



Los Angeles Unified School District
Maximo 7.5 / Work Order
Service Calls for Multi-Location Sites



DEFINITION

The **Service Calls for Multi-Location Sites Guide** is designed for those who generate service calls for multi-location sites such as City of Angels and Riley HS. This guide details step by step instructions on how to generate service calls in the Work Request application but can be applied in the Work Order Tracking application.

LOGIN

The Service Call Help Desk or Initiator will perform this function.

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

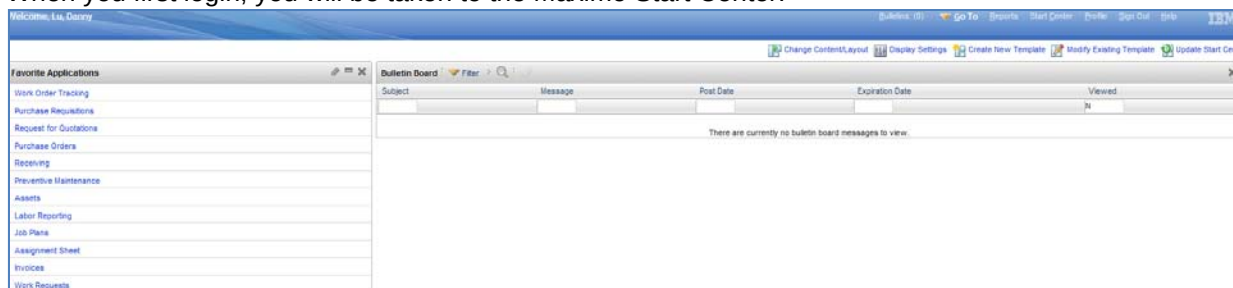
Enter your **Single sign-on** username and password and click on the **Sign In** button.



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.

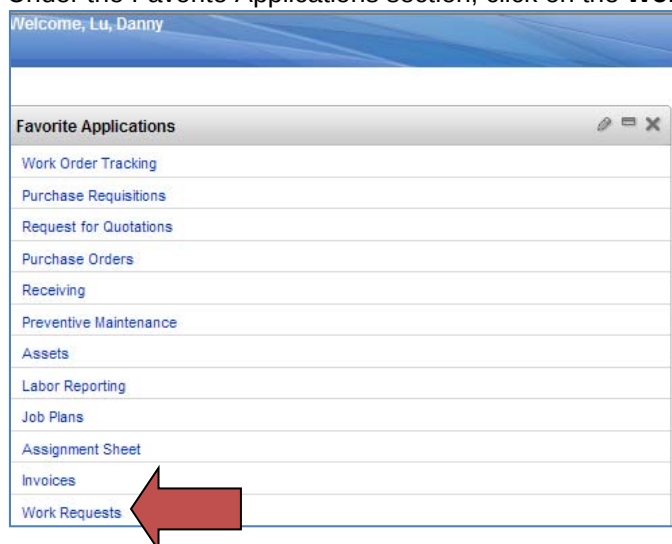


The Start Center dashboard has a blue header with navigation links: "Welcome, Lili Doring", "Bulletin Board", "Go To", "Reports", "Start Center", "Profile", "Sign Out", and "Help". Below the header is a toolbar with icons for "Change Content/Layout", "Display Settings", "Create New Template", "Modify Existing Template", and "Update Start Center". The main area is divided into two panes. The left pane, titled "Favorite Applications", lists: "Work Order Tracking", "Purchase Requisitions", "Request for Quotations", "Purchase Orders", "Receiving", "Preventive Maintenance", "Assets", "Labor Reporting", "Job Plans", "Assignment Sheet", "Invoices", and "Work Requests". The right pane, titled "Bulletin Board", contains a table with columns: "Subject", "Message", "Post Date", "Expiration Date", and "Viewed". The table is currently empty, with a message stating "There are currently no bulletin board messages to view."



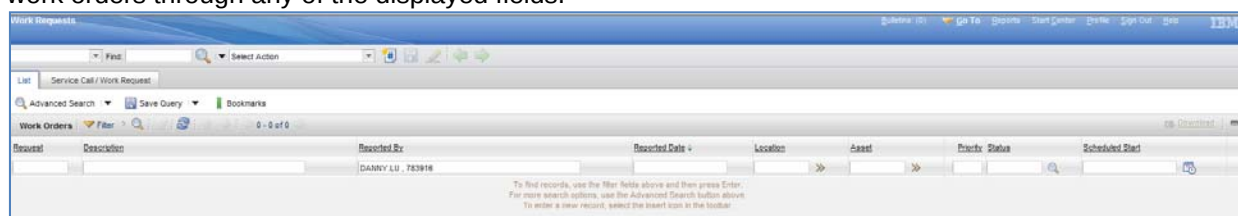
WORK REQUEST

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



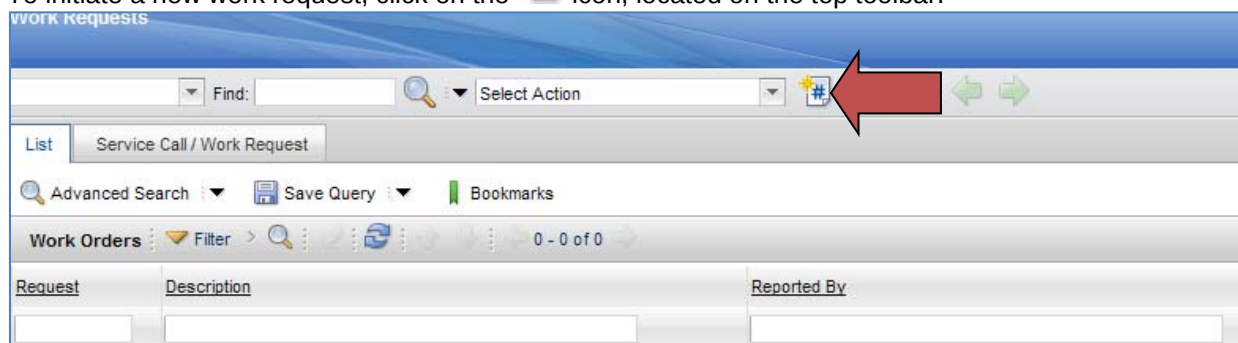
WORK REQUEST HOME

You will then be taken to the Work Request home screen; in this screen, you may search for any existing work orders through any of the displayed fields.



NEW WORK REQUEST

To initiate a new work request, click on the  icon, located on the top toolbar.



**SERVICE CALL / WORK REQUEST**

You will be taken to the **Service Call / Work Request** tab; **Request #** (work order number) will automatically populate along with the **Reported Date**.

Request #: 14183031
Reported Date: 5/23/13 11:16 AM
* Costcenter:
* Location:
Requestor Name:
Requestor Title:
* Work Description:

Please continue to fill out the following fields:

Cost Center	Work Description	Agency ID (if applicable)	Asset (if applicable)
Location	Category	WO Priority	
Requestor Name	Routing Code	Work Type	
Requestor Title	Agency (if applicable)	Tracking Code (if applicable)	

To determine what the cost center number is, click on the  icon to the right of the **Costcenter** field.

Request #: 14183031
Reported Date: 5/23/13 11:16 AM
* Costcenter:

A **Select Value** window appears, you may search for the Cost Center value by entering the school's org code and/or name in the Description field. For example, you may search for **8801** under **Org Code** or **CITY OF ANGELS** under **Description**. Hit enter when done.

Sample screen shot of **Org** search:

Org Code: 8801
Cost Center: 0001880101
Description: CITY OF ANGELS SCHOOL
Addr_1: 1449 S. SAN PEDRO ST. LOS ANGELES, CA 90015



Sample screen shot of **Description** search:

Select Value

Filter > 1 - 4 of 4 Download

Org Code	Cost Center	Description	Addr_1	City	Zip
		CITY OF ANGELS			
1311	0001131101	CITY OF ANGELS/HESBY SITE	15530 HESBY STREET	ENCINO, CA	91436
8801	0001880101	CITY OF ANGELS SCHOOL	1449 S. SAN PEDRO ST.	LOS ANGELES, CA	90015
7744	0001880102	CITY OF ANGELS VIRTUAL ACAD	1449 S SAN PEDRO ST	LOS ANGELES, CA	90015
1310	0001131001	CITY OF ANGELS/BARRIO SITE	4927 HUNTINGTON DR NORTH	LOS ANGELES, CA	90032

Cancel

Note: If you are unable to find the appropriate cost center by either of the search options above, please contact the Maximo team for assistance.

Select the appropriate **Cost Center** by clicking on the **Org Code**, **Cost Center**, or **Description** value.

Select Value

Filter > 1 - 1 of 1 Download

Org Code	Cost Center	Description	Addr_1	City	Zip
8801					
8801	0001880101	CITY OF ANGELS SCHOOL	1449 S. SAN PEDRO ST.	LOS ANGELES, CA	90015

Cancel

Once you click on one of the values, the **Cost Center** value will appear on your **Cost Center** field.

List Service Call / Work Request

Request #: 24051689 >>

Reported Date: 8/20/13 11:45 AM

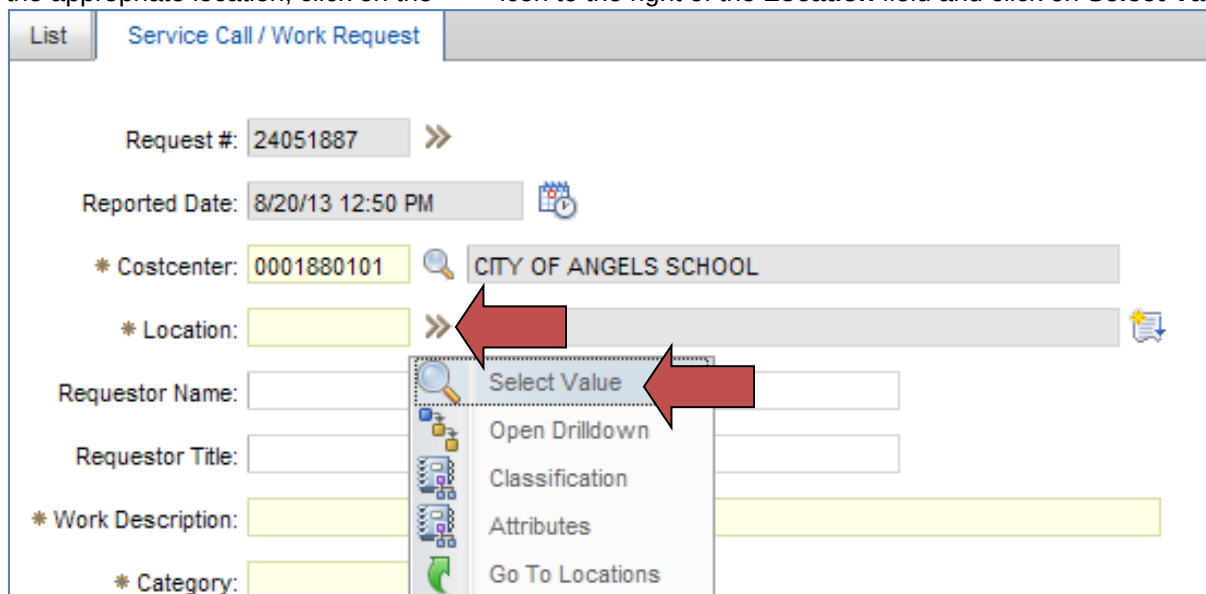
* Costcenter: 0001880101 CITY OF ANGELS SCHOOL

* Location: >>



Location

The location value determines which location “City of Angels location” the service is needed. To select the appropriate location, click on the  icon to the right of the **Location** field and click on **Select Value**.



Request #: 24051887 >>

Reported Date: 8/20/13 12:50 PM

* Costcenter: 0001880101 CITY OF ANGELS SCHOOL

* Location: >>

Requestor Name:

Requestor Title:

* Work Description:

* Category:

Select Value

Open Drilldown

Classification

Attributes

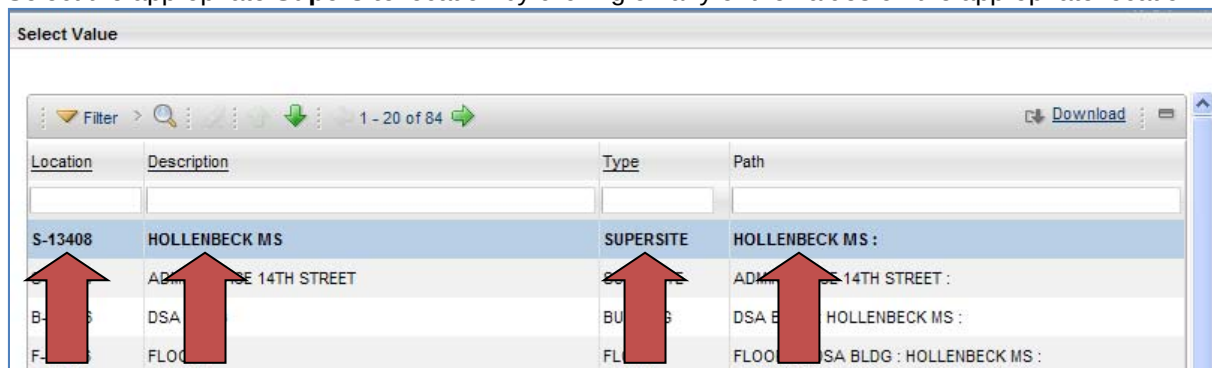
Go To Locations

A **Select Value** window appears with all locations associated with the Cost Center. For every location, the system will have a **Supersite** location value. For example, City of Angels has Supersite location at Hollenbeck MS (S-13408) or Admin Office 14th Street (S-13334).



Location	Description	Type	Path
S-13408	HOLLENBECK MS	SUPERSITE	HOLLENBECK MS :
S-13334	ADMIN OFFICE 14TH STREET	SUPERSITE	ADMIN OFFICE 14TH STREET :
B-17146	DSA BLDG	BUILDING	DSA BLDG : HOLLENBECK MS :
F-46186	FLOOR 1	FLOOR	FLOOR 1 : DSA BLDG : HOLLENBECK MS :

Select the appropriate **Supersite** location by clicking on any of the values on the appropriate location row.



Location	Description	Type	Path
S-13408	HOLLENBECK MS	SUPERSITE	HOLLENBECK MS :
S-13334	ADMIN OFFICE 14TH STREET	SUPERSITE	ADMIN OFFICE 14TH STREET :
B-17146	DSA BLDG	BUILDING	DSA BLDG : HOLLENBECK MS :
F-46186	FLOOR 1	FLOOR	FLOOR 1 : DSA BLDG : HOLLENBECK MS :



Note: If you are unable to find the appropriate Supersite location, select the **first** Supersite location as the default. Type in the appropriate location information in the **Work Description** field.

List **Service Call / Work Request**

Request #: 24052343 >>

Reported Date: 8/20/13 3:58 PM

* Costcenter: 0001880101 CITY OF ANGELS SCHOOL

* Location: S-13408 >> HOLLENBECK MS

WORK REQUESTS

Find: Select Action

List **Service Call / Work Request**

Request #: 24051887 >>

Reported Date: 8/20/13 12:50 PM

* Costcenter: 0001880101 CITY OF ANGELS SCHOOL

* Location: 24145 >> * CITY OF ANGELS - HOLLYWOOD BRANCH 6464 SUNSET E

Requestor Name:

Fill out the remaining fields as appropriate.

List **Service Call / Work Request**

Request #: 24052343 >>

Reported Date: 8/20/13 3:58 PM

* Costcenter: 0001880101 CITY OF ANGELS SCHOOL

* Location: S-13408 >> HOLLENBECK MS

Requestor Name: John Smith

Requestor Title: Plant Manager

* Work Description: Bellevue Site (610 N Micheltorena Street, Los Angeles) - Exterior graffiti in Main Bldg

* Category: PAINT

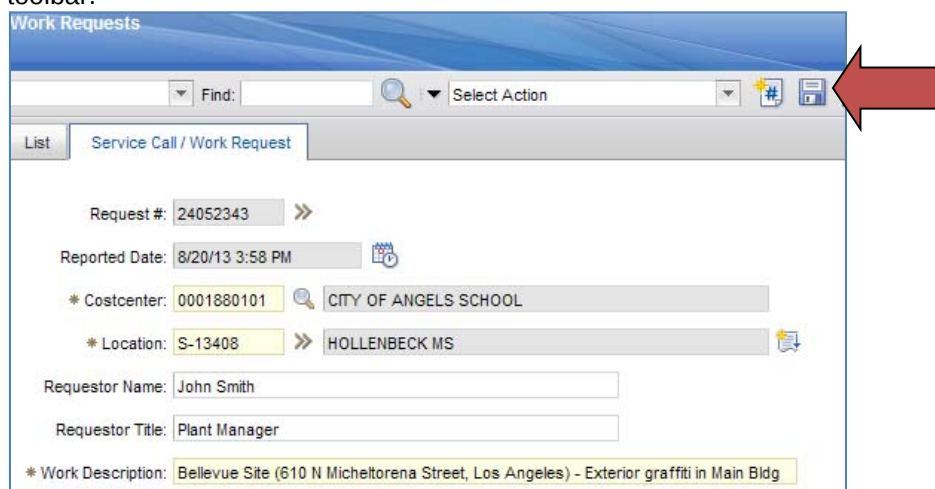
* Routing Code: MO-CA-07

Person Group: C2-CA

Sample Description
if Supersite location
cannot be found



Verify that all of the information is complete. To save the record, click on the  icon, located on the top toolbar.



The screenshot shows the 'Work Requests' form in Maximo 7.5. The toolbar at the top includes a 'Find' field, a 'Select Action' dropdown, and a 'Save' icon (a blue floppy disk) which is highlighted by a red arrow. The form fields are as follows:

Request #:	24052343	>>
Reported Date:	8/20/13 3:58 PM	
* Costcenter:	0001880101	 CITY OF ANGELS SCHOOL
* Location:	S-13408	>> HOLLENBECK MS 
Requestor Name:	John Smith	
Requestor Title:	Plant Manager	
* Work Description:	Bellevue Site (610 N Micheltorena Street, Los Angeles) - Exterior graffiti in Main Bldg	

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).