



Los Angeles Unified School District

## Maximo Requests for M&O IT Applications Support User Guide

| Revision Log |                              |
|--------------|------------------------------|
| Date         | Change Description           |
| 1/30/20      | User Guide Creation          |
| 11/4/20      | Work Force Manager Procedure |



## DEFINITION

To keep better tracking of requests made to the M&O IT and Analysis Unit, you can use the Maximo Application.

### 1. LOGIN

*The requestor performs 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.

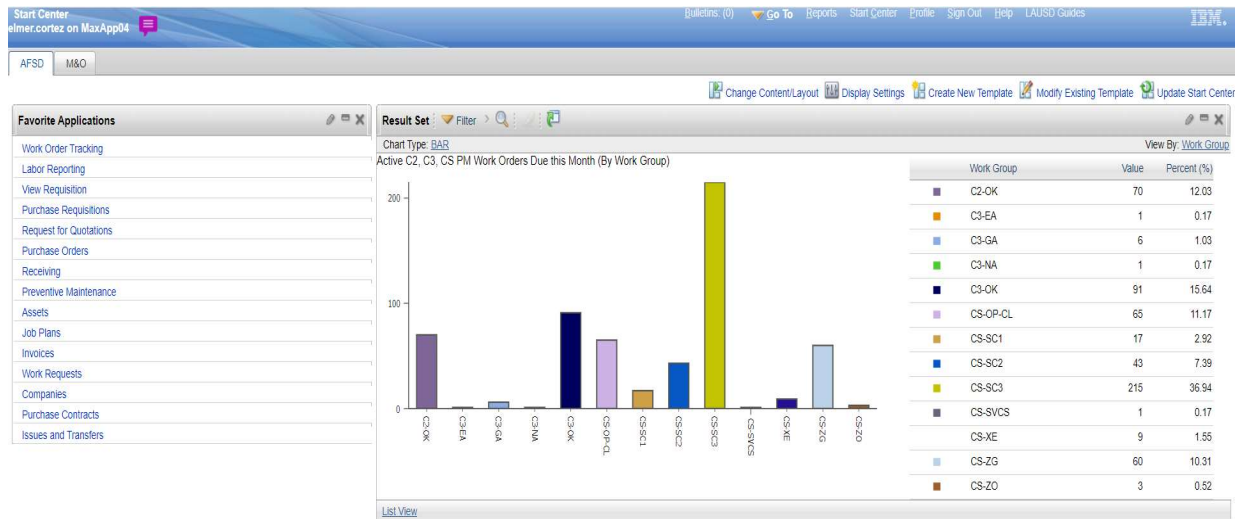
The image shows the Maximo login interface. At the top left is the 'Tivoli software' logo, and at the top right is the 'IBM' logo. The main heading is 'Welcome to Maximo ( MaxApp04 )'. Below this is a large 3D image of a hexagonal nut. To the right of the nut are two input fields: 'User Name:' with the text 'elmer.cortez' and 'Password:' with a masked password '.....'. A 'Sign In' button is located below the password field. At the bottom, it says 'Connected to: MaxApp04' and '© Copyright IBM Corp. 2007-2012. All rights reserved. See product license for details.'



## 2. REQUEST SUPPORT FROM THE M&O IT and Analysis Unit

### START CENTER

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



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





Click on the **New Work Order** icon

Find:  Select Action  

List Service Call / Work Request

**Enter your Cost Center and press Enter or Select from the value list**

Location information will be populated automatically.

| Org Code | Cost Center | Description                  | Addr_1                      | City            | Zip   |
|----------|-------------|------------------------------|-----------------------------|-----------------|-------|
| 0640     | 0001064001  | FAC MAINT & OPER-CENTRAL OFF | 333 S BEAUDRY AVE., 22ND FL | LOS ANGELES, CA | 90017 |

0001064001

Cancel

**Enter Requestor's Name and Requestor's Title**

Request #: 30256908 >>

Reported Date: 2/3/20 3:59 PM 

Costcenter: 0001064001  FAC MAINT & OPER-CENTRAL OFF

Location: S-13863 >> LAUSD HQ 

Requestor Name: Elmer Cortez

Requestor Title: STPM



## Enter the DESCRIPTION

Request #: 30256908 >>

Reported Date: 2/3/20 3:59 PM

Costcenter: 0001064001 FAC MAINT & OPER-CENTRAL OFF

Location: S-13863 LAUSD HQ

Requestor Name: Elmer Cortez

Requestor Title: STPM

Work Description: Create a Report for all Cancelled Work Orders for January 2020 By Area

Category:

## Enter the CATEGORY "MAX" (Maximo Administration)

Request #: 30256908 >>

Reported Date: 2/3/20 3:59 PM

Costcenter: 0001064001 FAC MAINT & OPER-CENTRAL OFF

Location: S-13863 LAUSD HQ

Requestor Name: Elmer Cortez

Requestor Title: STPM

Work Description: Create a Report for all Cancelled Work Orders for January 2020 By Area

Category: MAX

Select Value

| Category | Category Code         |
|----------|-----------------------|
| MAX      |                       |
| MAX      | Maximo Administration |

Cancel



## Select ROUTING CODE

Request #: 30256908 >>

Reported Date: 2/3/20 3:59 PM

Costcenter: 0001064001 FAC MAINT & OPER-CENTRAL OFF

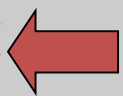
Location: S-13863 LAUSD HQ

Requestor Name: Elmer Cortez

Requestor Title: STPM

Work Description: Create a Report for all Cancelled Work Orders for January 2020 By Area

Category: MAX

Routing Code: 

Person Group:

Agency:

Agency ID:

WO Priority: 3

Work Type: CM

Tracking Code:

Asset:

Reported By: Cortez, Elmer

Attachments

Select Value

Filter > 1 - 20 of 22 Download

| Category | Routing Code                                       |
|----------|----------------------------------------------------|
| MAX-0    | Project                                            |
| MAX-01   | Maximo User ID - Add/Drop/Modify User ID           |
| MAX-02   | Maximo Labor - Add/Move/Update Labor Record        |
| MAX-03   | Maximo Screens - Change/Modify Maximo Field/Screen |
| MAX-04   | Maximo Reports - New/Modify Maximo Report          |
| MAX-05   | Maximo Program - Add/Modify Program Functionality  |
| MAX-06   | Maximo Program - Location Records - Add/Modify     |
| MAX-07   | Maximo Training                                    |
| MAX-08   | Maximo Report                                      |
| MAX-09   | Workforce Manager Mobile                           |
| MAX-10   | Mobile Support                                     |
| MAX-11   | Workforce Manager Mobile                           |
| MAX-12   | Drinking Water Program                             |
| MAX-13   | Queries                                            |
| MAX-14   | Add Vendor                                         |
| MAX-15   | CAT Rejections                                     |
| MAX-16   | M&O IT Support (Miscellaneous)                     |
| MAX-17   | Maximo Data Clean Up                               |
| MAX-18   | Mobile (District Cell)                             |
| MAX-19   | Mobile (Tablet)                                    |

Cancel



## Select WORK TYPE “AD” (Administrative Work)

The screenshot shows the Maximo Work Requests form. The 'Work Type' field is highlighted with a red arrow. A 'Select Value' dialog box is open, displaying a list of work types. The 'AD' (Administrative Work) option is selected.

| Type  | Description                    | Organization |
|-------|--------------------------------|--------------|
| AD    | Administrative Work            | LAUSDORG     |
| AI    | Alterations and Improvements   | LAUSDORG     |
| CM    | Corrective / Routine Work      | LAUSDORG     |
| DFR   | DEFERRED WORK                  | LAUSDORG     |
| DSGN  | Design Work                    | LAUSDORG     |
| EV    | Special Event Work             | LAUSDORG     |
| FISTC | FIS Trouble Calls              | LAUSDORG     |
| INSP  | Inspection                     | LAUSDORG     |
| MAC   | HQ Moves Additions and Changes | LAUSDORG     |
| PDM   | Predictive Maintenance Work    | LAUSDORG     |
| PM    | Preventive Maintenance Work    | LAUSDORG     |
| PROJ  | Project Workorder Type         | LAUSDORG     |
| SR    | Standard Recurring Work        | LAUSDORG     |
| TR    | Training                       | LAUSDORG     |

When you are finished filling in the fields, click on the **floppy disk** to save the record.

### 3. Click “SAVE”

The screenshot shows the Maximo toolbar. The 'Save Work Order' button, represented by a floppy disk icon, is highlighted with a red arrow. The keyboard shortcut 'CTRL+ALT+S' is also visible next to the button.



### Work Force Manager (WFM) Mobile Device Request Process (New Or Replacement)

1. If the request is for a replacement, verify that the WFM phone is damaged, broken or malfunctioning
2. Enter a Service Request in Maximo following the guide to Request Support from the M&O IT Team Located at:  
[https://www.laschools.org/documents/download/maintenance\\_&\\_operations/awms\\_documents/maximo\\_7.5/general/Maximo\\_Request\\_for\\_M\\_and\\_O\\_IT\\_Support\\_User\\_Guide.pdf?version\\_id=322513274](https://www.laschools.org/documents/download/maintenance_&_operations/awms_documents/maximo_7.5/general/Maximo_Request_for_M_and_O_IT_Support_User_Guide.pdf?version_id=322513274)
3. On the **Description** field, please make sure that you provide the employee name, employee number (labor record) and Position Title and the reason why the phone is being replaced: Broken Screen, Damaged; etc.
4. On the **Requestor** Field, enter the name of the employee that needs the WFM Phone
5. On the **Req. Title** Field, enter the title of the employee who needs the WFMP

Requestor:

Req. Title:

### 6. For Replacement of a WFM Mobile Device Use Routing CODE:

MAX-22          Mobile (WFM Device) – Replacement

### 7. For New WFM Mobile Device Use Routing CODE:

MAX-20          Mobile (WFM Device) – New

| Category | Routing Code                         |
|----------|--------------------------------------|
| MAX-20   | Mobile (WFM Device) - New            |
| MAX-21   | Mobile (District Cell) - Replacement |
| MAX-22   | Mobile (WFM Device) - Replacement    |





**8. For New Maximo or WFM Account Use Routing Code:**

MAX-01            Maximo User ID – Add/Drop/Modify User ID

|        |                                                 |
|--------|-------------------------------------------------|
| MAX-01 | <u>Maximo User ID - Add/Drop/Modify User ID</u> |
|--------|-------------------------------------------------|

Should you have any questions on this guide, please contact Elmer Cortez ([elmer.cortez@lausd.net](mailto:elmer.cortez@lausd.net) / 213-241-1515), Mark Merrick ([mark.merrick@lausd.net](mailto:mark.merrick@lausd.net) / 213-241-8620), John Herweg ([john.herweg@lausd.net](mailto:john.herweg@lausd.net) / 213-241-1127 or Ramon Vivero ([ramon.vivero@lausd.net](mailto:ramon.vivero@lausd.net) / 213-241-4941).