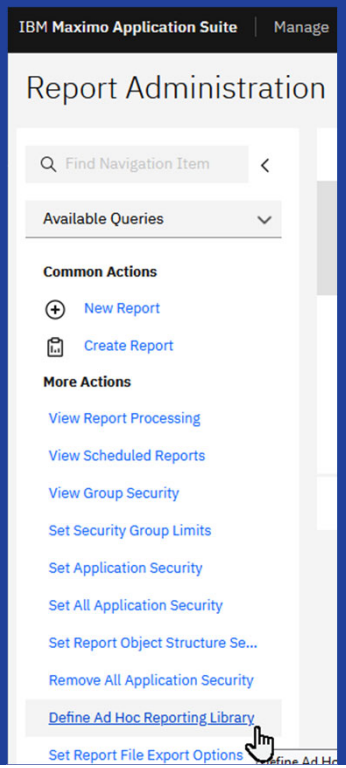
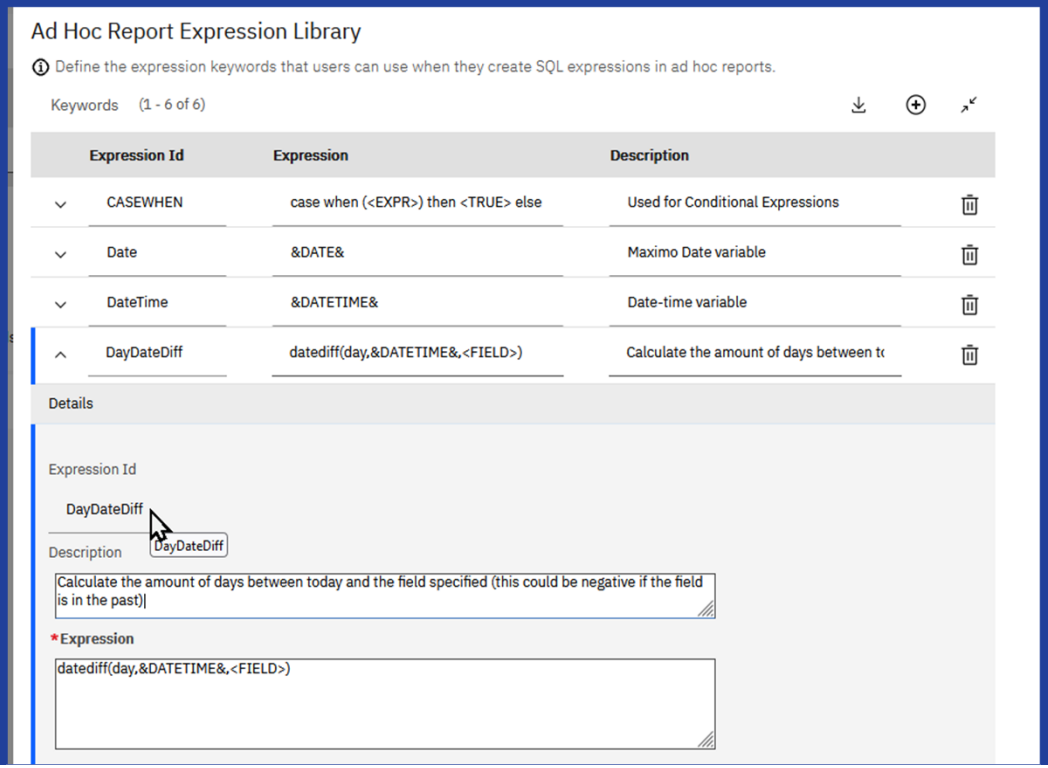
Roles & Communication Templates



Add Calculations to Reporting Library

- Query Based Reporting can be enhanced with additional calculation expressions by adding them to the library
- Confirm the syntax is correct and be sure to test and re-test before adding to production





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Query Based Reporting – Runtime Paramaters

How is this done?

- Create and Save QBR
- In Report Administration, add Parameters
  - Parameter fields must already be in the report
- Set Attributes as needed
  - For Dates, remember to enter Earliest and Latest parameters to allow for date range
  - Enter a display name so that the user can tell the difference between fields
  - Set operator as needed (>= for Earliest / <= for Latest/ etc.)
  - Add the lookup as needed (datelookup, site, etc) to simplify usage
  - Save and then click on ‘Generate Request Page’
- Resulting QBR may also be run from Start Center

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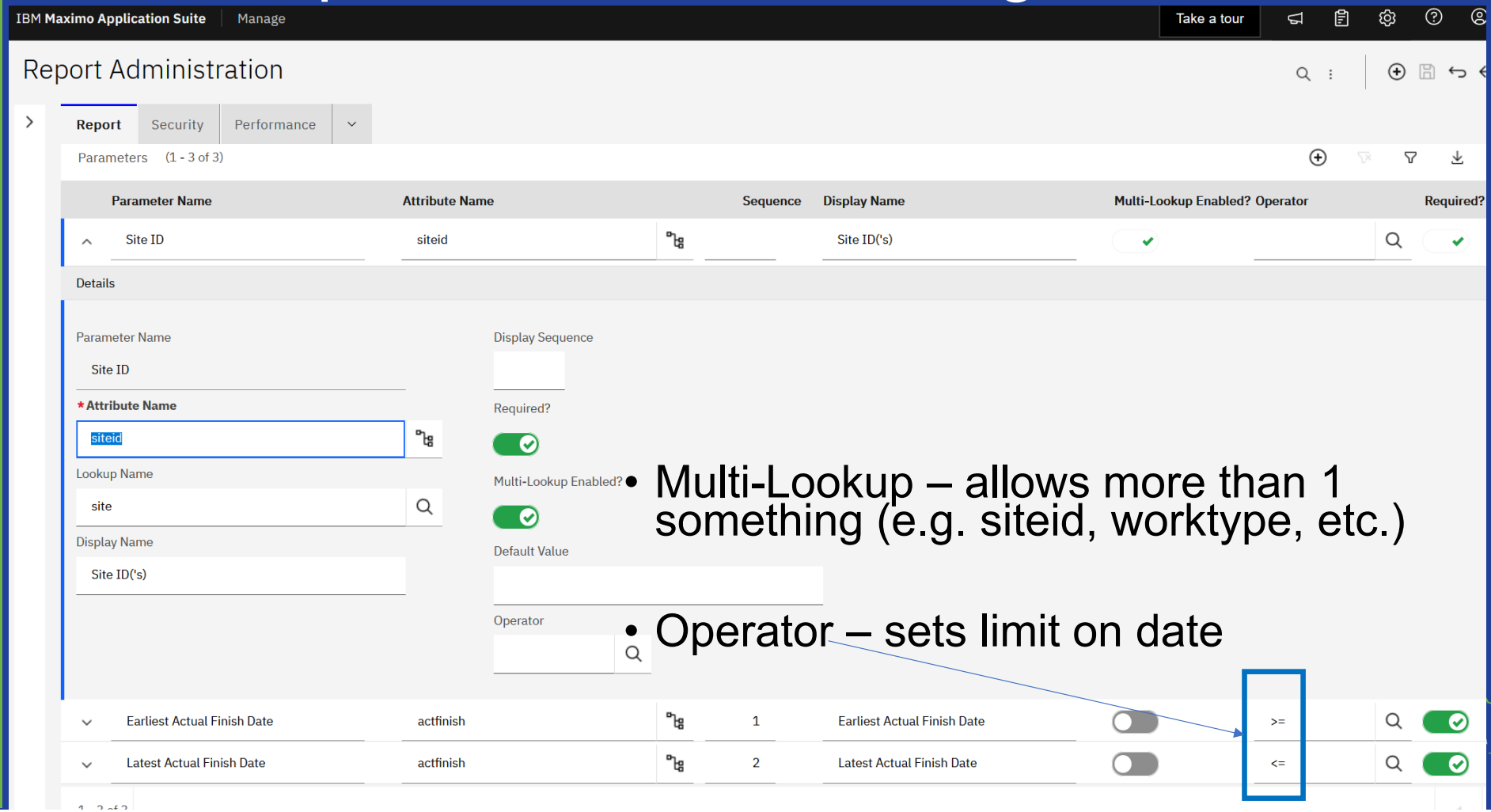
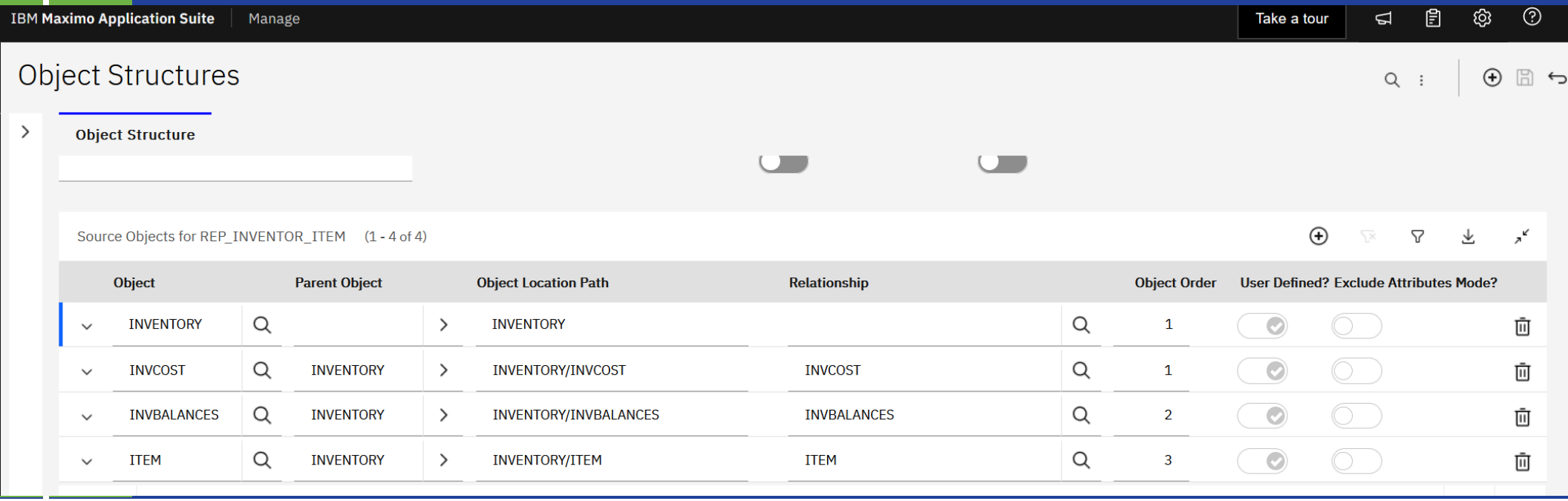
QBR Report Administration Page



- Multi-Lookup – allows more than 1 something (e.g. siteid, worktype, etc.)
- Operator – sets limit on date

Integration Module: Object Structures

- Should be used for:
  - Start Center Results Sets
  - Query Based Reporting



Substitution Variables for Q's and QBR's

related to the current user's default insert site:

- …(siteid in (select defsite from maxuser where userid= :USER))

related to the current user being the person assigned as lead (replace 'lead' below with reportedby, supervisor, owner, etc., as needed)

- …lead = (select personid from person where personid = (select personid from maxuser where userid = :USER))

related to the current user being the person on a team assigned as owner group (replace ownergroup with persongroup if needed)

- ownergroup in (select persongroup from persongroup where persongroup in (select persongroup from persongroupteam where respparty in (select personid from person where personid = (select personid from maxuser where userid = :USER))))

You can also have other substitution variables in the same query such as, a query for work awaiting approval over 90 days (replace getdate() with SYSDATE for Oracle)

- ...status = 'WAPPR' and reportdate > getdate()-90)

Purchase Orders with open receiving (use in Receiving and PO apps)

- ((status in ('APPR', 'INPRG') and (upper(receipts) = 'NONE' or upper(receipts) = 'PARTIAL') and historyflag = 0)

In Purchase Orders, to find p.o.'s where the user is the buyer

- (historyflag = 0 and purchaseagent = (select personid from person where personid = (select personid from maxuser where userid = :USER)) and siteid = 'BEDFORD')

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Locations, Assets and Primary System Hierarchy

- Build Primary System First
- Build Location Hierarchy for Primary System
- Each Asset should be assigned to a location or a child / descendent of an asset at a location
- Each Work Order should be assigned an asset whenever possible
  - Builds Better history
  - Supports gathering Total Cost of Ownership
  - Assets **only** can use spare part autoadd

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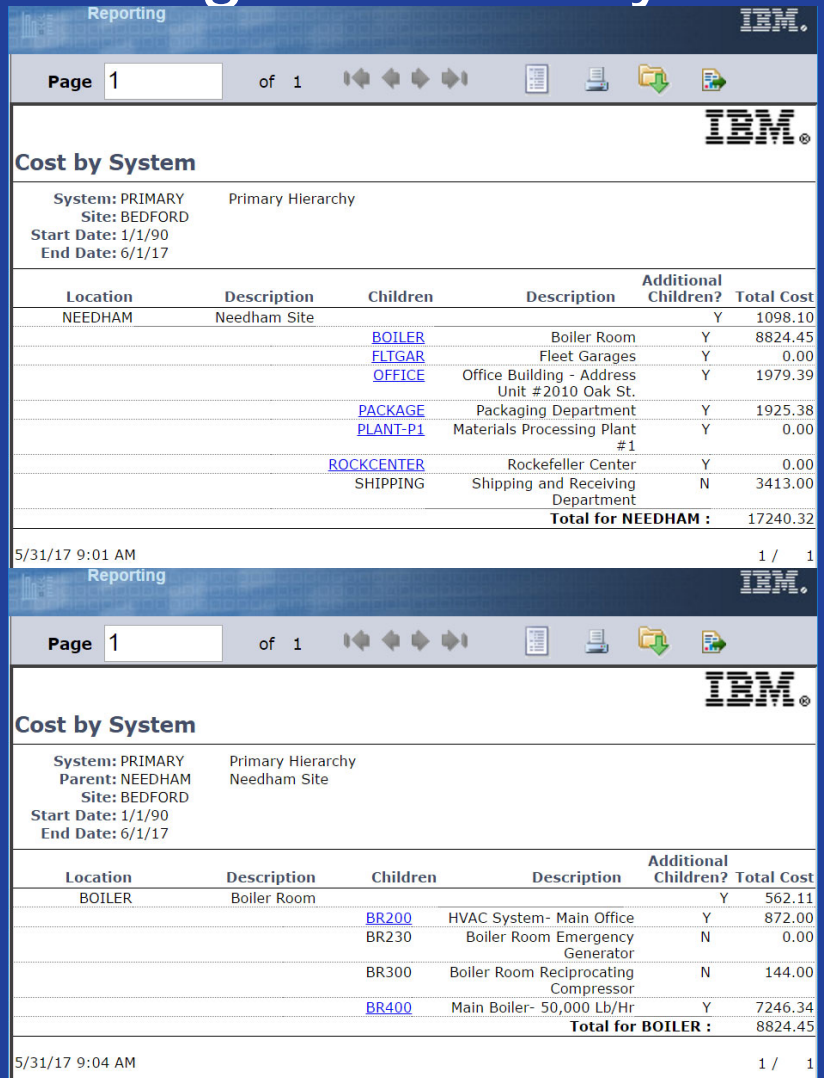
Drilling down into your costs


Reporting

Page 1 of 1

Cost by System

System: PRIMARY
Site: BEDFORD
Start Date: 1/1/90
End Date: 6/1/17

Primary Hierarchy

Location	Description	Children	Description	Additional Children?	Total Cost
NEEDHAM	Needham Site			Y	1098.10
		BOILER	Boiler Room	Y	8824.45
		FLTGAR	Fleet Garages	Y	0.00
		OFFICE	Office Building - Address Unit #2010 Oak St.	Y	1979.39
		PACKAGE	Packaging Department	Y	1925.38
		PLANT-P1	Materials Processing Plant #1	Y	0.00
		ROCKCENTER	Rockefeller Center	Y	0.00
		SHIPPING	Shipping and Receiving Department	N	3413.00
			Total for NEEDHAM :		17240.32

5/31/17 9:01 AM 1 / 1

Reporting

Page 1 of 1

Cost by System

System: PRIMARY
Parent: NEEDHAM
Site: BEDFORD
Start Date: 1/1/90
End Date: 6/1/17

Primary Hierarchy
Needham Site

Location	Description	Children	Description	Additional Children?	Total Cost
BOILER	Boiler Room			Y	562.11
		BR200	HVAC System- Main Office	Y	872.00
		BR230	Boiler Room Emergency Generator	N	0.00
		BR300	Boiler Room Reciprocating Compressor	N	144.00
		BR400	Main Boiler- 50,000 Lb/Hr	Y	7246.34
			Total for BOILER :		8824.45

5/31/17 9:04 AM 1 / 1

At the top level, the BOILER appears to be taking up almost half the maintenance cost

A single click on the BOILER hyperlink gets me here, to see that BR400 is the biggest $$ user, and so on…

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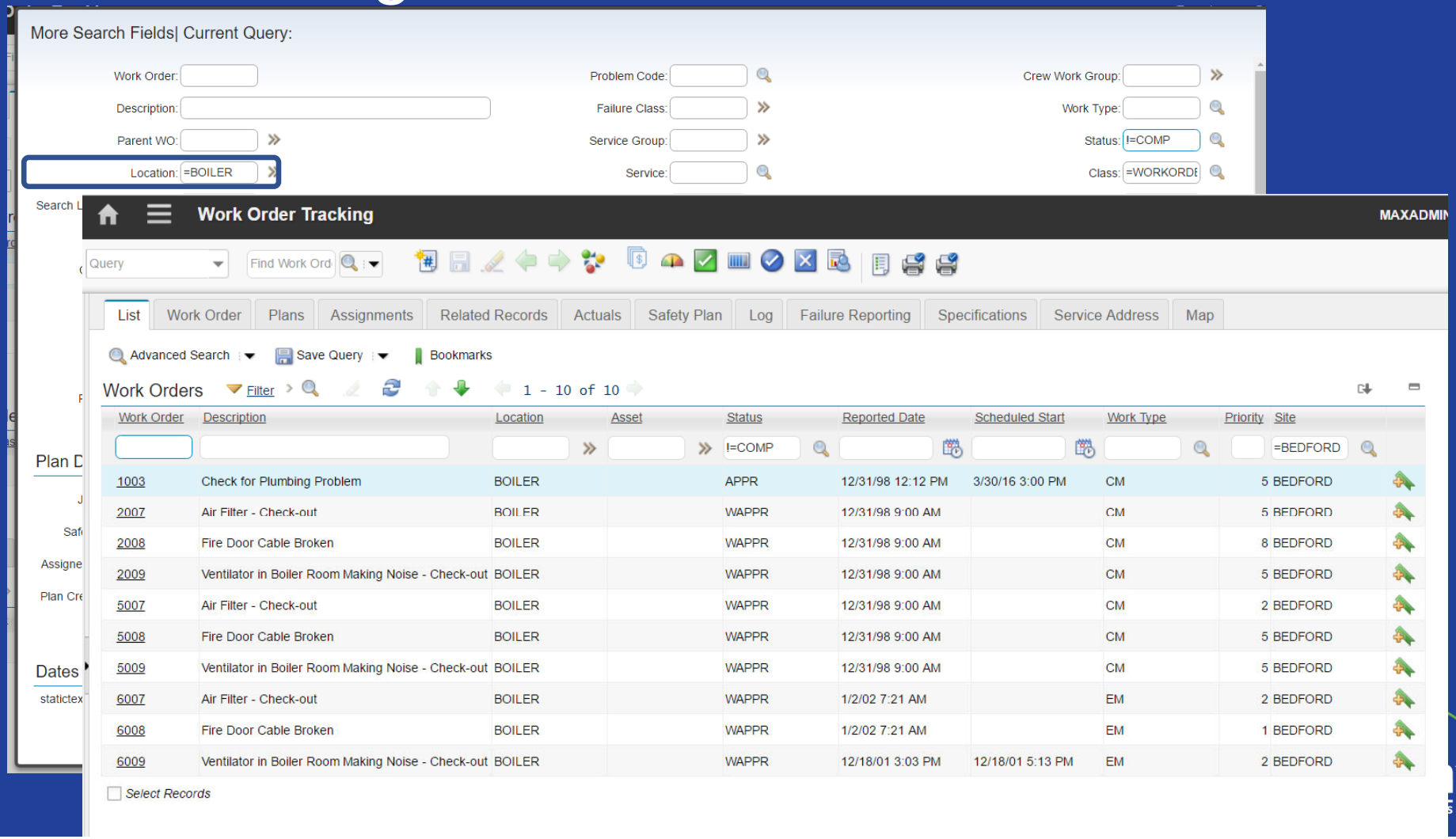
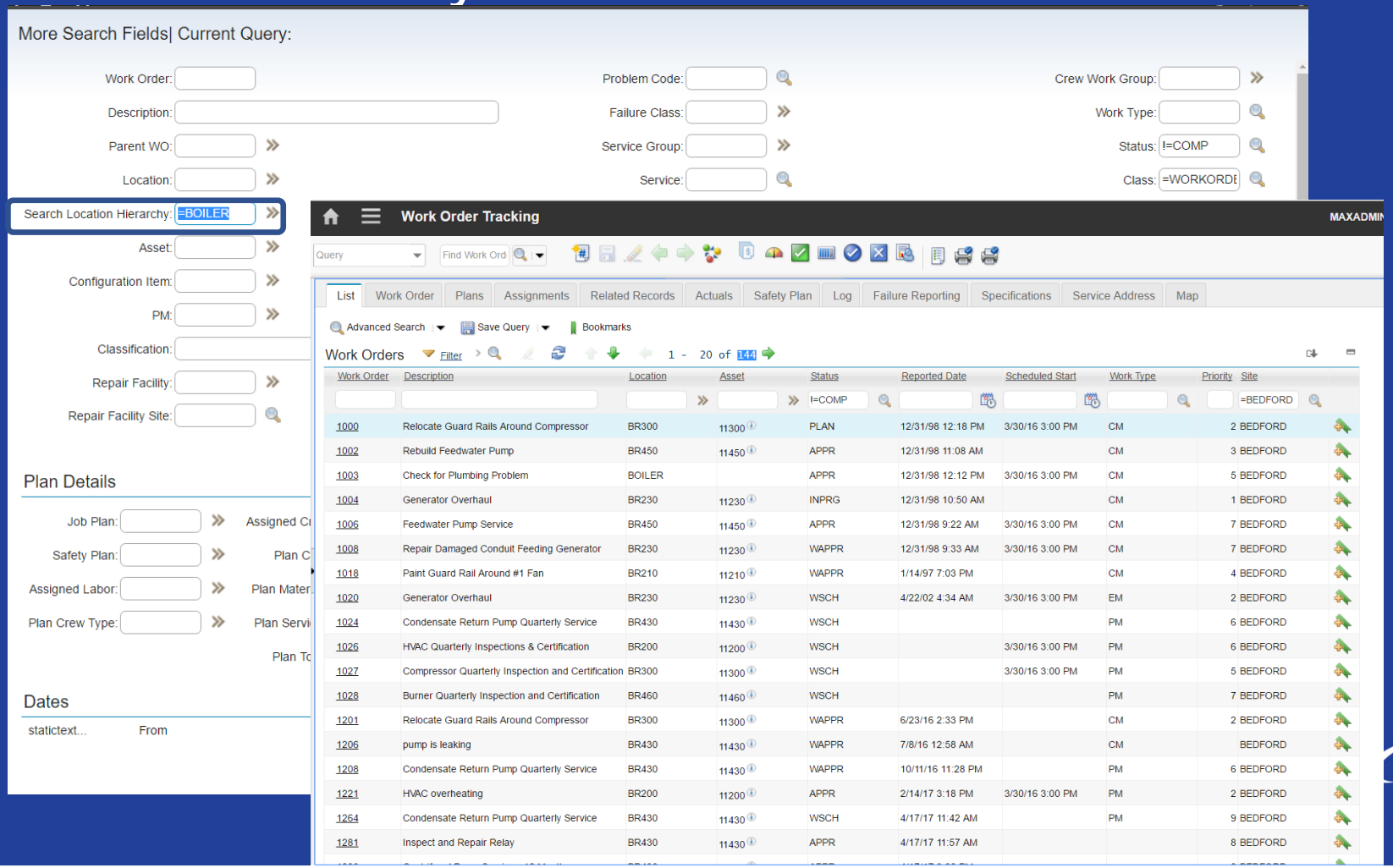
Backlog of Work On BOILER



Work Order	Description	Location	Asset	Status	Reported Date	Scheduled Start	Work Type	Priority	Site
				!=COMP					=BEDFORD
1003	Check for Plumbing Problem	BOILER		APPR	12/31/98 12:12 PM	3/30/16 3:00 PM	CM	5	BEDFORD
2007	Air Filter - Check-out	BOILER		WAPPR	12/31/98 9:00 AM		CM	5	BEDFORD
2008	Fire Door Cable Broken	BOILER		WAPPR	12/31/98 9:00 AM		CM	8	BEDFORD
2009	Ventilator in Boiler Room Making Noise - Check-out	BOILER		WAPPR	12/31/98 9:00 AM		CM	5	BEDFORD
5007	Air Filter - Check-out	BOILER		WAPPR	12/31/98 9:00 AM		CM	2	BEDFORD
5008	Fire Door Cable Broken	BOILER		WAPPR	12/31/98 9:00 AM		CM	5	BEDFORD
5009	Ventilator in Boiler Room Making Noise - Check-out	BOILER		WAPPR	12/31/98 9:00 AM		CM	5	BEDFORD
6007	Air Filter - Check-out	BOILER		WAPPR	1/2/02 7:21 AM		EM	2	BEDFORD
6008	Fire Door Cable Broken	BOILER		WAPPR	1/2/02 7:21 AM		EM	1	BEDFORD
6009	Ventilator in Boiler Room Making Noise - Check-out	BOILER		WAPPR	12/18/01 3:03 PM	12/18/01 5:13 PM	EM	2	BEDFORD

Backlog of Work on BOILER Hierarchy



Work Order	Description	Location	Asset	Status	Reported Date	Scheduled Start	Work Type	Priority	Site
				!=COMP					=BEDFORD
1000	Relocate Guard Rails Around Compressor	BR300	11300	PLAN	12/31/98 12:18 PM	3/30/16 3:00 PM	CM	2	BEDFORD
1002	Rebuild Feedwater Pump	BR450	11450	APPR	12/31/98 11:08 AM		CM	3	BEDFORD
1003	Check for Plumbing Problem	BOILER		APPR	12/31/98 12:12 PM	3/30/16 3:00 PM	CM	5	BEDFORD
1004	Generator Overhaul	BR230	11230	INPRG	12/31/98 10:50 AM		CM	1	BEDFORD
1006	Feedwater Pump Service	BR450	11450	APPR	12/31/98 9:22 AM	3/30/16 3:00 PM	CM	7	BEDFORD
1008	Repair Damaged Conduit Feeding Generator	BR230	11230	WAPPR	12/31/98 9:33 AM	3/30/16 3:00 PM	CM	7	BEDFORD
1018	Paint Guard Rail Around #1 Fan	BR210	11210	WAPPR	1/14/97 7:03 PM		CM	4	BEDFORD
1020	Generator Overhaul	BR230	11230	WSCH	4/22/02 4:34 AM	3/30/16 3:00 PM	EM	2	BEDFORD
1024	Condensate Return Pump Quarterly Service	BR430	11430	WSCH			PM	6	BEDFORD
1026	HVAC Quarterly Inspections & Certification	BR200	11200	WSCH		3/30/16 3:00 PM	PM	6	BEDFORD
1027	Compressor Quarterly Inspection and Certification	BR300	11300	WSCH		3/30/16 3:00 PM	PM	5	BEDFORD
1028	Burner Quarterly Inspection and Certification	BR460	11460	WSCH			PM	7	BEDFORD
1201	Relocate Guard Rails Around Compressor	BR300	11300	WAPPR	6/23/16 2:33 PM		CM	2	BEDFORD
1206	pump is leaking	BR430	11430	WAPPR	7/8/16 12:58 AM		CM		BEDFORD
1208	Condensate Return Pump Quarterly Service	BR430	11430	WAPPR	10/11/16 11:28 PM		PM	6	BEDFORD
1221	HVAC overheating	BR200	11200	APPR	2/14/17 3:18 PM	3/30/16 3:00 PM	PM	2	BEDFORD
1264	Condensate Return Pump Quarterly Service	BR430	11430	WSCH	4/17/17 11:42 AM		PM	9	BEDFORD
1281	Inspect and Repair Relay	BR430	11430	APPR	4/17/17 11:57 AM			8	BEDFORD

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Honorable Mentions

Cron Tasks

- KPICronTask – generates data point

System Properties

- *mail.* - configure email for send / receive

PM Help to Bookmark

https://tinyurl.com/MaximoPMHelp (7.6.x)

https://tinyurl.com/PMManage (8.x)

- Maximo 8 Navigation for the 7.6 user: https://youtu.be/CfF8C69IA0Y

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IBM Maximo Manage

Change version

continuous-delivery

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Filter on titles

- Preventive Maintenance
  - Preventive maintenance overview
    - Preventive maintenance statuses
    - Seasonal preventive maintenance
  - Preventive maintenance frequency schedules
  - Preventive maintenance forecasting cron task
  - Preventive maintenance hierarchies
    - Preventive maintenance records associated with routes
  - **Sequences for Preventive maintenance job plans**
  - Preventive maintenance alerts
    - Preventive maintenance lead time
    - Preventive maintenance next due dates
  - Working with preventive maintenance records
    - Creating preventive maintenance records
      - Defining alert lead time for preventive maintenance records
      - Defining seasonal dates for work order generation
        - Defining when work orders are generated
      - Assigning job plans to

Download PDF

Sequences for Preventive maintenance job plans

Last Updated: 2023-02-09

You can assign one or more job plans to a preventive maintenance (PM) record. If you assign more than one job plan to a PM, sequence numbers determine how often a plan is used.

Job plan sequences let you schedule different levels of maintenance work at specified intervals.

For example, you can assign monthly, quarterly, and yearly job plans for work on an asset. The monthly job might be several simple maintenance tasks, while the quarterly and yearly jobs might be more complex.

You could add a sequence of three job plans to specify different inspections of a turbine:

- A monthly basic inspection of a turbine
- A quarterly inspection of its components
- A yearly inspection of the turbine and its feeder system

By assigning a sequence number to each job plan, you specify which job plan is selected each time a work order is generated from the PM.

How job plans are selected

When you generate a work order from a PM, the system first increments the value in the **Counter** field by one, then selects the job plan. The system selects the job plan with the highest sequence number that divides evenly into the value in the **Counter** field. If no sequence number meets this criterion, the primary job plan (sequence number one) is used. The value in the **Sequence** field means that this job plan would be used on every *nth* work order generated from the PM, where *n* is the sequence number.

Example: Job plan sequence for a turbine

For the turbine inspections, you would create a job plan sequence as follows:

Table 1. Example of a job plan sequence for turbine inspections

Job Plan	Description	Sequence	Meaning
INS-TURB	Inspect turbine	1	This job plan is the default or primary job plan. It is used unless the sequence calls for a different plan. This job plan is used when the value in the **Counter** field is divisible only by one.
INS-TURBCOMP	Inspect turbine components	3	This job plan is used when three is the highest number that divides evenly into the value of the **Counter** field.
INS-TURBFEED	Inspect turbine and feeder system	12	This job plan is used when 12 is the highest number that divides evenly into the value of the **Counter** field.

QUESTIONS?

- **Preventive maintenance counter**
  The preventive maintenance (PM) counter specifies the number of work orders that were generated from a PM since the first start date.

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Overtime Offer Tracking

In Maximo

FLMUG June 2023

Bryan Grant, Andrew Apold and Travis Davis

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People

105,000
Employees

54,000
Scientists and Engineers

375+
Facilities Worldwide

Operating in over
54 Countries

With **7,500+**
Employees

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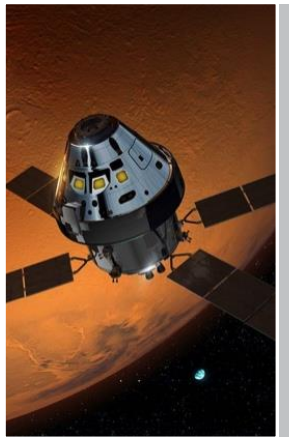
Missiles and Fire Control

- Air and Missile Defense
- Tactical Missiles
- Fire Control
- Combat Maneuver Systems
- Energy

Rotary and Mission Systems

- Maritime Solutions, Radar and Surveillance Systems
- Cyber & Electronic Warfare
- Aviation Systems and Rotorcraft
- Training and Logistics Solutions



Space

- Surveillance and Navigation
- Global Communications
- Human and Deep Space Exploration
- Strategic and Defensive Systems

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Lockheed Martin Aeronautics

- History – Lockheed
- 3 Primary Sites, 6 Secondary Sites

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Lockheed Martin Aero Maximo

- 5 separate Maximo Instances
  - Instances using 2 version (Maximo 4 and 5) across 3 sites for both Facilities and Plant Engineering
  - Non-Production

- Additional organizations added
  - Transportation (Fleet and Garage services)
  - IT (AskIT)
  - Property Accounting
  - Tool Repair (Project Tooling)

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Lockheed Martin Aero Maximo

- Existing State (prior to changes) - Marietta
  - Overtime calculated on excel spreadsheet
    - Spreadsheet originally created in 1990s in Lotus 123
    - Uses macros with fixed cell ranges
    - Spreadsheet on a shared network drive, used by multiple supervisors per shop
    - Spreadsheet used in weekly overtime meetings to plan following week
    - Call in list printed from spreadsheet, used to call in craftpersons for emergency situations, in order determined by union contract rules
    - Frequently broken when attempting to add or remove craftpersons
    - Errors in overtime offers could result in a grievance with the union, resulting in having to pay another craftperson for the time they could have worked but were not offered in the proper priority order.

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Example Spreadsheet

				9/26/2020 0:00		
		A/C MACHANIC	DAY	7/25/2020 0:00		
	T.O.Shield	IWT OPERATOR		#REF!	0	
5	Burns, M.	GROUNDS DRIVER	GRAVAYARD	#REF!	1383.5	
1		CARPENTER	SWING	#REF!	1388	
4		GROUNDS OPERATOR		#REF!	1388	
7	11/16/2009			#REF!	1389	
2				#REF!	1389.5	
6		PAINTER		#REF!	1390.5	
3		4/4/2019		#REF!	1405	
				#REF!		
				#REF!		
				#REF!		
		PIPE WELDER		#REF!		
		PLUMBER/WELDER	1	#REF!		
				#REF!		

RINTED
23 9:14

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Recorded Macros

```
Sub AIRCONDITIONING()
'
' AIRCONDITIONING Macro
' Macro recorded 11/14/2001 by [redacted]
'
Application.ScreenUpdating = False
    Range("R12:R27").Select
    Selection.Copy
    Range("AH12").Select
    Selection.PasteSpecial Paste:=xlValues, Operation:=xlNone, SkipBlanks:= _
        False, Transpose:=False
    Range("D12:Q27").Select
    Application.CutCopyMode = False
    Selection.ClearContents
    Range("AH12:AH27").Select
    Selection.Copy
    Range("C12").Select
    ActiveSheet.Paste
    Range("A12:T27").Select
    Application.CutCopyMode = False
    Range("A12:T27").Select
    Selection.Sort Key1:=Range("C12"), Order1:=xlAscending, Key2:=Range("A12" _
        ), Order2:=xlAscending, Header:=xlGuess, OrderCustom:=1, MatchCase:= _
        False, Orientation:=xlTopToBottom
        Application.CutCopyMode = False
             Range("T9").Select
    Application.CutCopyMode = False
    Selection.Copy
```


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Call In List

RFM7 DAYSHIFT CALL IN LIST page 1

Update

DO NOT MODIFY VALUES ON THIS SHEET!!! CHANGE ONLY ON THE ORIGINAL TAB

Craft	Name	Name	Hours	Phone #
Boilerhouse	Bunsen, B.	Bunsen, B.	1186.00	H: 555-253-4745 C: 555-694-8245
Boilerhouse	Euler, F.	Euler, F.	1197.03	H: 555-661-5449 C: 555-910-9521
Boilerhouse	Coleman, S.	Coleman, S.	1198.68	H: 555-002-7302 C: 555-147-6531
Boilerhouse	Hill, H.	Hill, H.	1207.40	DNC
IWT	Salazar, L.	Salazar, L.	1705.00	H: 555-295-9276 C: 555-699-6348
IWT	Pollock, J.	Pollock, J.	1718.35	H: 555-785-7208 C: 555-472-4485
IWT	Wright, T.	Wright, T.	1718.86	DNC
AC Shop	Carrier, M.	Carrier, M.	1701.00	H: 555-010-0114 C: 555-412-4317
AC Shop	Rheem, W.	Rheem, W.	1707.46	- C: 555-085-8670
AC Shop	Lennox, L.	Lennox, L.	1721.99	H: 555-713-5802 C: 555-315-0809
AC Shop	Amana, B.	Amana, B.	1729.28	H: 555-278-4622 -
AC Shop	Trane, C.	Trane, C.	1731.32	H: 555-492-7134 C: 555-605-8437
AC Shop	York, M.	York, M.	1744.35	DNC
AC Shop	Ruud, B.	Ruud, B.	1744.88	H: 555-805-0326 C: 555-224-9429
AC Shop	Goodman, J.	Goodman, J.	1755.60	DNC
Sheet Metal	Hill, J.	Hill, J.	1400.50	H: 555-150-5010 C: 555-977-9363
Sheet Metal	Gompers, S.	Gompers, S.	1402.00	H: 555-183-9961
Sheet Metal	Debs, E.	Debs, E.	1401.00	H: 555-833-1834 C: 555-740-1533
Sheet Metal	Garibalidi, G.	Garibalidi, G.	1400.00	DNC
Sheet Metal	Hillman, S.	Hillman, S.	1399.50	H: 555-290-3430 C: 555-560-7459
Sheet Metal	Jones, M.	Jones, M.	1409.50	- C: 555-668-0581
Sheet Metal	Kirkland, L.	Kirkland, L.	1421.00	DNC

RFM7 DAYSHIFT CALL IN LIST

Plumbing	Plummer, C.	Plummer, C.	1992.00	H: 555-123-9507 -
Plumbing	Mario, M.	Mario, M.	1996.36	Do Not Call
Plumbing	Luigi, M.	Luigi, M.	1998.39	- -
Plumbing	Wario, B.	Wario, B.	2005.08	Do Not Call

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Lockheed Martin Aero Maximo

- Proposed Solution
  - Track Overtime Offers in Maximo
    - Maximo Existing Overtime Offer Tracking feature:
      - LABOR.YTDOTHRS
      - LABOR.YTDHRSREFUSED

      - These fields offer basic tracking and yearly reset, but do not provide any additional features, they must be manually updated on the labor record, and do not track dates and times of offers, use priority tiebreakers or other requirements we have from union contracts.
      - Deemed insufficient for needs of Overtime Offer Tracking

    - New solution in Maximo – create new custom application and tables and scripts to handle overtime offer tracking

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Lockheed Martin Aero Maximo

- New Tables:

OBJECTNAME	DESCRIPTION
LMOTOCHARGES	Overtime Tracking Charges
LMOTOINITHOURS	Overtime Tracking Initial Hours
LMOTOLISTS	Overtime Tracking Lists Table
LMOTOLISTTEAM	Overtime Tracking List Team

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Live Demo

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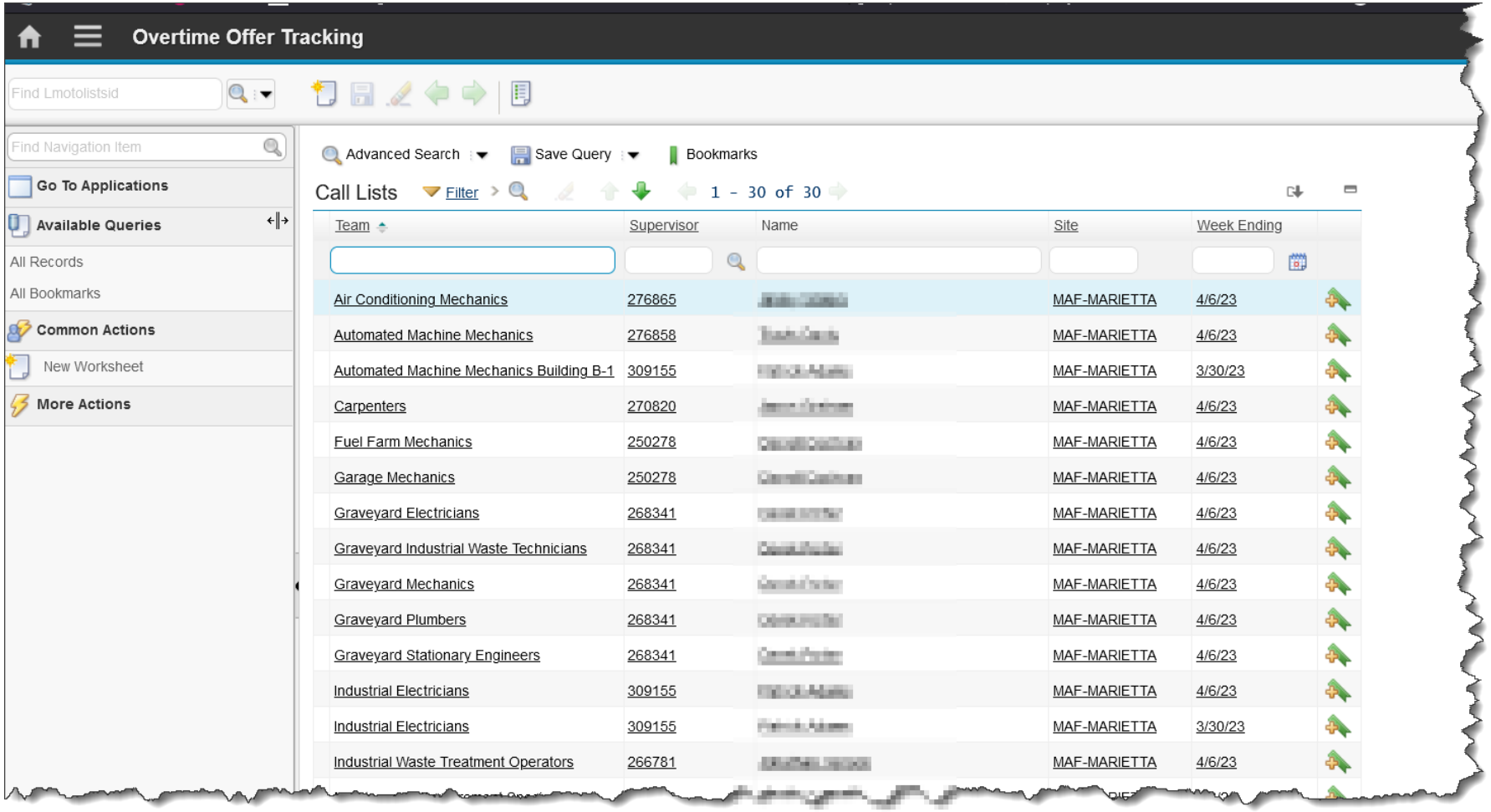
Lockheed Martin Aero Maximo

- New Custom Application:



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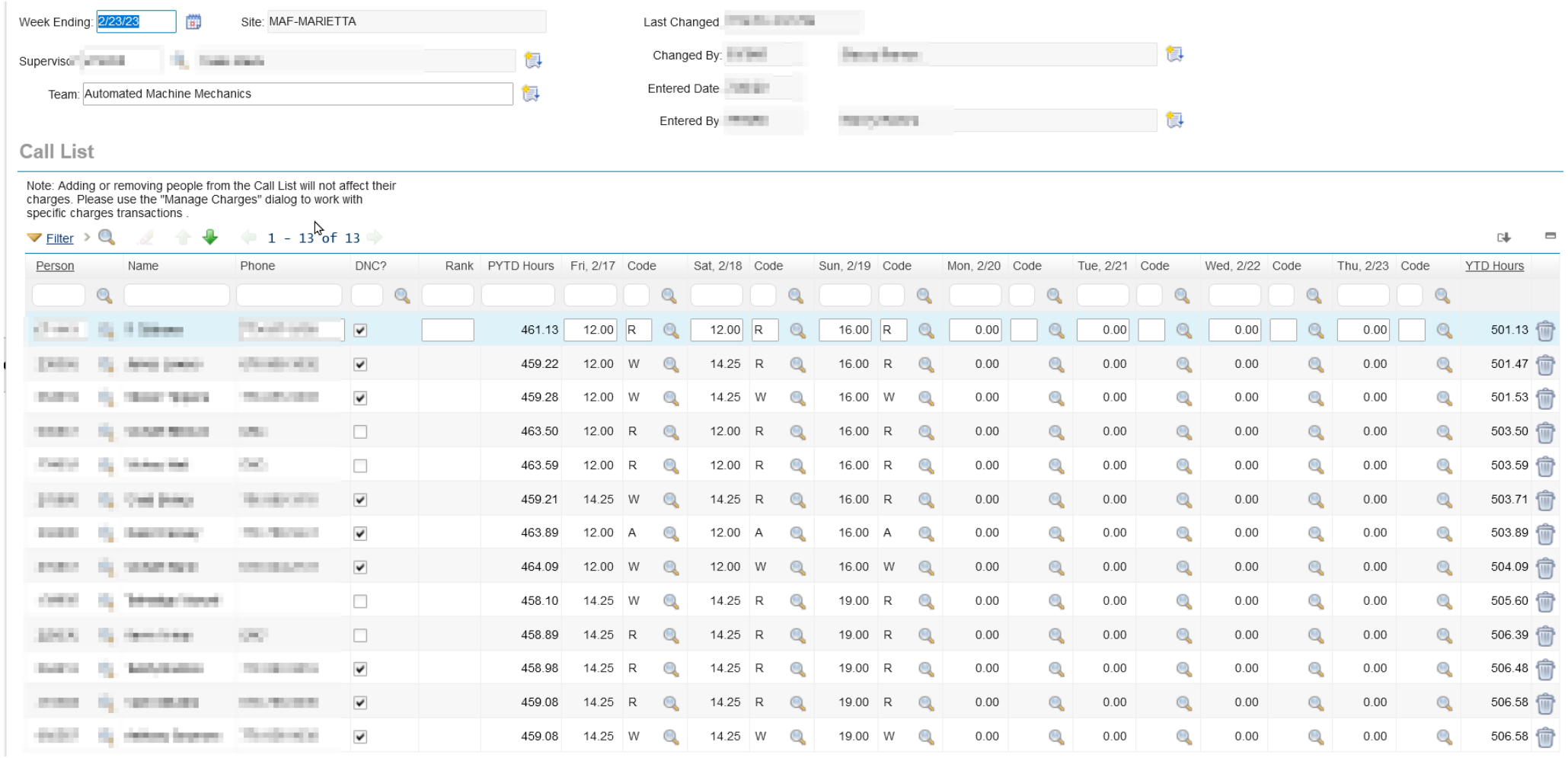
Lockheed Martin Aero Maximo

- Week view of offered overtime:



Week Ending: 2/23/23 Site: MAF-MARIETTA

Supervisor

Team: Automated Machine Mechanics

Last Changed

Changed By:

Entered Date

Entered By

Call List

Note: Adding or removing people from the Call List will not affect their charges. Please use the "Manage Charges" dialog to work with specific charges transactions .

Filter 1 - 13 of 13

Person	Name	Phone	DNC?	Rank	PYTD Hours	Fri, 2/17	Code	Sat, 2/18	Code	Sun, 2/19	Code	Mon, 2/20	Code	Tue, 2/21	Code	Wed, 2/22	Code	Thu, 2/23	Code	YTD Hours
			☑		461.13	12.00	R	12.00	R	16.00	R	0.00		0.00		0.00		0.00		501.13
			☑		459.22	12.00	W	14.25	R	16.00	R	0.00		0.00		0.00		0.00		501.47
			☑		459.28	12.00	W	14.25	W	16.00	W	0.00		0.00		0.00		0.00		501.53
			☐		463.50	12.00	R	12.00	R	16.00	R	0.00		0.00		0.00		0.00		503.50
			☐		463.59	12.00	R	12.00	R	16.00	R	0.00		0.00		0.00		0.00		503.59
			☑		459.21	14.25	W	14.25	R	16.00	R	0.00		0.00		0.00		0.00		503.71
			☑		463.89	12.00	A	12.00	A	16.00	A	0.00		0.00		0.00		0.00		503.89
			☑		464.09	12.00	W	12.00	W	16.00	W	0.00		0.00		0.00		0.00		504.09
			☐		458.10	14.25	W	14.25	R	19.00	R	0.00		0.00		0.00		0.00		505.60
			☐		458.89	14.25	R	14.25	R	19.00	R	0.00		0.00		0.00		0.00		506.39
			☑		458.98	14.25	R	14.25	R	19.00	R	0.00		0.00		0.00		0.00		506.48
			☑		459.08	14.25	R	14.25	R	19.00	R	0.00		0.00		0.00		0.00		506.58
			☑		459.08	14.25	W	14.25	W	19.00	W	0.00		0.00		0.00		0.00		506.58

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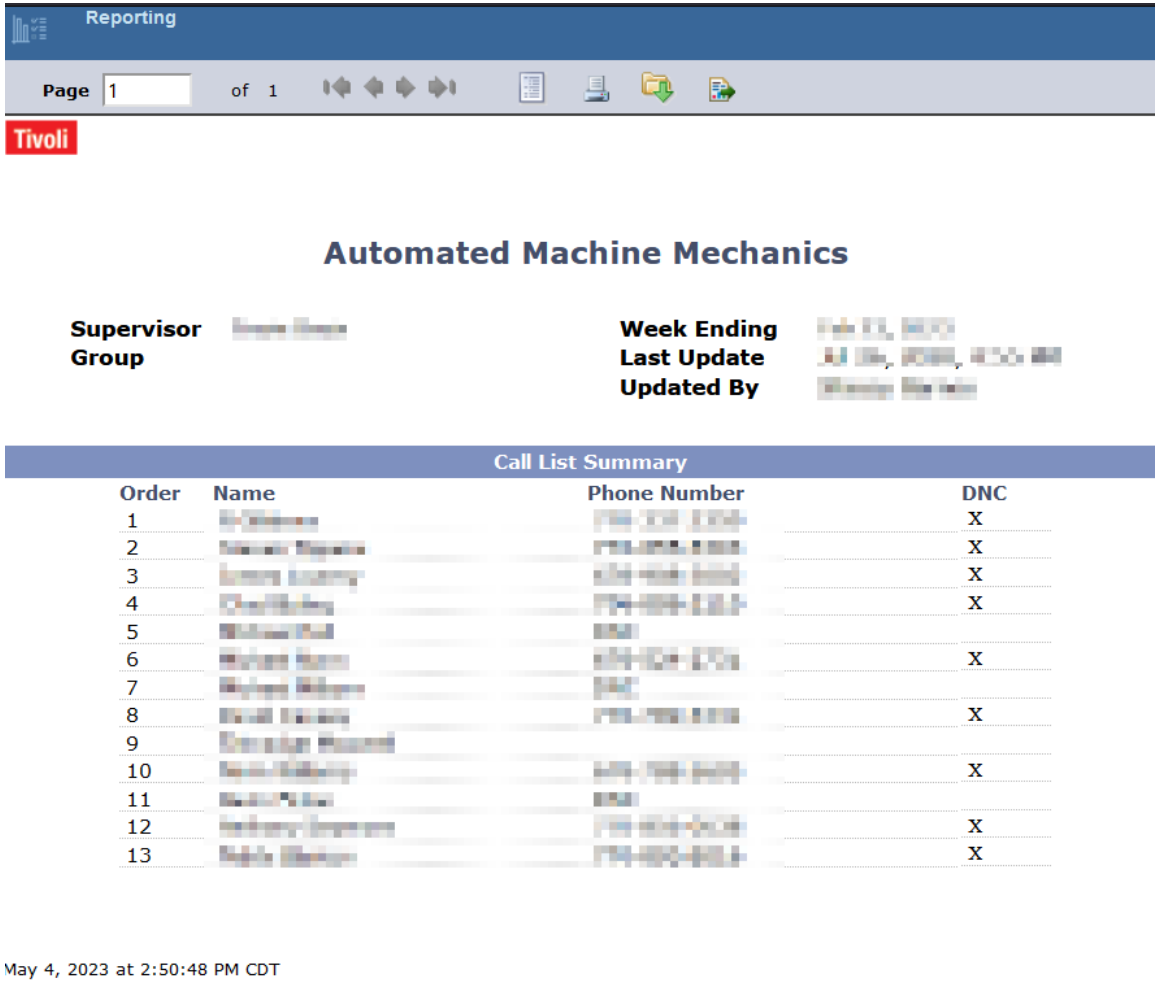
Lockheed Martin Aero Maximo

- Call In List via Report



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Observations

- Reduced Errors in Tracking
- Reduced Time spent correcting spreadsheets
- More reliable archives
- Approval from both Supervisors and Craftpersons

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Next Steps

- Roll out to other sites:
  - Fort Worth
  - Palmdale
- Additional Tracking Options
- Additional Reports

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Questions?

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Orange County Utilities

Solid Waste Call Tracking at OCU

Florida Maximo Users Group

June 15, 2023

Today's Presenter

- Cece Ramsey
- Utilities Service Specialist at Orange County Solid Waste

- John Brietz
- Solution Director at Starboard Consulting

Introduction

- Today we will discuss how OCU uses Maximo to track and manage customer calls and requests related to our solid waste services.
- This presentation will cover the following topics:
  - OCU overview/background
  - Maximo at OCU
  - Solid Waste Customer Service and Call Tracking solution
  - Conclusion and recommendations

OCU Background & Overview

OCU has around 1,000 employees and operates in seven divisions: Solid Waste, Water, Water Reclamation, Field Services, Customer Service, Fiscal and Operational Support and Engineering.

Our Solid Waste Division provides contract waste and recycling collection services to more than 230,000 customers in the unincorporated areas of the County..

Each customer receives once per week collection of garbage, recycling, yard waste, and bulky items.

The Solid Waste Division faces many challenges, such as increasing customer expectations, environmental regulations, operational efficiency, and customer satisfaction.

Maximo at OCU

Maximo is used by OCU to manage its assets, work orders, inventory, contracts, and service requests.

OCU has been using Maximo since 2001 and has about 900 users across the organization.

OCU has upgraded Maximo several times over the years to take advantage of new features and functionalities. The most recent upgrade was in April 2023 to version 7.6.1.

Maximo helps OCU improve its asset management, work planning and scheduling, resource optimization, cost control, compliance reporting, and customer service.

Solid Waste Call Tracking Overview

- Solid Waste Customer Service is the first point of contact for customers who have questions or issues related to solid waste services.
- Solid Waste Customer Service uses a Maximo-based call tracking solution to record and track customer calls and requests.
- The call tracking solution helps Solid Waste Customer Service improve its efficiency, accuracy, accountability, and responsiveness.

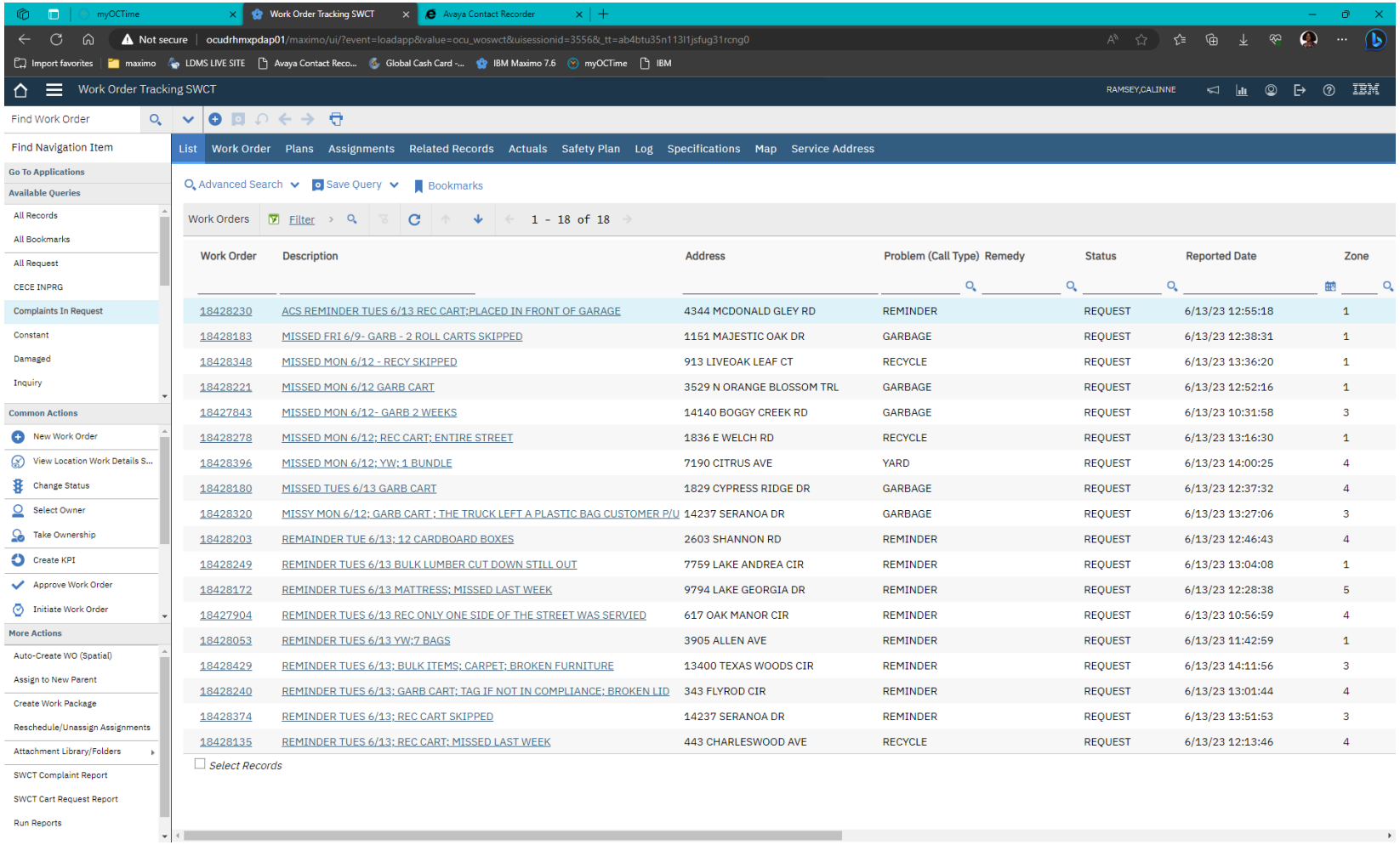
Our Solution

The call tracking solution allows Solid Waste Customer Service to:

- Capture customer information and call details
- Assign service requests to the appropriate work groups
- Monitor the status and resolution of service requests
- Generate reports and dashboards on call volume, service level, customer feedback, and performance indicators

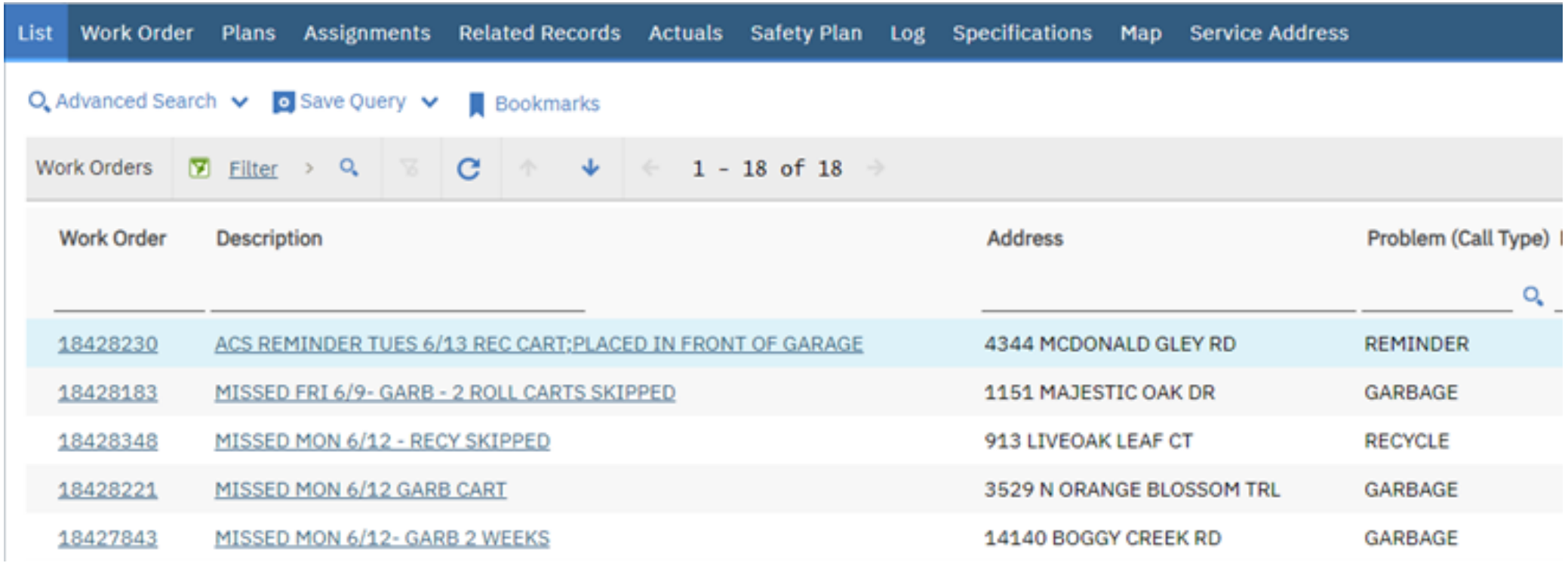
Solid Waste Call Tracking

Find Customer via Address



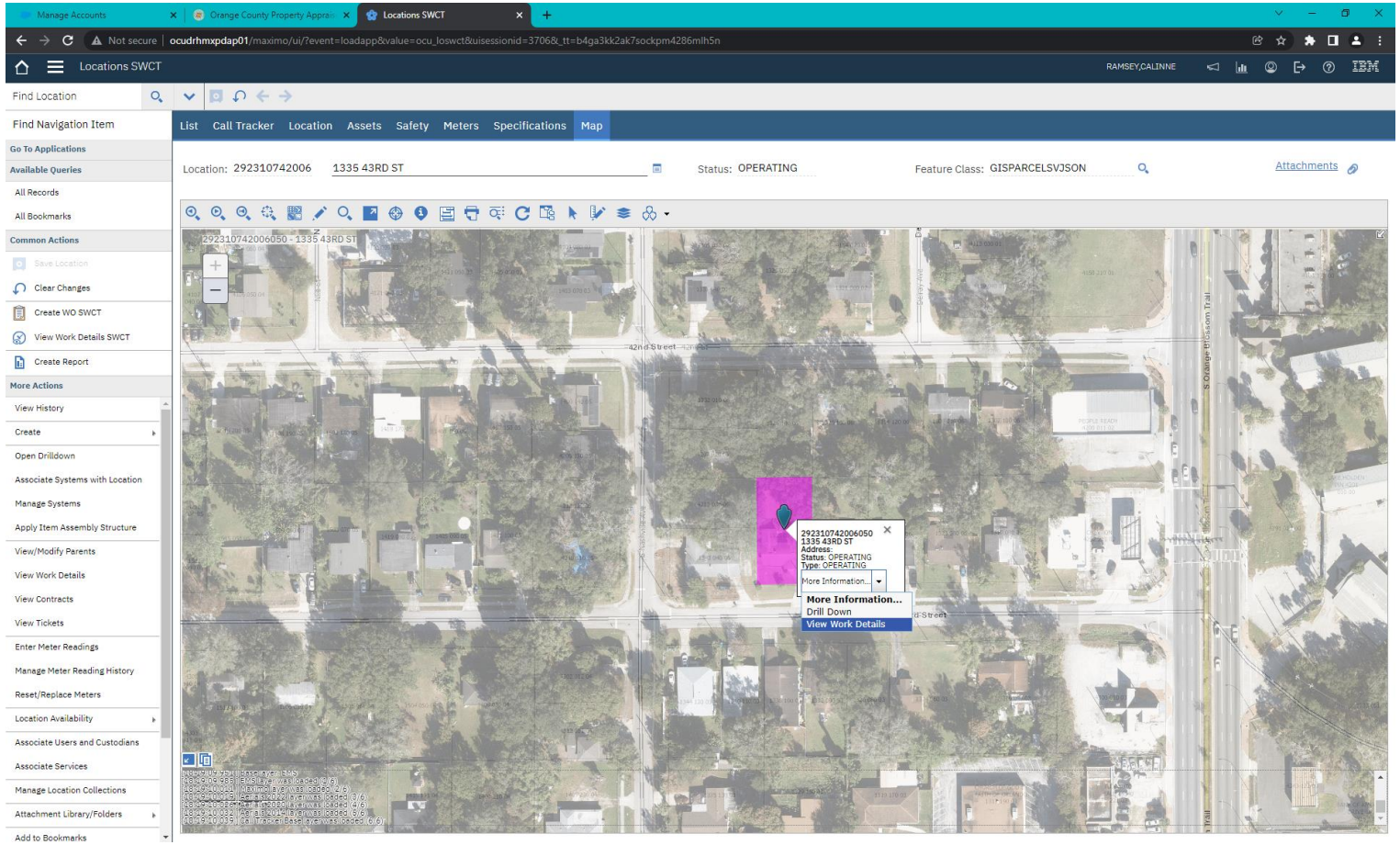
Solid Waste Call Tracking

Find Customer via Address



Solid Waste Call Tracking

Verify Customer via Map

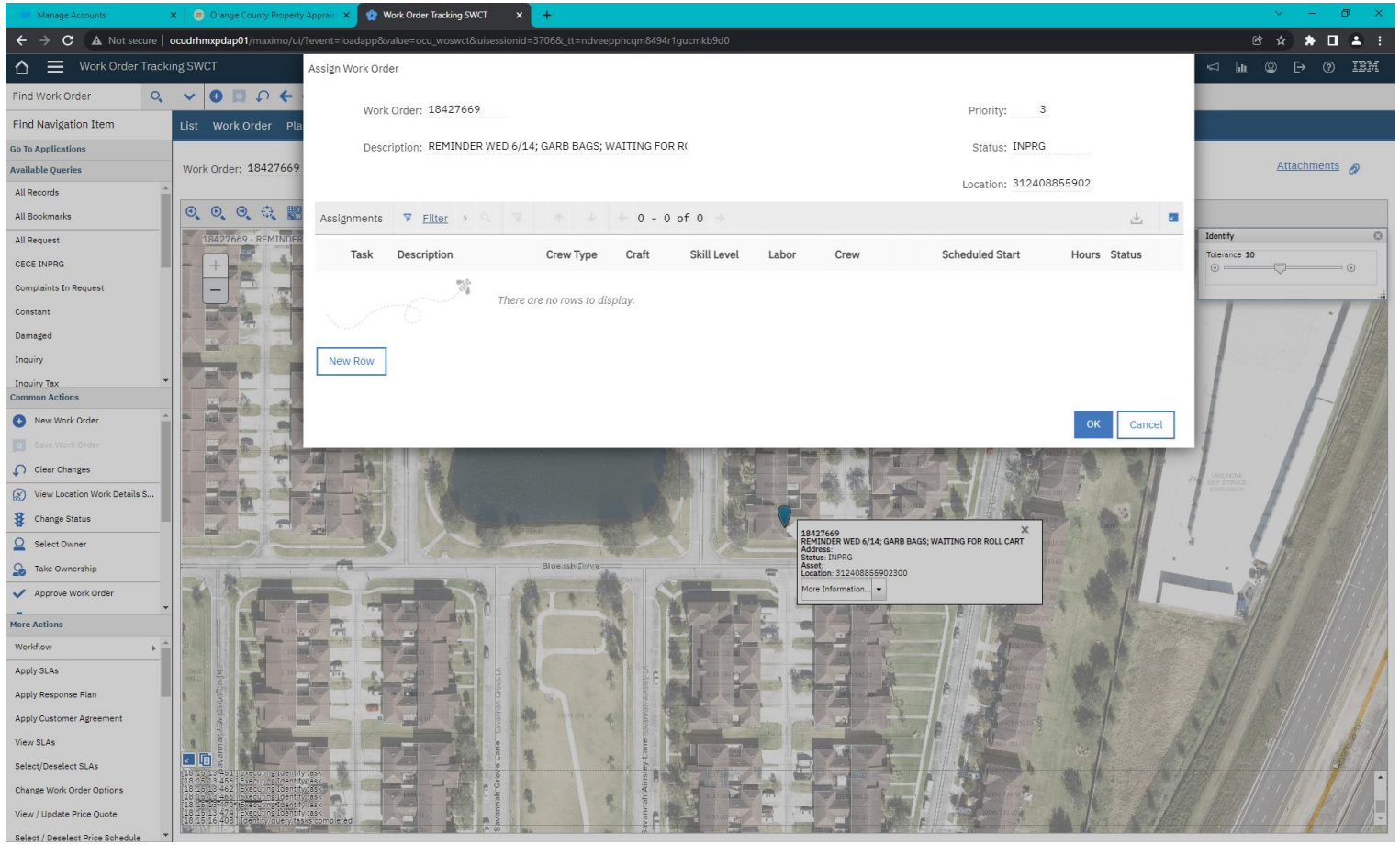


Solid Waste Call Tracking

Verify Customer via Map

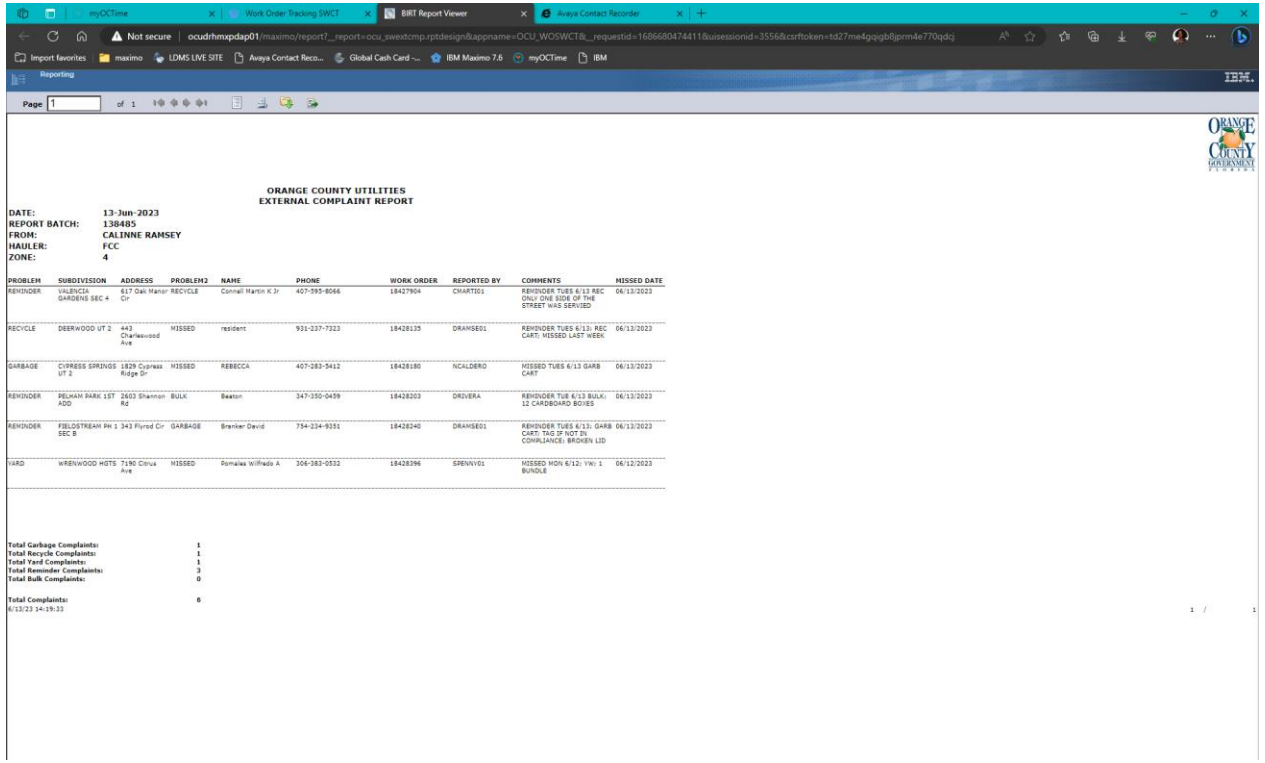
Solid Waste Call Tracking

Work Order



Solid Waste Call Tracking

Complaint Report



ORANGE COUNTY UTILITIES
EXTERNAL COMPLAINT REPORT

DATE: 13-Jun-2023
REPORT BATCH: 138485
FROM: CALINNE RAMSEY
HAULER: FCC
ZONE: 4

PROBLEM	SUBDIVISION	ADDRESS	PROBLEM2	NAME	PHONE	WORK ORDER	REPORTED BY	COMMENTS	MISSED DATE
REMINDER	VALENCIA GARDENS SEC 4	617 Oak Manor Cir	RECYCLE	Connell Martin K Jr	407-595-8066	18427904	CHARTI01	REMINDER TUES 6/13 REC ONLY ONE SIDE OF THE STREET WAS SERVED	06/13/2023
RECYCLE	DEERWOOD UT 2	443 Charlewood Ave	MISSED	resident	931-237-7323	18428135	DRAMSE01	REMINDER TUES 6/13: REC CART: MISSED LAST WEEK	06/13/2023
GARBAGE	CYPRESS SPRINGS UT 2	1829 Cypress Ridge Dr	MISSED	REBECCA	407-283-5412	18428180	NCALDERO	MISSED TUES 6/13 GARB CART	06/13/2023
REMINDER	PELHAM PARK 1ST ADD	2603 Shannon Rd	BULK	Beaton	347-350-0439	18428203	DRIVERA	REMINDER TUE 6/13 BULK: 12 CARDBOARD BOXES	06/13/2023
REMINDER	FIELDSTREAM PH 1 SEC B	343 Floral Cir	GARBAGE	Branker David	754-234-9351	18428240	DRAMSE01	REMINDER TUES 6/13: GARB CART: TAG IF NOT IN COMPLIANCE: BROKEN LID	06/13/2023
YARD	WRENWOOD HGTS	7190 Citrus Ave	MISSED	Pomales Wilfredo A	306-383-0532	18428396	SPENNY01	MISSED MON 6/12: YW: 1 BUNDLE	06/12/2023

Total Garbage Complaints: 1
Total Recycle Complaints: 1
Total Yard Complaints: 1
Total Reminder Complaints: 3
Total Bulk Complaints: 0

Total Complaints: 6
6/13/23 14:19:33

Solid Waste Call Tracking
Complaint Report

ORANGE COUNTY UTILITIES
EXTERNAL COMPLAINT REPORT

DATE: 13-Jun-2023
REPORT BATCH: 138485
FROM: CALINNE RAMSEY
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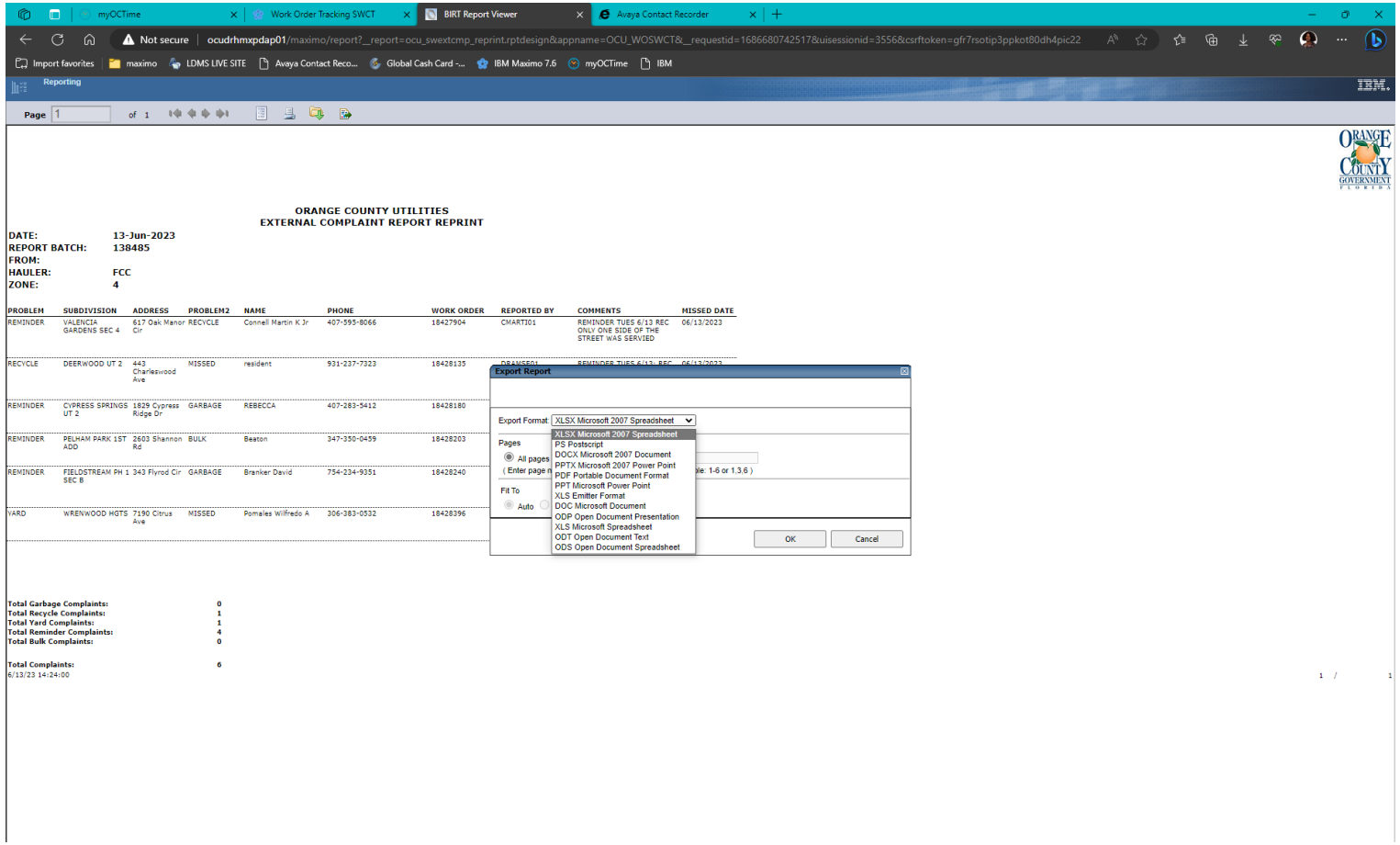
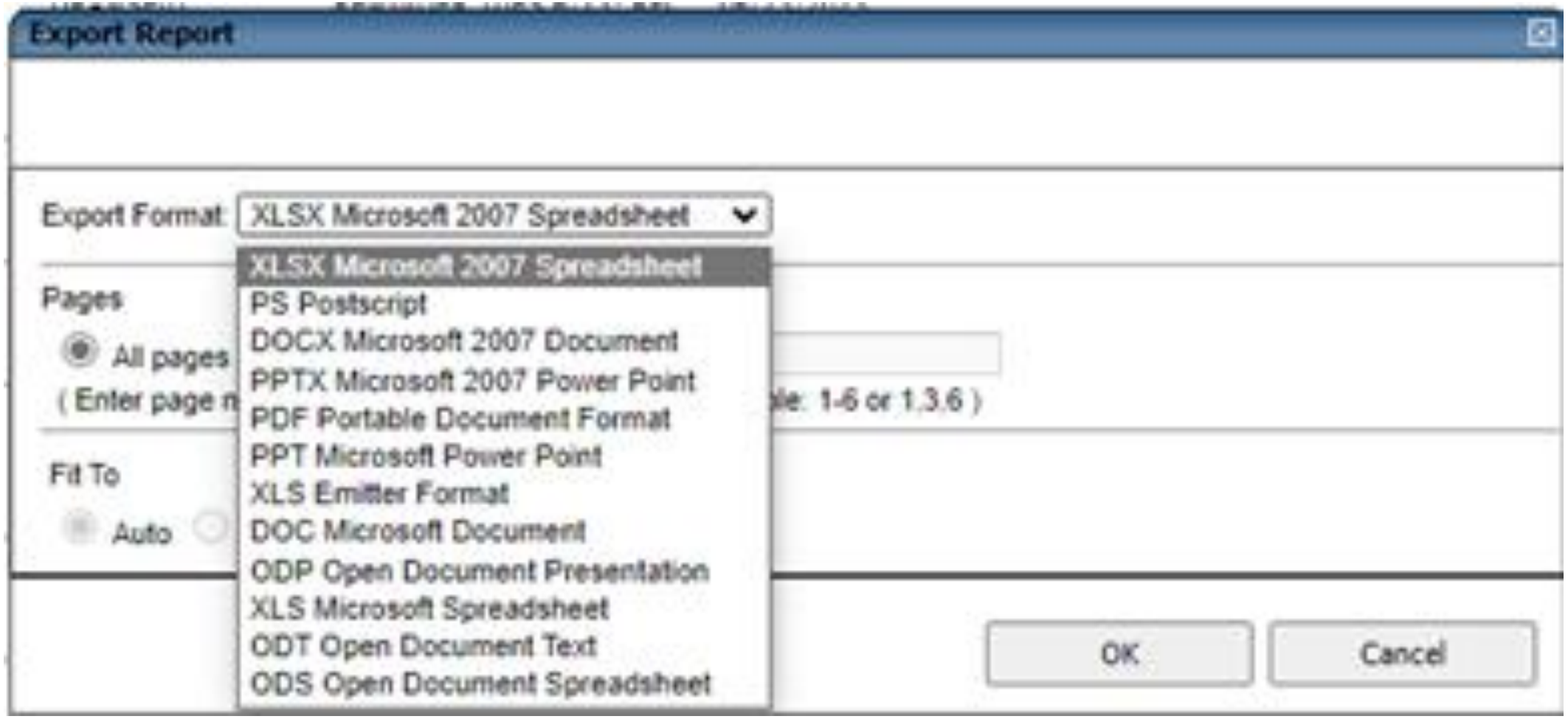
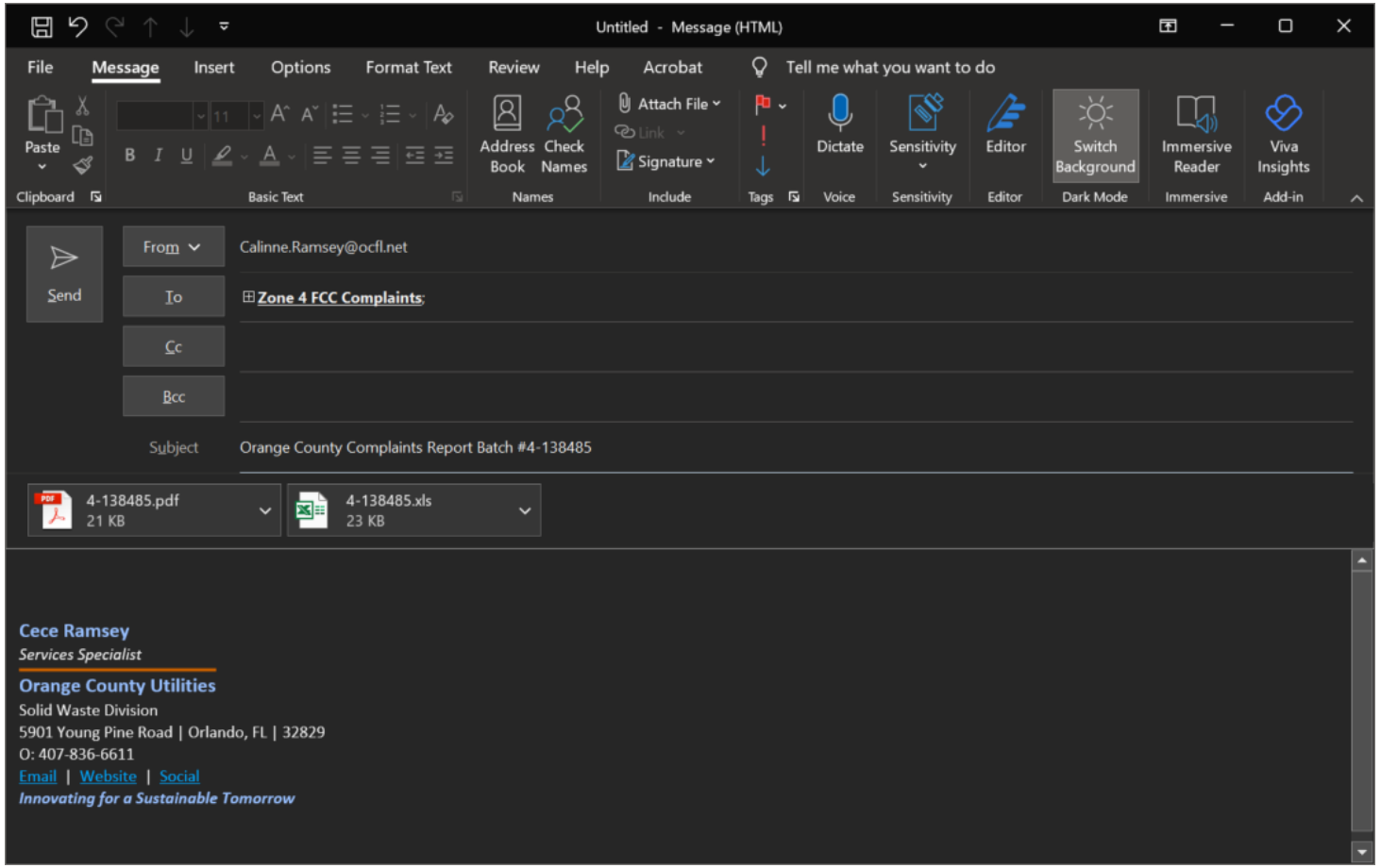
Solid Waste Call Tracking
Complaint Report



Solid Waste Call Tracking
Complaint Report



Solid Waste Call Tracking Complaint Report – Send to Hauler



Conclusion

- In conclusion, Maximo is a valuable tool that helps OCU manage its solid waste operations and provide quality service to its customers.
- The call tracking solution enables Solid Waste Customer Service to handle customer calls and requests effectively and efficiently.

IBM Maximo Application Suite Overview

Manage Roadmap

June 2023

Dave Gasdia
Program Director
IBM Maximo Product Management
drgasdia@us.ibm.com

Please Note:

- IBM’s statements regarding its plans, directions, and intent are subject to change or withdrawal without notice at IBM’s sole discretion.
- Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision.
- The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract.
- The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.

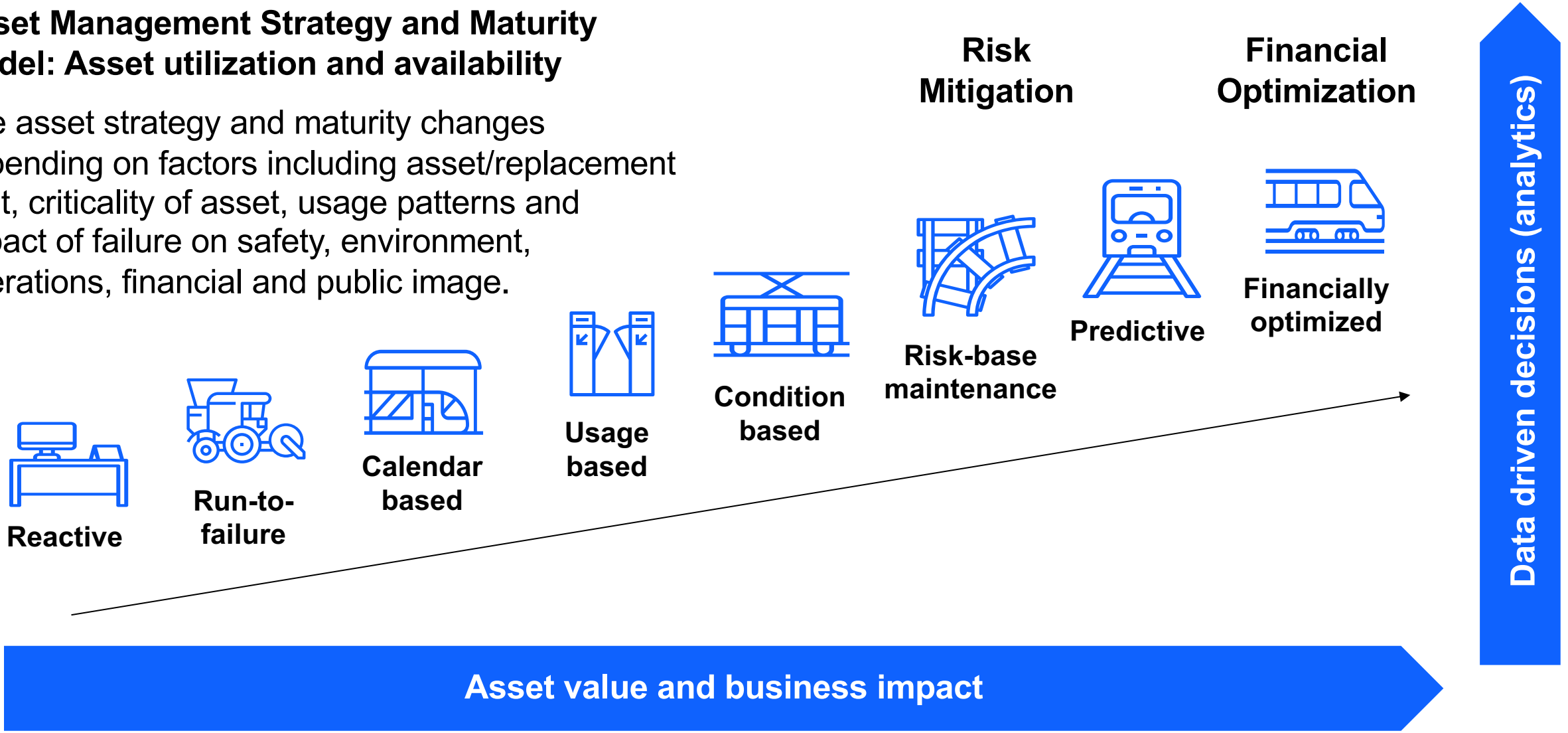
Roadmap Topics

- Introduction
- Maximo Application Suite (MAS) – release 8
- MAS Licensing model
- Strategic direction and roadmap
- Q&A

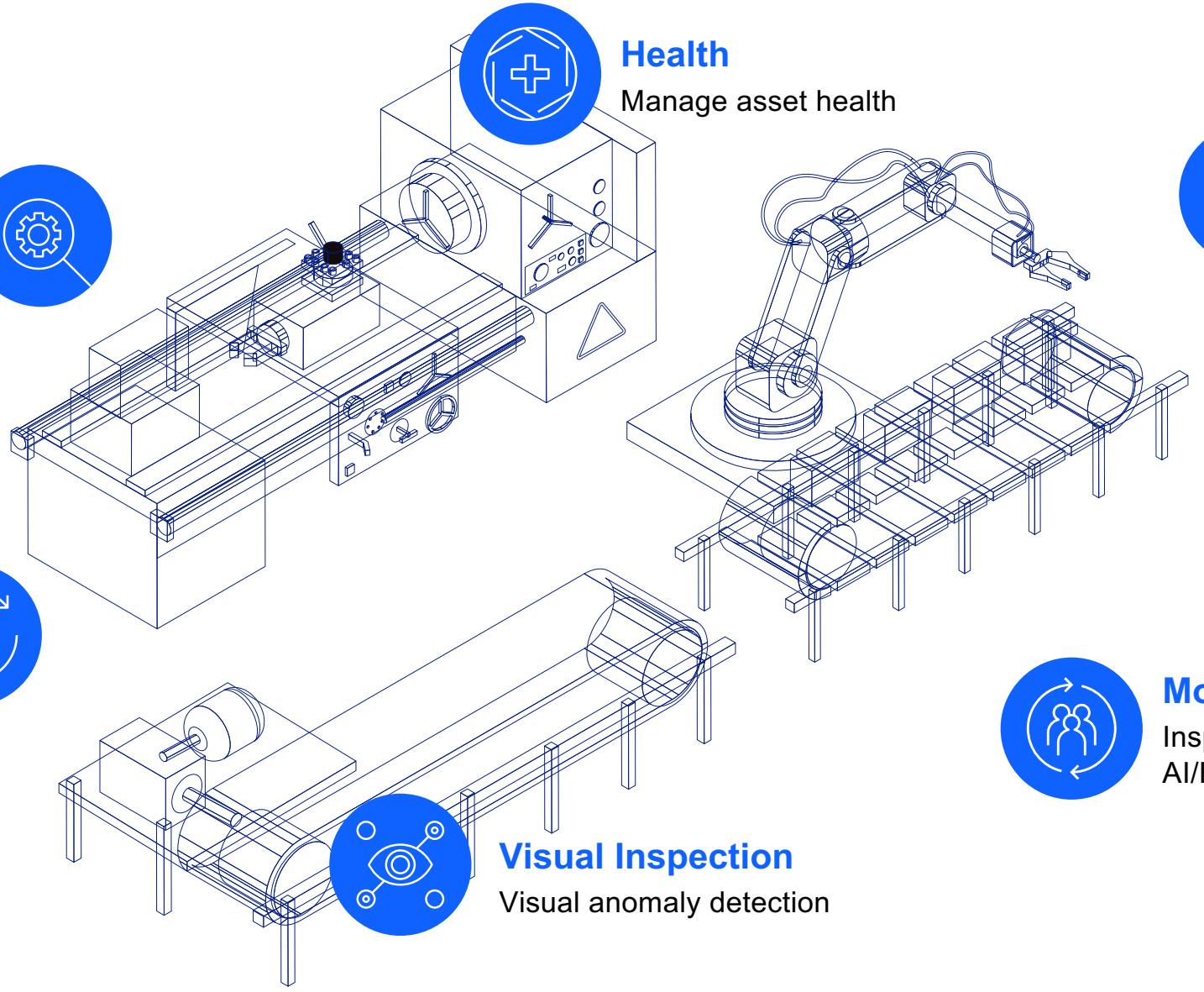
Maintenance strategies differ by asset class

Asset Management Strategy and Maturity Model: Asset utilization and availability

The asset strategy and maturity changes depending on factors including asset/replacement cost, criticality of asset, usage patterns and impact of failure on safety, environment, operations, financial and public image.



Driving the Automation Journey



Health
Manage asset health

Monitor
Manage and
detect anomalies

Predict
Use data
to predict failures

Manage
Understand and
manage maintenance

Mobile
Inspect Work Execution
AI/Remote Assist

Visual Inspection
Visual anomaly detection

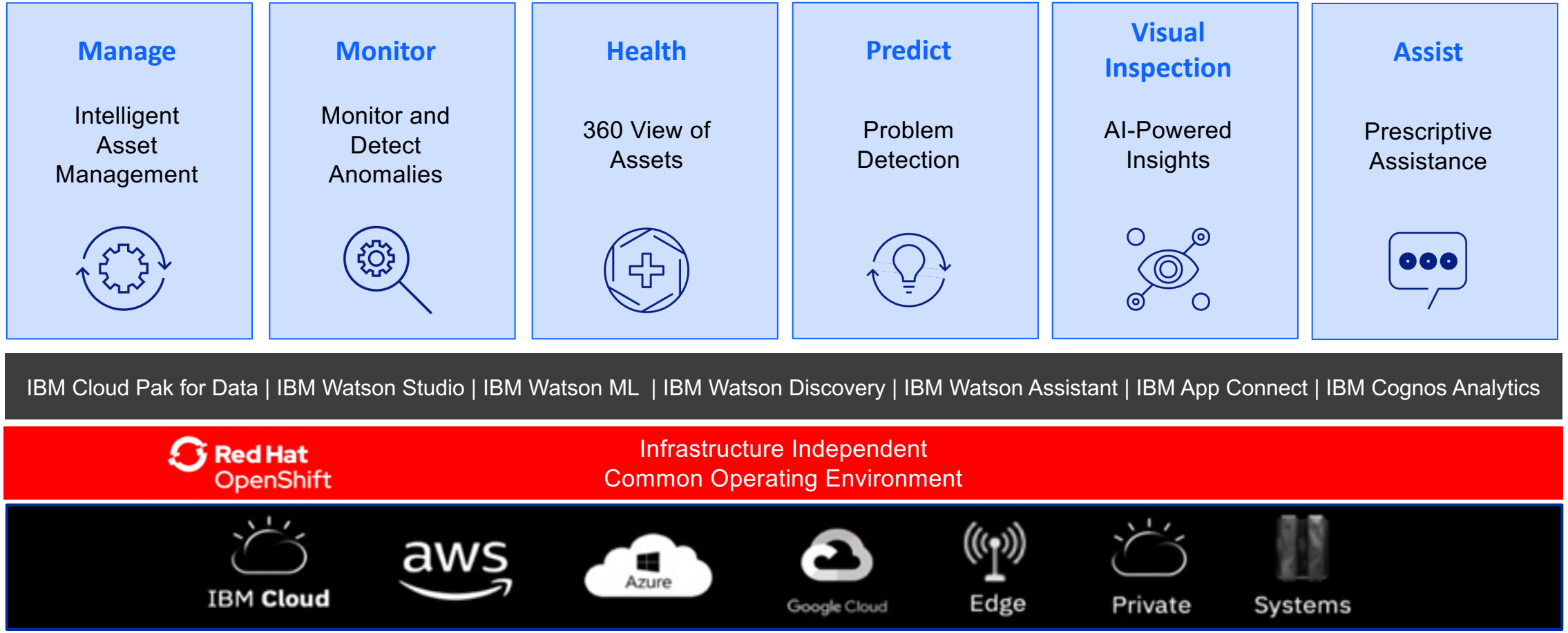
Maximo Application Suite

Accelerate your transformation journey while lowering total cost of ownership

- Improved usability with a unified look and feel
- Single entitlement across the suite
- Ease of implementation with OpenShift containers
- Provides industry-leading capabilities and functionalities

Maximo Application Suite

Best of class capabilities to provide complete view of your assets



Maximo Application Suite Deployment Options

Deployment	Availability	Procure	Provision & Operate	Client Benefits
On Premise Customer Managed	**Now**	Client purchases MAS from IBM Client provides infrastructure	Client provisions, manages, and operates full stack	• Maximum operational flexibility
Hyperscalers Customer Managed	**Now** AWS 1Q22 Azure 2Q22	**BYOL** Client purchases software from IBM and infrastructure from Hyperscalers	Client runs IBM-provided automation scripts to deploy MAS on Hyperscalers' cloud Client manages and operates both software and infrastructure	• Simplifies procurement and deployment • Allows client to select their Hyperscalers • Flexibility for clients to manage and operate their environment
	Now AWS 3Q22 Azure 4Q22	**Paid (Marketplace listing)** Client purchases software and infrastructure from Hyperscalers		
SaaS IBM Managed	**Now** AWS 3Q22	Client purchase single part (includes software, infrastructure, and operations) from either IBM or AWS Marketplace (Subscription only License)	IBM provisions, manages, and operates Client's MAS environment on AWS Cloud using IBM's AWS cloud account	• Reduced time-to-value • Reduced operational costs • Allows clients to focus on business priorities
Dedicated (Managed Service) IBM Managed	**Now** IBM 2021 AWS 1Q23	Client purchases software (subscription or perpetual) and managed service (including infrastructure) from IBM	IBM provisions, manages, and operates Client's MAS operational environment on IBM Cloud or AWS in an IBM owned account. Client Manages Functional application environment.	• Simplifies deployment and operations • Provides more flexibility, than SaaS, to customize environment • Provides more operational flexibility than SaaS

Maximo Application Suite Catalog

MAS Applications

- **Manage** (Sch, Lin, Cal)
- **Monitor**
- **Health**
- **Predict**
- **Visual Inspection**
- **Assist**

MAS Industry Solutions

- **Manage** Transportation
- **Manage** Nuclear
- **Manage** Utilities
- **Manage** Oil & Gas
- **Manage** Aviation
- **Manage** Civil Infrastructure
- **Health, Predict Utilities**

MAS Add-on Solutions

- **Manage** Asset Configuration Manager
- **Manage** Health, Safety & Environment
- **Manage** Service Provider
- **Manage** Maximo Mobile
- **Manage** Spatial
- **Manage** ERP Connector for SAP
- **Manage** ERP Connector for Oracle
- **Manage** WorkDay Connector
- **Maximo** Optimizer
- **Manage** TRIRIGA and Envizi Connectors
- Cognos Analytics

MAS Integrations and Add-ons – separate part purchase

- Parts Identifier
- *Coming soon….* **Maximo** IT

Simplified Licensing and Usage

MAS AppPoints will be used across suite

Entitlement covers the whole suite. AppPoints are expended based primarily upon different active User types and installs.

1. Single license

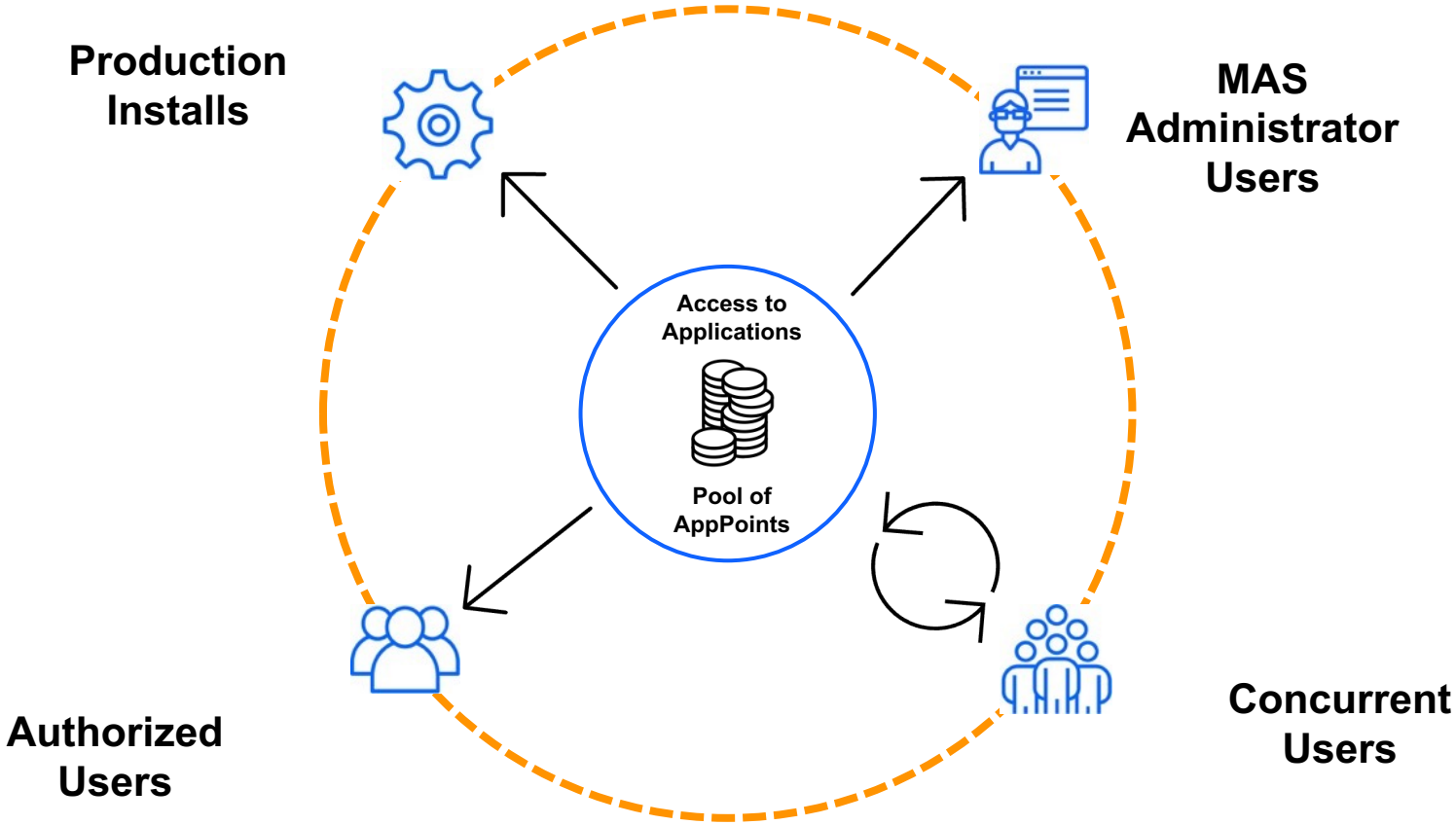
One entitlement to entire Suite

2. Flexible consumption

Sharing of license through concurrent users

3. Simplified usage

Access applications without additional provisioning



MAS LICENSE MODEL

- 4 User types
- Authorized & Concurrent
- Install based

Self Service User

Free
0 AppPoints

Self Service Applications
- Service Requests
- Desktop Requisitions
- Requests (Oil & Gas)
- Create/Review Incidents (HSE)
- Vehicle Requests (Transportation)
- Graphical Appt Book (Scheduler)
- Bill review (Service Provider)

Limited User

Concurrent
5
AppPoints

Authorized
2
AppPoints

3 Modules:
- Manage
- Manage Industry Solutions
- Manage Add-ons

Mobile
- Maximo Mobile
- Assist
- 3rd Party

Monitor

Base User

Concurrent
10
AppPoints

Authorized
3
AppPoints

Manage
Includes:
- Linear
- Calibration
- Spatial (requires install)
- Scheduler

Health

Premium User

Concurrent
15
AppPoints

Authorized
5
AppPoints

Manage
Industry Solutions
- Oil & Gas, Aviation, Transportation, Utilities, Nuclear, Civil Infrastructure

Add-ons
- Asset Configuration Manager, Service Provider, Health, Safety & Environment

Predict

Health and Predict - Utilities

Visual Inspection

Install – 1 AppPoint
(x multiplier)
Production Only

SAP/Oracle/Workday Connector (x80)

Spatial (x20)

Civil Infrastructure (x50)

Visual Inspection (x45) **Edge** (1)

Assist (x150)

Health & Predict Utilities (x60)

Optimizer / Optimizer Limited (x220) / (x60)

Focusing on key capabilities for 2023 and 2024

Expand purchase and deployment choices

Easily deploy MAS into AWS & Azure via marketplace integration.

Purchase MAS as a SaaS offering hosted on AWS

Single Node Openshift for smaller footprint installs

Broader DevSecOps capabilities leveraging Red Hat Openshift.

Deliver AI driven asset performance @ Scale

Significant enhancement of ingestion and rendering of large datasets from IoT sensors and operational data.

AI Driven insights delivered where and when needed.

Streamline the EAM to MAS migration experience

End to end migration support with a focus on providing new differentiated value in Manage and the Suite.

Deliver user experiences that increase operational effectiveness

Expand the user experience aligning asset management roles with AI enhanced processes for managers, schedulers, dispatchers and mobile users.

Extend and enhance our Industry Solutions

Bring new user experiences to key roles and expand Industry Solutions to leverage MAS capabilities of value to industry customers.

Maximo Application Suite

Manage

Intelligent Asset Management

Monitor

Monitor and Detect Anomalies

Health

360 View of Assets

Predict

Predictive Failures

Visual Inspection

AI-Powered Insights

Schedule

Schedule Work and Resources

Mobile

Technician Work Execution

Assist

Prescriptive Assistance

Industry Solutions

Accelerate Time to Value

IBM Sustainability Software / © 2023 IBM Corporation

Intelligent Enterprise Asset Management solution to help organizations:

1 Manage assets, infrastructure, and resources

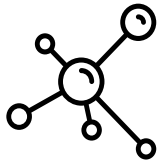
2 Monitor and measure operations

3 Improve product and service quality

Personas

- Technicians
- Technician Supervisor
- Asset Maintenance Manager
- Plant Manager
- Fleet Manager
- Operations Manager
- Reliability Engineer
- Quality Manager
- Planners / Schedulers
- Dispatchers
- Purchasing Managers

Deliver AI driven asset performance @ Scale



Monitor

Monitoring with AI-based Anomaly Detection at Enterprise-Scale

- Rapid data integration
- Scalable dashboard filtering and management
- Enterprise-wide view of operation
- Generate work orders based on prioritized alerts

Health

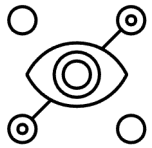
Reduce fleetwide operational risk by focusing on the right assets

- Consolidated global view of assets
- Flexible health scoring by asset type or groups
- Refurbish vs Replacement Planning
- Reduce unnecessary preventive maintenance

Predict

Identify asset failure and improve maintenance practices and reliability

- Templates to build common predictive models
- Determine factors that contribute to failure and build failure models
- Score predictive models using Watson ML
- View pre-built visualizations



Visual Inspection

Unleash the power of computer vision for inspection automation

- Visual inspection of the line or asset using commercial, off-the-shelf devices such as iPads and iPhones
- Identify potential quality and performance issues in real time and configure to notify key stakeholders immediately
- Integrate with maintenance and quality workflows for a fast and prescriptive response

MAS/Manage Roadmap – 2023

IBM Continuous Delivery model

MAS 8.8/8.9 2022

Inventory Count Books
Spatial - Indoor Mapping

Role Based Apps
- Scheduling Dashboard
- Operational Dashboard

MAF Configuration
- UI Control Preview
- Ability to use deploy dates
- Full page Component rendering
- Support of MAF non-Mobile applications

Manage Mobile Apps
- Current Mobile App enhancements
- Storeroom Clerk – Inventory Counting
- Defect App
- Asset Manager/Auditor

Serviceability /Security/Currency
- Operator maturity model enhancements
- Improved logging options
- Autoscripting Enhancements

Civil Infrastructure enhancements
- Mobile Issue Collection with integration to MVI for Bridge Defects
- Drone Mission table in Manage
- Asset Classification Sample for Bridge
- Regional Asset Manager View – Health of Structures on a Map
- Drone Image Upload/Drone Application Alpha
- Linear Road and Rail Defects/Closure Planning
- Key Bridge Asset Template w/ Inspection Forms

MAS 8.10 Mar. 2023

Role Based Apps
- Scheduler Dashboard enhancements
- Dispatching Dashboard
- Operational Dashboard enhancements

MAF Configuration
- Component view inter-activity with Properties Editor
- Add UI guided features to support App Upgrade process

Manage Mobile Apps
- Current Mobile App enhancements
  - Addition of E-sig to Technician App
- Storeroom Clerk - Receiving

Serviceability /Security/Currency
- Operator maturity model enhancements

Reporting
- Cognos 11.2

IS enhancements
- RBA and mobile apps
- Civil Infrastructure enhancements

MAS 8.y Q3 2023

Role Based Apps
- Scheduler/Dispatcher enhancements
- Operational Dashboard
  - Operations enhancements
- MMI (Manage Monitoring Information)
- New Inspection Forms

MAF Configuration
- Drag & drop configuration

Manage Mobile Apps
- Current Mobile App enhancements
  - Addition of Calibration to Technician App
- Storeroom Clerk - Issues & Returns

Serviceability /Security/Currency
- Operator maturity model enhancements

Reporting
- Cognos enhancements

IS enhancements
- RBA and mobile apps
- Civil Infrastructure enhancements

MAS
- FISMA

MAS 8.z Q1 2024

Role Based Apps
- Scheduler/Dispatcher enhancements
- Operational Dashboard
  - HSE enhancements
- New Dataloader

MAF Configuration
- Tool Pallette
- DataSource Assignment
- Data Dictionary Searching

Manage Mobile Apps
- Current Mobile App enhancements
- Desktop Requisition

Serviceability /Security/Currency
- Operator maturity model enhancements

IS enhancements
- RBA and mobile apps
- Civil Infrastructure enhancements

MAS
- FedRamp

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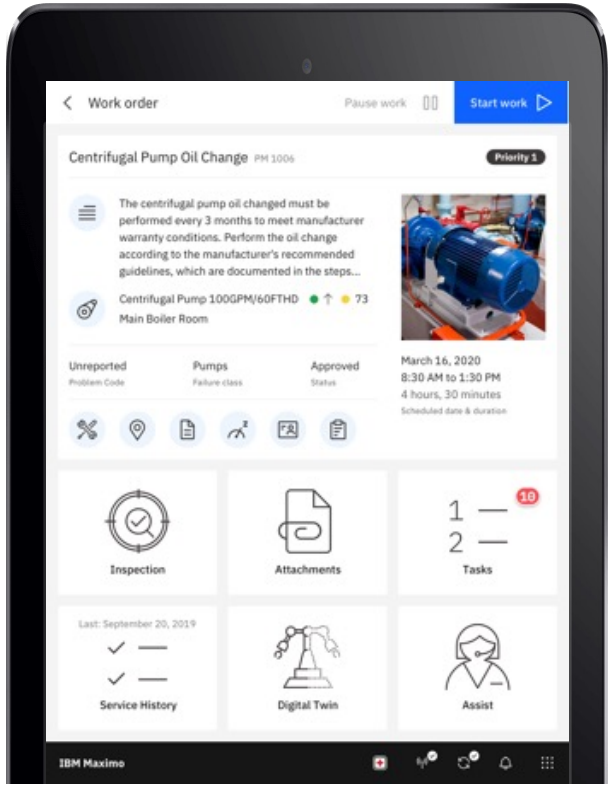
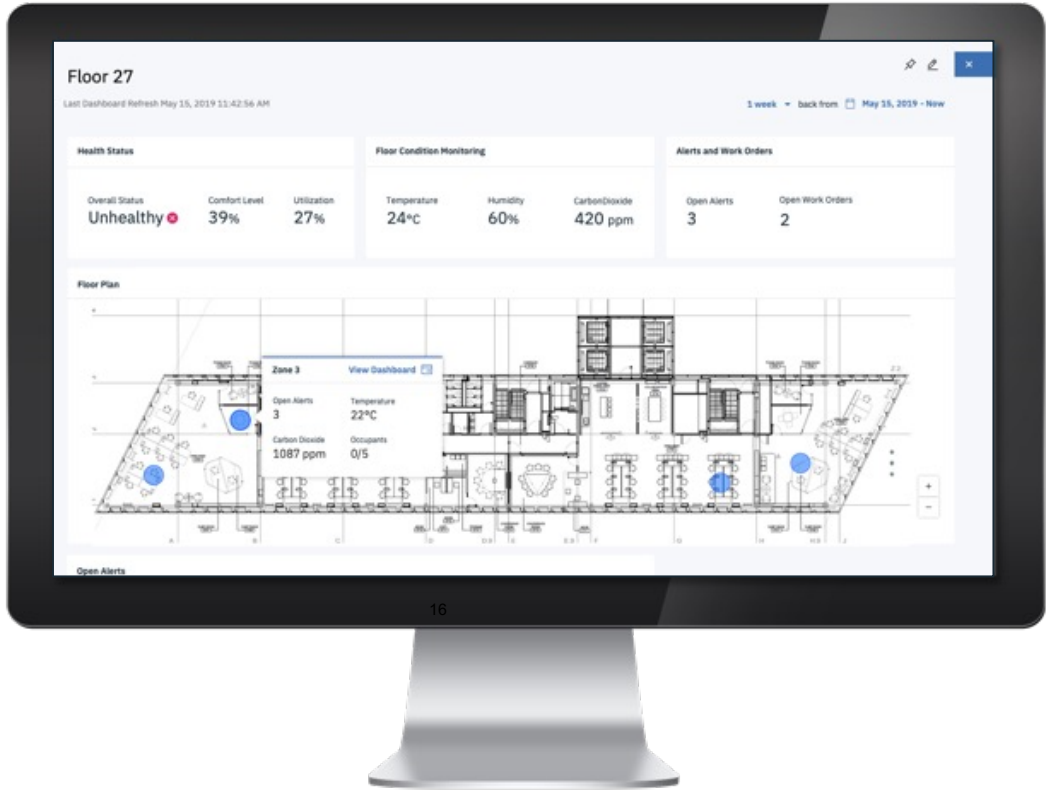
Modernized User Interface

Easy navigation, common controls and visualization



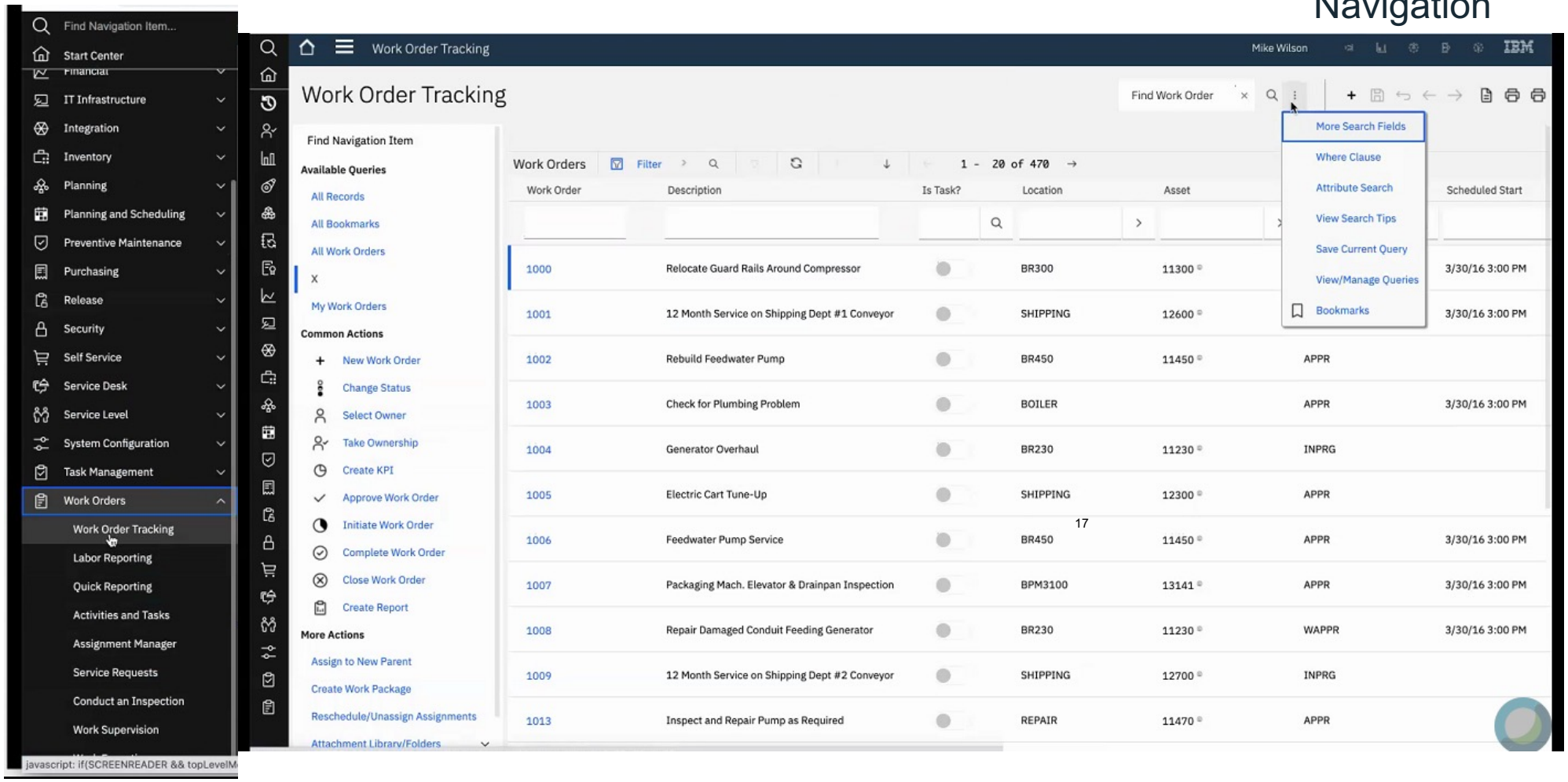


Updated Look and Feel

- *Maximo Application Suite Manage*

Collapsed Left side Navigation allows more screen real estate

Updated Search Navigation



Updated Look and Feel

- *Maximo Application Suite Manage*

Continues to support previous features

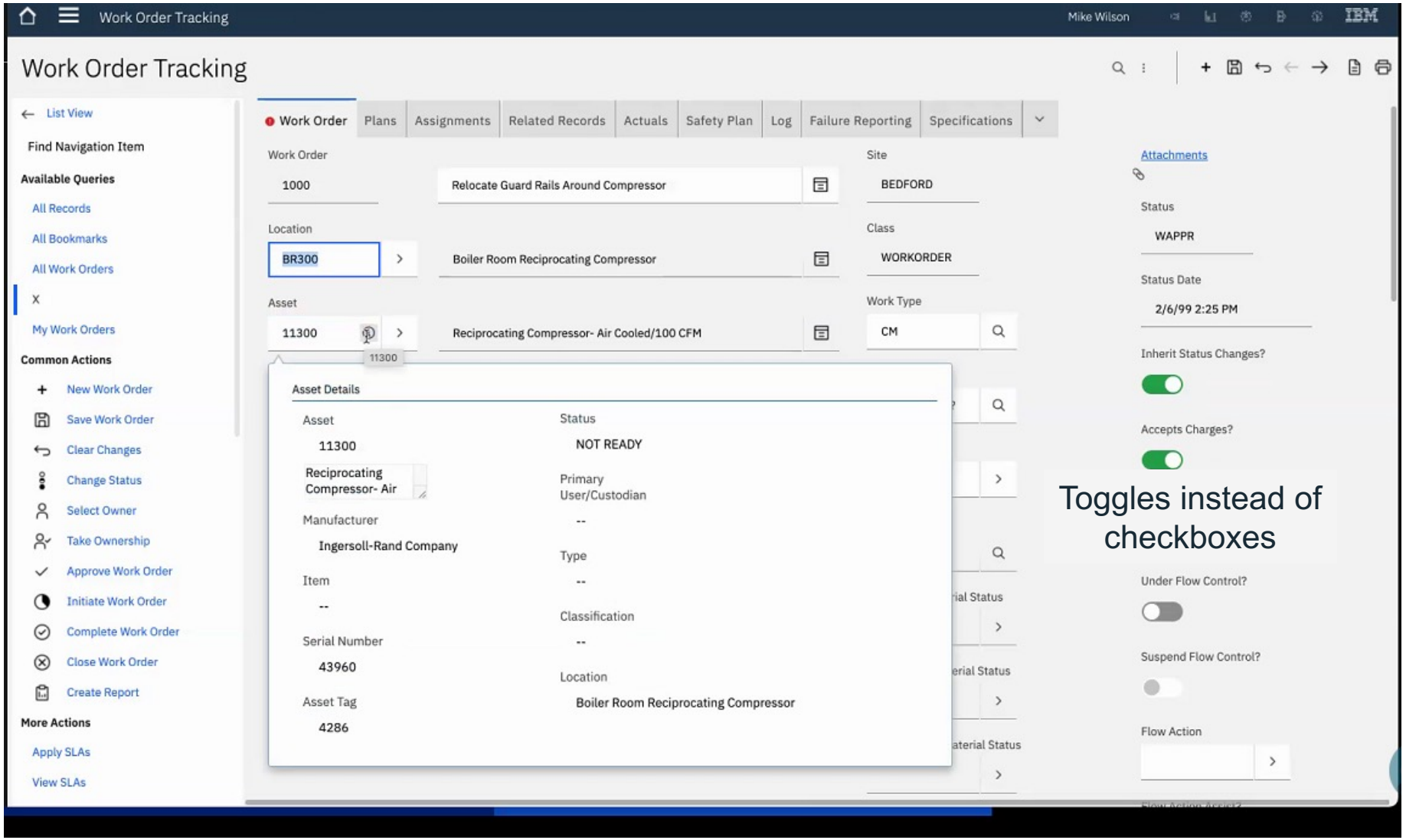
- Application Designer
- Conditional UI

New Capabilities:

Table Window details embedded

Removed properties file options

- Skin
- Dynamicfontsize
- Vericallabels
- showOnToolbar



Reporting Updates

BIRT

- Updated BIRT reporting to the latest 4.8 release in MAS 8.8 and 7.6.1.3

Cognos

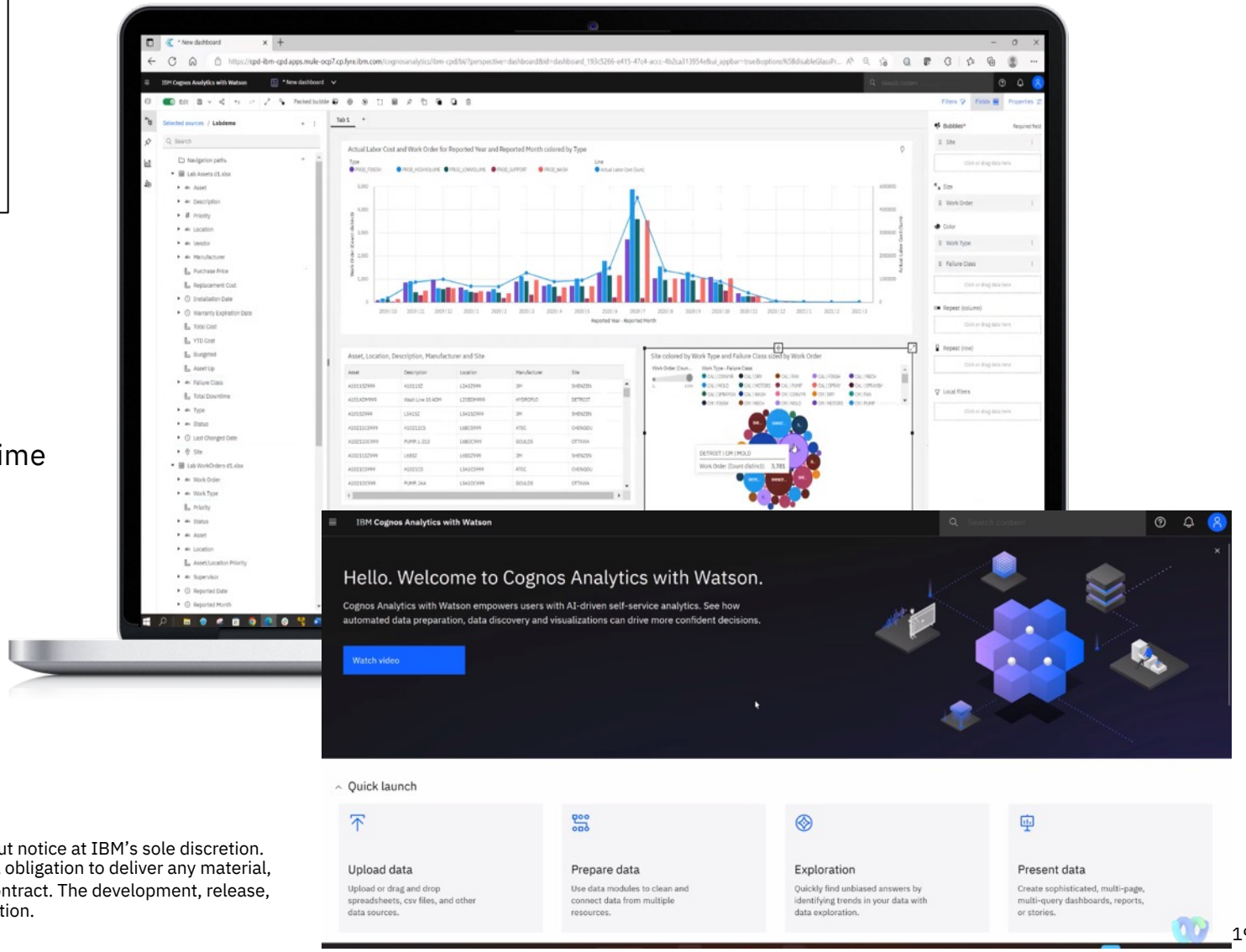
- Adding Cognos to the Maximo Application Suite (Available with MAS 8.10)

Provide analytic information to meet strategic and operational needs of our customers

Display information quickly and in real-time

Deliver critical metric to drill down into actionable items

Make content customizable



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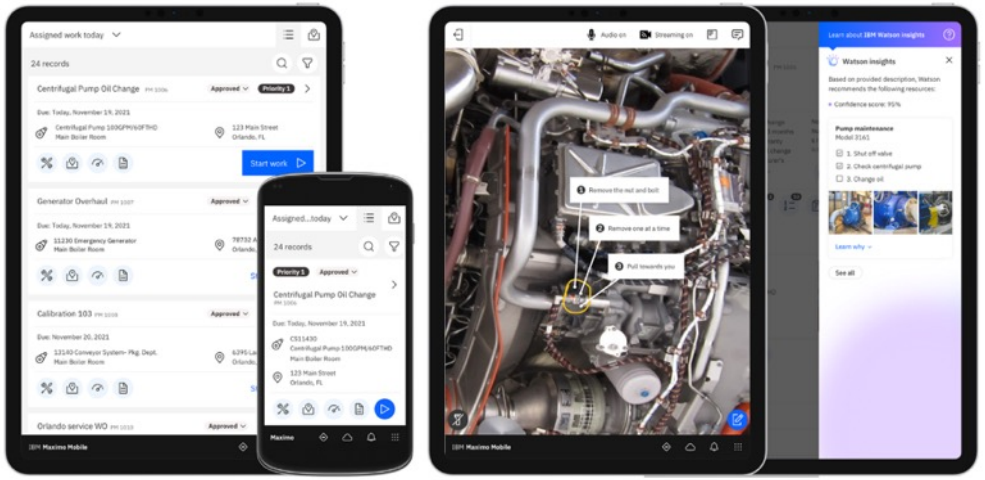
Modernized experiences to support the new workforce

New Maximo Application Framework

- ✓ Uses REST APIs to ensure business rules with direct connectivity to the enterprise system
- ✓ Applications run in a browser or on a mobile device
- ✓ Same tool to *configure* an App to run on mobile and desktop, can use xml presentations
- ✓ Same development environment to *create/build Apps* for mobile and desktop
- ✓ AI Infused Applications
- ✓ Award Winning Design



Goals include Improved:

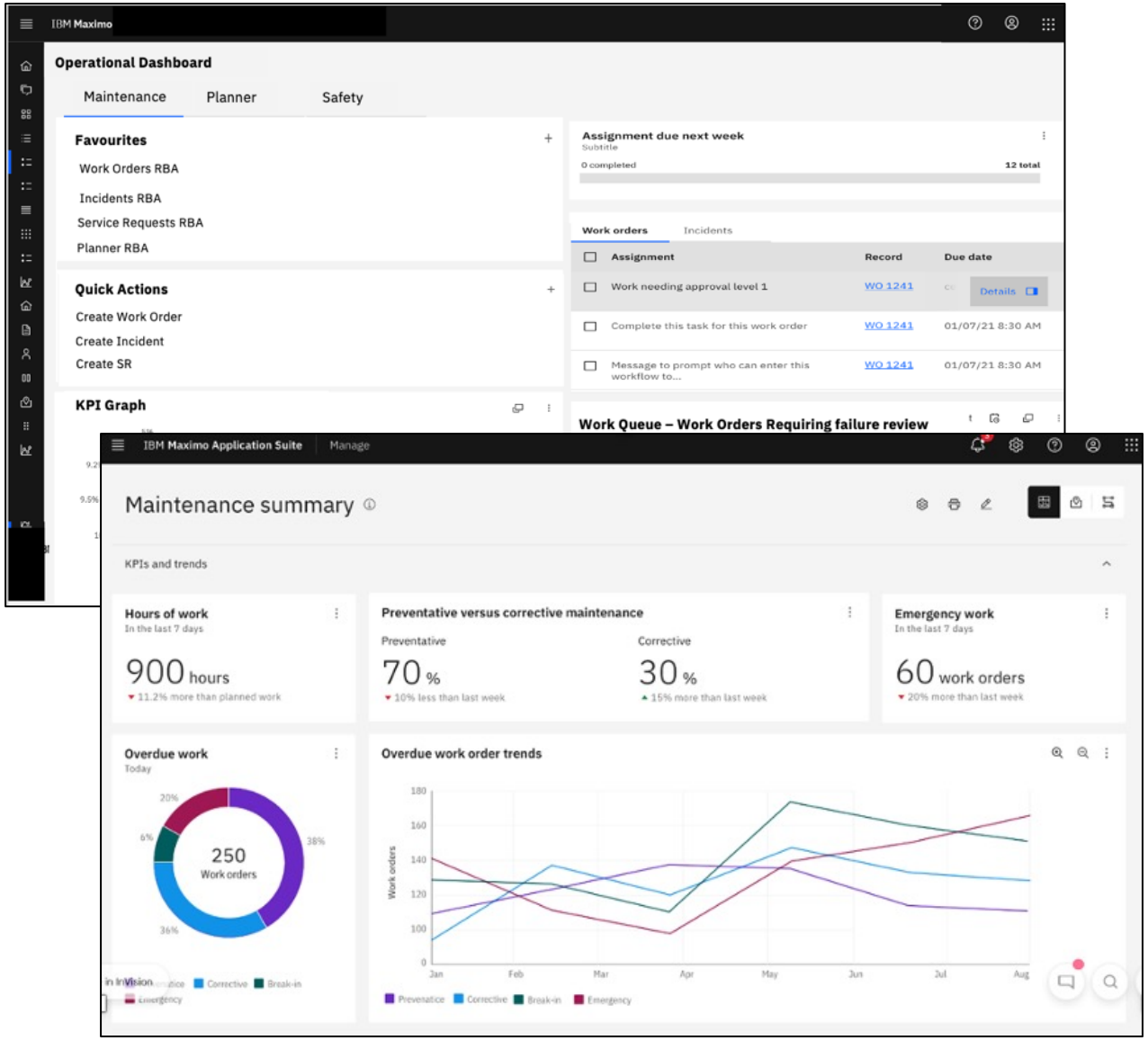
- Increased Productivity
- Actionable Dashboards
- Data accuracy
- First Time Fix Rates

Role Based Applications

Next Generation User Experience

Available

- Actionable Dashboards to improve efficiencies
- Intelligent workflows
- Configurability
- Built on Maximo Application Framework
- Connected



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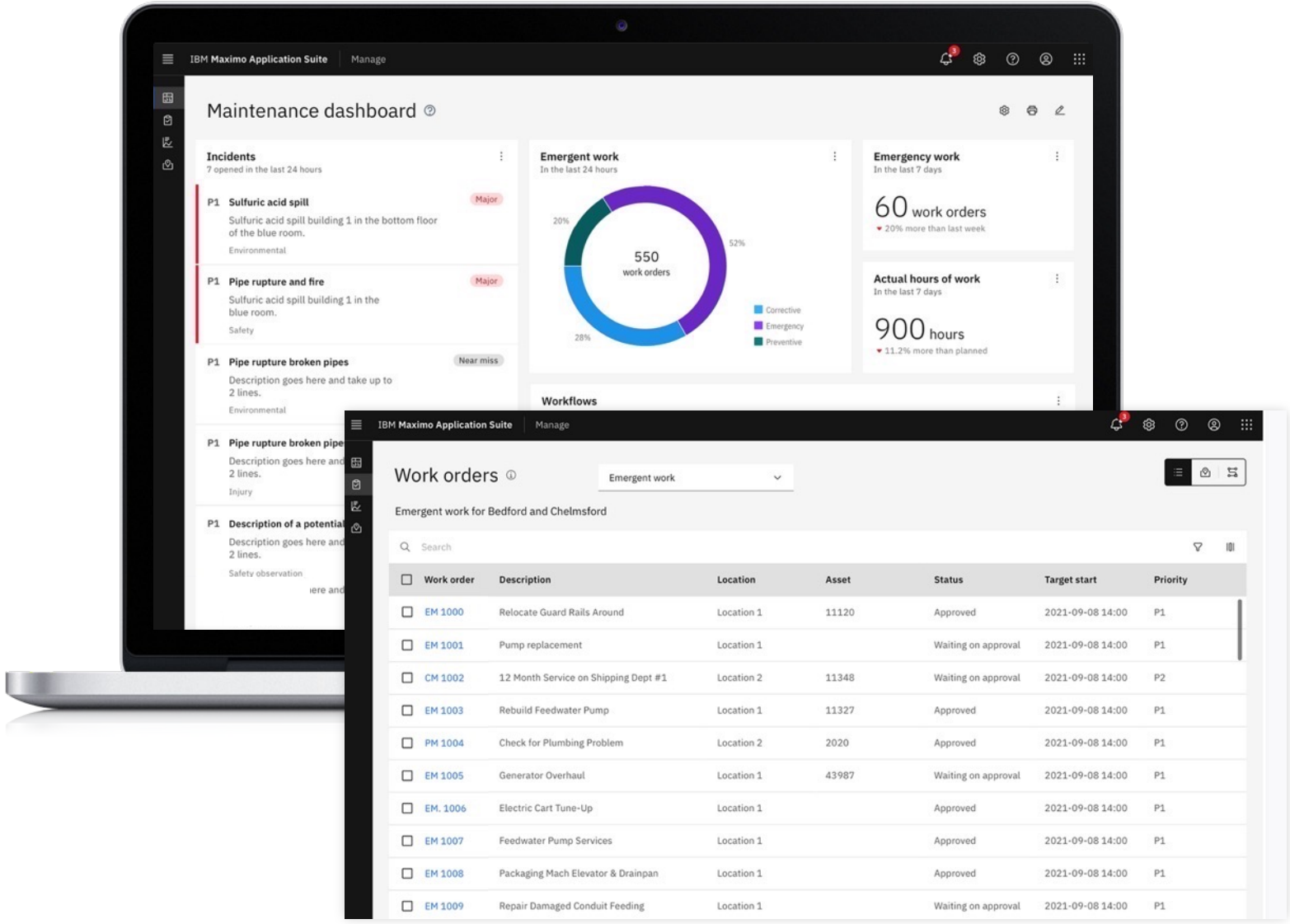
Operational Dashboard

- *Role Based Application*

Available

Overview dashboard and basic navigation

- Entry point for the Manager will be an overview dashboard. The Manager will be able to navigate to further detailed screens for each main component of the overview dashboard.
- In general, the Manager will be presented with summary information with the ability to navigate to Classic for details when necessary.
- Existing configuration applications will be utilized. These applications will normally be configured for the Manager by a Maximo administrator.



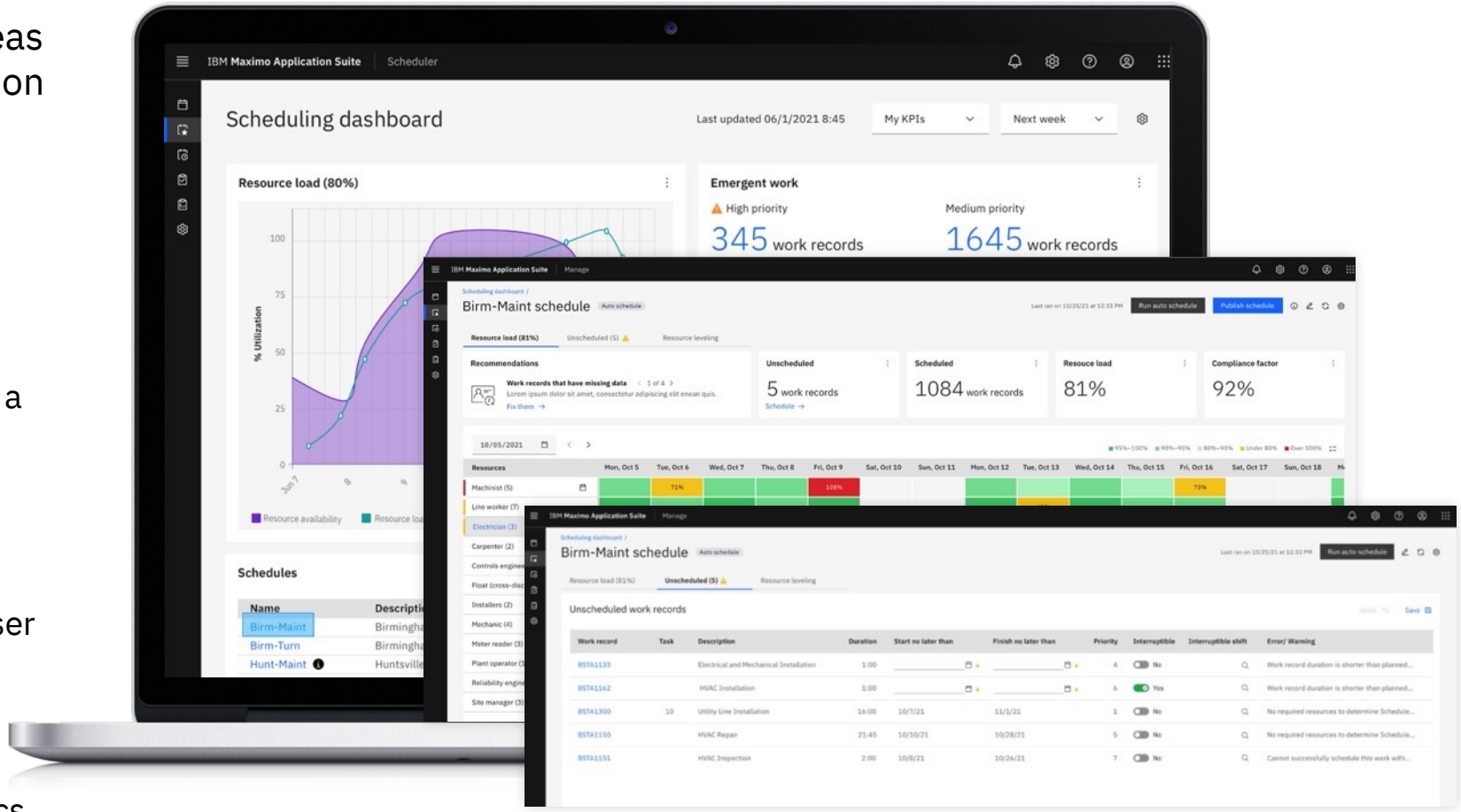
Scheduling Dashboard

Role Based Application

Available

A holistic view of schedules, highlighting areas requiring scheduler's attention with navigation to detailed schedule.

- Optimization initiated by the scheduler or at specific times using configurable parameters. The results of the optimized schedules are shown by resource load and resource levelling.
- Resource load and availability is presented as a heat map, clearly indicating areas of concern
- Resource levelling provides the user with an interactive graphical view
- Unscheduled work records are listed with the errors or warnings in a table that allows the user to fix inline
- Ability to bring work into the schedule from a backlog
- Compliance reporting with configurable metrics
- Leverages existing objects and methods of core applications. Ability to navigate to classic applications for details and additional modifications when necessary



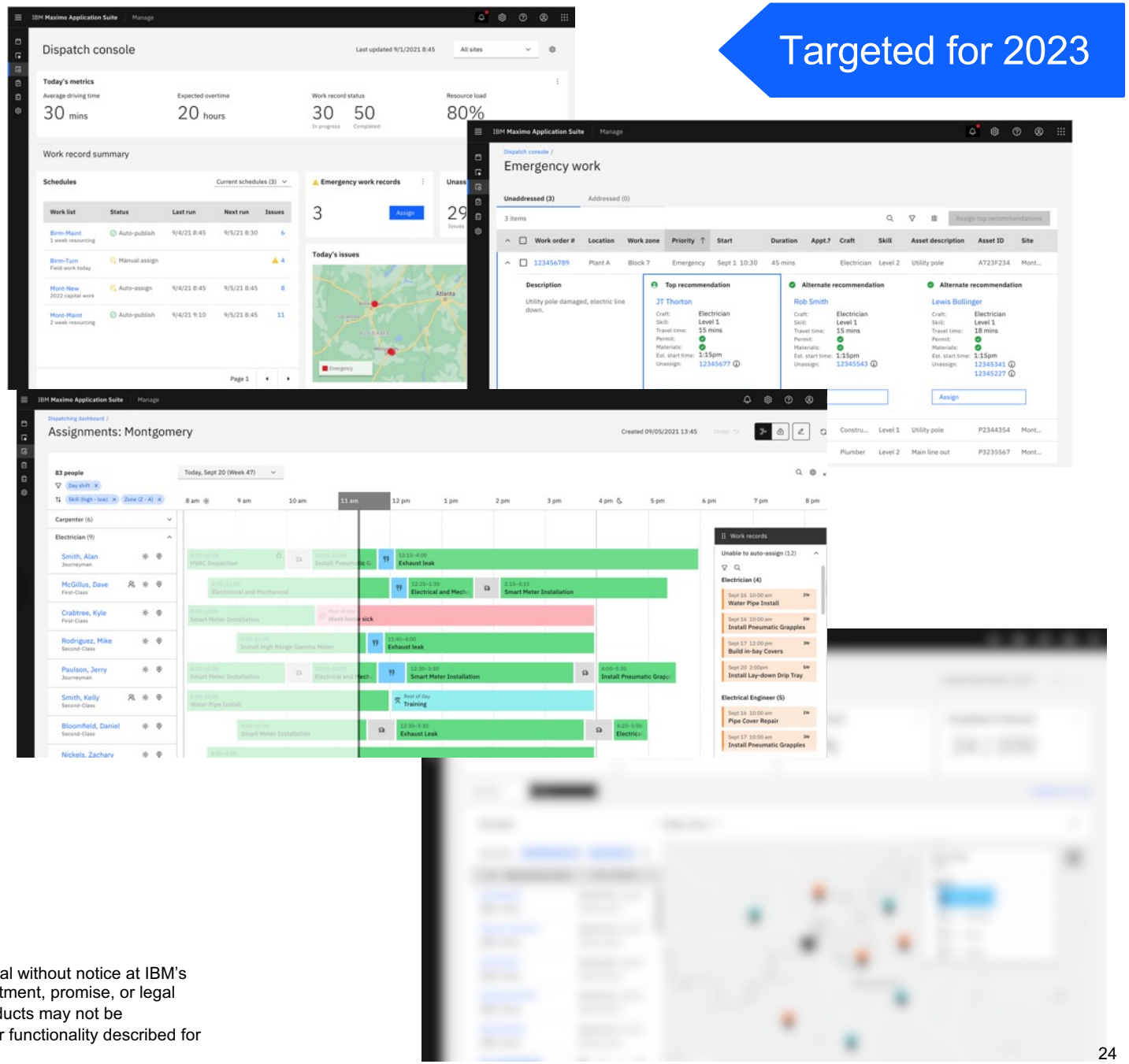
Dispatching Dashboard
Role Based Application

Targeted for 2023

Overview

The dashboard is a holistic view indicating areas requiring attention with navigation to detailed schedule

- Rule based optimization can be initiated by the user or scheduled as specific times using configurable parameters. The results of the optimized assignments are presented as KPIs in graphical timeline or map
- Emergency work top recommendations presented to the user to make informed decisions to assign to the right person considering various factors such as skill, travel time and current assignments
- Timeline interactive view allows the dispatcher to monitor work status as the day progresses and indicates areas requiring attention
- Map interactive view allows the dispatcher to view technicians and crews daily routes and locations
- Ability to assign work from a backlog when extra time is available



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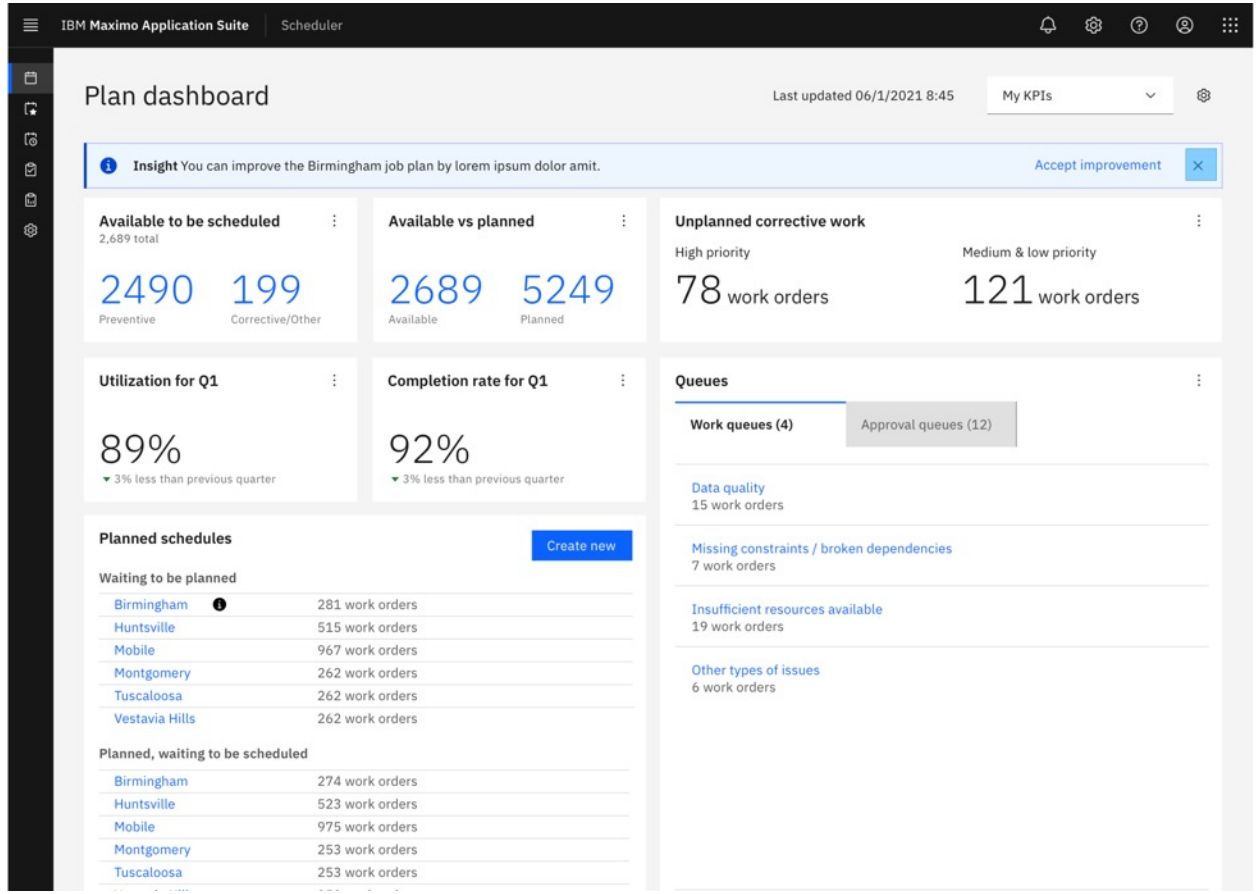
Planning Dashboard

Role Based Application

Targeted for 2024

Overview

- Dashboard is a holistic view of KPIs requiring attention of the planner
  - Job Plans
    - Routes
  - PM status
    - Forecasts
    - Work order generation
  - Schedules
    - Outage/Turnaround
- Outage planning using pert charts
- Optimized PM forecasts
  - Asset health condition to influence forecast



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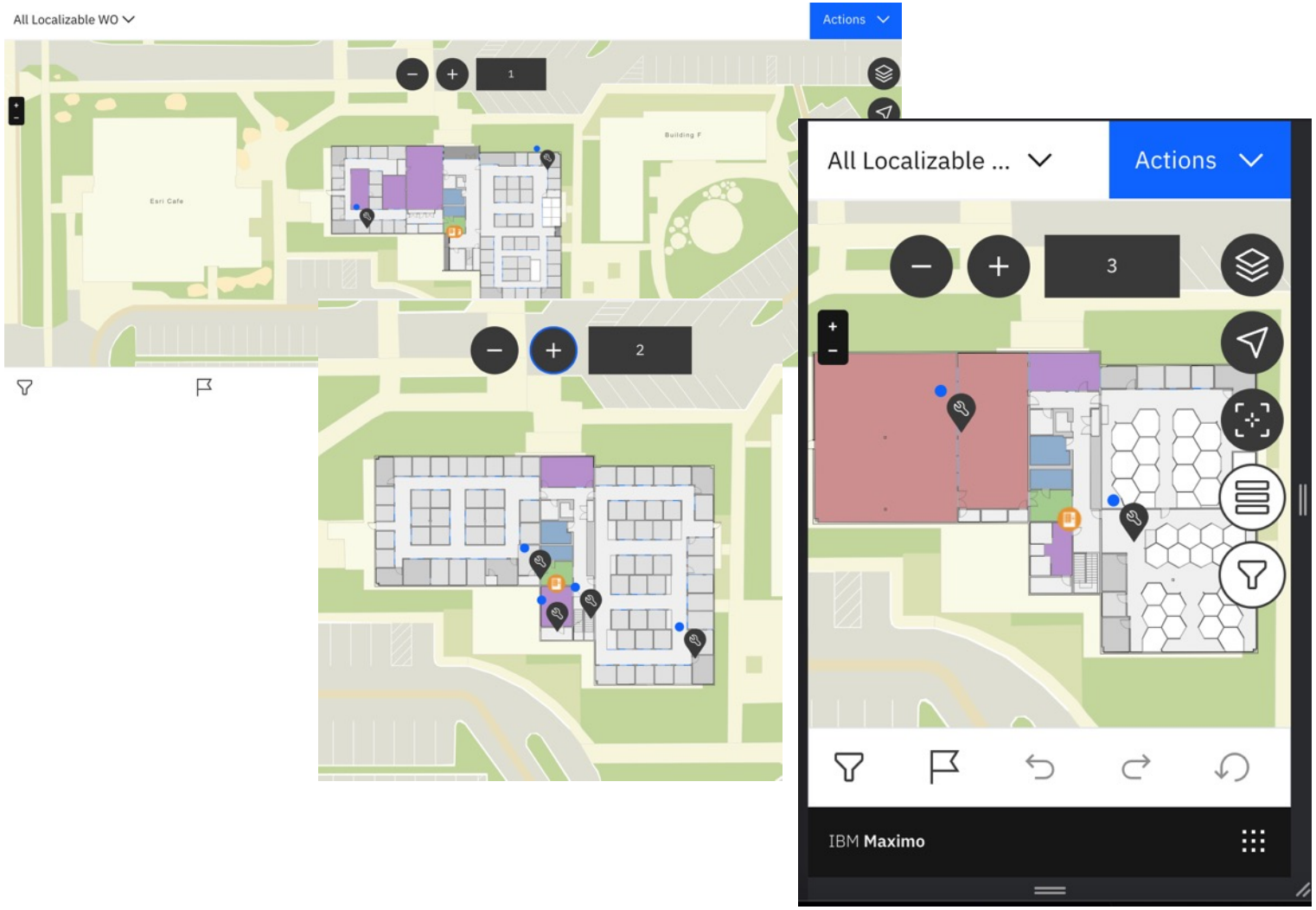
Spatial – ESRI Indoor mapping

Available

Maximo Spatial

- Support for ESRI Indoor GIS
- Quickly find and validate work locations
- Area Isolation scenarios
- Indoor Positioning for proximity and routes
- Access through MAP tab in existing Mobile and Desktop applications – supports online and offline access



MAS Maximo Mobile

- Next Generation User Experience
- Also works with Maximo 7.6.1.2+

1 application,
1 role-based interface

Connected
and disconnected

Intelligent workflows =
blue button

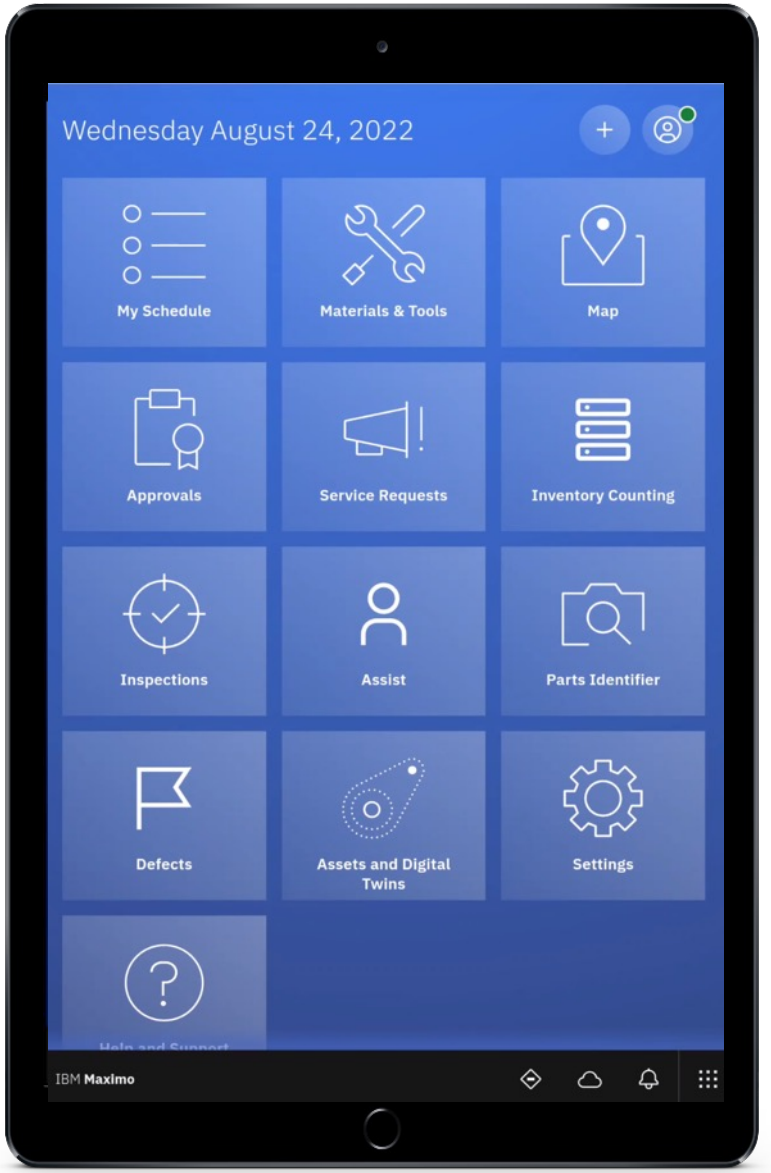
Trustworthiness: data quality
is higher, and real-time updates

Intelligent forms =
configurability

Downloadable from:

Apple App
Store

Google Play
Store



Continuing to deliver on mobile applications

• Technician

- Create material Requests with multiple materials
- Confirm the work is completed thru Physical Signature
- View history of location work orders
- Report tool actuals
- Scan RFIDs on the work order

• Inspection

- Create forms based on legacy paper inspection requirements.
- Ensure accuracy with visual indicators – icons and colors to match responses
- Watson capabilities provide conversation interaction for hands-free capabilities

•

• Work Approvals

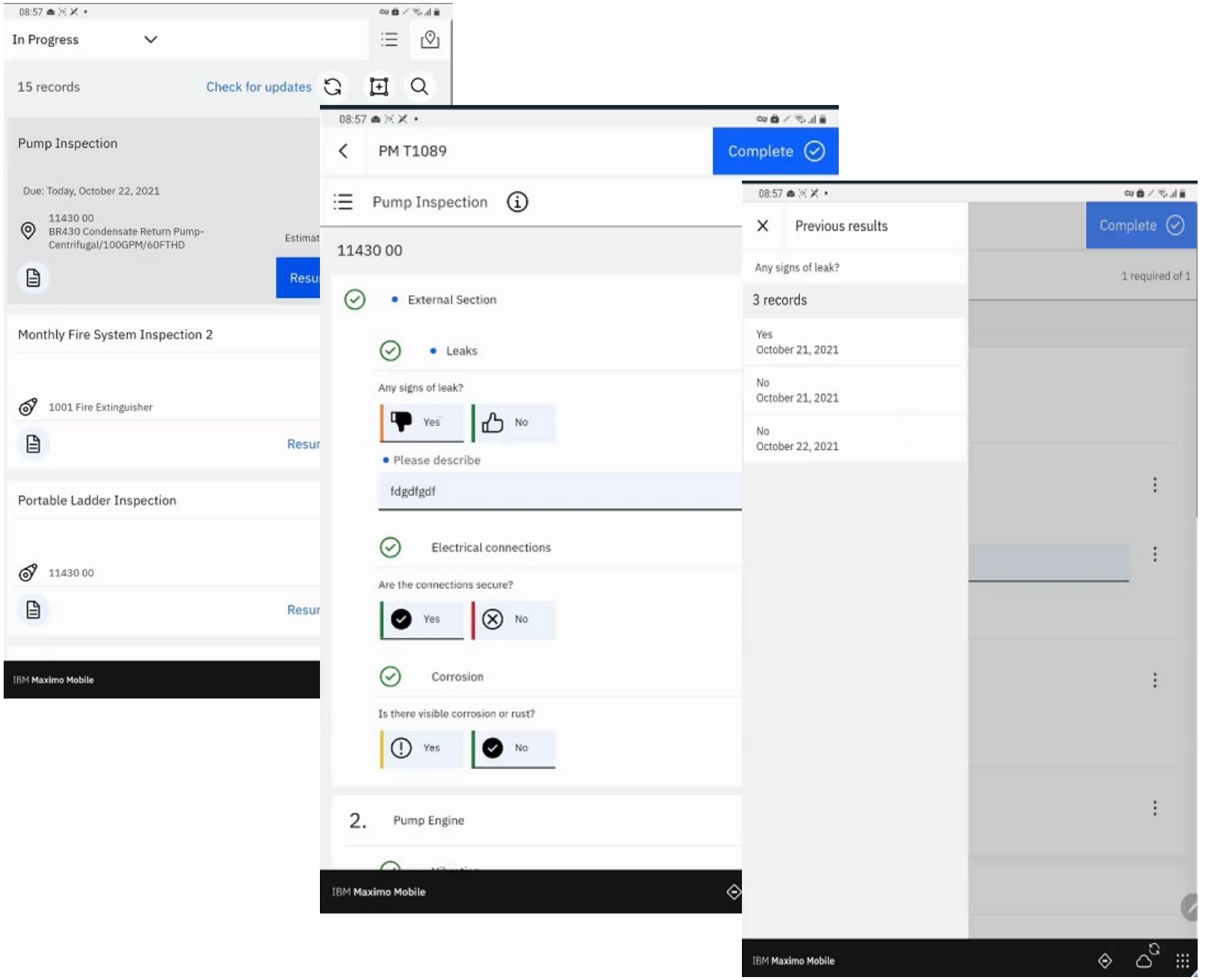
- Review work
- Approve work.

• Service Request

- Ability to create service request
- Choose from predefined problem types
- Attach images
- Quickly identify status on open active requests

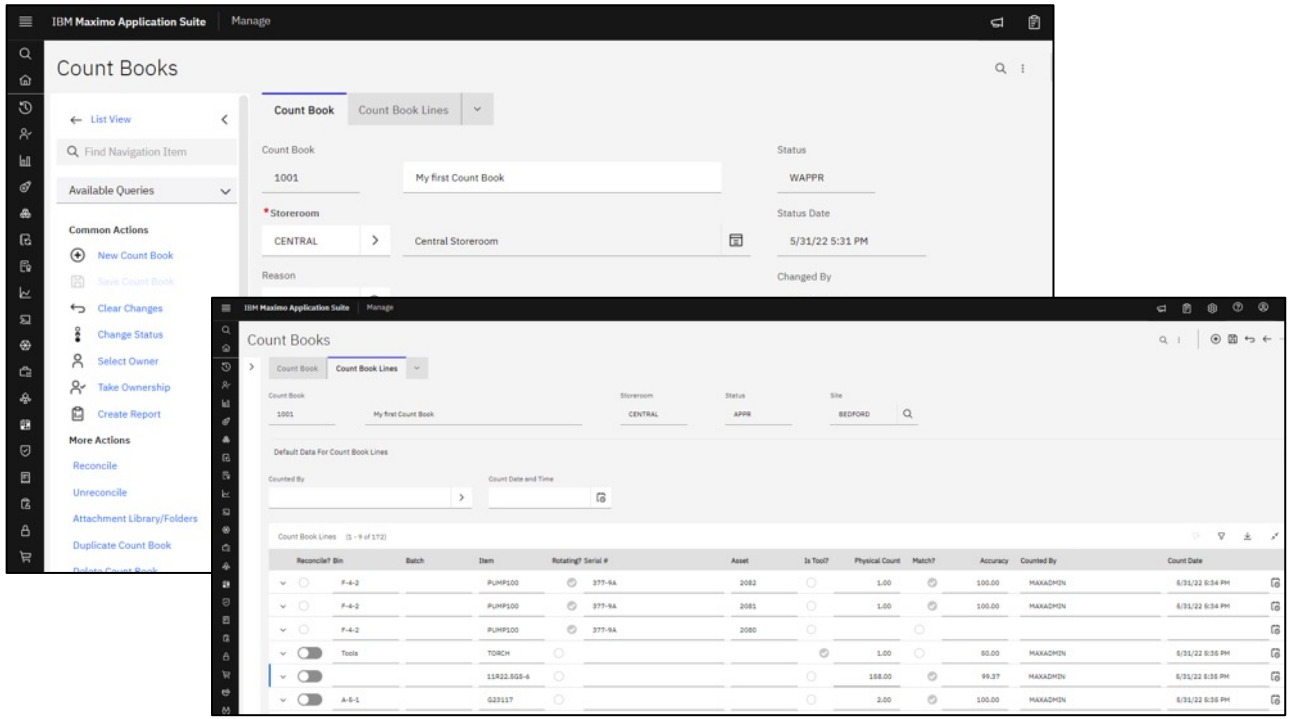
Inspections

- Create forms based on legacy paper inspection requirements.
- Ensure accuracy with visual indicators – icons and colors to match responses
- Watson capabilities provide conversation interaction for hands-free capabilities



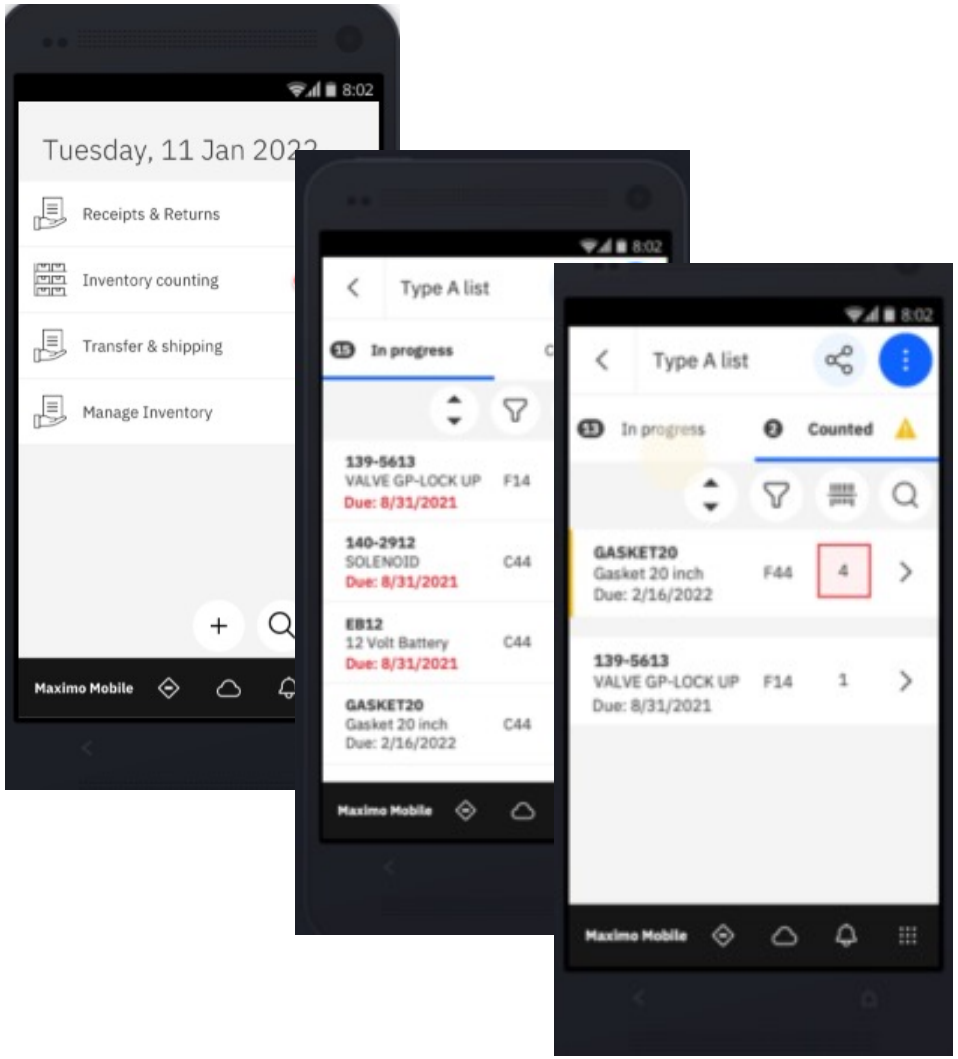
Storeroom Clerk

Inventory Count Books – Inventory Counting



A *count book* is a list of items in a storeroom for which you want to periodically record inventory physical counts.

You can check the accuracy of the system-calculated balances relative to the physical counts and reconcile the differences.



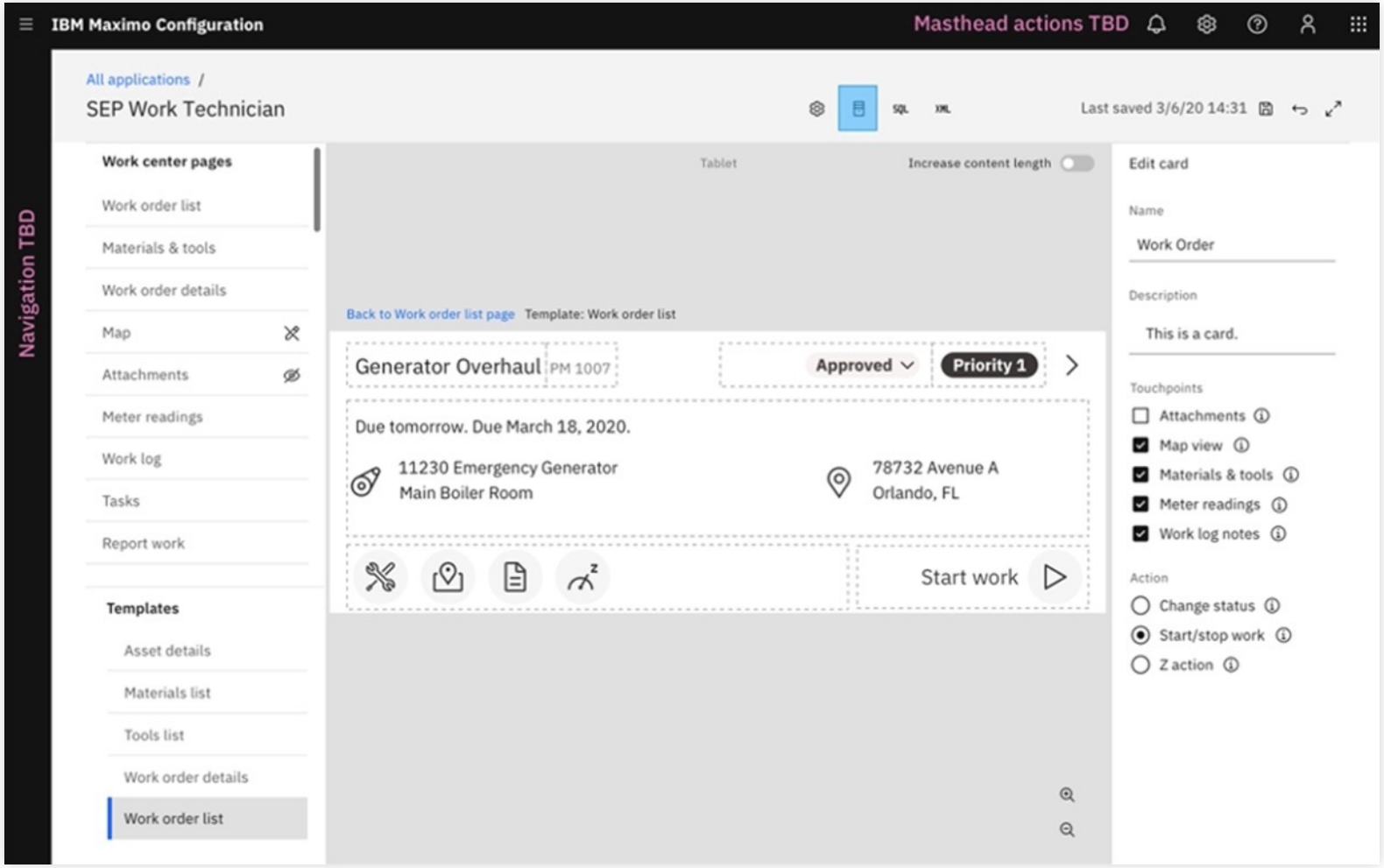
Accept materials being delivered (or returned) and inspect quantity and quality in one place efficiently

Adaptive UI and Configuration of the Maximo Application Framework

Applications that use the new Maximo Application Framework can be configured to add new fields, update labels, or even duplicate an application to make it your own.

Drive Efficiency at Scale

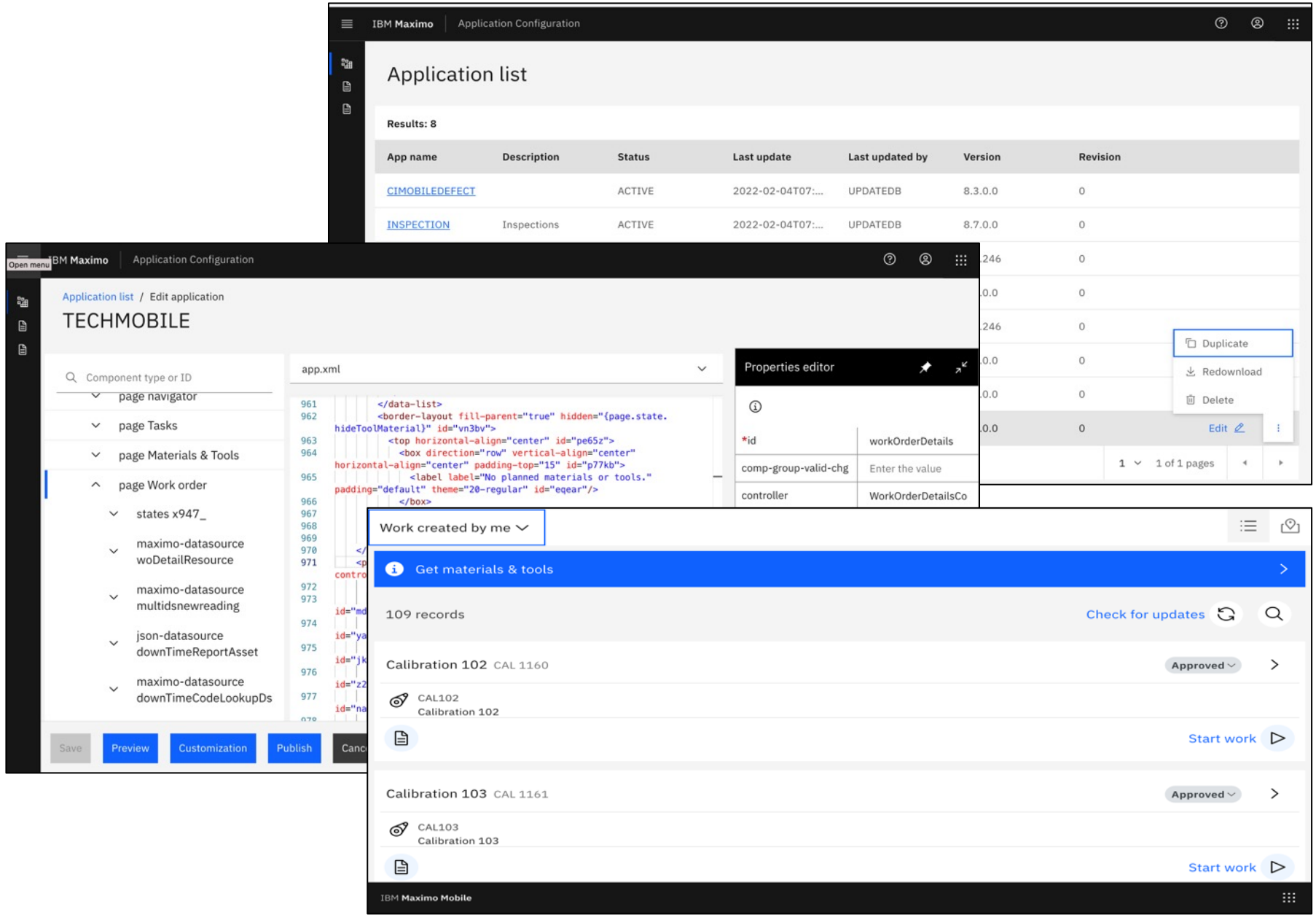
- Accelerate adoption
- Protect your investment
- Quicker time to value



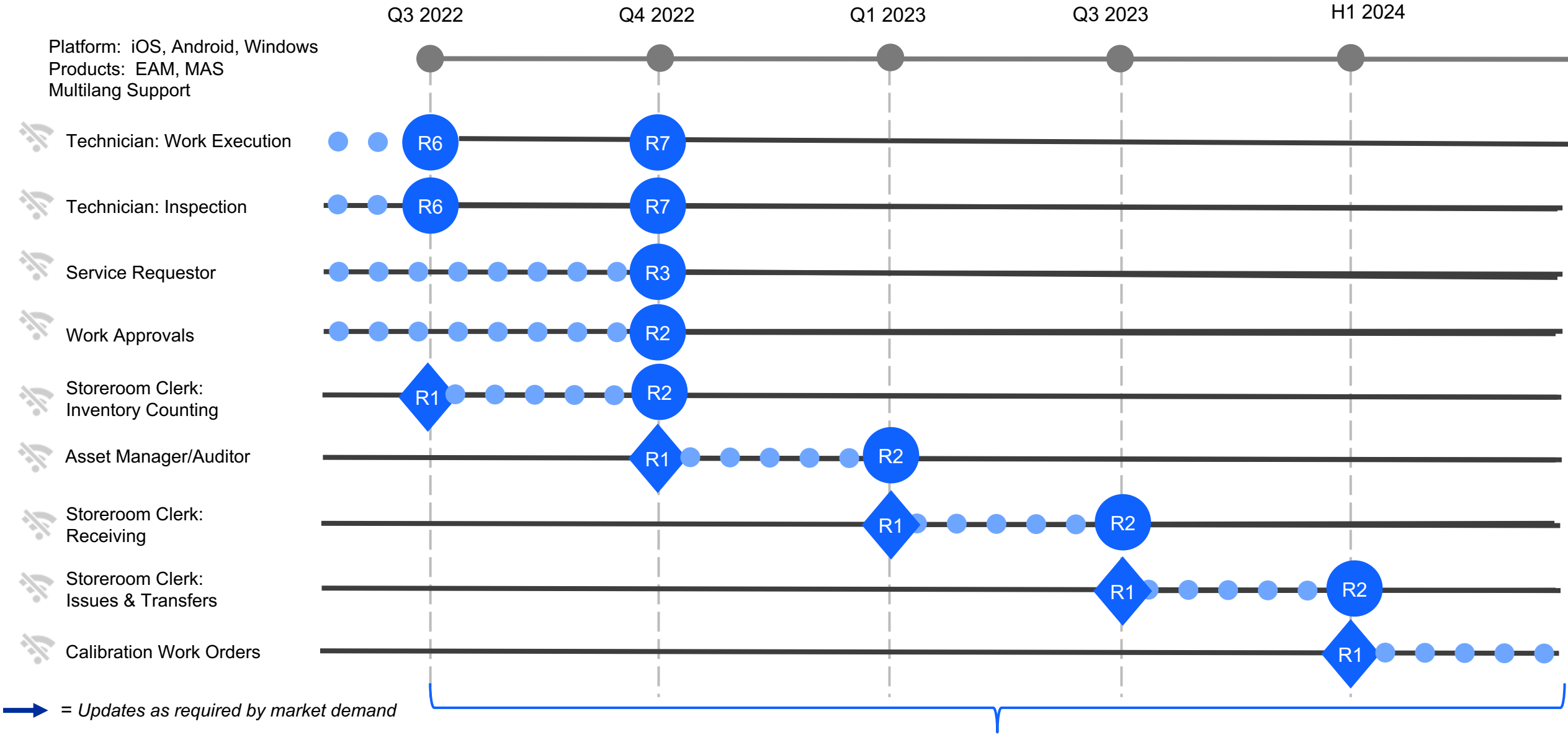
Maximo application framework configuration

Configuration Capabilities:

- XML Editing Page
- Component Property Editor
- Duplicate Application
- Customization enablement
- Preview changes
- Upgrade Tooling (XML Diff)



Roadmap to Expand Maximo Mobile



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Maximo Assist

Empower technicians to work autonomously by enabling them to obtain AI guidance whenever they need it

Engineering process:
Root Cause Failure Analysis (RFFA)
Failure Modes Effects Analysis (FMEA)

Historical work orders
(EAM data)

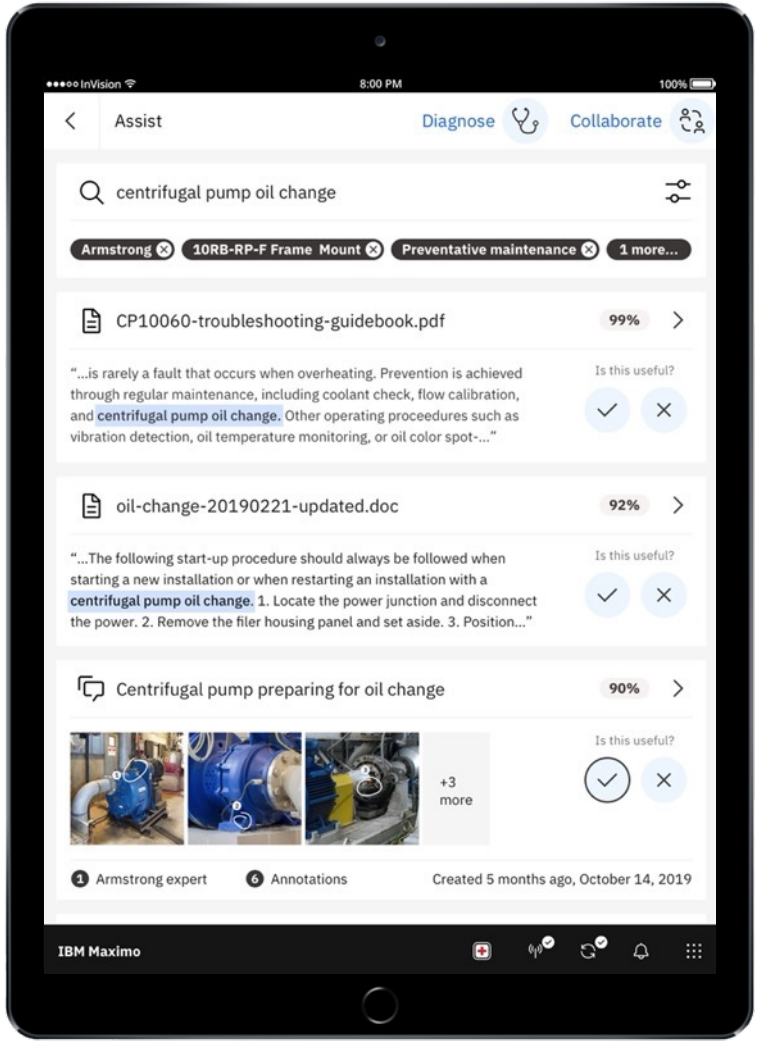
Manufacturer and owner manuals, engineering manuals

Custom training repository

Journals, magazines

Customer service/helpdesk data

Ask expert technician



Benefits: Reduce mean time to repair, boost first time fix rates, improve technician productivity

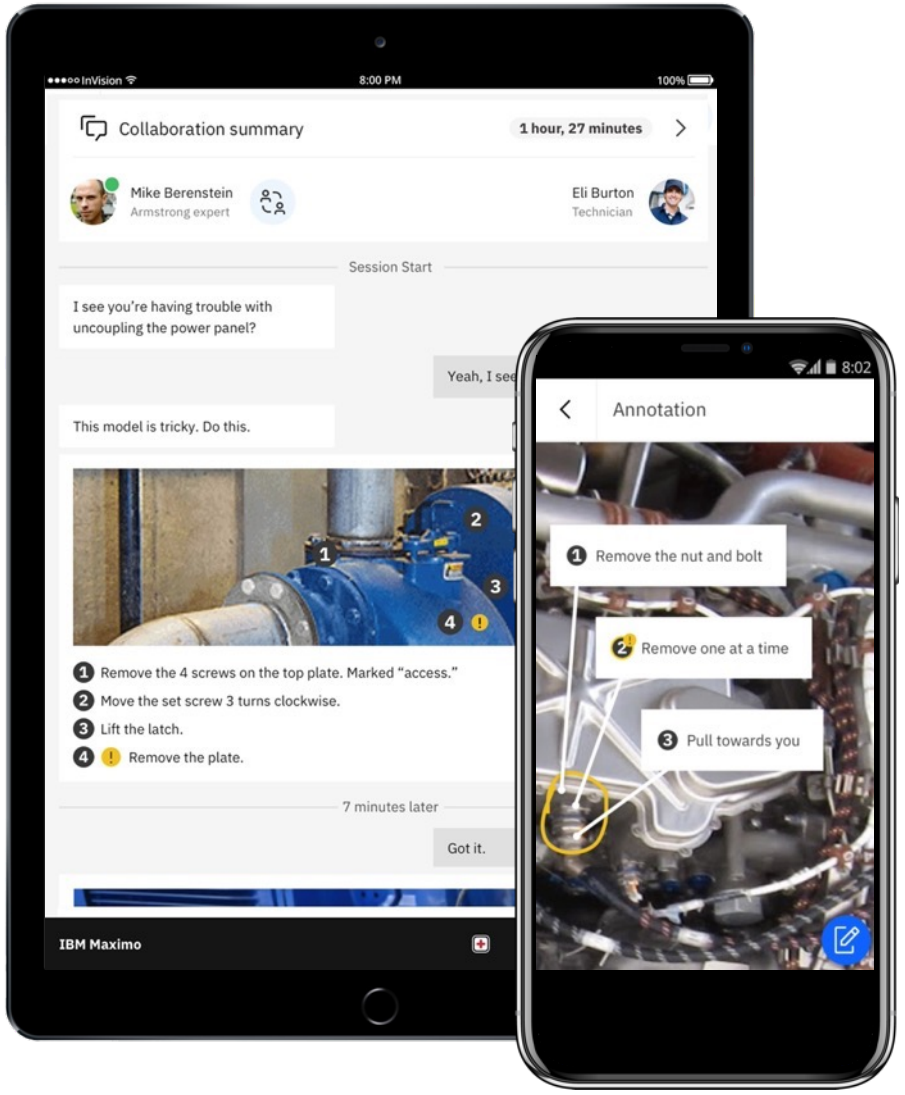
Assist Remote Guidance

for additional assistance, whenever you need it, wherever you need it

Remote Guidance session history attached to the Maximo work order for future reference and added to AI knowledge base

Capture your expert knowledge and make it searchable next time a similar incident occurs

Enhance experience for new technicians and help every technician perform like your best technician



Manage - Continued Technical Improvements

AutoScripting
- Configurability and extensibility.
- Multiple customer points including lookups, objects
- Test button for validation
- Improved Documentation and a playbook

Integration Improvements
- Import/Export orchestration across multiple data types
- JMS Enablement
- User Interface with improved searching and sorting
- Direct file loading from S3 simple storage service.

Operator Maturity
- Improved deployment
- Backup & Restore/HADR

Serviceability
- MMI Enhancements
- Alerts and auto-closing of MBO sets to prevent memory and connection leaks
- Logging Improvements

Tools API – access to
- Integrity Checker
- DB Config
- Secure execution of CLI through Rest API’s

Migration Manager API

IBM Appconnect supporting integration scenarios

Enables data interchange use case(s) between MAS and other solutions

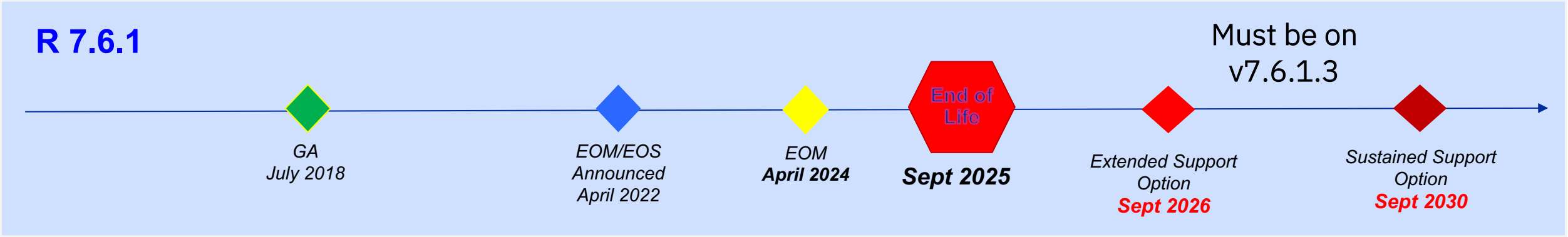
- Between IBM Solutions
  - MAS to TRIRIGA
  - TRIRIGA to Envizi
  - MAS to Envizi

- Between IBM and 3rd Party Solutions
  - MAS to Workday

- **Transformation** - Flows capture business logic
- **Mapping** - Map resource data from a source to a target (inbound and outbound)
- Triggered via schedule or Web invoked API

Maximo EAM Lifecycle Updates

	DESCRIPTION	DATE
Announce End of Market (EOM & EOS)	Announcement Letter published IBM Announcement Letter #922-024	April 12, 2022
End of Marketing (EOM)	Parts are no longer available for purchase	April 19, 2024
End of Support (EOS)	Update Support Plans and Lifecycle page	Sept 30, 2025



IBM Extended Support: Enables clients continued access to IBM Support for "how to" questions, usage issues, known defects published in IBM Fix Central, and new critical sev1 defects (no security fixes) after IBM standard support ends for 7.6.1.x.

IBM Sustained Support: Enables clients to continue to get support for "how to" questions, usage issues, and known defects published in IBM Fix Central after IBM standard/extended support ends for 7.6.1.x. IBM Sustained Support does not include support for new defects or new security fixes.

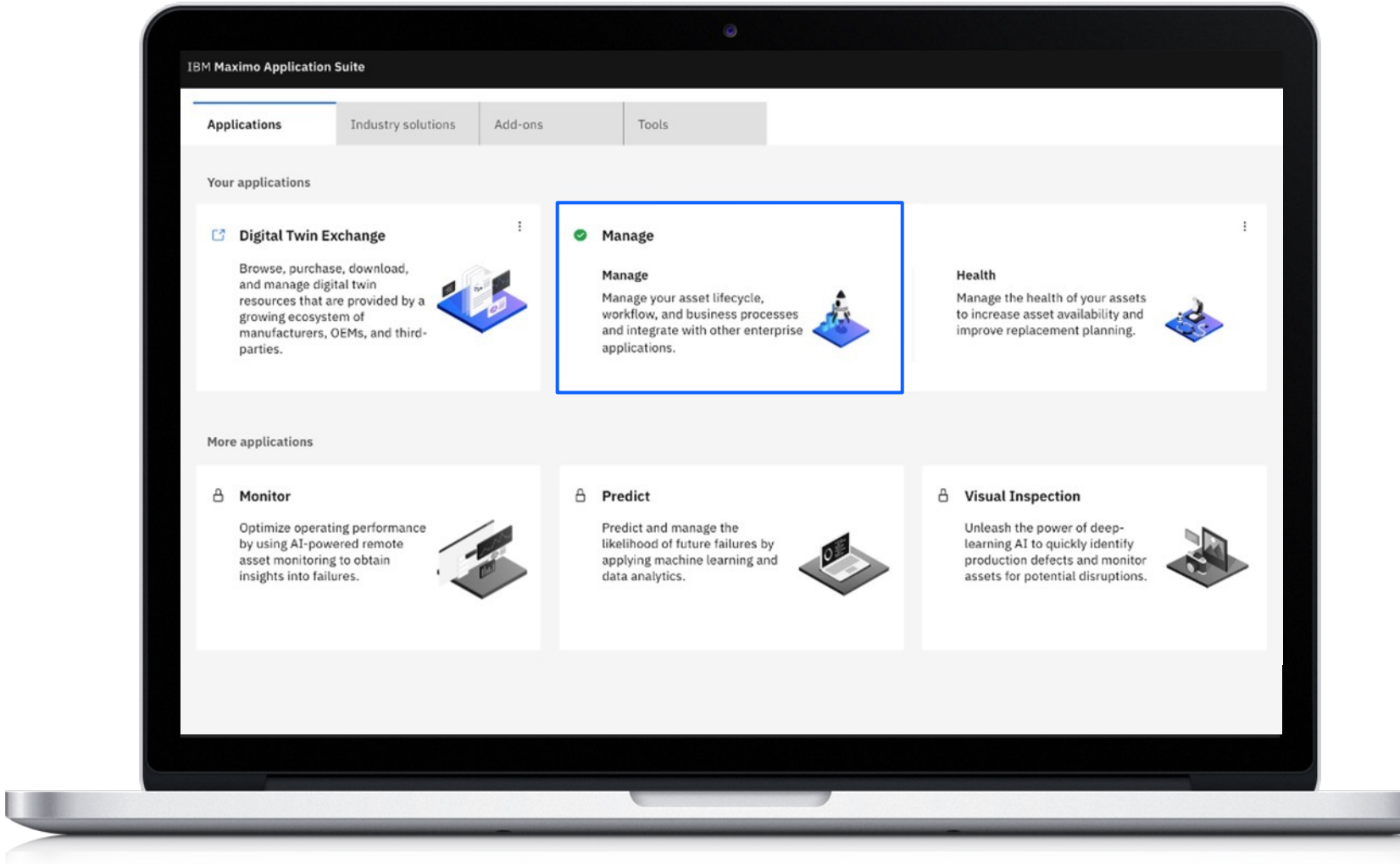
New IBM Support Offerings and EAM EOS Support page

Upgrading to Manage in the Suite

Maximo Manage is part of the Maximo Suite: Best of class capabilities to provide a complete view of your assets

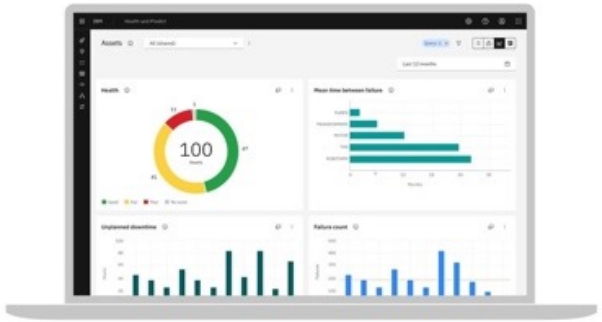
Manage in the Suite

- New installation process at the MAS level
- Deployed on Red Hat OpenShift Container Platform (OCP)
- Authentication and User Management moved to the MAS level
- Modernized user experience to align with rest of the Suite
- Improved serviceability for monitor and logging options



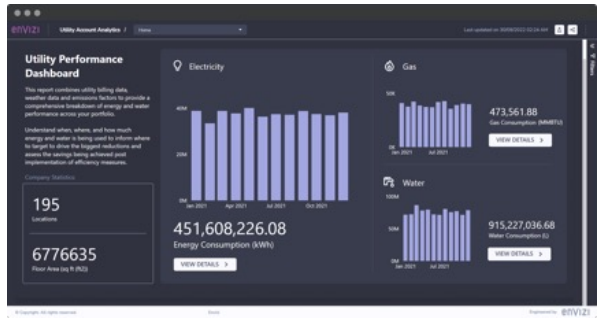
Upgrading from IBM Maximo Enterprise Asset Management to IBM Maximo Manage - IBM Documentation

MAS Digital Trials



Maximo Application Suite
(MAS SaaS with Health & Manage capability only)

Environmental Intelligence Suite (EIS)



Envizi ESG Suite

Customer/Partner/Prospect signup links

Prospects will find our new trials on the main product pages for each of the products. You can also share these links that take them directly to the sign-up page. Please direct all customers, partners and prospects to sign up for the trials using the links below in order to properly track their participation.

Maximo: https://www.ibm.com/account/reg/us-en/signup?formid=urx-51868

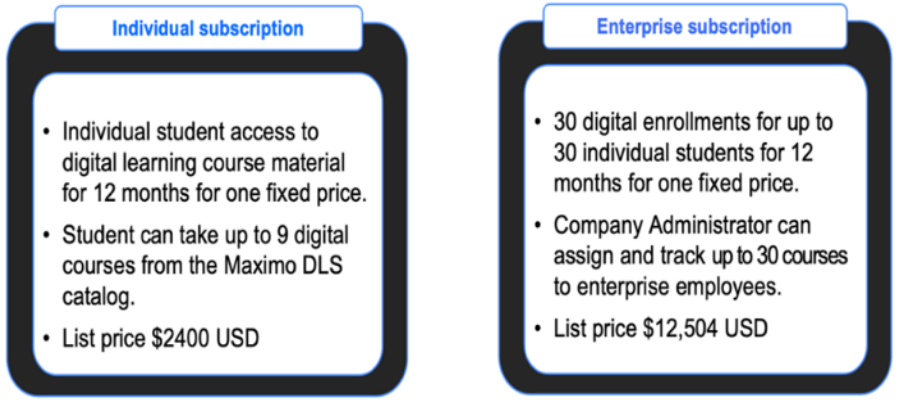
EIS: https://www.ibm.com/account/reg/us-en/signup?formid=urx-51911

Envizi: https://www.ibm.com/account/reg/us-en/signup?formid=urx-51857

Maximo Digital Learning Subscription

Whether you are an enterprise seeking to get your team up-to-speed or a single individual seeking to build skills for your career, a 12-month subscription to the Maximo Digital Learning catalog of courses can save you time and money.

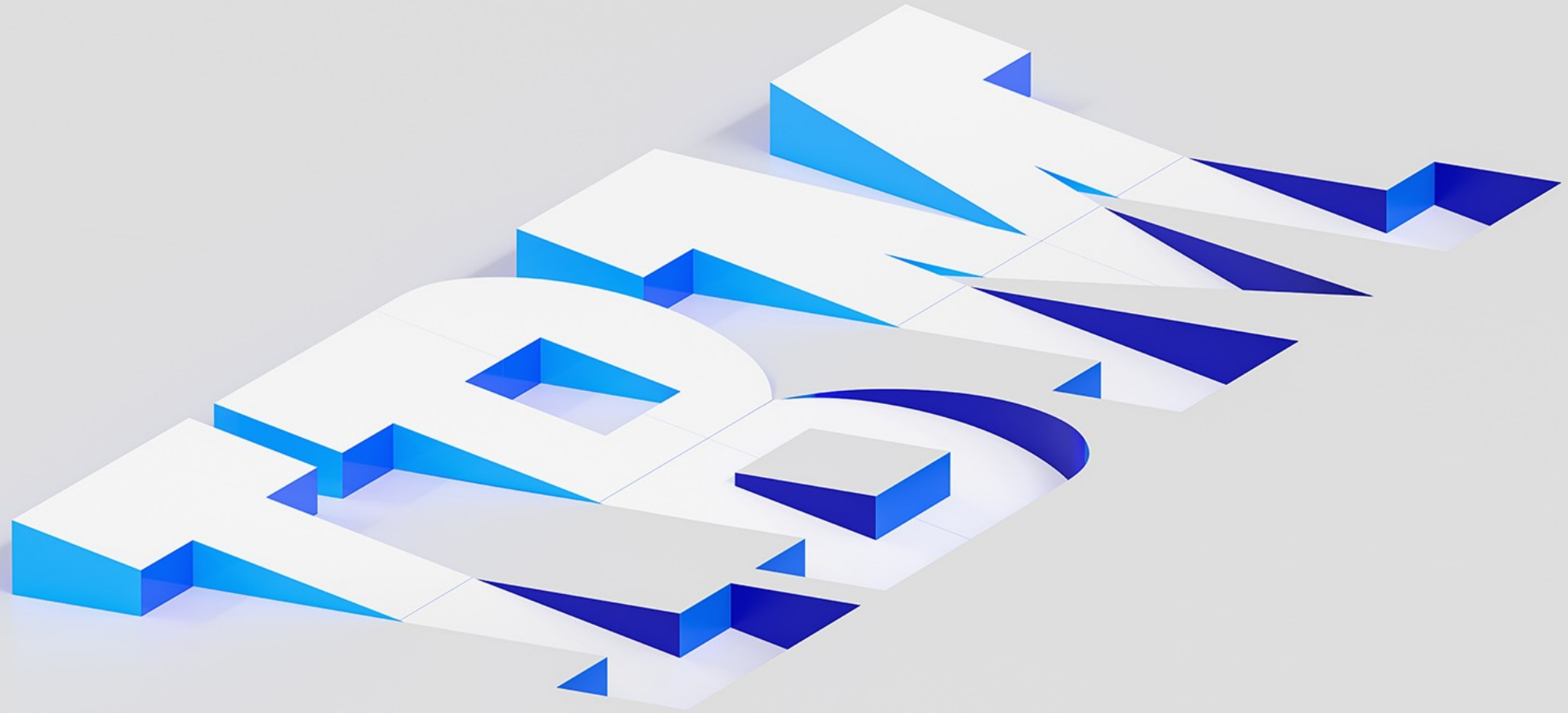
- **Maximize your investment**: Maximize your investment in IBM Maximo solutions. Bring your newly-acquired solutions to life. Pay one price for a 12-month learning subscription. Realize built-in savings compared to individual course purchases.
- **Build expertise, stay current**: Develop skills through flexible learning plans based on your goals, schedule, and budget. Get easy, on demand access to eLearning with hands-on labs included for 12 months. Close the skills gap. Meet your talent and skills transformation goals.
- **Personalize the learning experience**: Prepare for major IT initiatives or learn when needed during a project deployment. Choose courses that map to your learning journey and desired role. Prepare to be a certified professional.
- **Adopt a flexible and modern approach**: Move at your pace. Choose self-paced courses with hands-on labs and web-based courses during your subscription. Choose learning when you are available. A modern approach to learning with IBM.
- **Cost savings**: Pay one price for 12-month subscription. Save up to 45% over purchasing the courses individually.



To learn more about the IBM learning subscriptions and how to purchase, please visit the Maximo subscription pages on IBM.com:

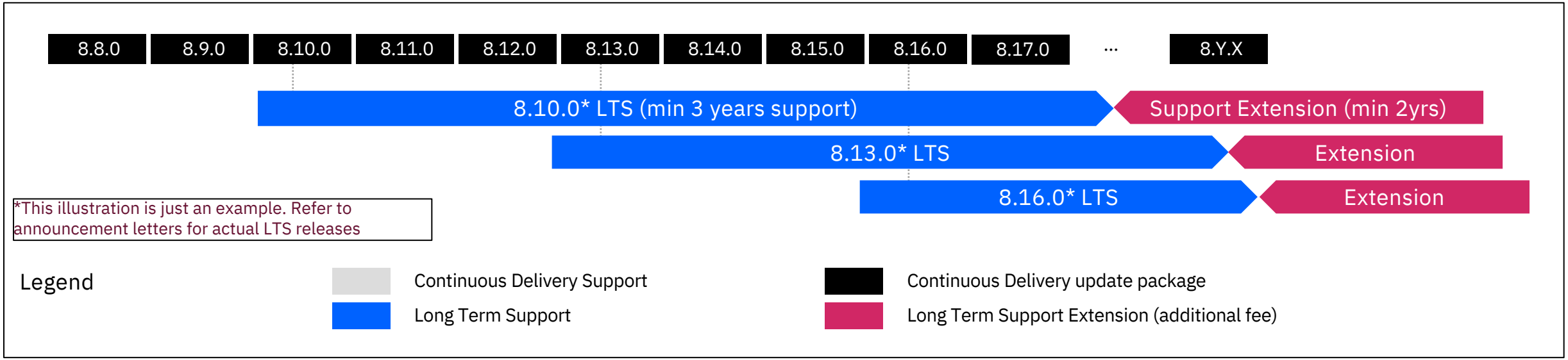
IBM Maximo Individual Learning Subscription
IBM Maximo Enterprise Learning Subscription

Questions?



IBM Maximo Application Suite continuous delivery support

Starting with MAS v8.7



- MAS v8.7 signifies a change of lifecycle support policy from 'IBM Standard' to 'IBM Continuous Delivery'
- CD update packages (v8.x) incrementally deliver new capability.
- Regular maintenance releases (v8.x.y) deliver defect fixes for the most recent two updates.
- A CD update package may be declared a Long-Term Support (LTS) release, which is supported for a minimum of 3 years.
  - LTS releases just receive security and defect fixes with no incremental functional enhancements.
- If a CD update package is no longer eligible for defect fixes, update to a package that is eligible, and if the defect can be recreated, a fix will be provided.

MAS Support Lifecycle Policy statement: https://www.ibm.com/support/pages/ibm-maximo-application-suite-software-support-lifecycle-policy
Red Hat OCP Support Lifecycle statement: https://access.redhat.com/support/policy/updates/openshift
IBM Support Policy definitions: https://www.ibm.com/support/pages/node/718165

What's New in MAS 8.10 for Manage

Manage

- FIPS 140-2 Support (completed 8.10.1)
- Single-node OpenShift (Manage IS/Add-ons – excluding Workday connector)
- Continued work on Continuous Delivery items (CICD) and Operator maturity level items
- Integration to Cognos 11.2
- Bulk User load at MAS level

Maximo Mobile

- New Inventory Receiving
- Ability to create and update asset details
- View work order specifications
- Maximo Mobile integration to Visual Inspections
- eSignature support for Work Order status changes
- Enhanced synchronization and error handling

Scheduling Dashboard

- Optimize Report – Summary, Status and Alerts
- Optimize Schedule additional actions – Auto Refresh / Terminate
- Resource Leveling Page (1st edition)
- Navigation improvements (e.g., Add Additional Schedules from Dashboard)
- Enhance Calendar functionality in Scheduler to account for Breaks during scheduling
- Optimizer - explain ability of bottlenecks, improved resource leveling and locking of work orders

Operational Dashboard

Operational Dashboard

- New KPI card linked to KPI Manager including 4 out of the box KPIs
- New Favorites card with out of the box Favorite applications
- New Quick Actions card with out of the box Quick Actions
- Actions added to Workflow Assignments card

Work Orders - Advanced Filter added to Work Order List page & Walk Me video tutorial now included

Workflow Assignment -Advanced Filter added to Workflow Assignment List page

Spatial

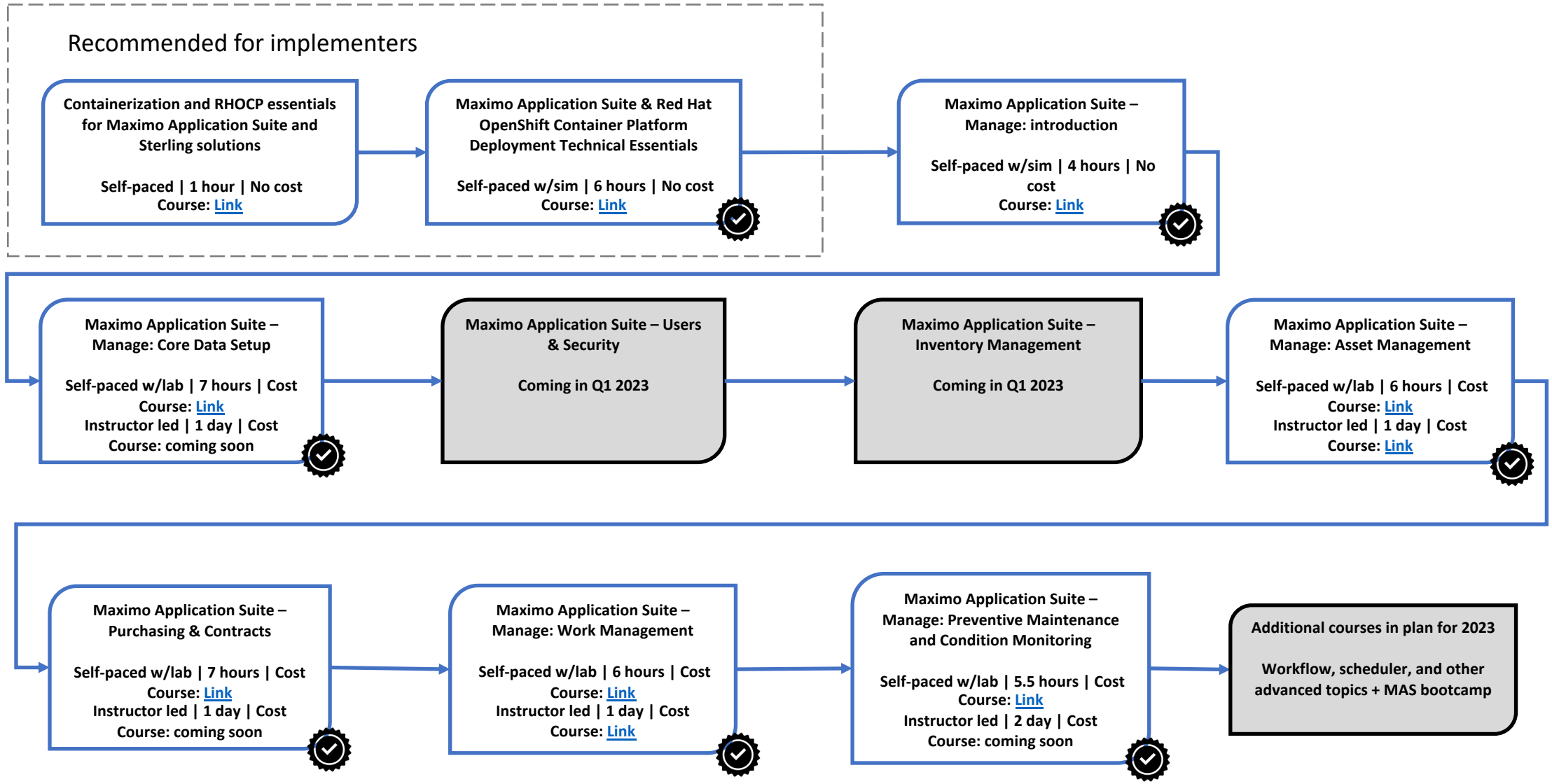
- Add and Edit tool - Phase 1 - Create Feature and Link
- Enhancement of Identify Tool / Preview Card
- Query Tool - Offline mode & Nearby - Around me + Maximo Objects
- Highlight Line Feature. / Enhancement - Data Panel
- Replace PlusSGeoJson for Geometry and auto-locate
- Indoors - Automatic Association Work Orders - Facility ID and Floor ID

Civil Infrastructure

- New Operation Maps application
- Enhancement to Defect Tracking
  - Track manual changes of MVI anomaly for future model training
  - Usability updated to the Maximo Mobile Defects app
  - Open Defect Detection against multiple asset/locations
- US Tunnel Classification Accelerator Content

IBM Maximo Application Suite – Manage 8.x

Technical education recommended roadmap



Legend

Technical education

Technical education Coming soon

Badge

Last Updated: January 25, 2023

IBM Maximo v7.6 / Maximo Application Suite – Manage v8.x

Technical certification

Maximo v7.6

IBM Maximo Asset Management V7.6 Infrastructure and Implementation (including prep material)

Self paced | Exam fee
Credential: Link

IBM Maximo Asset Management v7.6 Functional Analyst (including prep material)

Self paced | Exam fee
Credential: Link

Maximo Application Suite

IBM Certified Deployment Professional – Maximo Manage v8.0 (including prep material)

Self paced | Exam fee
Credential: Link

IBM Certified Administrator – Maximo Manage v8.x (including prep material)

Self paced | Exam fee
Credential: Link

IBM Maximo Visual Inspection v8.3 Developer Specialty Exam (including prep material)

Self paced | Exam fee
Credential: Link

Legend

Technical Certification

Certification

Last Updated: January 25, 2023

AI Apps on OpenShift– Delivering Expanded Value

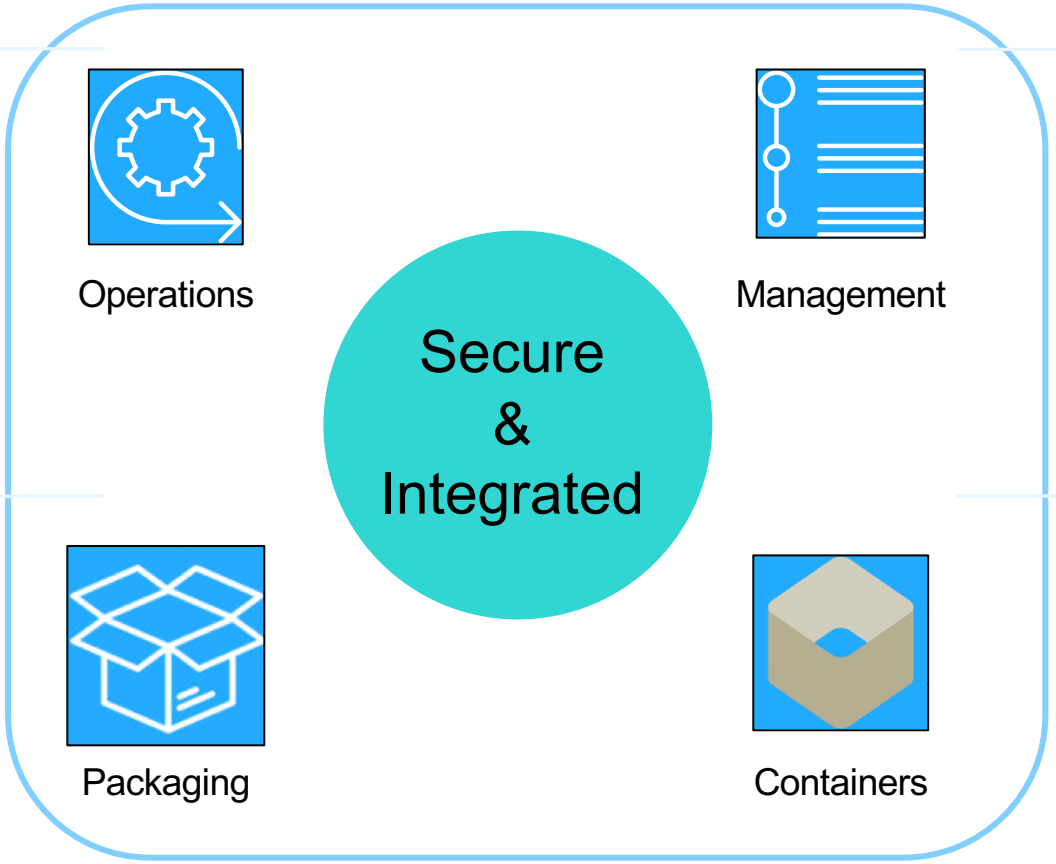
Scale your operations with optimized resources

38% percent lower infrastructure

35% less IT staff time per application

Packaged with latest and greatest technology stack

80% reduction in installation effort



Manage Deployment Lifecyle through single pane of glass

60% increase in IT administrator

Production ready containers built with highest industry standards

80% faster time to market

Value - ROI

Development–Cost

(*)Sources:

- *Emerging Technology Assessment: The Total Economic Impact of Using Both IBM and Red Hat Solutions Together, Forrester*
- *"The Business Value of Red Hat OpenShift", IDC*
- *"Delivering Business Value through Transitioning from Managing VMs to Orchestrating Containers", Ovum*

Let's Talk About Adding a Layer of Control to Your Work Management Process

STARBOARD CONSULTING

IBM Gold Business Partner

Environment, Health, and Safety

Protecting Our People, Customers, and the Environment

In support of V2X's vision and values, we are committed to Environment, Health, and Safety (EHS) excellence. The EHS Department is chartered with, and dedicated to, providing programs and practices that assist all employees in protecting each other, the communities we work in, and the customers we serve.

Learn more

Management System

Initiatives

Metrics

Environmental Aspects and Impacts

COVID-19 Response

responsible for ensuring co
health and safety performar

- ensuring safe workflows and trouble-free operations

ETY TRAINING WORKSHOPS

UT US SERVICES PROJECTS COMMITMENTS CAREER

TO SAFETY

amental to who we are and

at every single workplace. Regardless of whether employed by JSM or by an
mitted to ensuring that we not only implement the right rules and processes. It is

vement process aimed at:

and health risks at all workplaces

th the identified risks

ur industry

used by work

Simplified Risk ID & Mitigation

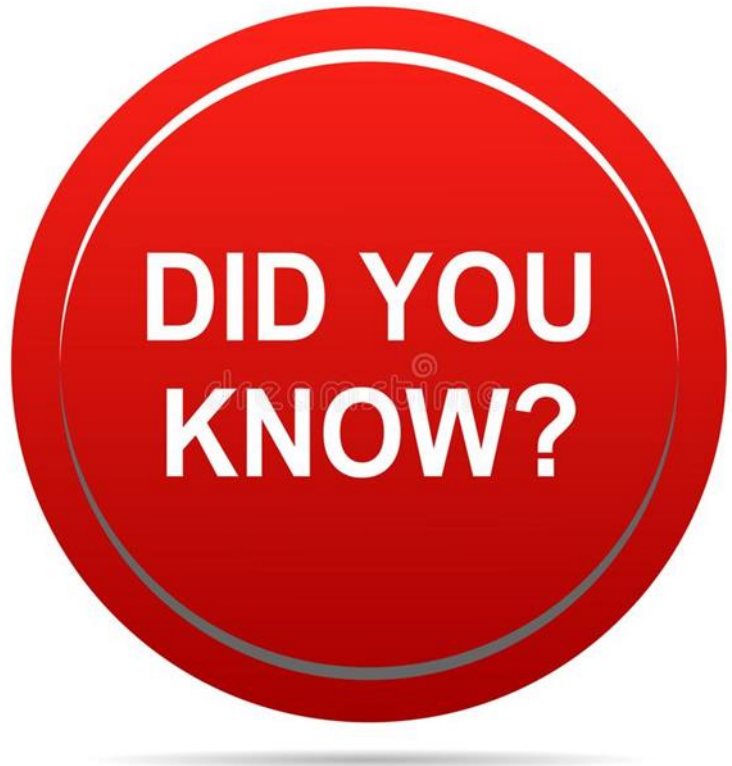
Step 1: Identify and analyze the risk
Step 2: Review possible solutions
Step 3: Implement the solution
Step 4: Check and make any changes
Step 5: Take action

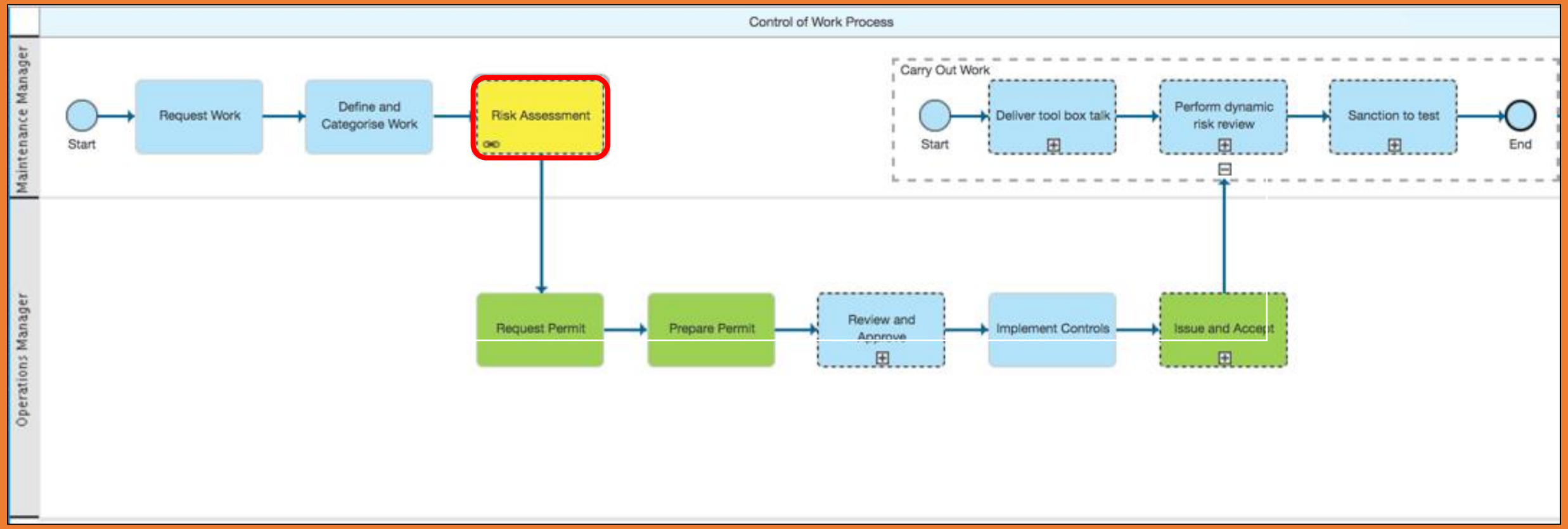
*LinkedIn – Alvin Foo

- Operations pose major hazard / risks
- Assurance that systems and procedures continue to operate as intended
- Regulatory / Compliance Risk

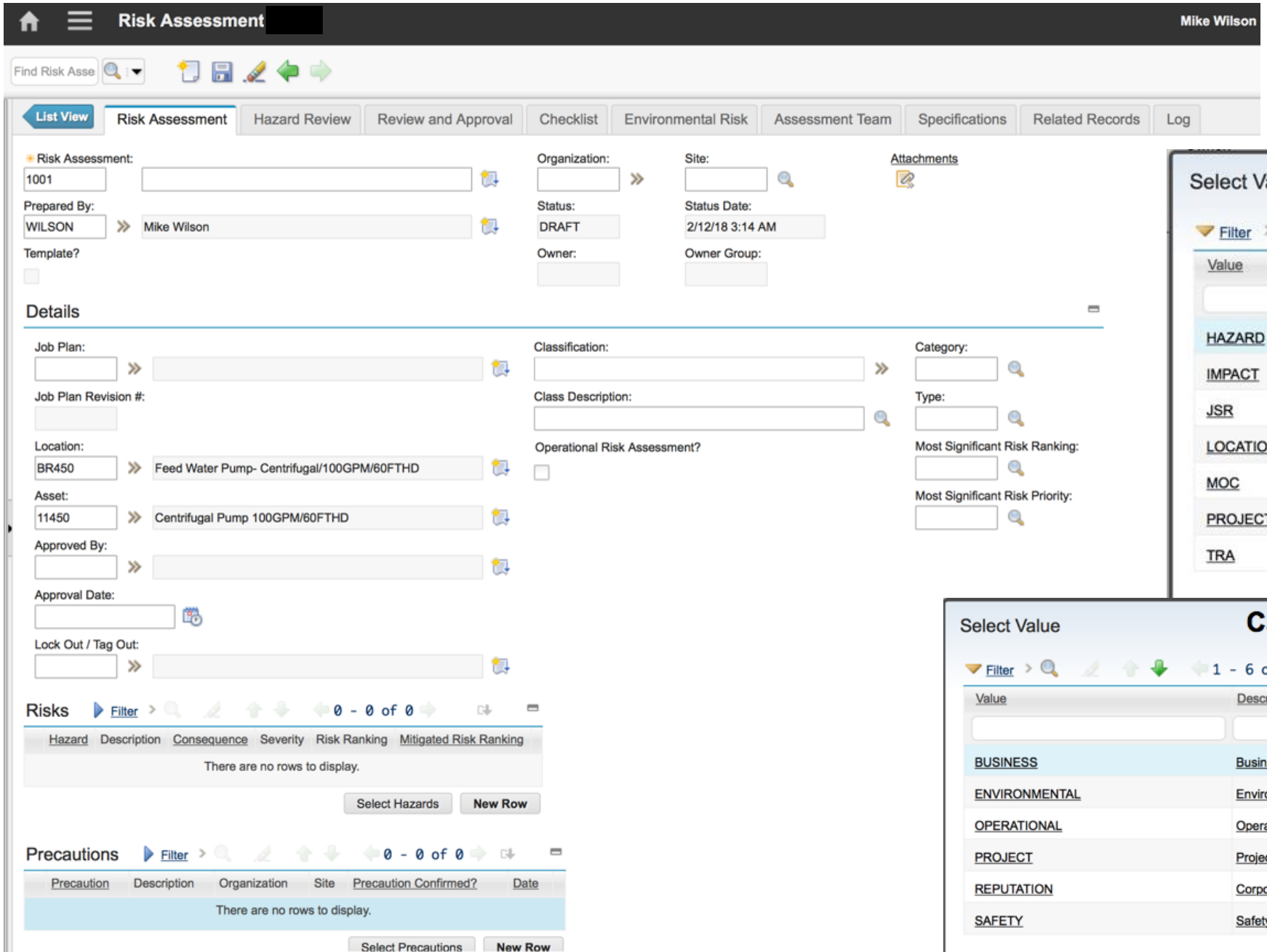
How can Maximo HSE help you to:

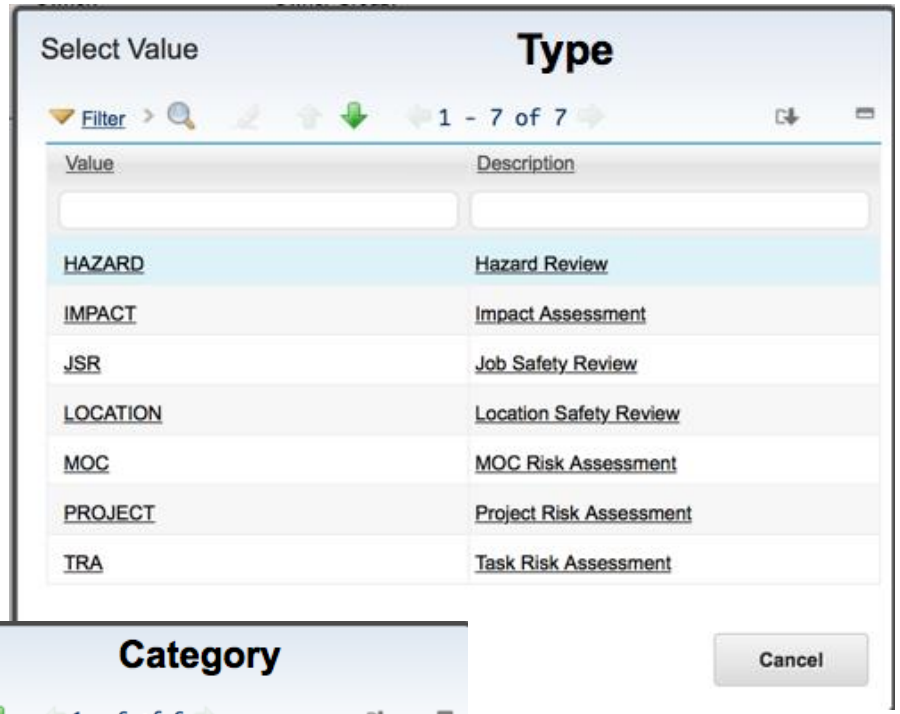
Step 1: Identify and analyze the risk
Step 2: Review possible solutions
Step 3: Implement the solution
Step 4: Check and make any changes
Step 5: Take action

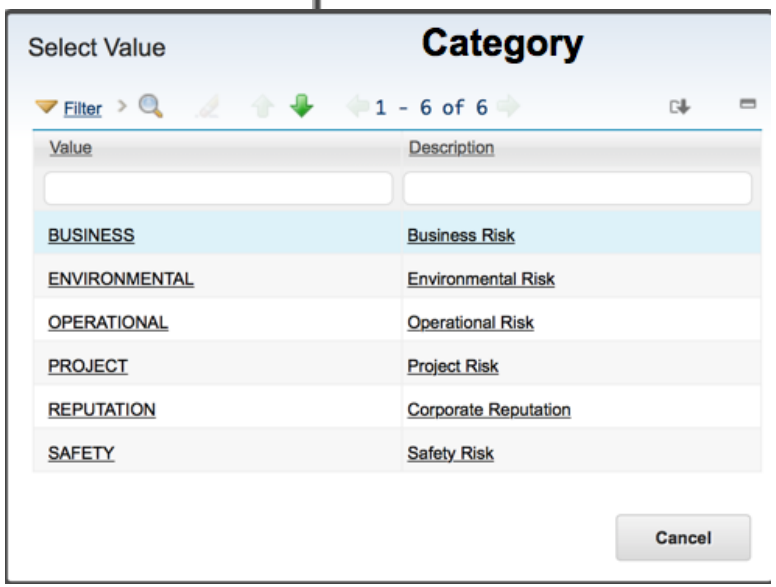

DID YOU
KNOW?

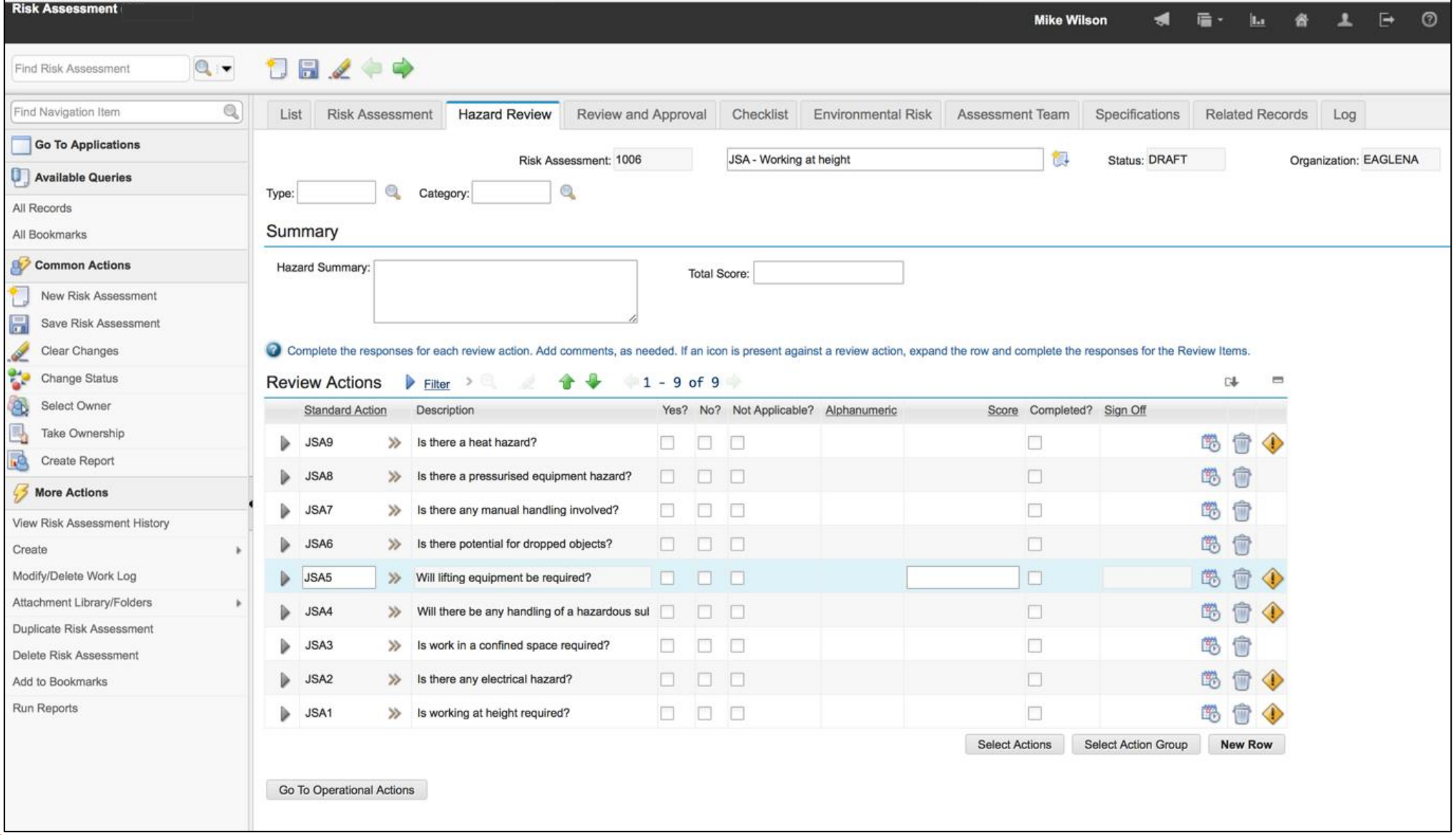

Control of Work Process
Maintenance Manager
Operations Manager
Start
Request Work
Define and Categorise Work
Risk Assessment
Carry Out Work
Start
Deliver tool box talk
Perform dynamic risk review
Sanction to test
End
Request Permit
Prepare Permit
Review and Approve
Implement Controls
Issue and Accept

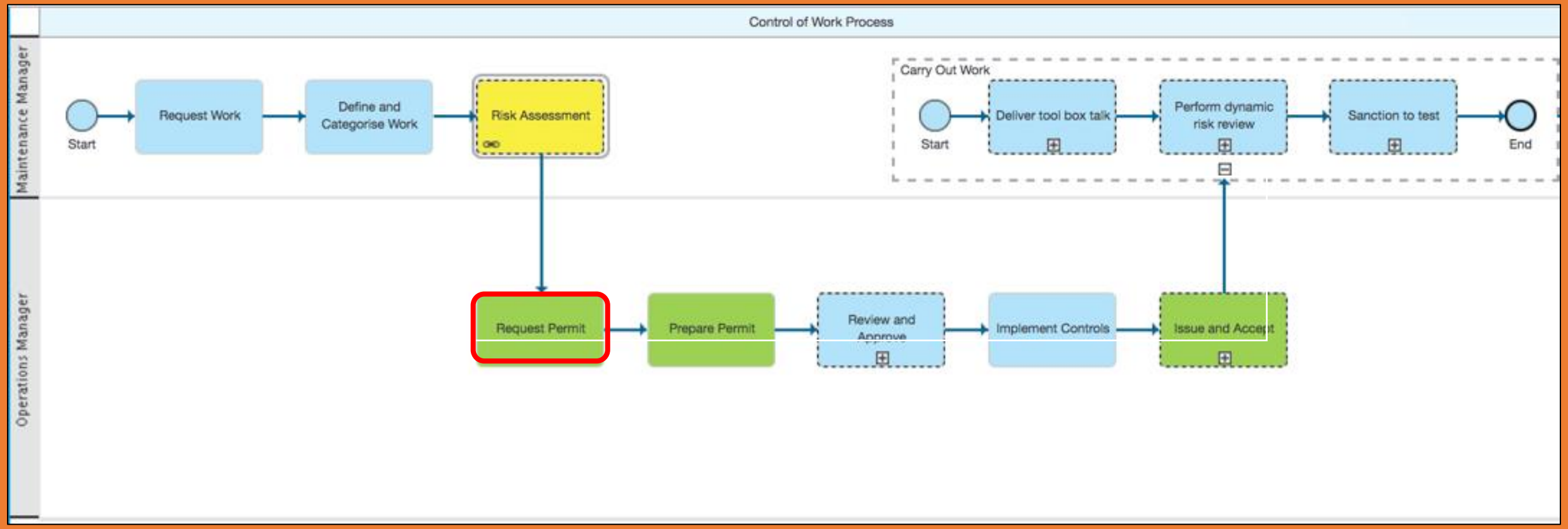
Risk Assessment


Risk Assessment [redacted]
Mike Wilson
Find Risk Asse
List View
Risk Assessment
Hazard Review
Review and Approval
Checklist
Environmental Risk
Assessment Team
Specifications
Related Records
Log
Risk Assessment:
1001
Organization:
Site:
Attachments
Prepared By:
WILSON
Mike Wilson
Status:
DRAFT
Status Date:
2/12/18 3:14 AM
Template?
Owner:
Owner Group:
Details
Job Plan:
Classification:
Category:
Job Plan Revision #:
Class Description:
Type:
Location:
BR450
Feed Water Pump- Centrifugal/100GPM/60FTHD
Operational Risk Assessment?
Most Significant Risk Ranking:
Asset:
11450
Centrifugal Pump 100GPM/60FTHD
Most Significant Risk Priority:
Approved By:
Approval Date:
Lock Out / Tag Out:
Risks
Filter
0 - 0 of 0
Hazard
Description
Consequence
Severity
Risk Ranking
Mitigated Risk Ranking
There are no rows to display.
Select Hazards
New Row
Precautions
Filter
0 - 0 of 0
Precaution
Description
Organization
Site
Precaution Confirmed?
Date
There are no rows to display.
Select Precautions
New Row


Select Value
Type
Filter
1 - 7 of 7
Value
Description
HAZARD
Hazard Review
IMPACT
Impact Assessment
JSR
Job Safety Review
LOCATION
Location Safety Review
MOC
MOC Risk Assessment
PROJECT
Project Risk Assessment
TRA
Task Risk Assessment
Cancel


Select Value
Category
Filter
1 - 6 of 6
Value
Description
BUSINESS
Business Risk
ENVIRONMENTAL
Environmental Risk
OPERATIONAL
Operational Risk
PROJECT
Project Risk
REPUTATION
Corporate Reputation
SAFETY
Safety Risk
Cancel


Risk Assessment
Mike Wilson
Find Risk Assessment
Find Navigation Item
Go To Applications
Available Queries
All Records
All Bookmarks
Common Actions
New Risk Assessment
Save Risk Assessment
Clear Changes
Change Status
Select Owner
Take Ownership
Create Report
More Actions
View Risk Assessment History
Create
Modify/Delete Work Log
Attachment Library/Folders
Duplicate Risk Assessment
Delete Risk Assessment
Add to Bookmarks
Run Reports
List
Risk Assessment
Hazard Review
Review and Approval
Checklist
Environmental Risk
Assessment Team
Specifications
Related Records
Log
Risk Assessment: 1006
JSA - Working at height
Status: DRAFT
Organization: EAGLENA
Type:
Category:
Summary
Hazard Summary:
Total Score:
Complete the responses for each review action. Add comments, as needed. If an icon is present against a review action, expand the row and complete the responses for the Review Items.
Review Actions
Filter
1 - 9 of 9
Standard Action
Description
Yes?
No?
Not Applicable?
Alphanumeric
Score
Completed?
Sign Off
JSA9 Is there a heat hazard?
JSA8 Is there a pressurised equipment hazard?
JSA7 Is there any manual handling involved?
JSA6 Is there potential for dropped objects?
JSA5 Will lifting equipment be required?
JSA4 Will there be any handling of a hazardous sul
JSA3 Is work in a confined space required?
JSA2 Is there any electrical hazard?
JSA1 Is working at height required?
Select Actions
Select Action Group
New Row
Go To Operational Actions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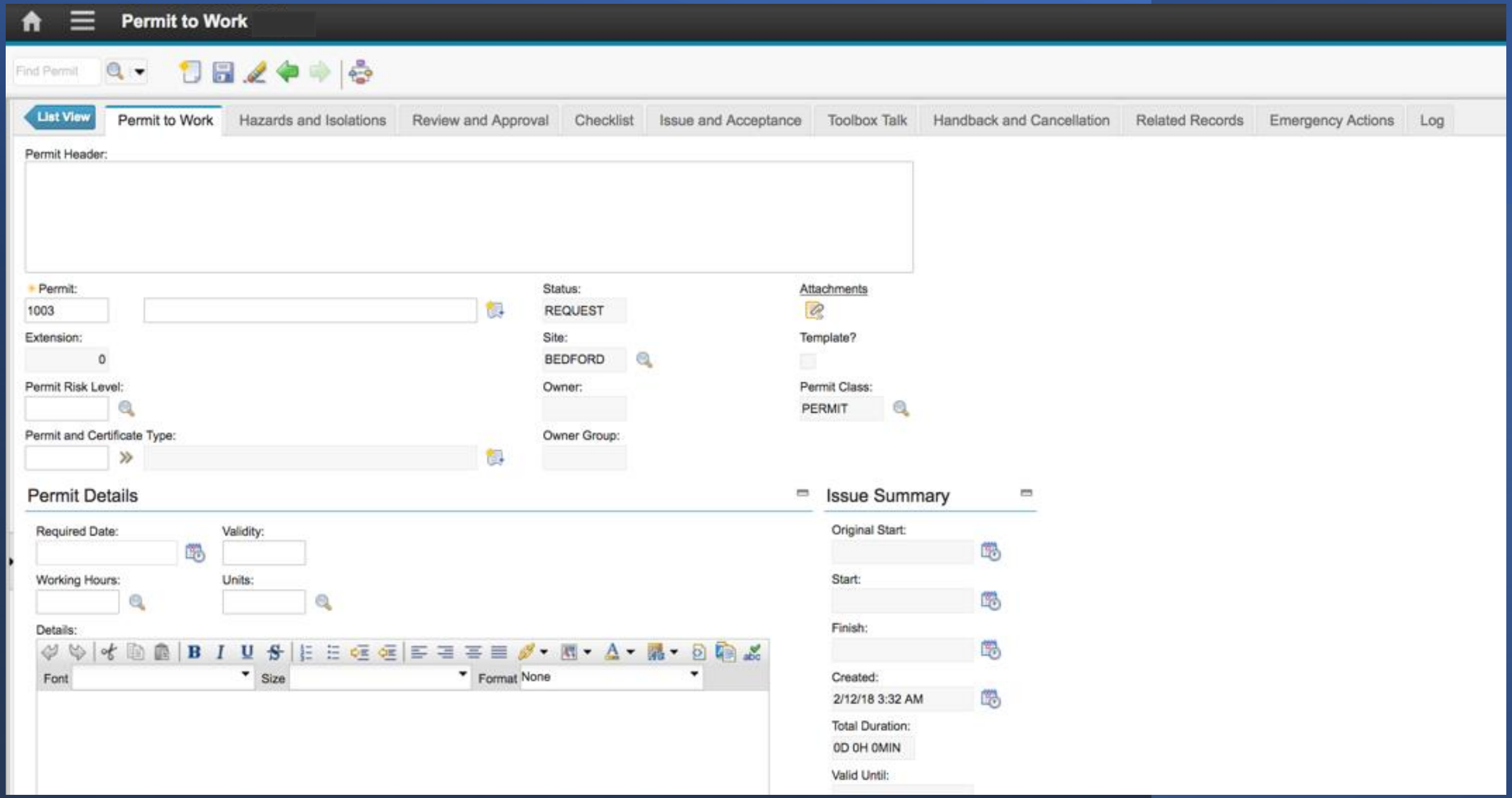
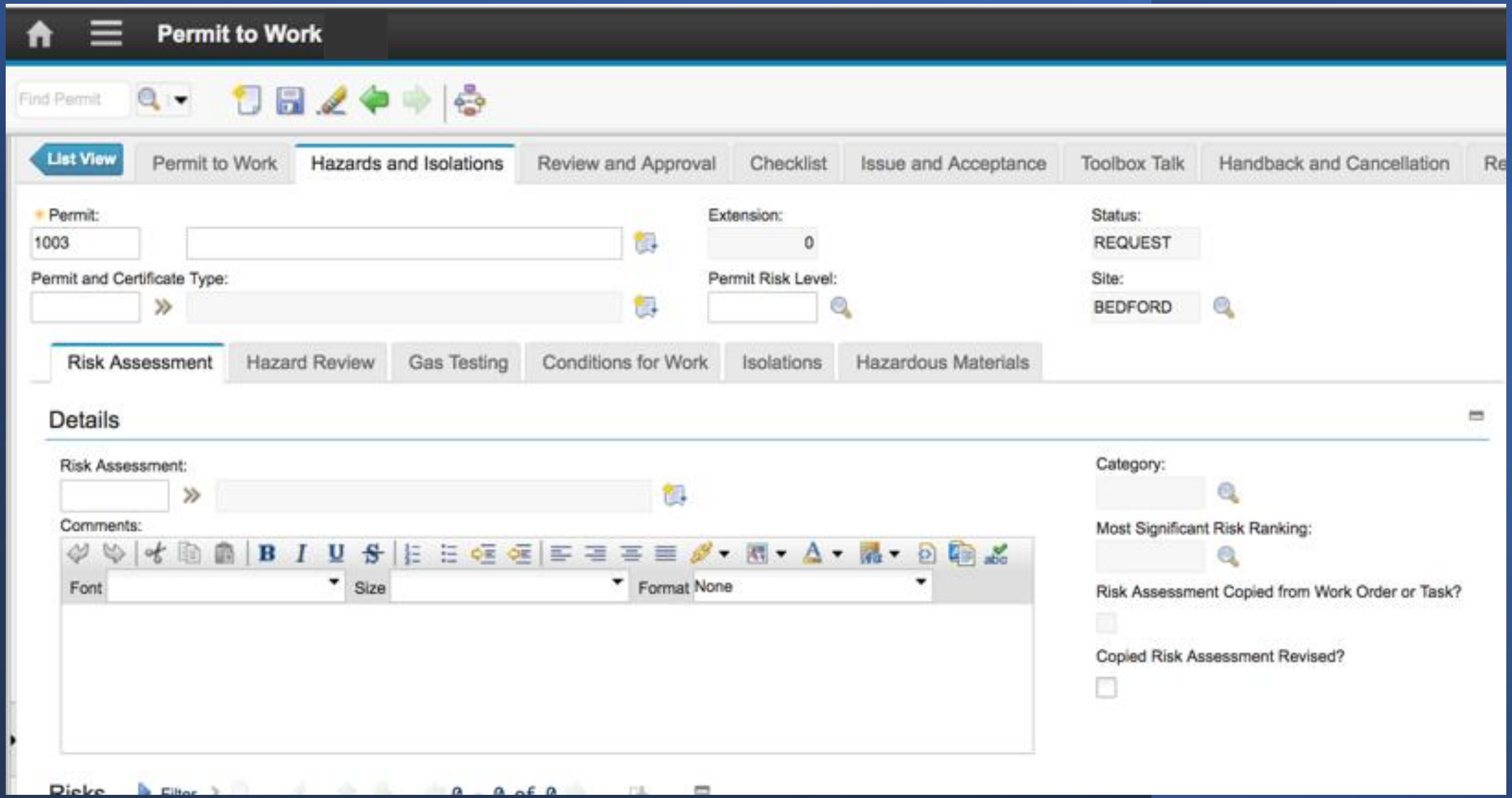
Implement Controls
Issue and Accept

Permit to Work


Permit to Work
Find Permit
List View
Permit to Work
Hazards and Isolations
Review and Approval
Checklist
Issue and Acceptance
Toolbox Talk
Handback and Cancellation
Related Records
Emergency Actions
Log
Permit Header:
Permit:
1003
Status:
REQUEST
Attachments
Extension:
0
Site:
BEDFORD
Template?
Permit Risk Level:
Owner:
Permit Class:
PERMIT
Permit and Certificate Type:
Owner Group:
Permit Details
Issue Summary
Required Date:
Validity:
Working Hours:
Units:
Details:
Font
Size
Format
None
Original Start:
Start:
Finish:
Created:
2/12/18 3:32 AM
Total Duration:
0D 0H 0MIN
Valid Until:


Permit to Work
Find Permit
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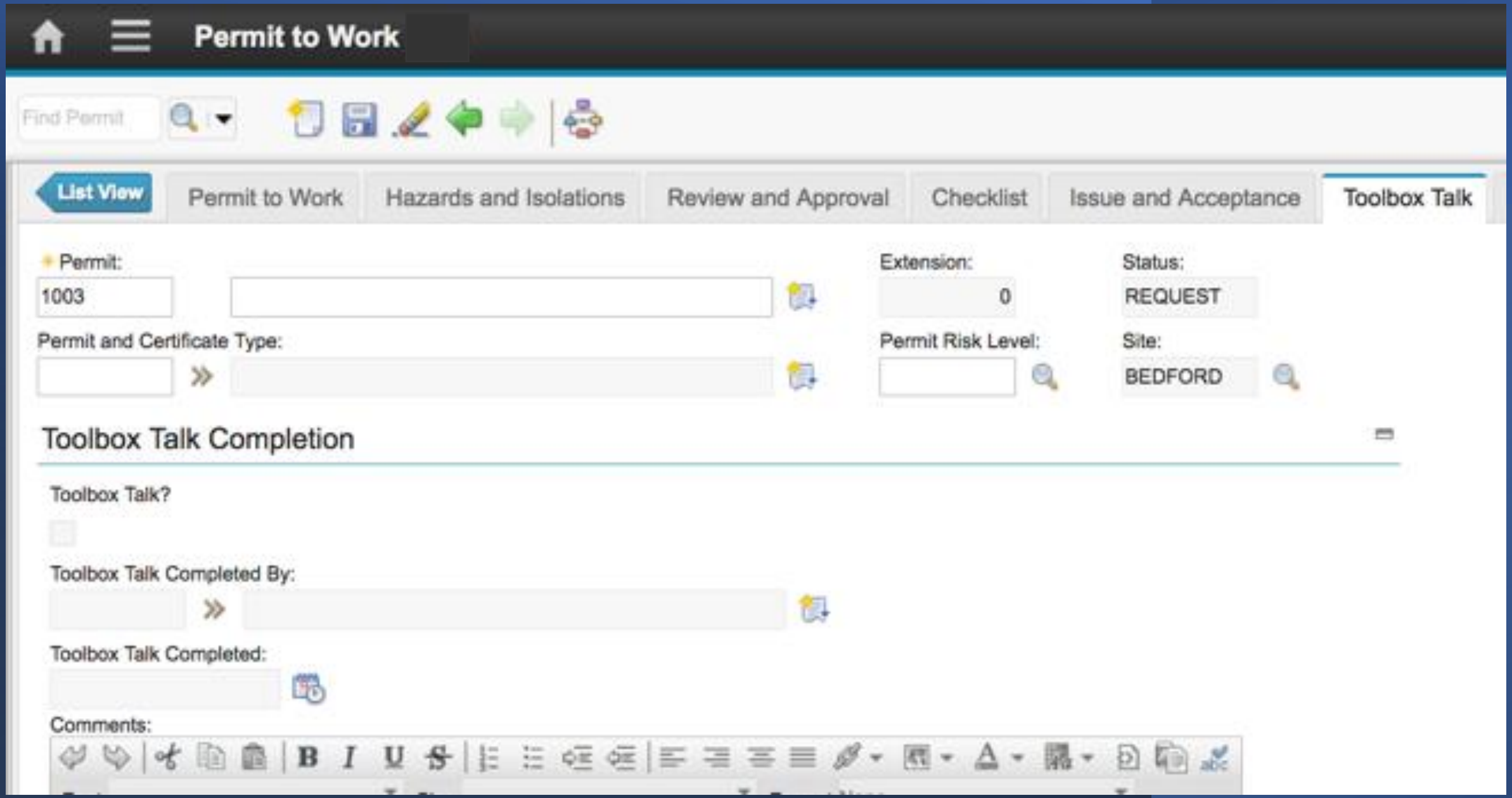
Permit to Work
Hazards and Isolations
Review and Approval
Checklist
Issue and Acceptance
Toolbox Talk
Handback and Cancellation
Permit:
1003
Extension:
0
Status:
REQUEST
Permit and Certificate Type:
Permit Risk Level:
Site:
BEDFORD
Risk Assessment
Hazard Review
Gas Testing
Conditions for Work
Isolations
Hazardous Materials
Details
Risk Assessment:
Comments:
Font
Size
Format
None
Category:
Most Significant Risk Ranking:
Risk Assessment Copied from Work Order or Task?
Copied Risk Assessment Revised?
Risks
Filter


Permit to Work
Find Permit
List View
Permit to Work
Hazards and Isolations
Review and Approval
Checklist
Issue and Acceptance
Toolbox Talk
Permit:
1003
Extension:
0
Status:
REQUEST
Permit and Certificate Type:
Permit Risk Level:
Site:
BEDFORD
Toolbox Talk Completion
Toolbox Talk?
Toolbox Talk Completed By:
Toolbox Talk Completed:
Comments:

Permit to Work Details

HOT WORK PERMIT

Permit No: 1002
Permit Description: Hot Work in Main Switch Yard
Extension: 0

Type: HOTWORK
Status: DRAFT

Task Details

Permit Level: 1
Owner Group:
Validity: (with Units) 0
Duration: 0

Requested By: WILSON
Site Checked By:
Site Checked Date:
Confined Space Controller:

Site: BEDFORD
Unit:
Area:
Location: NEEDHAM
Location Description: Needham Site
Asset:
Asset Description:
Zone Classification:

Originating Work Order:
Description:
Originating Task:
Description:
Activity Category: Commissioning
Specialist Isolation:
Reason for Isolation:

Cancellation

Work Completed: N
Returned to Safe Condition: N
Isolation Removal Verified: N
Returned to Production: N
Inhibits Removed: N

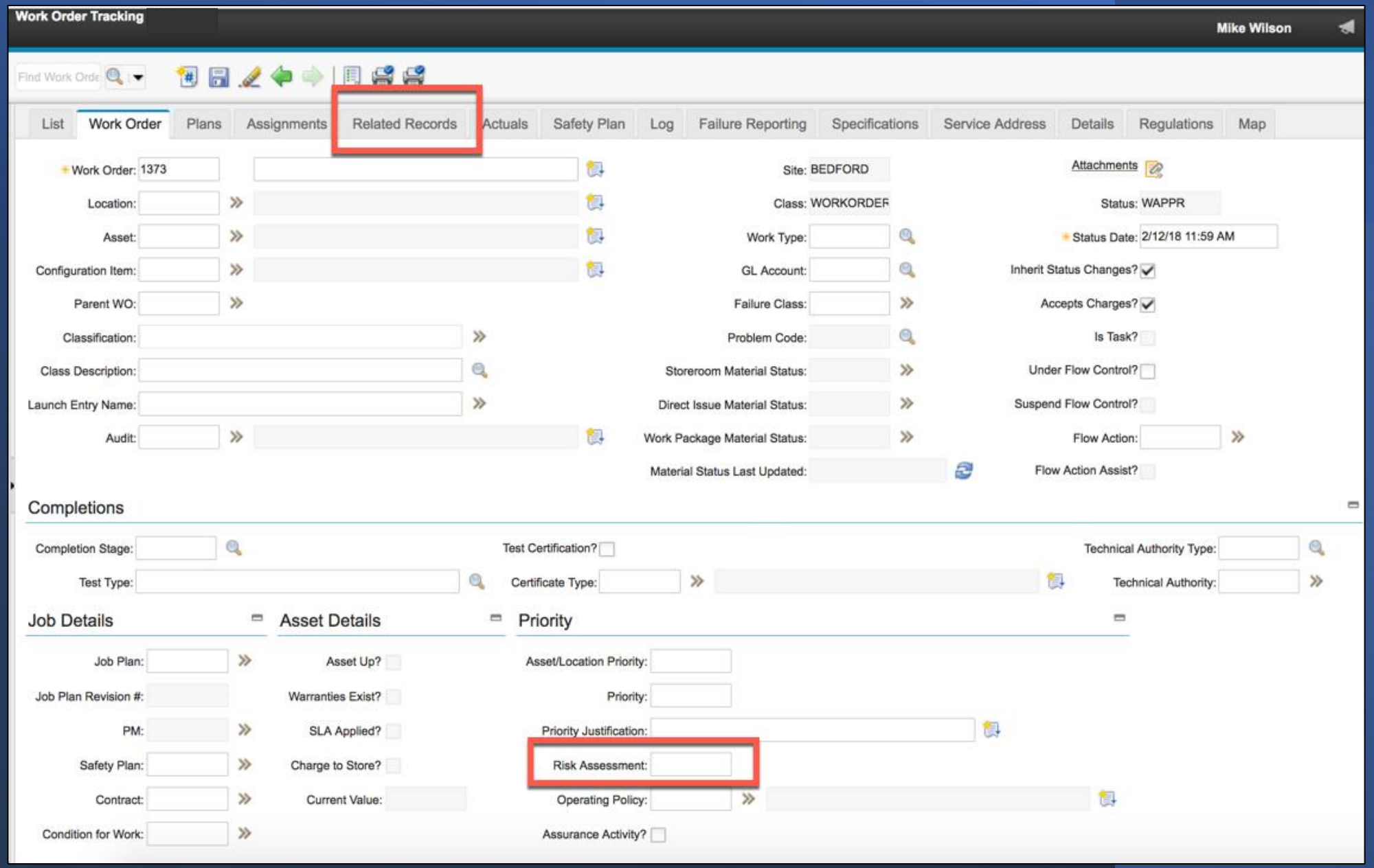
Performing Authority:
Issuing Authority:
Isolating Authority:
Area Authority:
Issuing Authority:

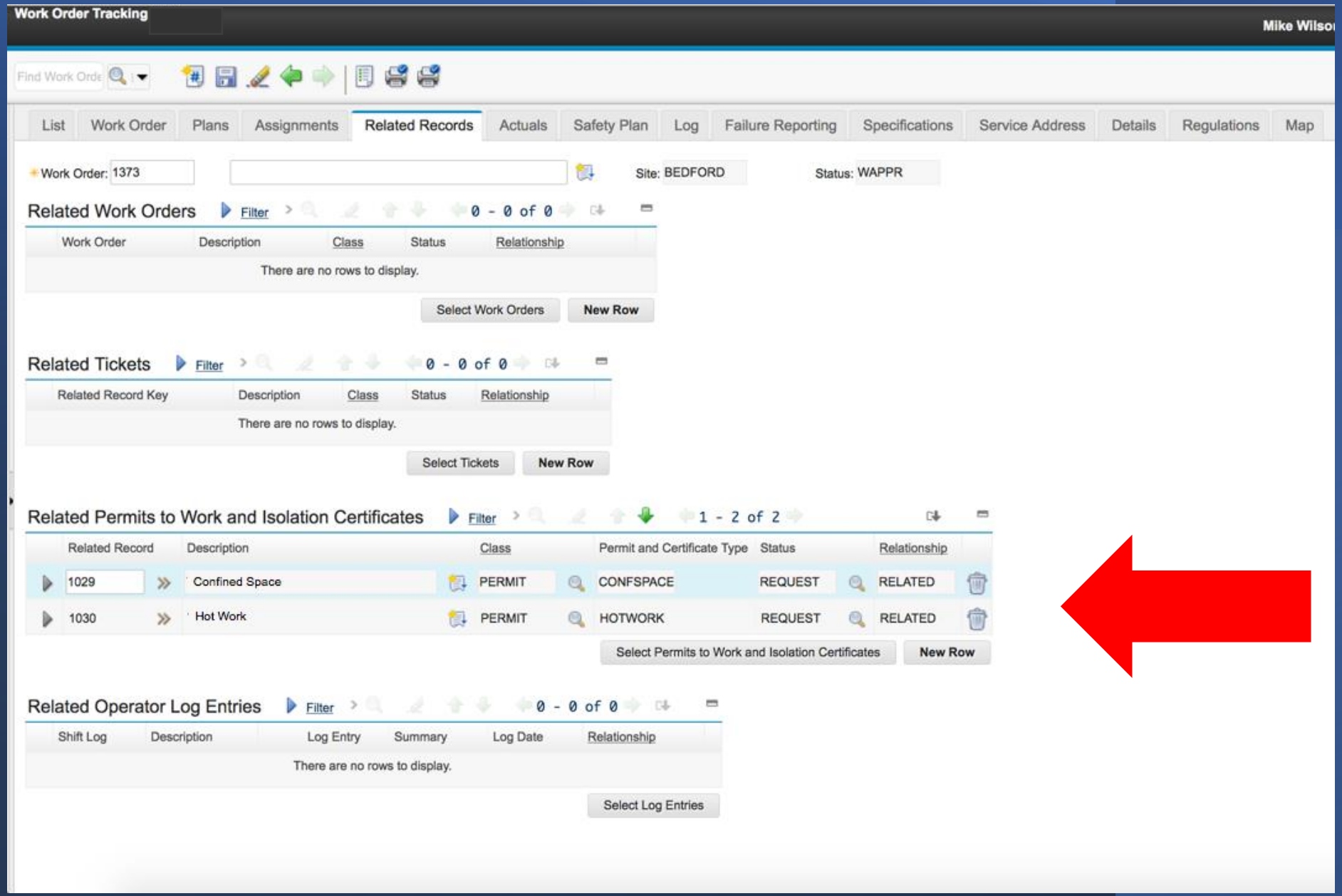
Work Completed:
Returned to Safe Condition:
Isolation Removal Verified:
Returned to Production:
Inhibits Removed:

Review

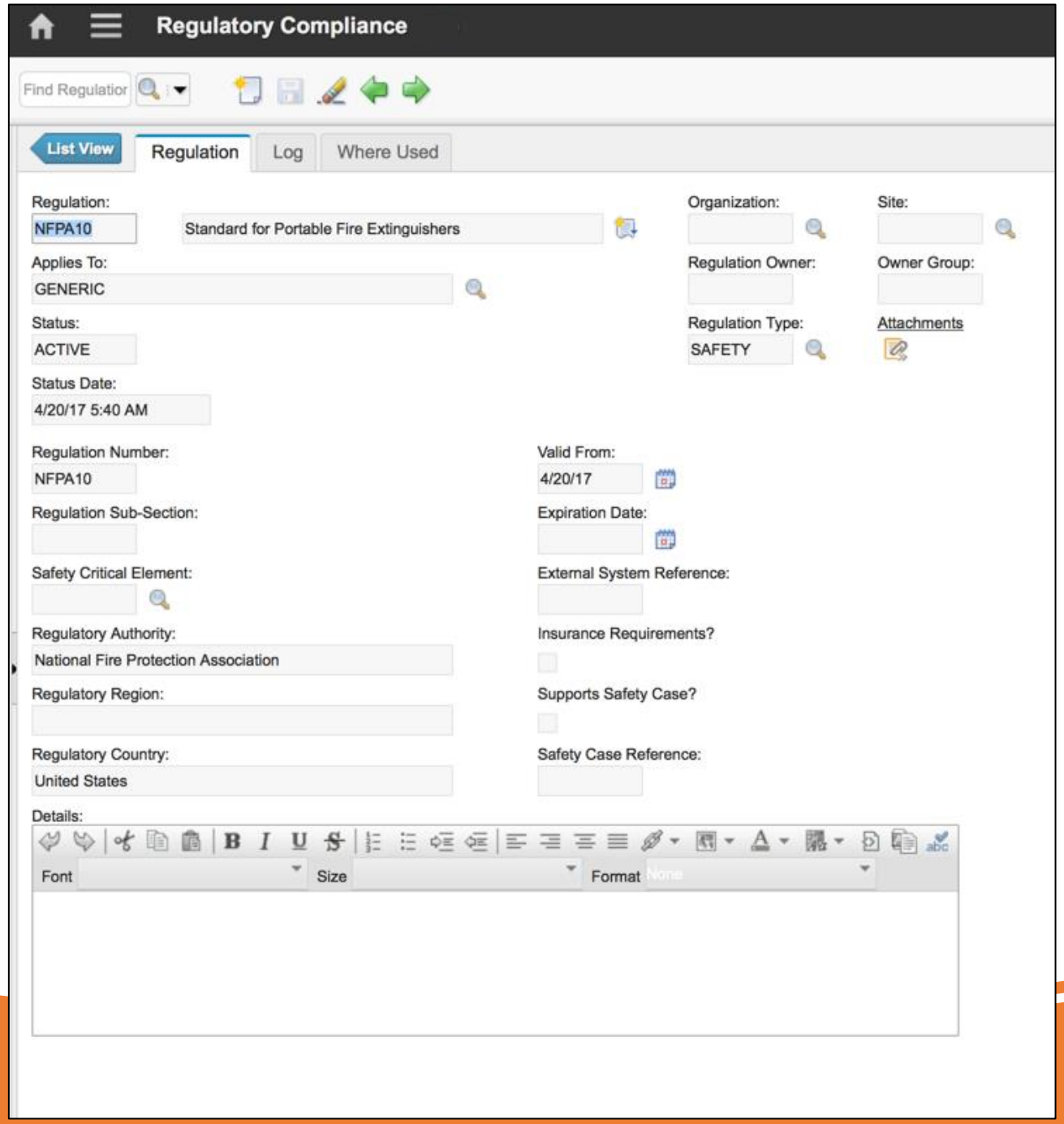
Reviewed By:

Work Order Tracking

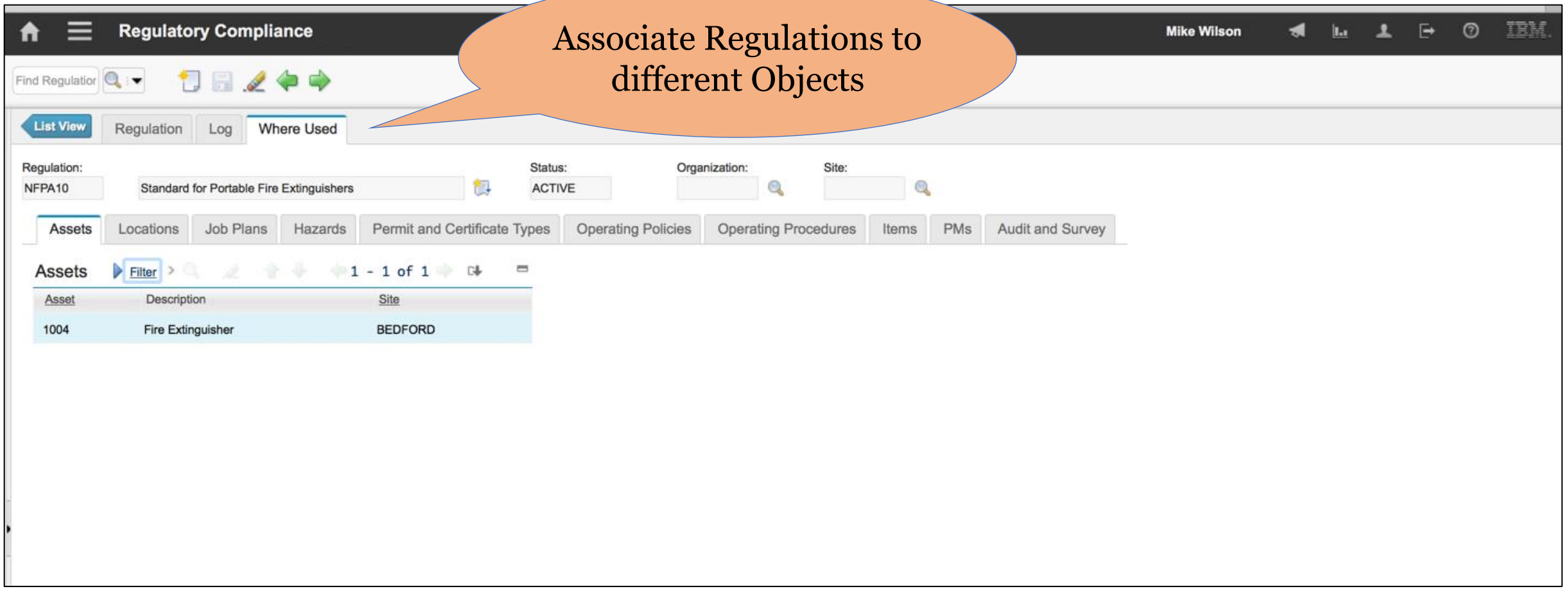

Work Order Tracking
Mike Wilson
List
Work Order
Plans
Assignments
Related Records
Actuals
Safety Plan
Log
Failure Reporting
Specifications
Service Address
Details
Regulations
Map
Work Order: 1373
Location:
Asset:
Configuration Item:
Parent WO:
Classification:
Class Description:
Launch Entry Name:
Audit:
Site: BEDFORD
Class: WORKORDER
Work Type:
GL Account:
Failure Class:
Problem Code:
Storeroom Material Status:
Direct Issue Material Status:
Work Package Material Status:
Material Status Last Updated:
Attachments
Status: WAPPR
Status Date: 2/12/18 11:59 AM
Inherit Status Changes?
Accepts Charges?
Is Task?
Under Flow Control?
Suspend Flow Control?
Flow Action:
Flow Action Assist?
Completions
Completion Stage:
Test Certification?
Technical Authority Type:
Test Type:
Certificate Type:
Technical Authority:
Job Details
Job Plan:
Job Plan Revision #:
PM:
Safety Plan:
Contract:
Condition for Work:
Asset Details
Asset Up?
Warranties Exist?
SLA Applied?
Charge to Store?
Current Value:
Priority
Asset/Location Priority:
Priority:
Priority Justification:
Risk Assessment:
Operating Policy:
Assurance Activity?

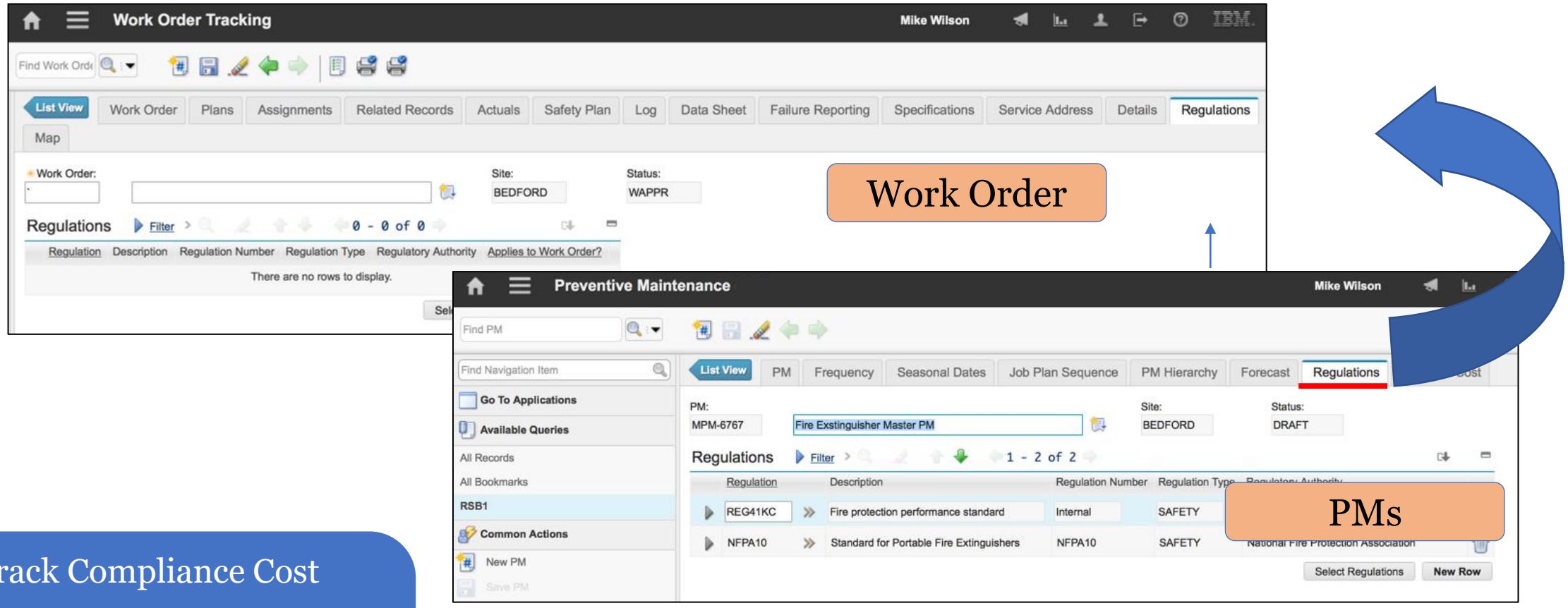

Work Order Tracking
Mike Wilso
List
Work Order
Plans
Assignments
Related Records
Actuals
Safety Plan
Log
Failure Reporting
Specifications
Service Address
Details
Regulations
Map
Work Order: 1373
Site: BEDFORD
Status: WAPPR
Related Work Orders
Filter
0 - 0 of 0
Work Order
Description
Class
Status
Relationship
There are no rows to display.
Select Work Orders
New Row
Related Tickets
Filter
0 - 0 of 0
Related Record Key
Description
Class
Status
Relationship
There are no rows to display.
Select Tickets
New Row
Related Permits to Work and Isolation Certificates
Filter
1 - 2 of 2
Related Record
Description
Class
Permit and Certificate Type
Status
Relationship
1029
Confined Space
PERMIT
CONFSPACE
REQUEST
RELATED
1030
Hot Work
PERMIT
HOTWORK
REQUEST
RELATED
Select Permits to Work and Isolation Certificates
New Row
Related Operator Log Entries
Filter
0 - 0 of 0
Shift Log
Description
Log Entry
Summary
Log Date
Relationship
There are no rows to display.
Select Log Entries

Regulatory Compliance


Regulatory Compliance
Find Regulation
List View
Regulation
Log
Where Used
Regulation:
NFPA10
Standard for Portable Fire Extinguishers
Organization:
Site:
Applies To:
GENERIC
Regulation Owner:
Owner Group:
Status:
ACTIVE
Regulation Type:
SAFETY
Attachments
Status Date:
4/20/17 5:40 AM
Regulation Number:
NFPA10
Valid From:
4/20/17
Regulation Sub-Section:
Expiration Date:
Safety Critical Element:
External System Reference:
Regulatory Authority:
National Fire Protection Association
Insurance Requirements?
Regulatory Region:
Supports Safety Case?
Regulatory Country:
United States
Safety Case Reference:
Details:
Font
Size
Format
None

Associate Regulations to different Objects





1. Track Compliance Cost
2. Prove Compliance during audit
3. PMs to Schedule the Compliance Activities

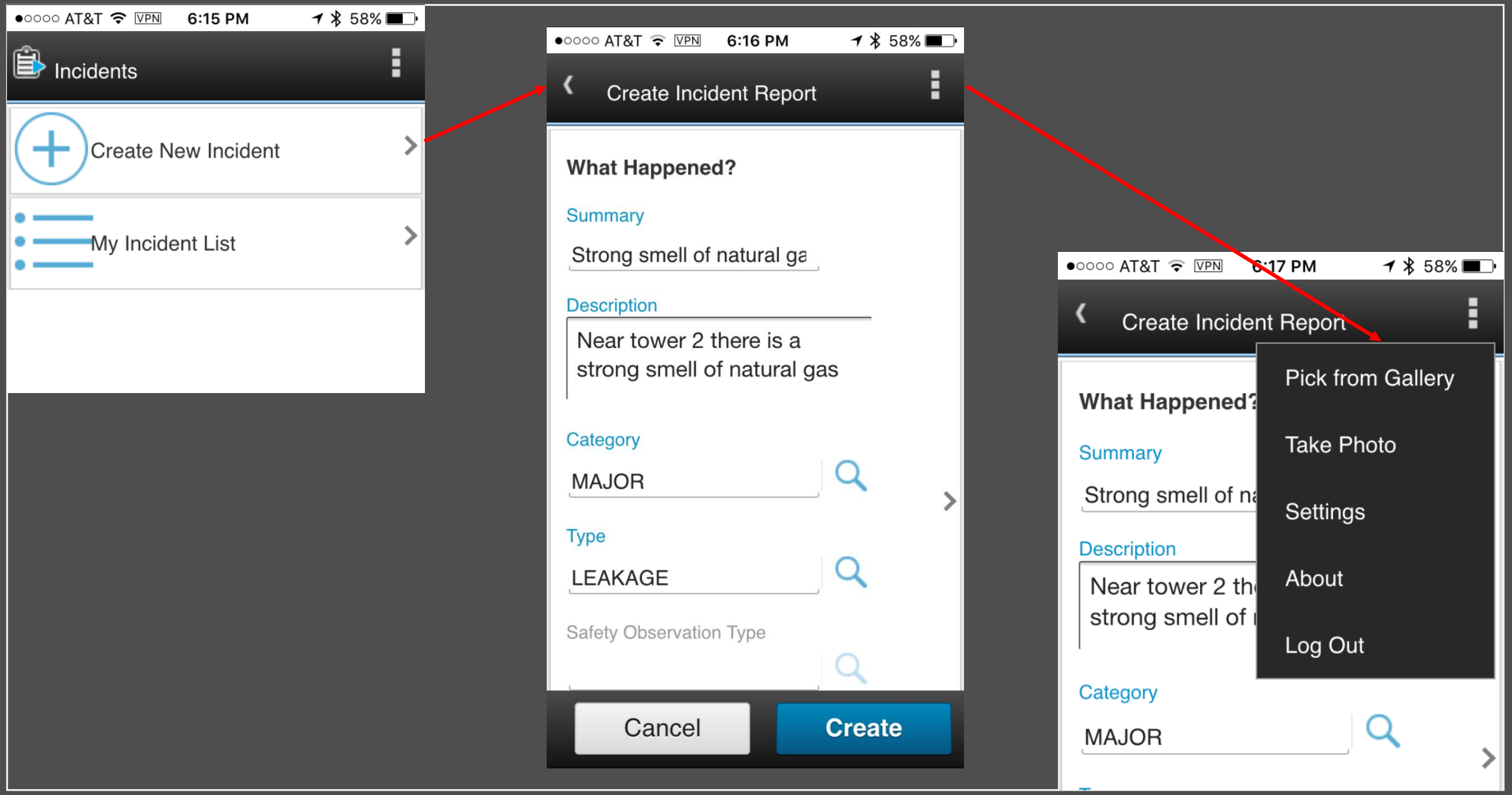
Incident Management

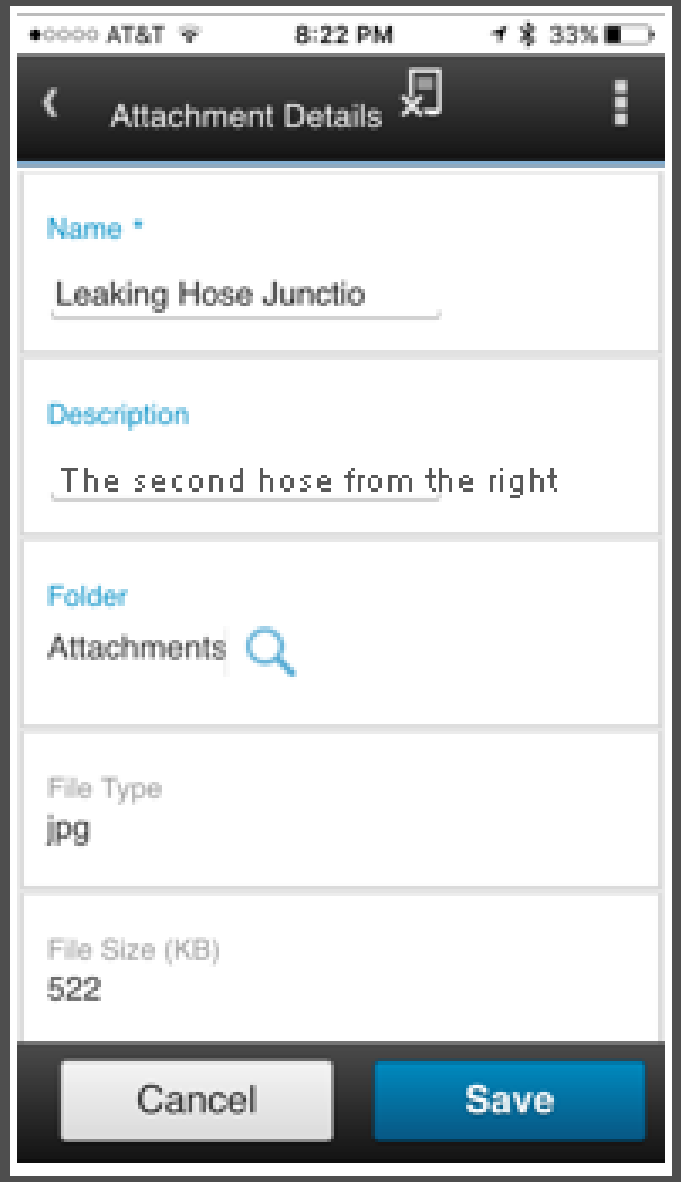
Mobile Incident Reporter

Quickly capture the details related to an incident

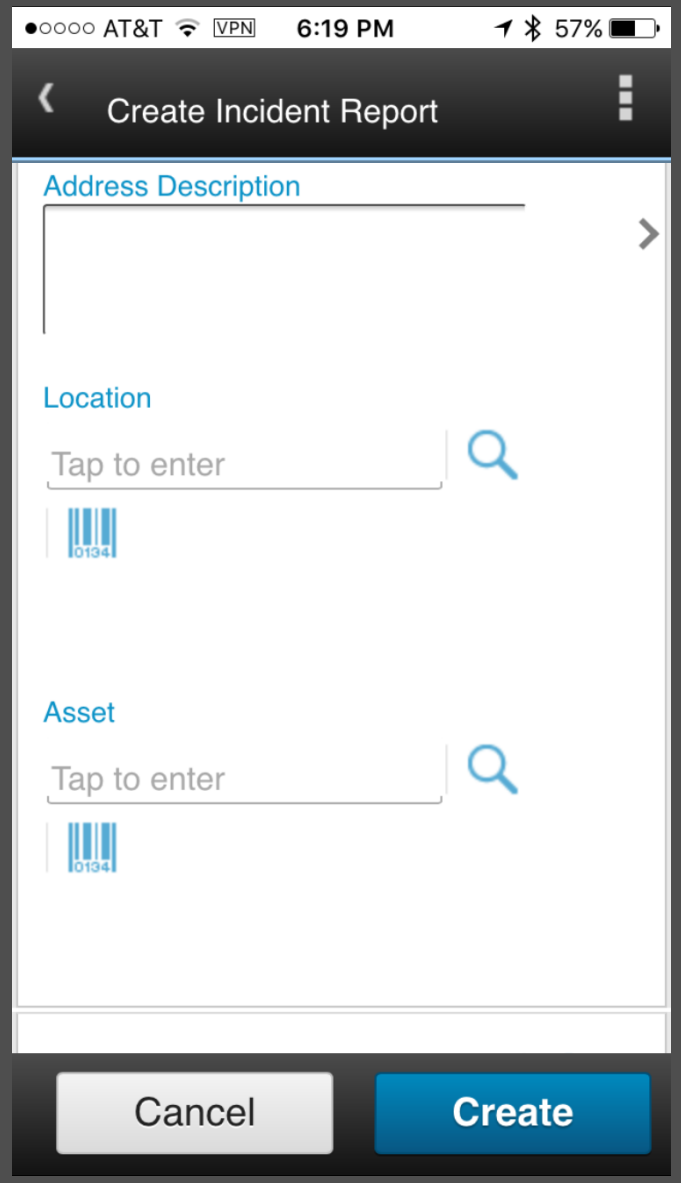
- What Happened?
- Where did it Happen?
- Who was involved?
- What did you do about?

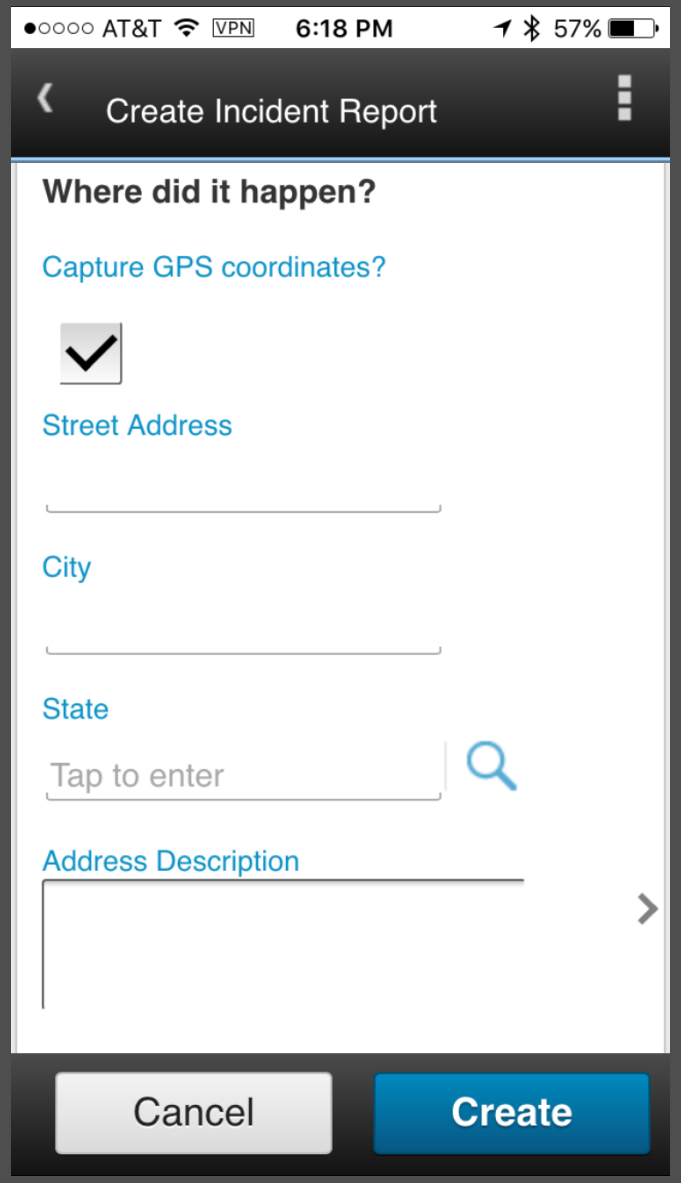
- Capture all types of incidents / near misses
- Safety Observations
- Hazard Reporting
- Injury / Illness
- Accidents….

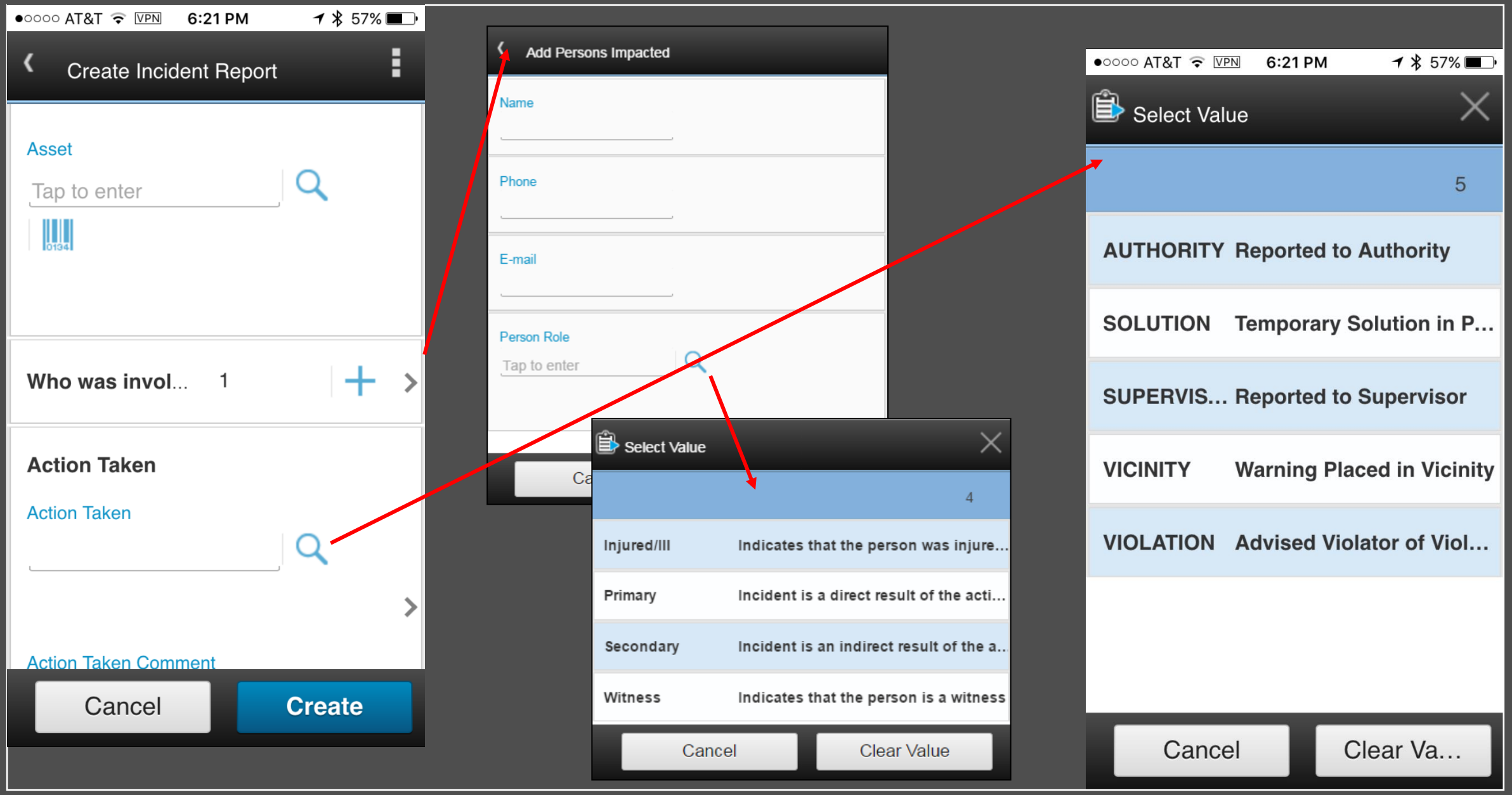

●○○○○ AT&T VPN 6:15 PM 58%
Incidents
Create New Incident
My Incident List
●○○○○ AT&T VPN 6:16 PM 58%
Create Incident Report
What Happened?
Summary
Strong smell of natural ga
Description
Near tower 2 there is a strong smell of natural gas
Category
MAJOR
Type
LEAKAGE
Safety Observation Type
Cancel
Create
●○○○○ AT&T VPN 6:17 PM 58%
Create Incident Report
Pick from Gallery
Take Photo
Settings
About
Log Out
What Happened?
Summary
Description
Category
MAJOR


AT&T
8:22 PM
33%
Attachment Details
Name *
Leaking Hose Junctio
Description
The second hose from the right
Folder
Attachments
File Type
jpg
File Size (KB)
522
Cancel
Save

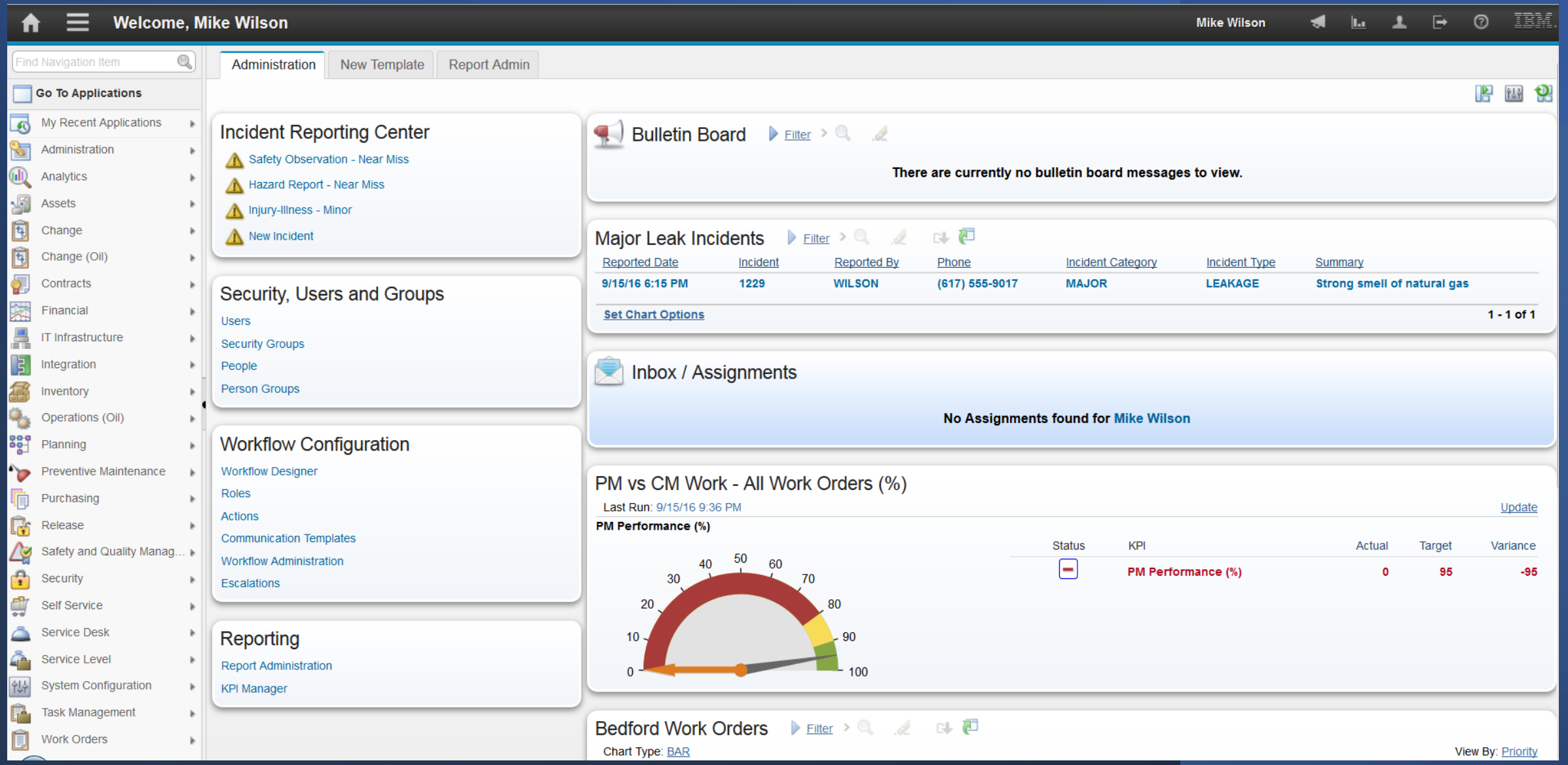
Cancel


●○○○○ AT&T VPN 6:19 PM 57%
Create Incident Report
Address Description
Location
Tap to enter
Asset
Tap to enter
Cancel
Create


●○○○○ AT&T VPN 6:18 PM 57%
Create Incident Report
Where did it happen?
Capture GPS coordinates?
Street Address
City
State
Tap to enter
Address Description
Cancel
Create


●○○○○ AT&T VPN 6:21 PM 57%
Create Incident Report
Asset
Tap to enter
Who was invol... 1
Action Taken
Action Taken
Action Taken Comment
Cancel
Create
Add Persons Impacted
Name
Phone
E-mail
Person Role
Tap to enter
Select Value
4
Injured/Ill Indicates that the person was injure...
Primary Incident is a direct result of the acti...
Secondary Incident is an indirect result of the a...
Witness Indicates that the person is a witness
Cancel
Clear Value
●○○○○ AT&T VPN 6:21 PM 57%
Select Value
5
AUTHORITY Reported to Authority
SOLUTION Temporary Solution in P...
SUPERVIS... Reported to Supervisor
VICINITY Warning Placed in Vicinity
VIOLATION Advised Violator of Viol...
Cancel
Clear Va...

Incident Management Start Center



List View | Incident | Sequence of Events | Activities | Related Records | Solution Details | Log | Failure Reporting | Specifications | Service Address | High Context | Map

Incident: 1229 | Owner: | Owner Group: | Incident Type: LEAKAGE | Incident Category: MAJOR | Safety Observation Type: | Status: NEW

Address Information

User Information

Incident Details

Summary: Strong smell of natural gas

Site: BEDFORD

Reportable?

Details:

Font | Size | Format None

Near tower 2 there is a strong smell of natural gas

Action Taken: AUTHORITY

Action Taken Details:

Font | Size | Format None

Reported to Area Supervisor

Classification:

Class Description:

Reported Priority:

Internal Priority:

Is Defect?

Investigation Required?

High Context?

From Review Required?

SLA Applied?

Persons Impacted by Incident

Filter | 1 - 1 of 1

Person Impacted	Name	Phone	E-mail	Person Role	External Person?
SMITH	Roland Smith	(617) 375-885	roland.smith@interspeed.net	Witness	

Select People | New Row

Attachments

Filter | 1 - 1 of 1

Document	Description
LEAKING HOSE JUNC	The second hose from the right

Attach File | Add Link to Web Page

Risk and Consequence

Hazard:

Risk Assessment:

Impact

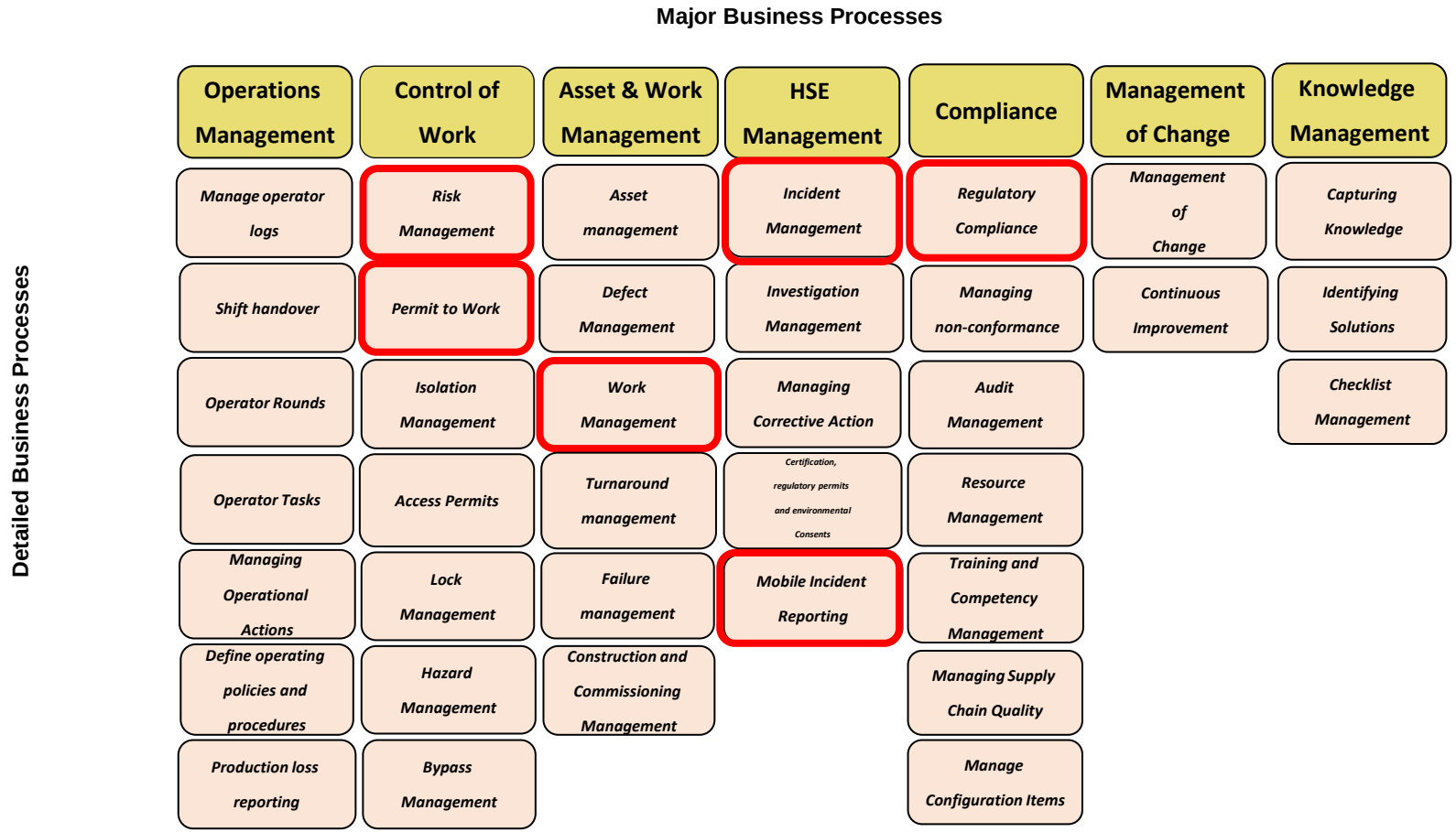
Worldwide Incident?

Global Issue?

Regional Incident?

Related to Global ID:

Maximo HSE Manager 7.6.2 business processes



Q&A

Mentimeter

Florida MUG 2023 Attendee Survey

What topics are you most interested in discussing or learning about at this MUG?

What did you enjoy and what could be improved for next time?

57 Answers

Interactions

Common forgot solutions

Customer Stories! Keep those going! Shortcuts and tips, more please!

hot lunch is a great idea - well done

Enjoy - networking and interractions

Various industries using maximo

Enjoyed the location

Networks opportunities

Great presentation. Wish I had known about this sooner!

What did you enjoy and what could be improved for next time?

57 Answers

I thought everything was well organized and presented :)

Personal networking activities

I enjoyed the range of topics. I would like to see more in depth examples of how companies are using maximo, some of the presenters didn't show real life examples and only verbally spoke on it.

Liked location and presentations as well as meeting other users

Interactive demos of features

Enjoyed the networking opportunity with clients and understanding their use cases

More demos for functioning Inspections

Improve - food

Great presentations

What did you enjoy and what could be improved for next time?

57 Answers

Enjoy the networking and success stories

Great location and venue. Useful information

More client to client interaction

Good use cases

Sooner communication about the night before activity. If I knew it was happening earlier I could have come up the night before.

Good food.

Old solutions

The Supply Chain presentation was great

Next time - cupcakes

What did you enjoy and what could be improved for next time?

57 Answers

Networking.	Presentations from other businesses	Enjoyed networking opportunities.
Food great	Enjoy networking	Wish there was more mobile
Networking	Great location!	Meet in Person

What did you enjoy and what could be improved for next time?

57 Answers

Dedicated website to be able to find info on next meetings.

Access to Power sources for laptops would be nice

Chris gave an informative presentation on some basic Maximo tips. More tips and tricks would be great.

Seeing people that I haven't seen in 4 years

Enjoyed the Maximo functionality insight, location, use case demonstration

Demos

Preview of last meeting to see what prep is needed for presentation.

Iteractive

More tacos

What did you enjoy and what could be improved for next time?

57 Answers

Demos

The different industries and their stories and use cases of how they use maximo in their environmentMore ways to interact and see the solution as well as hearing more from the partners

Networking

Enjoyed networking

Have us introduce ourselves - around the room. Open discussion time.

I enjoyed the variety of attendees and location. Next time future of Maximo

Have the robot dog here

MREs

Sam needs to sing more'

What did you enjoy and what could be improved for next time?

57 Answers

Robot dog for sure

More Cowbell

Tacos on Tuesday.