



Los Angeles Unified School District

Maximo 7.5 / Work Order

Service Call Guide / Work Order Tracking Application



DEFINITION

The **Service Call Guide / Work Order Tracking Application** is designed for anyone who wishes to generate a service call in Maximo. The guide details step by step instructions on how to create a service call in the Work Order Tracking application.

LOGIN

The Service Call Requestor will perform this function.

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

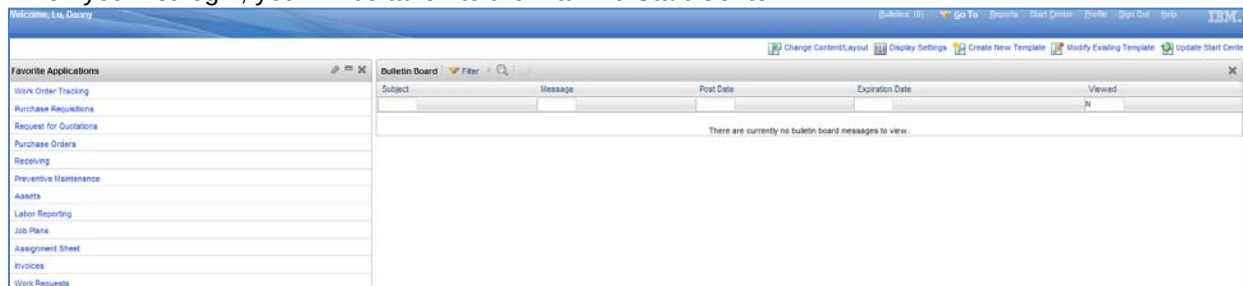
Enter your **Single sign-on** username and password and click on the **Sign In** button.



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: "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 is currently empty, with a message stating "There are currently no bulletin board messages to view."



WORK ORDER TRACKING

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



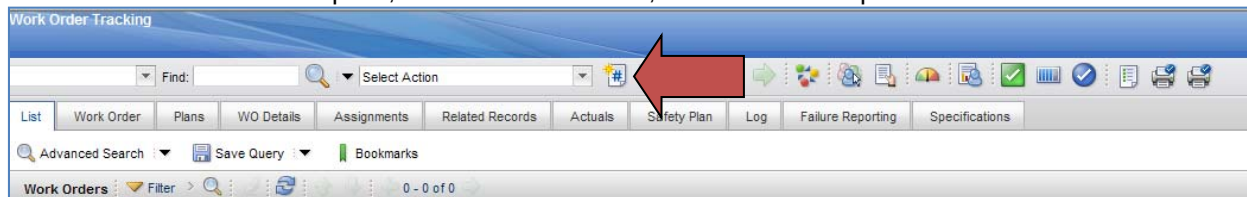
WORK ORDER TRACKING HOME

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

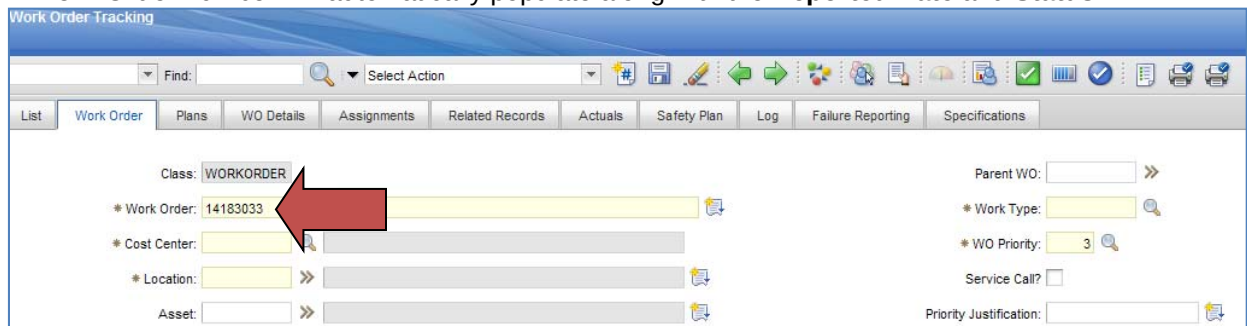


NEW SERVICE REQUEST

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



A **Work Order** number will automatically populate along with the **Reported Date** and **Status**.



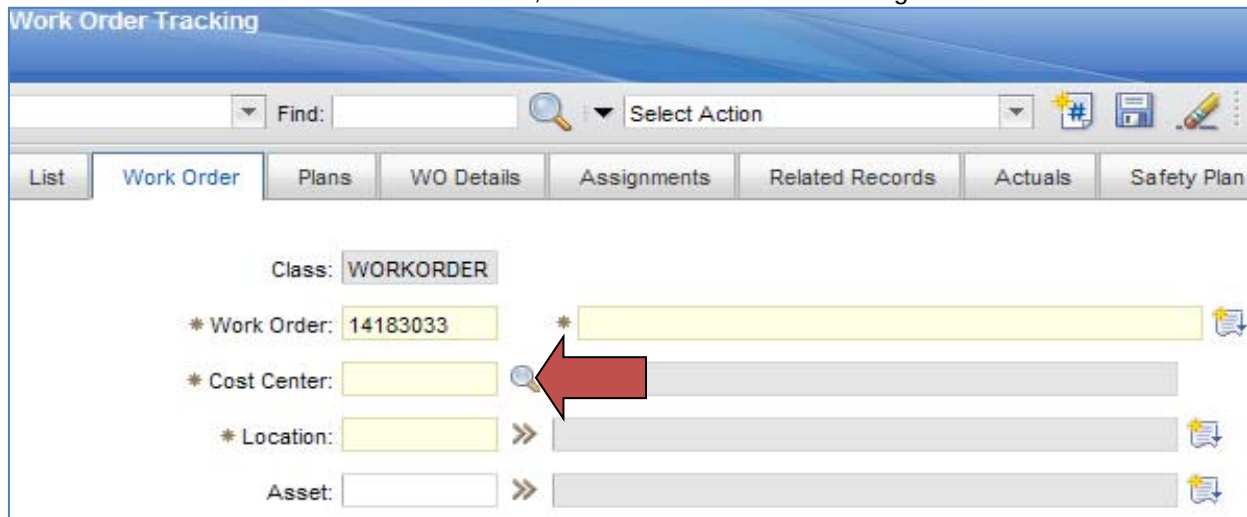


Please continue to fill out the following fields:

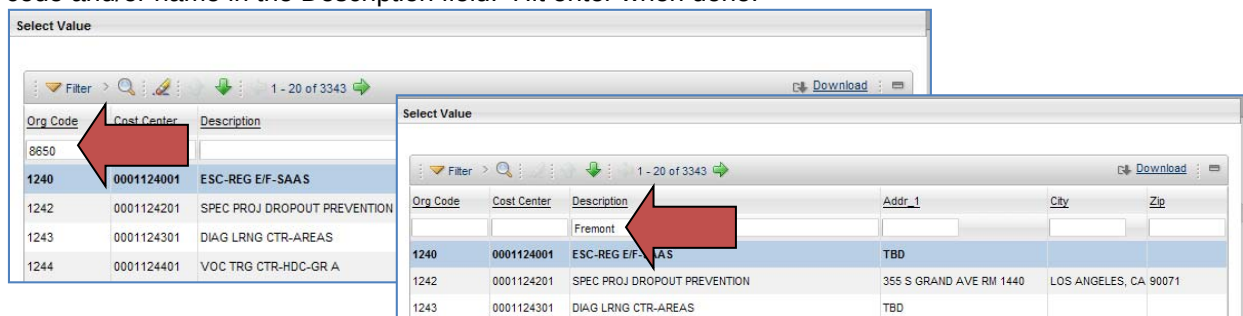
Cost Center	Work Description	Agency ID (if applicable)	Asset (if applicable)
Location	Category	WO Priority	Job Type
Requestor Name	Routing Code	Work Type	Service Call Checkbox
Requestor Title	Agency (if applicable)	Tracking Code (if applicable)	

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.

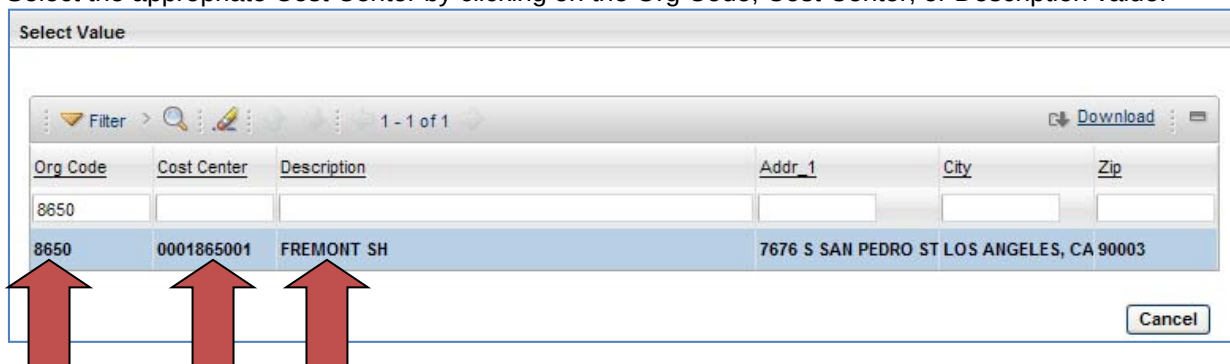


A **Select Value** window appears, you may search for the Cost Center value by entering the school's org code and/or name in the Description field. Hit enter when done.



Org Code	Cost Center	Description	Addr_1	City	Zip
8850					
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 the appropriate Cost Center by clicking on the Org Code, Cost Center, or Description value.



Org Code	Cost Center	Description	Addr_1	City	Zip
8850					
8650	0001865001	FREMONT SH	7676 S SAN PEDRO ST	LOS ANGELES, CA	90003



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

Work Order Tracking

Find: [] Select Action []

List Work Order Plans WO Details Assignments Related Records Actuals Safety Plan Log

Class: WORKORDER

Work Order: 14183033 * Falling ceiling tiles in Main building, classroom 1

* Cost Center: 0001865001 ONT 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.

Work Order Tracking

Find: [] Select Action []

List Work Order Plans WO Details Assignments Related Records Actuals Safety Plan Log

Class: WORKORDER

Work Order: 14183033 * Falling ceiling tiles

* Cost Center: 0001865001 FREMONT SH

* Location: S-13475 >> FREMONT SH

Select Value
Open Drilldown
Classification
Attributes
Go To Locations
View Contracts
View Work Details



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.

Location	Description	Type	Path
S-13475	FREMONT SH	SUPERSITE	FREMONT SH :
B-13475	TWO UNIT RELOCATABLE	BUILDING	TWO UNIT RELOCATABLE : FREMONT SH :
B-13475	TWO UNIT RELOCATABLE	BUILDING	TWO UNIT RELOCATABLE : FREMONT SH :
B-13475	A-1731	BUILDING	A-1731 : FREMONT SH :

After selecting the location value, the value will appear on your Work Order.

Class: WORKORDER

* Work Order: 14183033

* Cost Center: 0001865001 FREMONT SH

* Location: S-13475 FREMONT SH

Asset: >>

Job Type: >>

CPM: 211563 Horton, Willie D

Fill out the remaining fields as appropriate.

Class: WORKORDER

* Work Order: 14183033 * Falling ceiling tiles in main building, classroom 1

* Cost Center: 0001865001 FREMONT SH

* Location: S-13475 FREMONT SH

Asset: >>

Job Type: 01 Repair of Building

CPM: 211563 Horton, Willie D

Section: >>

GL Account: >>

Requestor: Joe Smith

Req Title: Carpentry Senior

Change Status on Child WO's? ☒

Is Tasi? ☐

Parent WO: >>

* Work Type: CM

* WO Priority: 3

Service Call? ☒

Priority Justification: >>

School Phone: 323-755-4141

Cafeteria Phone: 323-565-1240

Complex Name: FREMONT

Org: 8650

5.2 org: >>

Storeroom Material Status: >>

Direct Issue Material Status: >>

Work Package Material Status: >>

Material Status Last Updated: >>

Attachments

Reported Date: 5/23/13 1:52 PM

Respond By: 6/22/13 1:52 PM

Status: VIAPPR

Status Date: 5/23/13 1:52 PM

Agency: >>

Agency Date: >>

Agency ID: >>

Source ID: >>

Tracking Code: CR

Responsible Area: AREA-51

Loc/Eq Priority: >>

Planning Priority: >>

Job No: >>



Maximo 7.5 / Service Call Guide / Work Order Tracking Application

Scheduling Information

Start

Target Start:

Scheduled Start:

Actual Start:

Start No Earlier Than:

* Duration: 2:00

Time Remaining:

Activity Type:

Finish

Target Finish:

Scheduled Finish:

Actual Finish:

Finish No Later Than:

Predecessors:

Include Tasks in Schedule? ☒

Work Group:

Funding Details

Buyer Prog: 10520 IO #: Project:

Responsibility

* Site Based (YN):

Category Code: CRPNTRY

Routing Code: MO-AA-05

Supervisor:

Lead:

Person Group:

Lead Craft:

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

, Work Order: 14183033, and Work Type: CM."/>

Work Order Tracking

Find: Select Action:

List Work Order Plans WO Details Assignments Related Records Actuals Safety Plan Log Failure Reporting Specifications

Class: WORKORDER Parent WO:

* Work Order: 14183033 * Falling ceiling tiles in Main building, classroom 1

* Work Type: CM

A **“Record has been saved”** message will appear.

Work Order Tracking

Find: Select Action:

List Work Order Plans WO Details Assignments Related Records Actuals Safety Plan Log Failure Reporting Specifications

Class: WORKORDER Parent WO:

Work Order: 14183033 * Falling ceiling tiles in Main building, classroom 1

* Work Type: CM

BMXAA4205I - Record has been saved.

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

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).