



Los Angeles Unified School District

Maximo 7.5 / Work Orders

Service Call Guide / Work Request Application



DEFINITION

The **Service Call Guide / Work Request Application** is designed for the M&O Service Call Help Desk. This guide details step by step instructions on how to generate service calls in the Work Request application. Fields on this application are custom to creating service calls only. Although this guide is designed for the Service Call Help Desk, any Maximo users can use this application to generate service calls.

LOGIN

The Service Call Help Desk will perform this function.

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

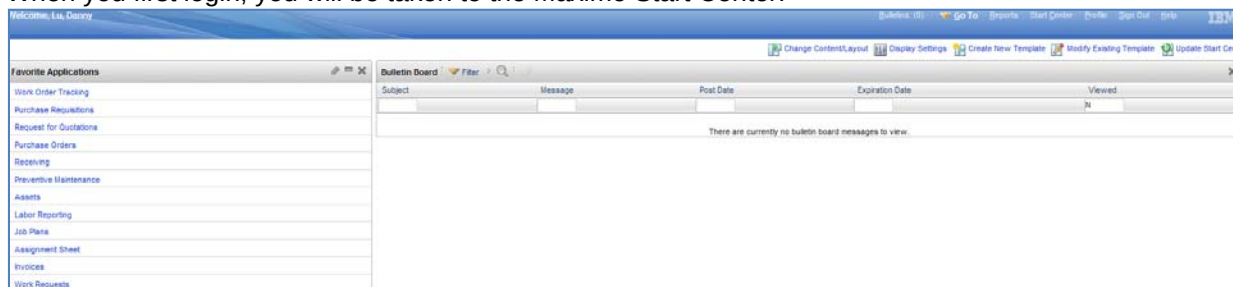
Enter your **Single sign-on** username and password and click on the **Sign In** button.



The login screen features the Tivoli software and IBM logos at the top. The main heading is "Welcome to Maximo". On the left is a large 3D nut icon. To the right of the icon are two input fields: "User Name:" with the text "danny.lu" and "Password:" with masked characters. Below these fields is a "Sign In" button. At the bottom right, there are links for "Forgot Password?" and "New User? Register Now". The footer contains the copyright notice: "© 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.

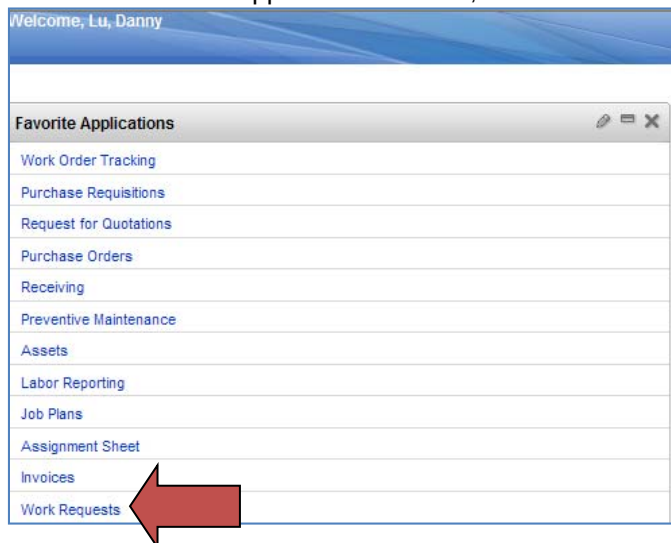


The Start Center dashboard has a blue header with the user name "Welcome, Lili Dancy" and navigation links like "Bulletin Board", "Go To", "Reports", "Start Center", "Profile", "Sign Out", and "Help". Below the header is a toolbar with icons for "Change Content/Layout", "Display Settings", "Create New Template", "Modify Existing Template", and "Update Start Center". The main area is divided into two sections. On the left is a "Favorite Applications" sidebar with a list of links: "Work Order Tracking", "Purchase Requisitions", "Request for Quotations", "Purchase Orders", "Receiving", "Preventive Maintenance", "Assets", "Labor Reporting", "Job Plans", "Assignment Sheet", "Invoices", and "Work Requests". On the right is a "Bulletin Board" section with a table header: "Subject", "Message", "Post Date", "Expiration Date", and "Viewed". The table body is 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.



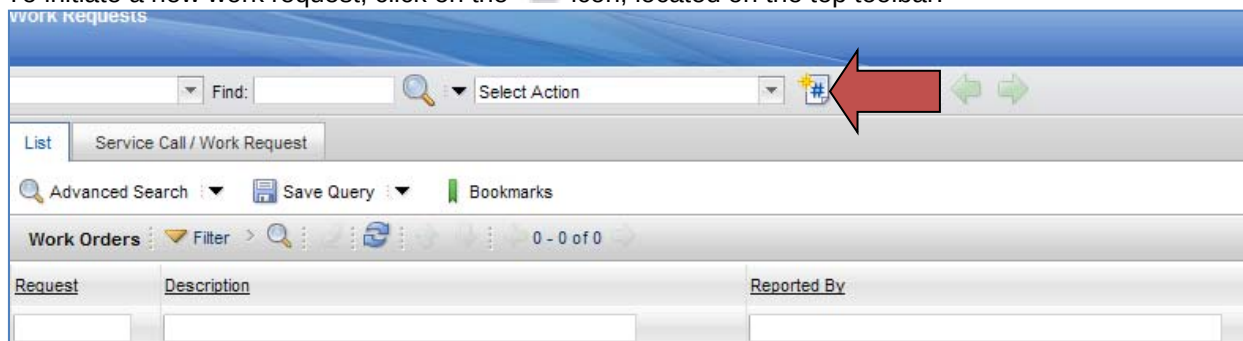
WORK REQUEST HOME

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**.

work requests

Find: [] Select Action []

List Service Call / Work Request

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)	

The **Cost Center** is a new value that is introduced in Maximo 7.5. The cost center replaces the org code value in Maximo 5.2; the cost center is a 10 digit value, used to determine what Area/Organization budget is responsible for the service. For additional information, please see **Attachment A**.

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

work requests

Find: [] Select Action []

List Service Call / Work Request

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. Hit enter when done.

Select Value

Org Code	Cost Center	Description
8650		
1240	0001124001	ESC-REG E/F-SAAS
1242	0001124201	SPEC PROJ DROPOUT PREVENTION
1243	0001124301	DIAG LRNG CTR-AREAS
1244	0001124401	VOC TRG CTR-HDC-GR A

Select Value

Org Code	Cost Center	Description	Addr_1	City	Zip
		Fremont			
1240	0001124001	ESC-REG E/F-SAAS	TBD		
1242	0001124201	SPEC PROJ DROPOUT PREVENTION	355 S GRAND AVE RM 1440	LOS ANGELES, CA	90071
1243	0001124301	DIAG LRNG CTR-AREAS	TBD		

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

Select Value

Org Code	Cost Center	Description	Addr_1	City	Zip
8650					
8650	0001865001	FREMONT SH	7676 S SAN PEDRO ST	LOS ANGELES, CA	90003

Cancel

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

Work Requests

Find: [] Select Action []

List Service Call / Work Request

Request #: 14183032 >>

Reported Date: 5/23/13 12:51 PM

* Costcenter: 0001865001 FREMONT SH

* Location: S-13475 >> FREMONT SH



After selecting the appropriate Cost Center, the system will auto populate a location value in the Location field. The value will have a prefix of “S-XXXXX” which represents the “supersite” level of the Cost Center.

New Location Hierarchy

Level 1: **Supersite (S-XXXXX)** – The “Supersite” represents the District property line the cost center inhabits. District property lines are defined by the LA County Assessor’s office. The name of the supersite is typically the same name as the dominant/largest school (cost center) within the property line.

There are locations (cost centers) that share the same property line. As a result, the name of the supersite containing all of the cost centers on the property line is the same.

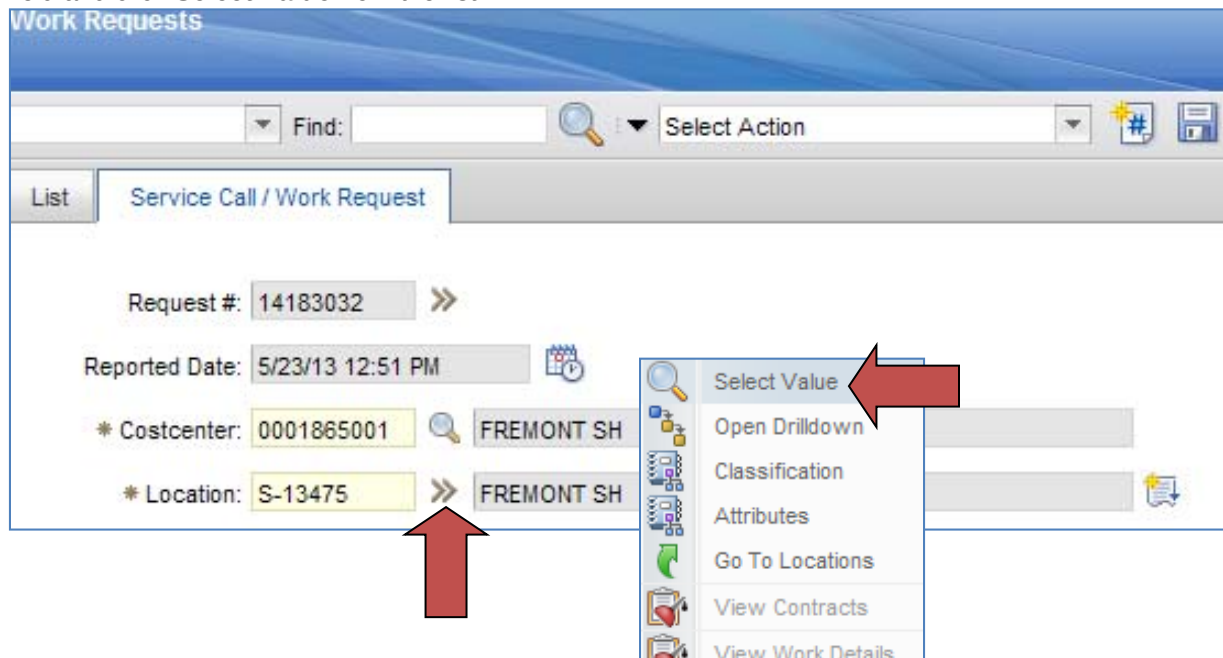
Level 2: **Building (B-XXXXX)**

Level 3: **Floor (F-XXXXX)**

Level 4: **Room (R-XXXXX)**

***Note:** There are no longer “Site” level locations in Maximo 7.5. The “Site” level equivalent is now the called the “Supersite.” For additional information, please see **Attachment A**.

If you want to drill down further from the “supersite”, click on the  icon to the right of the **Location** field and click **Select Value** from the list.



A **Select Value** window appears with a list of locations that are under the cost center you selected earlier. Select the appropriate location by clicking on the location value (e.g. S-13475).



The “supersite” level location is listed on the top and subsequent building and room/floor locations are listed below.

Select Value			
Filter > 1 - 20 of 1694 Download			
Location	Description	Type	Path
S-13475	FREMONT SH	SUPERSITE	FREMONT SH :
B-13475-4	TWO UNIT RELOCATABLE	BUILDING	TWO UNIT RELOCATABLE : FREMONT SH :
B-13475-2	A-1731	BUILDING	A-1731 : FREMONT SH :

After selecting the location value, the value will appear on your Work Request

Work Requests

Find: Select Action

List Service Call / Work Request

Request #: 14183032

Reported Date: 5/23/13 12:51 PM

* Costcenter: 0001865001 FREMONT SH

* Location: S-13475 FREMONT SH

Fill out the remaining fields as appropriate.

Work Requests

Find: Select Action

List Service Call / Work Request

Request #: 14183032 Location Phone #: 323-758-4141

Reported Date: 5/23/13 12:51 PM Responsible Area: AREA-S1

* Costcenter: 0001865001 FREMONT SH Address: 7676 S SAN PEDRO ST LOS ANGELES, CA

* Location: S-13475 FREMONT SH

Requestor Name: Joe Smith

Requestor Title: Plant Manager

* Work Description: Falling ceiling tiles in Main building, classroom 1.

* Category: CRPNTRY

* Routing Code: MO-AA-05

Labor Group:

Agency:

Agency ID:

* WO Priority: 3

* Work Type: CM

Tracking Code: CR

Asset:

Reported By: 783916

Attachments

Additional Comments:

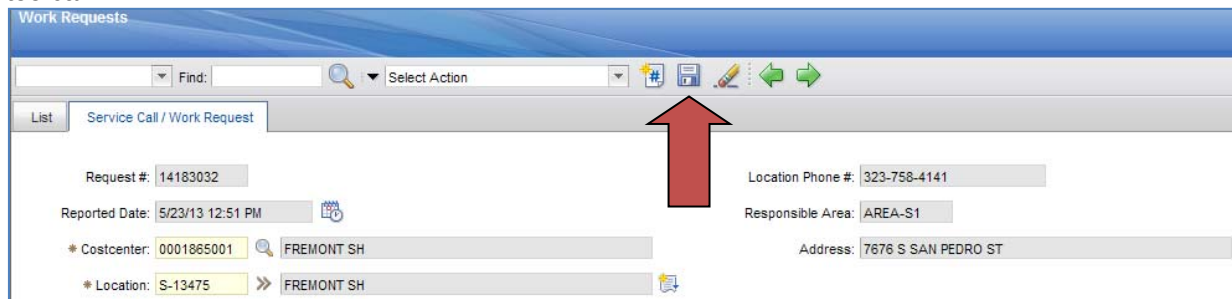
Status: VIAPRR

Site Based(Y/N): N

Is Service Call? ☒



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



Work Requests

Find: [] Select Action []

List Service Call / Work Request

Request #: 14183032

Reported Date: 5/23/13 12:51 PM

Costcenter: 0001865001 FREMONT SH

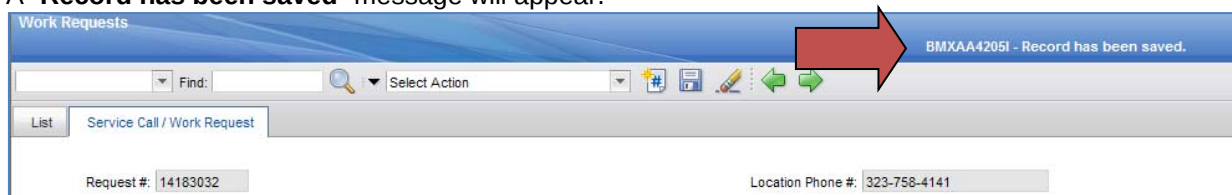
Location: S-13475 FREMONT SH

Location Phone #: 323-758-4141

Responsible Area: AREA-S1

Address: 7676 S SAN PEDRO ST

A “Record has been saved” message will appear.



Work Requests

Find: [] Select Action []

List Service Call / Work Request

Request #: 14183032

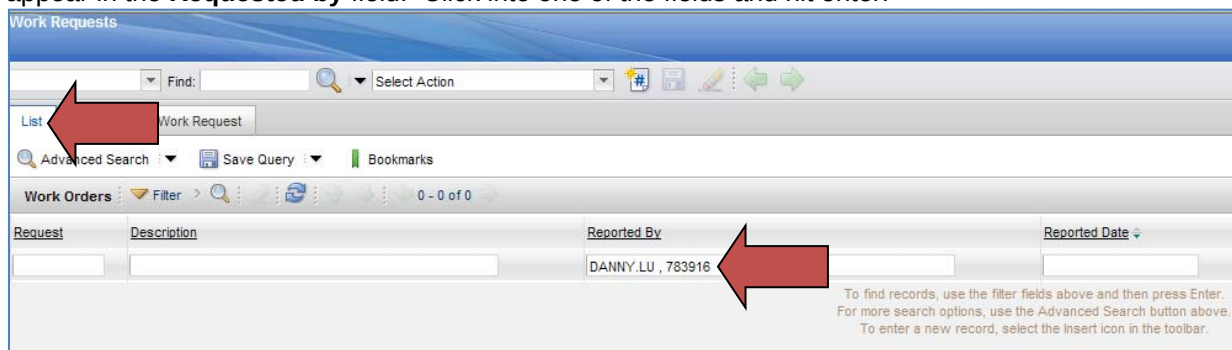
Location Phone #: 323-758-4141

BMXAA4205I - Record has been saved.

To create a new service call, click on the  icon and repeat steps.

VIEW CALLS

To view all of the calls that you have generated, click on the **List** tab. Your name and employee will appear in the **Requested by** field. Click into one of the fields and hit enter.



Work Requests

Find: [] Select Action []

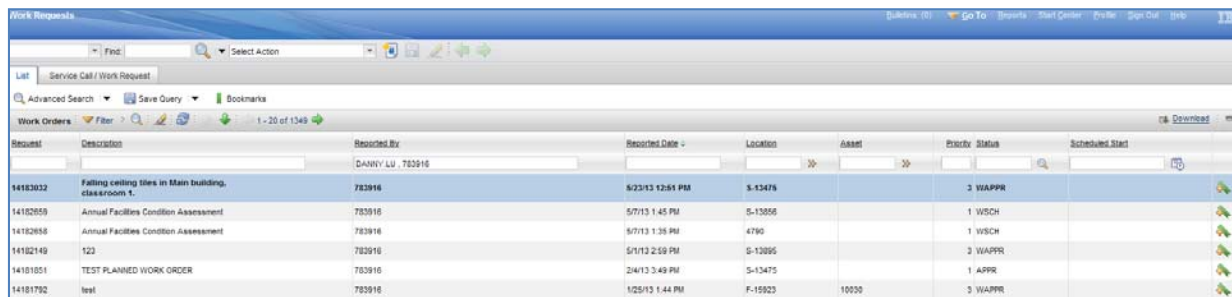
List Work Request

Advanced Search [] Save Query [] Bookmarks

Work Orders [] Filter [] 0 - 0 of 0

Request	Description	Reported By	Reported Date
		DANNY.LU , 783916	

To find records, use the filter fields above and then press Enter.
For more search options, use the Advanced Search button above.
To enter a new record, select the Insert icon in the toolbar.



Request	Description	Reported By	Reported Date	Location	Asset	Priority	Status	Scheduled Start
14183032	Falling ceiling tiles in Main building, classroom 1.	783916	5/23/13 12:51 PM	S-13475		3	VIAPPR	
14182658	Annual Facilities Condition Assessment	783916	5/7/13 1:45 PM	S-13056		1	WISCH	
14182658	Annual Facilities Condition Assessment	783916	5/7/13 1:35 PM	4790		1	WISCH	
14182149	123	783916	5/1/13 2:59 PM	S-13095		3	VIAPPR	
14181051	TEST PLANNED WORK ORDER	783916	2/4/13 3:49 PM	S-13475		1	APPR	
14181792	test	783916	1/25/13 1:44 PM	F-15923	10050	3	VIAPPR	

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).