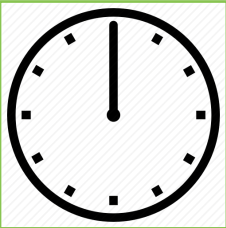


XRM to Maximo Connector Outage Business Continuity Process



All software systems suffer occasional outages and bugs. We have Business Continuity processes to help us continue to deliver the FM Hub service during these times. Our technical issues are not our client's problem, so we need to do all we can to continue to capture and deliver Service Requests without impacting service levels.

When a Service Request (SR) is submitted from XRM it goes to a system called Maximo. If SRs are not transferring to Maximo correctly due to an outage, we need to initiate a Business Continuity Process.



Outage Time: 0 to 59 minutes

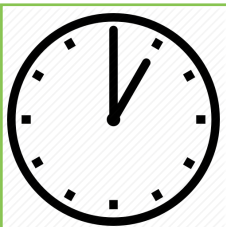
If the outage has been going for less than 1 hour then the following procedure applies:

1. Agents will continue to take calls inbound from the airport.
2. Record the details of the Service Request in XRM
3. Relay the information to the airport's First Response Team with an outbound call informing first response that there may be a delay in the SR appearing in Maximo
4. Submit the Service Request to Maximo

Post Recovery: When the XRM system is transferring SRs into Maximo again:

1. Confirm that SRs submitted during the outage have now come through to Maximo.
2. If not, these must be manually put into Maximo ensuring that the Maximo Generated SR number is replaced with the one generated in XRM so that they can be matched.

Once all the SRs are confirmed as being in Maximo with an SR number that match the corresponding cases in XRM, we are back to normal operations.



Outage Time: 60+ minutes

Once the outage has been going on for more than 1 hour (or sooner, if indicated by unitiFM management) we move to a different process:

1. Agents log in to the Maximo System directly and input any SRs from XRM from the first 59 mins of the outage - making sure to replace the Maximo-generated SR number with the one from XRM so that they match.
2. Agents continue to take calls inbound from the airport.
3. Record the Service Request details in XRM.
4. Relay the information to the Airport's First Response Team with an outbound call, as usual, but do not Submit to Maximo.
5. Input any resulting Service Requests directly into Maximo - remembering to replace the Maximo-generated SR number with the one from XRM so that they match.
6. Add "Manually Created in Maximo" in the Case Scratchpad (bottom left of the XRM Case Form)

Post Recovery: When the XRM system is transferring SRs into Maximo again:

1. Do not submit Cases that have been manually input in Maximo (this would create duplicates)

Once all the SRs are confirmed as being in Maximo with an SR number that match the corresponding cases in XRM, we are back to normal operations.

Sydney Airport Maximo Instructions

Sydney Airport uses an application called IBM Maximo to manage all the Service Requests. Under normal circumstances, the Cases that are submitted from the FM Hub XRM system will be transferred to this system where the issues will be managed through to conclusion. However, if there is an XRM outage, FM Hub agents may be required to input Service Requests directly into Maximo. The following guide is written to support you through this process.

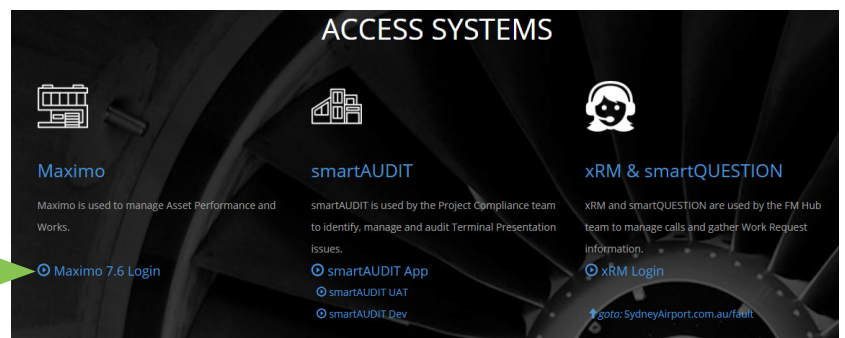
Accessing Maximo

1. In your browser, go to the Sydney Airport Infrastructure & Services Portal: <http://sydair.unitiFM.com>
2. Click on the menu item “Access Systems” in the top right of the screen:



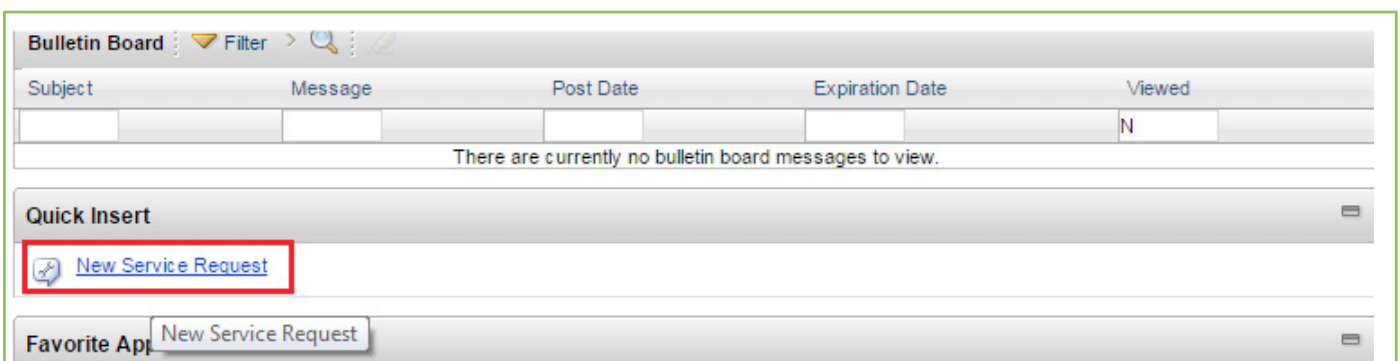
3. Click on the link to “Maximo 7.6 Login”
4. Log in to Maximo

NB: if you don't have a user name and password, speak to your supervisor.

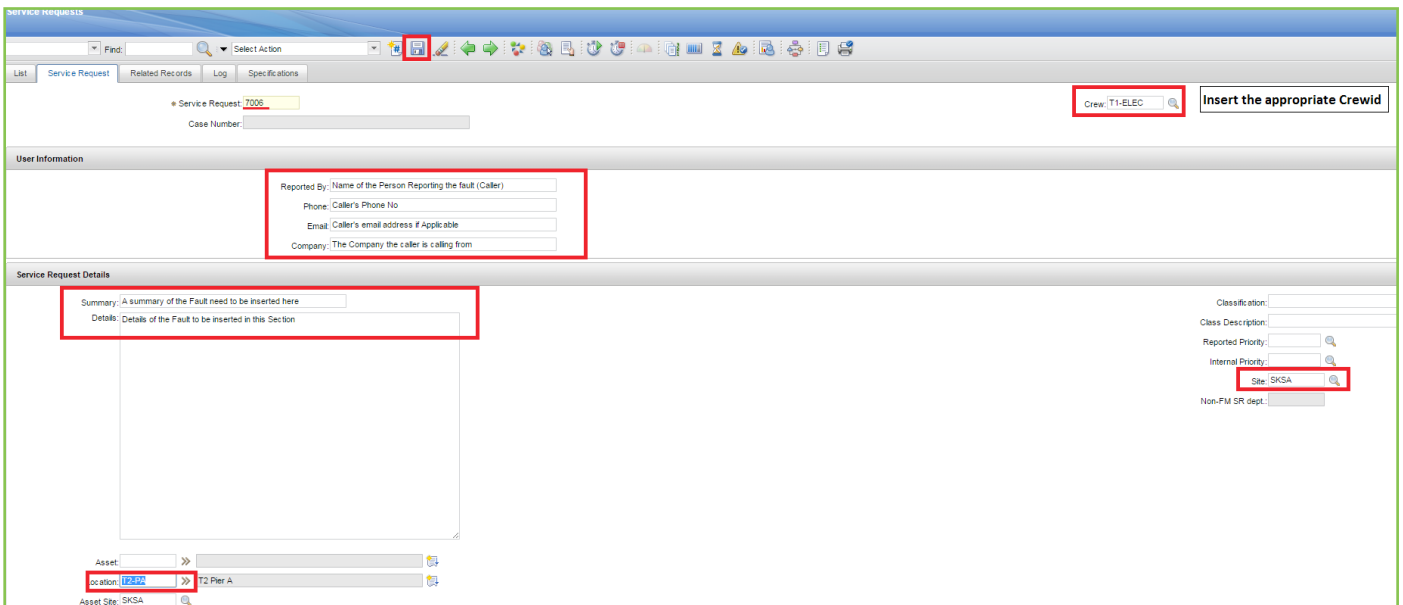


Creating a Service Request

1. Click on “New Service Request”



2. The fields highlighted below need to be completed, then click "Save" (disk icon) in the top menu:



3. At the bottom of the screen is the Asset field. Searching for an Asset can be complicated so the process for this is detailed below.

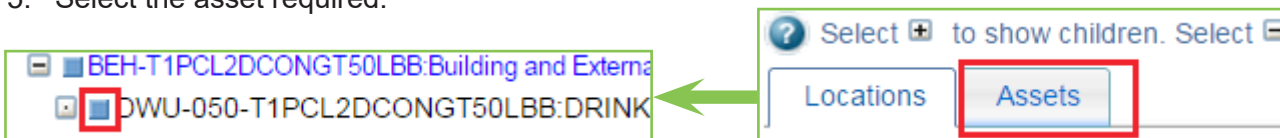
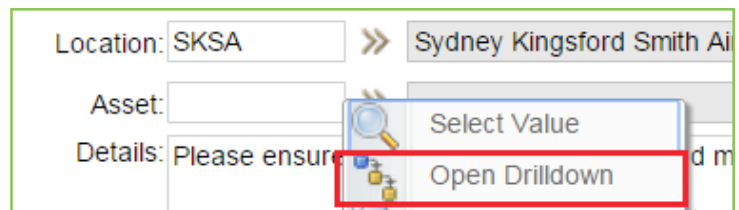
Searching for an Asset

Maximo provides 3 ways to search for an Asset:

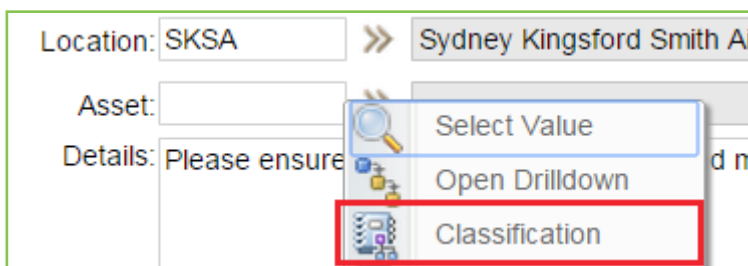
1. DRILLDOWN: If you know where the Asset is located:

To search for an asset through the Drilldown:

1. Go to the Asset field.
2. Open Drilldown.
3. Drill down to the location where the asset is located.
4. Move to the Asset tab.
5. Select the asset required.

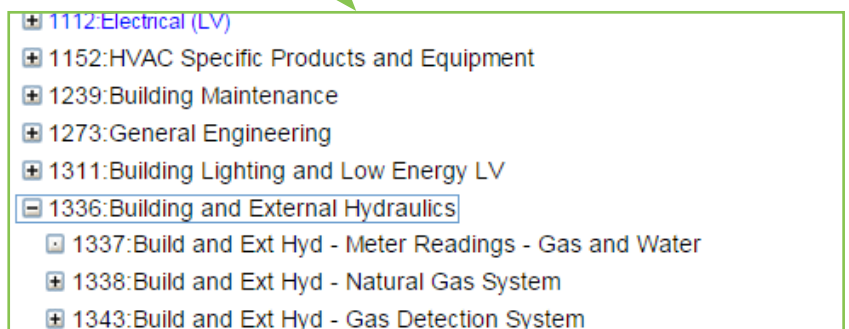


2. CLASSIFICATION: if you know what type of Asset you are looking for:



To search for an asset through Classification:

1. Go to the Asset field
2. Open Classification
3. Drill down to the type of asset you are looking for
4. Select the Asset required



3. VALUE: if you know the name or code of the Asset:

To search for an asset through Select Value:

1. Go to the Asset field.
2. Select Value.

This search function gives you several ways of searching:

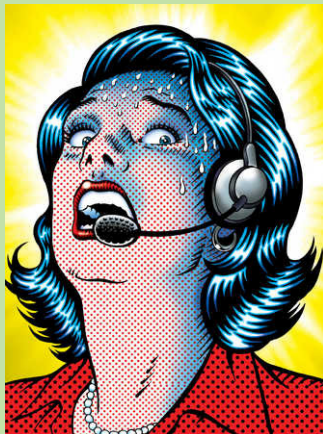
- Enter a key word in the description (e.g. handling, carpet, etc.), then press “Enter”. To narrow your search, you can insert a value in the location (i.e. T1-ITB-L2, T2-PA etc.).
- You can search by type of asset (in the asset system field, enter HVAC, Building, etc.).
- You can also search by the code of the asset by entering the code in the asset field then % (i.e. BTH% for bathrooms, AHU% for air handling units, etc.).

Below are some of the common codes:

Code	Description	Code	Description
AEROBRIDGE		BEH	Building & External Hydraulics
GPU	Ground Power Unit	BTH	Bathrooms
APIS	Nose In Guidance System	HND	Hand Dryers
BP1ABB	Aerobridge and associated Equipments - T1	BWG	Windows/Glazing
CP1ABB	Aerobridge and associated Equipments - T1	GFG	Gates
T2-ABB	Aerobridge and associated Equipments - T2	DWU	Drinking Water Units
FIRE		BCH	ZIP Hydro Tap
EEL	Emergency & Exit Lighting	HVAC	
EWS	Emergency Warning & Intercom system (EWIS)	AHU	Air Handling Unit
PAS	Public Address System	PAC	Packaged A/C Unit
WIP	Warden Intercom Phone	EXF	Exhaust/Extract Fan
FHR	Fire Hose Reel	CHL	Chiller
CUR	Smoke Curtain	DWK	Duct Work, Grilles & Registers
GENERAL BUILDING		KEF	Kitchen Exhaust Fan
BL	Low Energy LV & Building Lighting	LIFTS	
BLE	Build Light and LV Building Lighting - External	LFT	Lift
BLI	Build Light and LV Building Lighting - Internal	MWW	Moving Walkways (Travelators)
BM	Building Maintenance	ESC	Escalator

Overriding the Maximo-generated SR Number

Maximo will automatically generate a Service Request (SR) number. If you need to override this with an SR number from XRM you can edit it. Click the right button on your mouse while hovering the cursor over the SR number in Maximo. This will bring up an option to edit the number and you can change it to the one from XRM.



Don't Panic!

Remember, we are here to help.

It's much better to call unitiFM and tell us you are having issues that to try to muddle through and end up getting something wrong.

If you are not sure, speak to any of the unitiFM team or the First Response Team at the airport.