

Maximo Guide for FM Service Contractors

Corrective Maintenance – Version 2.0

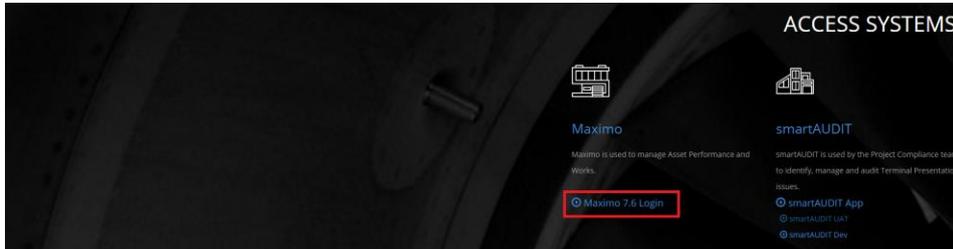
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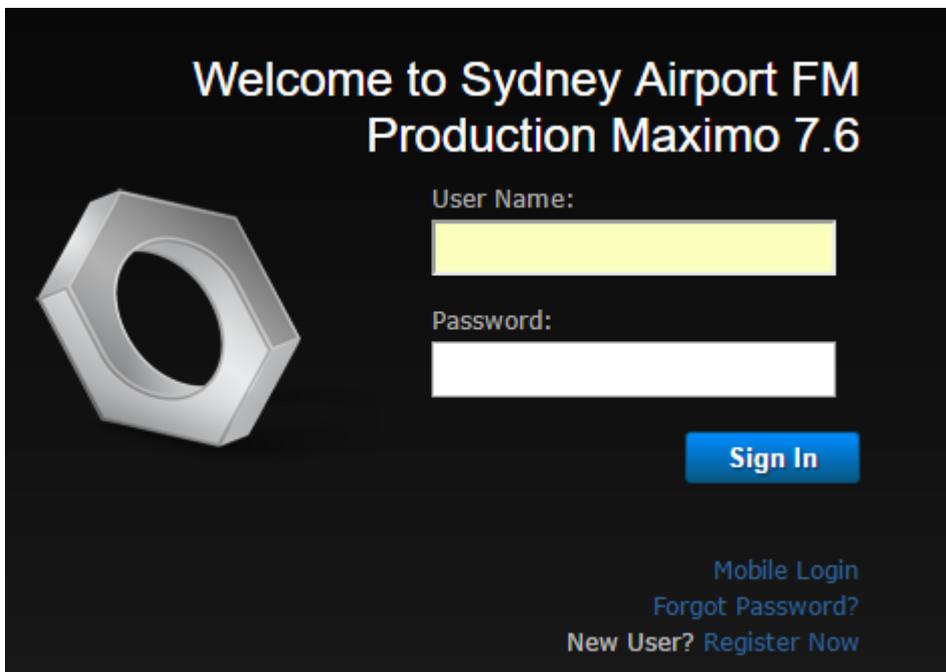
Logging in

Browse to <http://sydair.unitifm.com>

Click on Access systems, than Maximo 7.6 Login

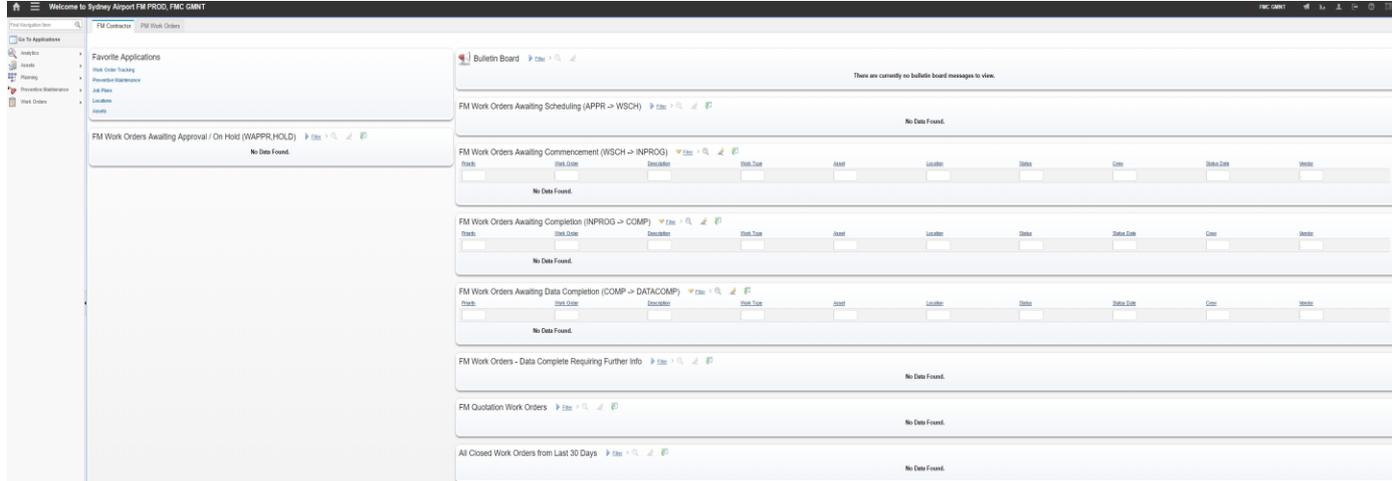


Enter your **username** and **password** and click **Sign In**

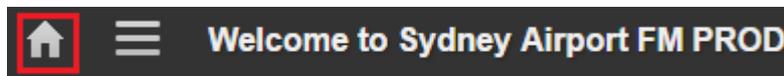


Start Centre

When you first log into Maximo you will see the Start Centre. The Start Centre provides a breakdown of the Workorders and their current status / next actions required.



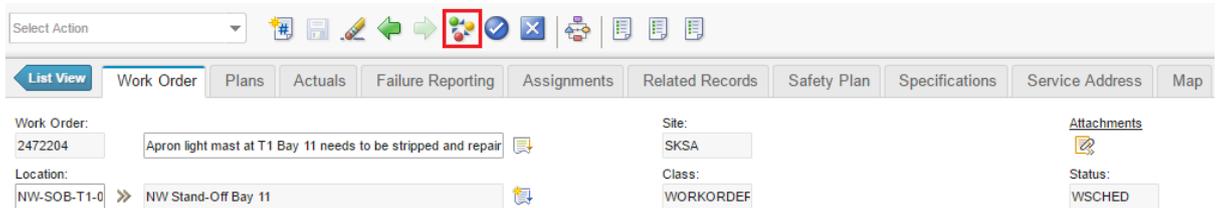
You can always return to the Start Centre from anywhere in the system by *clicking* the **Home** Icon on the top left of the Maximo screen.



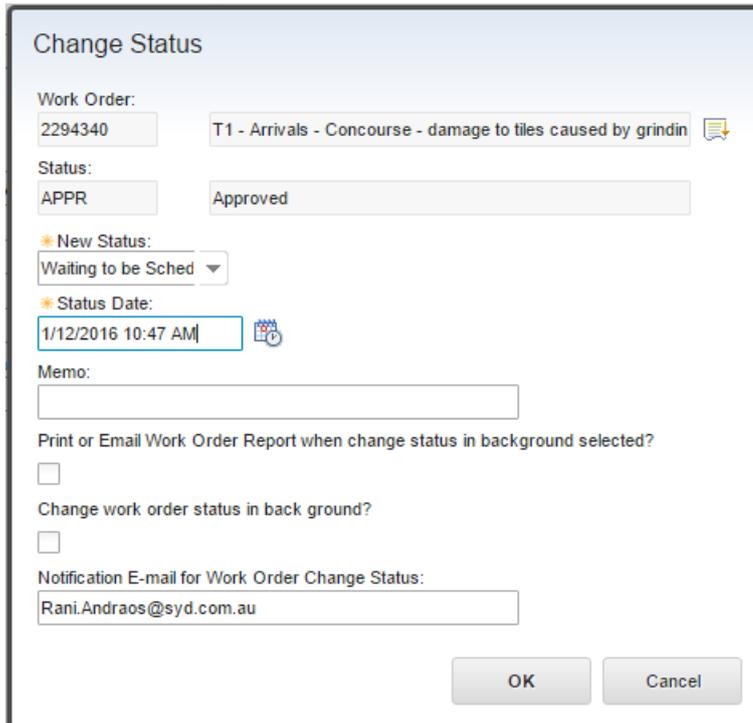
FM Work Orders Awaiting Scheduling

New work orders that have been approved will appear in this section. Work orders in this section will need to be acknowledged. This can be done by:

1. Open the work order by clicking on it
2. *Click* the **Change Status** button located on the bar at the top of the page



3. *Select* the **Waiting to be Scheduled** status from the dropdown



4. Update the Status Date & Time if required
NOTE: The date and time entered will be used to calculate SLA compliance. Please ensure that the date and time entered is representative of the actual acknowledgement time.
5. *Click* **OK**

When you navigate back to the Start Centre you will see this work order in the following section.

FM Work Orders Awaiting Commencement

Work orders in this section are waiting the actual work to begin. When a resource attends the job the status of the work order needs to be updated.

1. Open the work order by clicking on it
2. *Click* the **Change Status** button located on the bar at the top of the page
3. *Select* the **In Progress** status from the dropdown
4. Update the Status Date & Time if required
NOTE: The date and time entered will be used to calculate SLA compliance. Please ensure that the date and time entered is representative of the actual attendance time.
5. *Click* **OK**

FM Work Orders Awaiting Completion

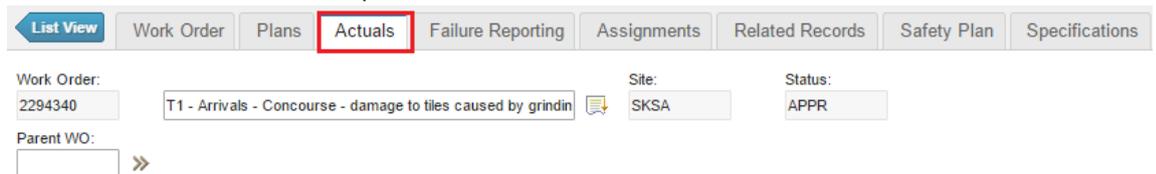
Work orders in this section are in progress and will need to be marked as complete. In this context complete refers to the work having been completed on site / at the job.

1. Open the work order by clicking on it
2. Click the **Change Status** button located on the bar at the top of the page
3. Select the **Completed** status from the dropdown
4. Update the Status Date & Time if required
NOTE: The date and time entered will be used to calculate SLA compliance. Please ensure that the date and time entered is representative of the actual completion time.
5. Click **OK**

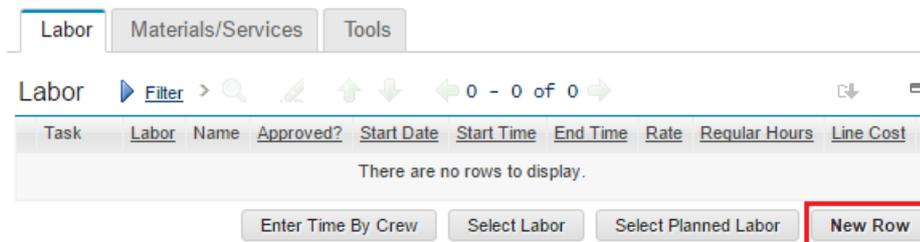
CM Work Orders Awaiting Data Completion

Work orders in this section have had the work component of the work order completed. They are now awaiting administrative completion of the work order for final submission and processing. There are a few steps that need to be completed in order to consider a work order *Date Complete*.

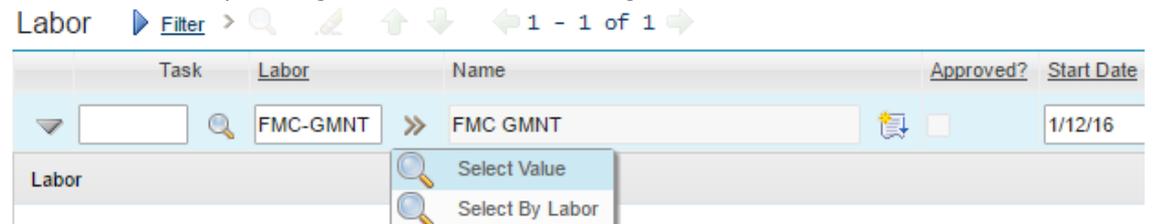
1. Open the work order by clicking on it
2. Check that the **location** and **asset** are recorded on the work order are correct. If not, attempt to find the correct location and asset.
3. Enter the **Actuals** for the work order
 - a. Click the **Actuals** tab at the top of the screen



- b. Enter the **Labor** component of the work by clicking on the **Labor** tab towards the bottom of the screen.
 - c. Click **New Row**



- d. Select the **Labor** by clicking the chevrons and clicking **Select Value**



- e. Enter the **Regular Hours**
 - f. The line cost will update to reflect the values you have selected

4. Enter the **Materials or Services** for the work order
 - a. Enter the **Materials** component of the work by *clicking* on the **Materials/Services** tab towards the bottom of the screen.
 - b. *Click New Row*
 - c. On the **Item** line *enter* a description of the materials used
 - d. *Update* the **Quantity** and **Unit Cost**

- e. You can add multiple rows if required
5. Click the save button on the work order to ensure that your changes are saved

6. From the **Work Order** tab at the top of the screen *click* on the **Work Log** tab
 - a. *Click New Row*

- b. Click the save button on the work order to ensure that your changes are saved

7. From the **Failure Reporting Tab** at the top of the screen *click Select Failure Codes* from the bottom right corner

- a. *Select* the appropriate **Problem Code**
 - b. *Select* the appropriate **Cause Code**
 - c. *Select* the appropriate **Remedy Code**
 - d. Once you have selected the appropriate codes they will show in the failure codes section
 - e. Click the save button on the work order to ensure that your changes are saved
8. At this stage you should have entered in all of the required data for the work order. The work order can now be marked as **Data Complete**
 - a. *Click* the **Change Status** button located on the bar at the top of the page
 - b. *Select* the **Completed** status from the dropdown
 - c. Update the Status Date & Time if required
NOTE: The date and time entered will be used to calculate SLA compliance. Please ensure that the date and time entered is representative of the actual completion time.
 - d. *Click* **OK**
 9. The work order has been routed to a works manager for review and processing

FM Work Orders – Data Complete

Work orders in this section have had their status changed to Data Complete but still require further information to be completed.

1. Complete the missing information.
2. The system will automatically route the Work Order to a works manager for review and processing

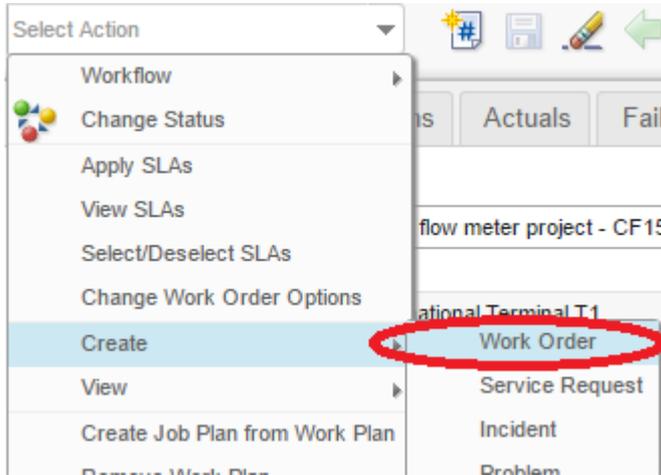
FM Quotation Work Orders

Work Orders in this section are work orders that only require quotation and no further action beyond supplying a quote.

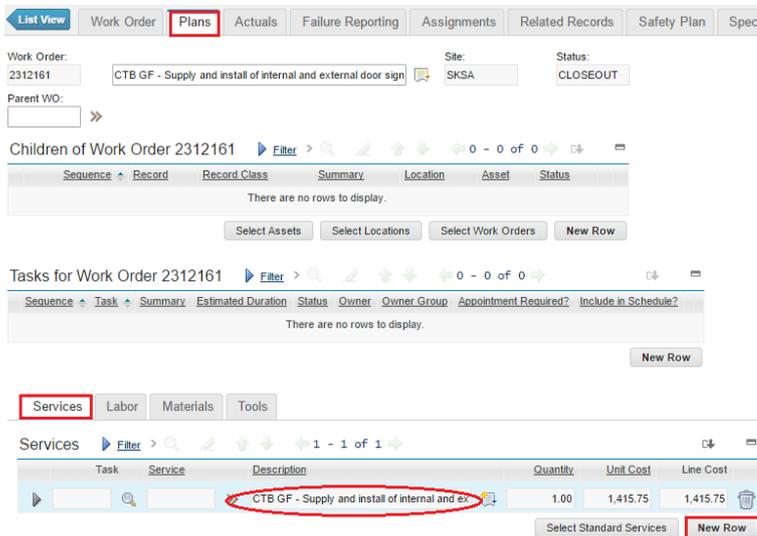
Creating a Quotation (Follow-on Work Order)

To Create a Quotation (Follow-On Work Order)

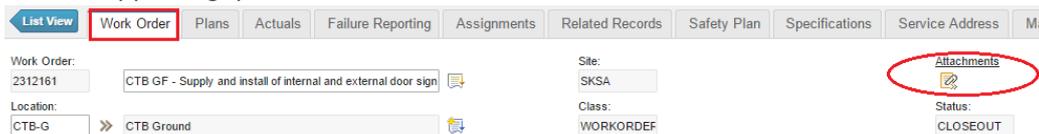
1. Open the originating Work Order (CM, PM, CW or Quotation Request)
2. Create Follow-On Work Order



3. Fill-in the total estimate value



4. Attach supporting quotation documentation



5. The final step is to (save then) route the work order for processing
 - a. Click the **Route Workflow** button from the top of the page



- b. The Route Workflow icon will change to indicate a green tick

