



Los Angeles Unified School District
Maximo 7.5 / Work Order
Service Request Review Guide



DEFINITION

Service Request Review introduced: The Service Request Review application is designed for M&O Area representatives to monitor, review, generate and/or associate M&O Service Requests Work Orders that are coming from the Service Call website and/or the Service Call mobile application.

LOGIN

The assigned Service Request Reviewer will perform this function.

To login to Maximo 7.5, please go to <http://awms.lausd.net/maximo>.

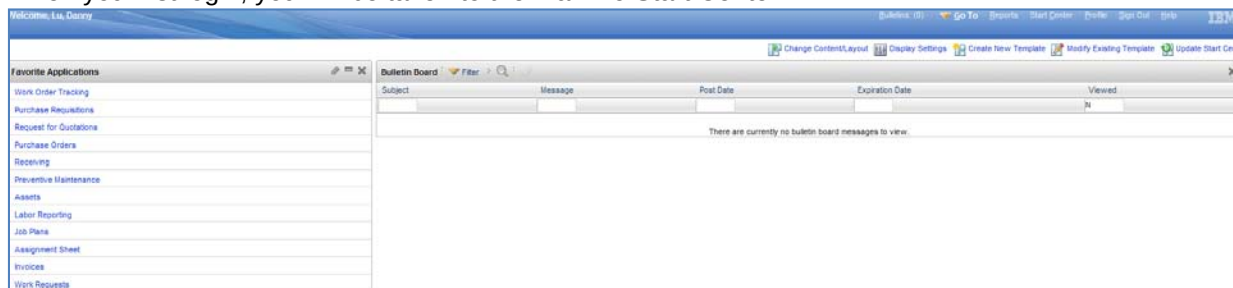
Enter your **Single sign-on** username and password and click on the **Sign In** button.



The login screen features the Tivoli Software and IBM logos at the top. A large 3D nut icon is on the left. The text "Welcome to Maximo" is centered. Below it are two input fields: "User Name:" with the text "danny.lu" and "Password:" with masked characters. A "Sign In" button is to the right of the password field. Below the button are links for "Forgot Password?" and "New User? Register Now". At the bottom, a copyright notice reads: "© Copyright IBM Corp. 2007-2012. All rights reserved. See product license for details."

START CENTER

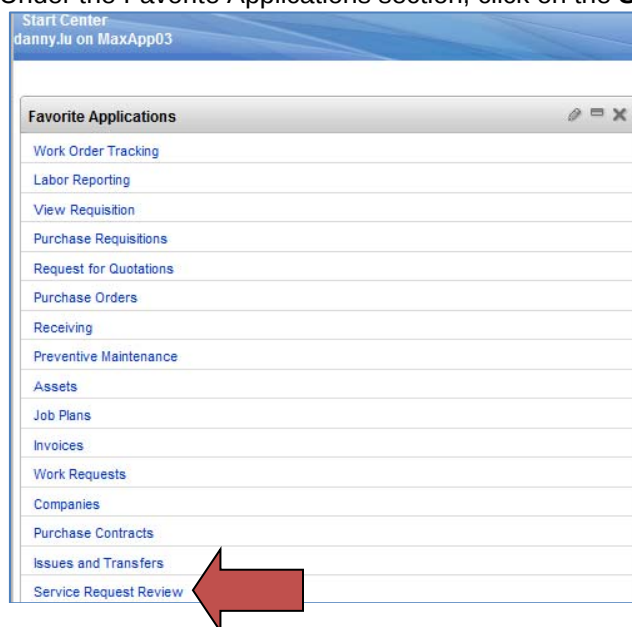
When you first login, you will be taken to the Maximo Start Center.





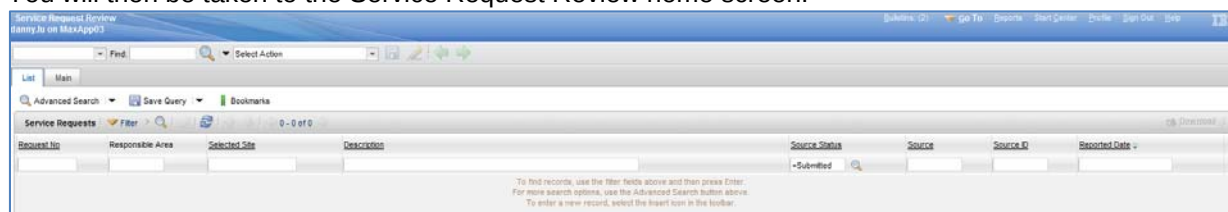
WORK REQUEST

Under the Favorite Applications section, click on the **Service Request Review** application.



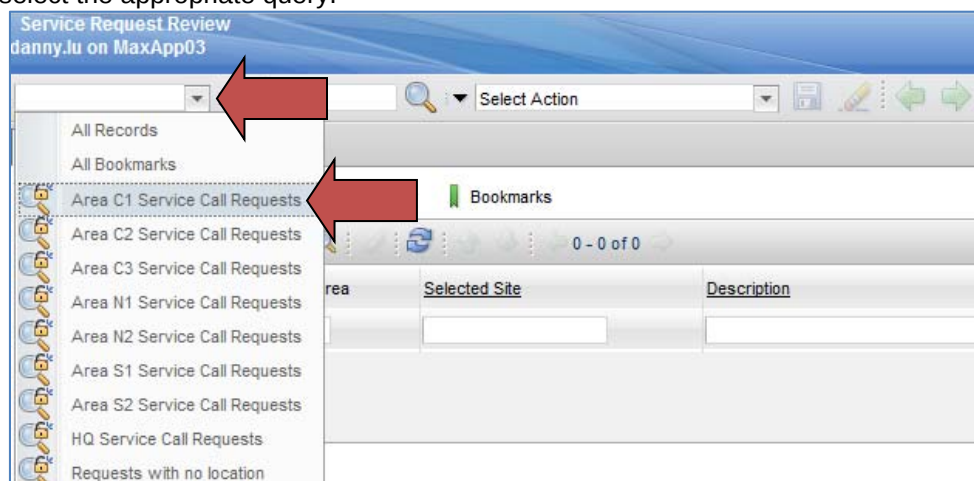
SERVICE REQUEST REVIEW HOME

You will then be taken to the Service Request Review home screen.



SELECT RESPONSIBLE AREA FROM QUERY DROP DOWN

To find service calls that were created against your M&O Area, click on the query dropdown list and select the appropriate query.





OUTSTANDING CALLS TO BE REVIEWED

A list of outstanding calls to be reviewed be will displayed in the result set.

Request No	Responsible Area	Selected Site	Description	Source Status	Source	Source ID	Reported Date
154784	AREA-C3	EVANS CAS	AC units not working extremely hot	Submitted	LASCHOOLS	20141015803	7/18/14 7:51 AM
154783	AREA-C3	EVANS CAS	Remove and replace kiddie toilet with standard toilet	Submitted	LASCHOOLS	20141015804	7/18/14 7:52 AM
154782	AREA-C3	RICARDO LIZARRAGA ES	Ac thermostat need to be plastering around room 5.	Submitted	LASCHOOLS	20141015805	7/18/14 7:36 AM

Click on the **Request No** to go to the record.

Request No	Responsible Area	Selected Site	Description
154784	AREA-C3	EVANS CAS	AC units not working extremely hot
154783	AREA-C3	EVANS CAS	Remove and replace kiddie toilet with standard toilet
154782	AREA-C3	RICARDO LIZARRAGA ES	Ac thermostat need to be plastering around room 5.

OPTION 1: Invalid Service Request

If the Service Request falls into one of the following categories:

1. There is not enough information provided from the request.
2. This is not an issue.
3. This issue is not executed by M&O

Click on magnifying glass  icon to the right of **Source Status** and select **Cancelled**.

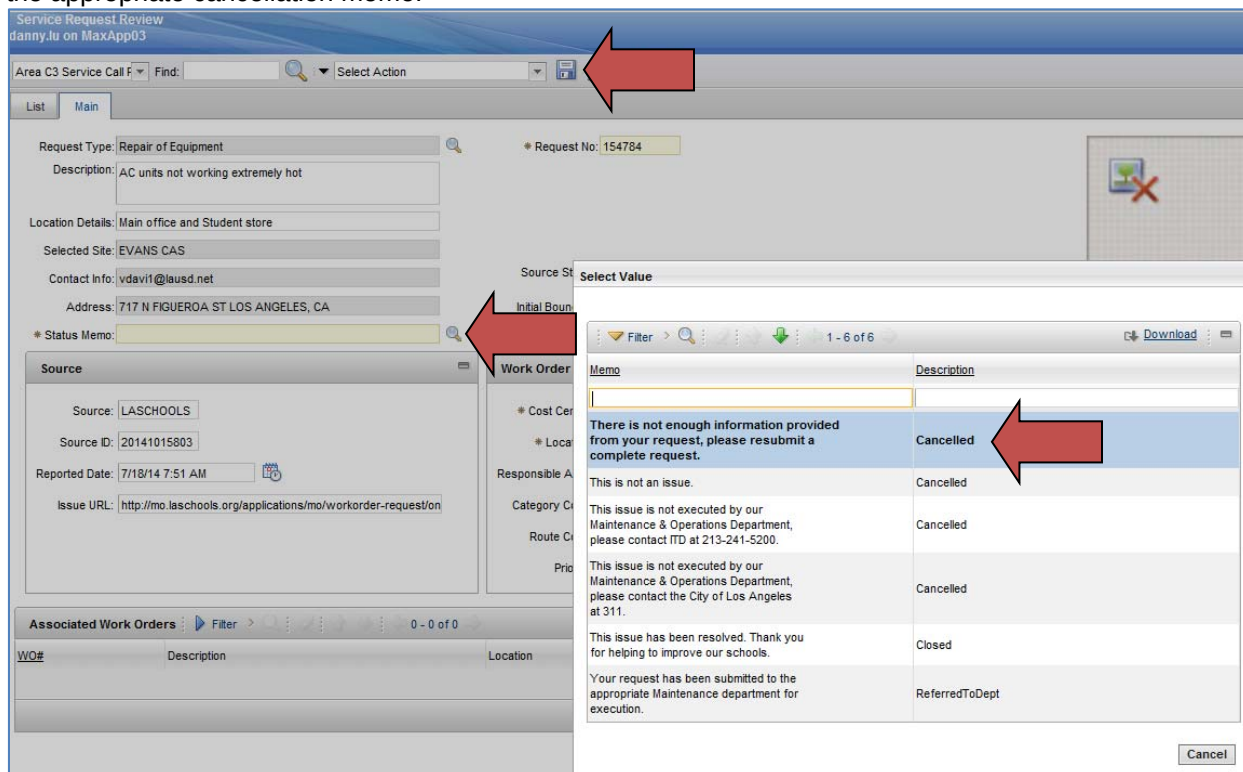
Request Type: Repair of Equipment
Description: AC units not working extremely hot
Location Details: Main office and Student store
Selected Site: EVANS CAS
Contact Info: lydavi1@lausd.net
Address: 717 N FIGUEROA ST LOS ANGELES, CA
Status Memo:
Source: LASCHOOLS
Source ID: 20141015803
Reported Date: 7/18/14 7:51 AM
Issue URL: http://mo.laschools.org/applications/mo/workorder-request/on

Source Status: Submitted
Initial Boundary: EVANS CAS
Contact Name: Vernon Davis

Work Order: Select Value
Value: Cancelled
Description: Cancelled



After selecting cancelled, click on the magnifying glass  icon to the right of **Status Memo** and select the appropriate cancellation memo.



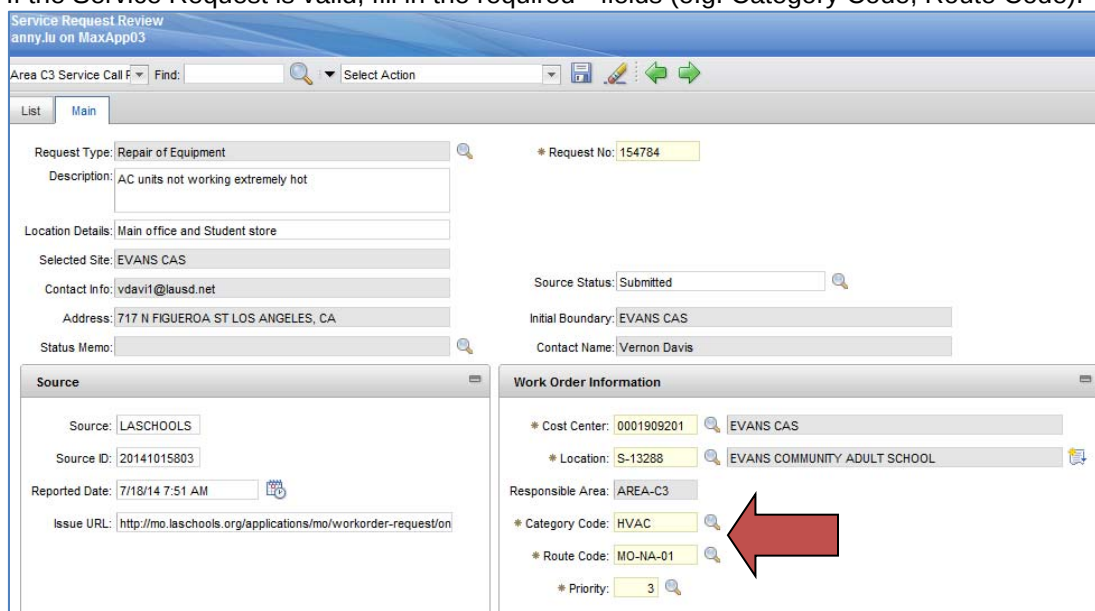
The screenshot shows the 'Service Request Review' form for request 154784. The 'Status Memo' field is highlighted with a red arrow. A 'Select Value' pop-up window is open, showing a list of memos. The first memo, 'There is not enough information provided from your request, please resubmit a complete request.', is selected and highlighted with a red arrow. The 'Cancel' button is visible at the bottom right of the pop-up.

Memo	Description
There is not enough information provided from your request, please resubmit a complete request.	Cancelled
This is not an issue.	Cancelled
This issue is not executed by our Maintenance & Operations Department, please contact ITD at 213-241-5200.	Cancelled
This issue is not executed by our Maintenance & Operations Department, please contact the City of Los Angeles at 311.	Cancelled
This issue has been resolved. Thank you for helping to improve our schools.	Closed
Your request has been submitted to the appropriate Maintenance department for execution.	ReferredToDept

When done, click on the floppy disk  icon to save the record.

OPTION 2: Valid Service Request

If the Service Request is valid, fill in the required * fields (e.g. Category Code, Route Code).



The screenshot shows the 'Service Request Review' form for request 154784. The 'Work Order Information' section is expanded, showing fields for Cost Center, Location, Responsible Area, Category Code, Route Code, and Priority. The 'Category Code' field is highlighted with a red arrow.

Field	Value
* Cost Center	0001909201 EVANS CAS
* Location	S-13288 EVANS COMMUNITY ADULT SCHOOL
Responsible Area	AREA-C3
* Category Code	HVAC
* Route Code	MO-NA-01
* Priority	3



Next, click on the **Associated or Create Work Order** button.

Associated Work Orders Filter 0 - 0 of 0

WO#	Description	Location	Cost Center	Category	Route Code	Status
No rows to display.						

Associate or Create Work Order

An **Associated or Create Work Order** window will appear. These are existing service calls shares the same cost center and category code.

Associate or Create Work Order

Similar Work Orders Filter 1 - 3 of 3 Download

WO#	Description	Status	Location	Location Desc	Reported Date
☐ 24787657	AC unit not cooling office@Main office #101	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/9/14 6:13 AM
☐ 24790776	AC not not working@Student store #107	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/11/14 7:32 AM
☐ 24784666	AC unit motor burned out@Room 330	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/5/14 8:20 AM

Associate Selected Create New Cancel

If any existing service calls matches the new service request you received, check the work order lines and click on the **Associate Selected** button.

Associate or Create Work Order

Similar Work Orders Filter 1 - 3 of 3 Download

WO#	Description	Status	Location	Location Desc	Reported Date
☒ 24787657	AC unit not cooling office@Main office #101	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/9/14 6:13 AM
☒ 24790776	AC not not working@Student store #107	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/11/14 7:32 AM
☐ 24784666	AC unit motor burned out@Room 330	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/5/14 8:20 AM

Associate Selected Create New Cancel

If none of the existing service calls matches the new service request you received, click on the **Create New** button.

Associate or Create Work Order

Similar Work Orders Filter 1 - 3 of 3 Download

WO#	Description	Status	Location	Location Desc	Reported Date
☐ 24787657	AC unit not cooling office@Main office #101	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/9/14 6:13 AM
☐ 24790776	AC not not working@Student store #107	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/11/14 7:32 AM
☐ 24784666	AC unit motor burned out@Room 330	APPR	S-13288	EVANS COMMUNITY ADULT SCHOOL	6/5/14 8:20 AM

Associate Selected Create New

Repeat steps for the next call.

Should you have any questions on this guide, please contact the Danny Lu (danny.lu@lausd.net / 213-241-7007), Mark Merrick (mark.merrick@lausd.net / 213-241-7013), or John Herweg (john.herweg@lausd.net / 213-241-7016).