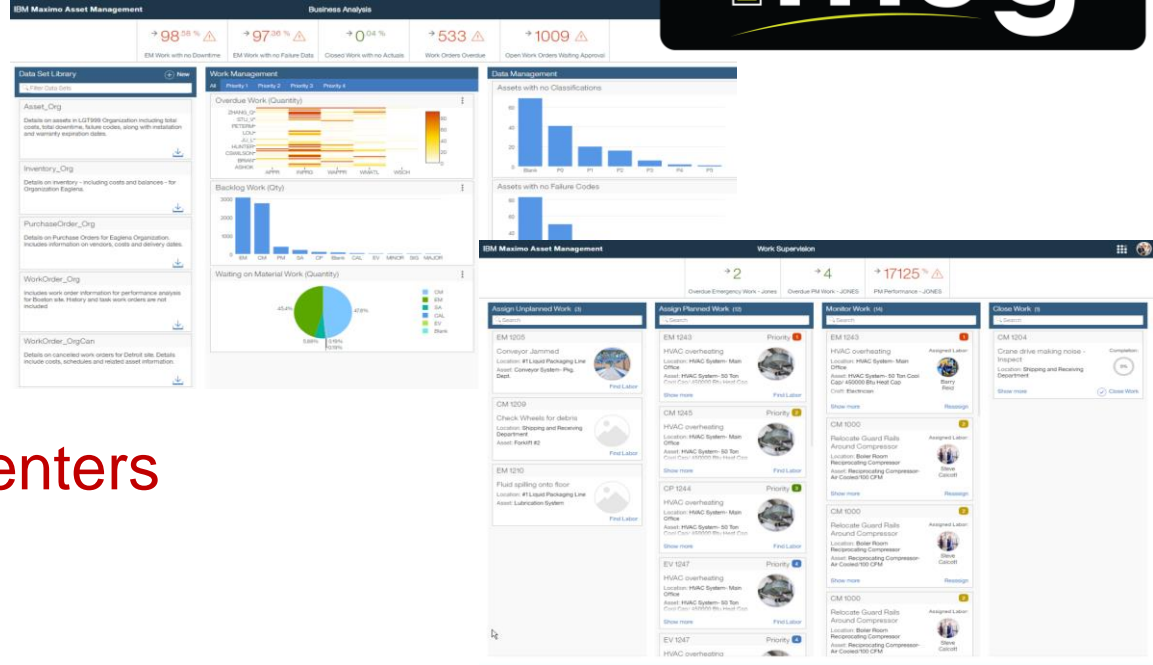


# PERFICIENT<sup>®</sup>

vision. execution. value.



## IBM 7.6.0.5+ Work Centers

- Work Supervision
- Work Execution
- Inspections

November 2017 IMUG

Chad J. Stringer

# IMUG Work Centers and Inspections Agenda

Work Centers Overview  
Inspections  
Coming Soon  
Q&A

The image displays several screenshots of the IBM Maximo Asset Management user interface. The top screenshot shows the 'Business Analysis' dashboard with key performance indicators: 98.58% (EM Work with no Downtime), 97.30% (EM Work with no Failure Data), 0.04% (Closed Work with no Actuals), 533 (Work Orders Overdue), and 1009 (Open Work Orders Waiting Approval). Below this are sections for 'Data Set Library', 'Work Management' (with a Gantt chart for 'Overdue Work (Quantity)' and a bar chart for 'Backlog Work (Qty)'), and 'Data Management'. The middle screenshot shows the 'Work Supervision' dashboard with a grid of work items, including 'Assign Unplanned Work', 'Assign Planned Work', 'Monitor Work', and 'Close Work'. The bottom-left screenshot shows the 'Work Execution' dashboard with 'Open Assignments' and 'My Contacts' lists. The bottom-right screenshot shows the 'Conduct an Inspection' dashboard with a list of inspection results.

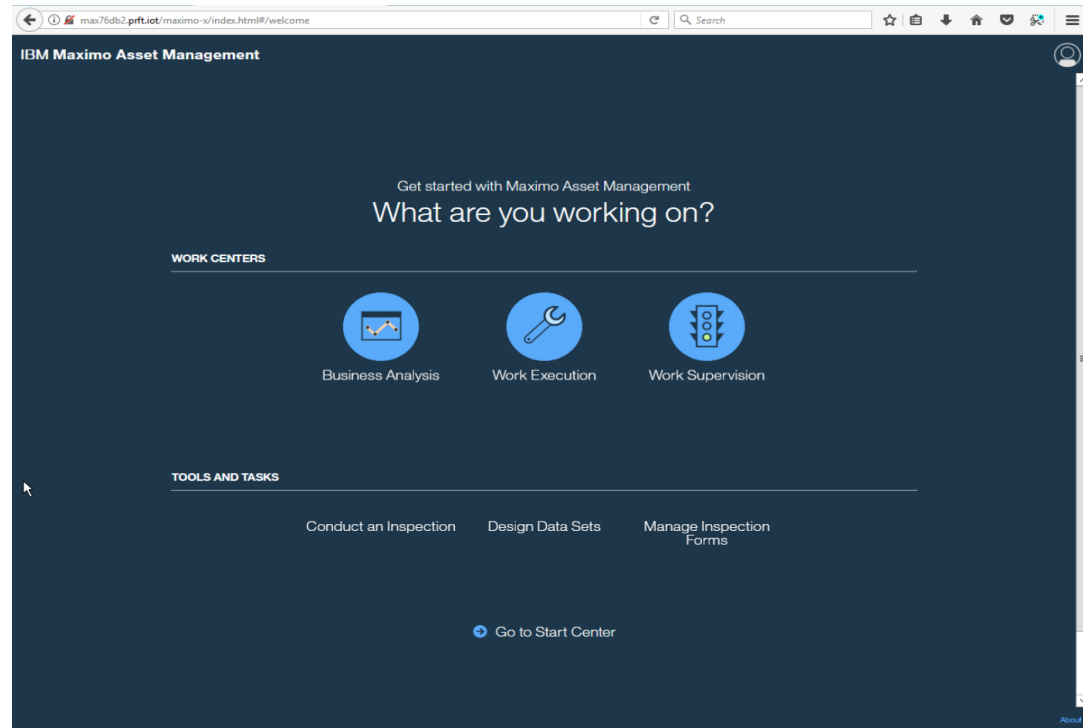
# Work Centers Overview

## Maximo 7.6.0.5, IBM added the new Work Centers

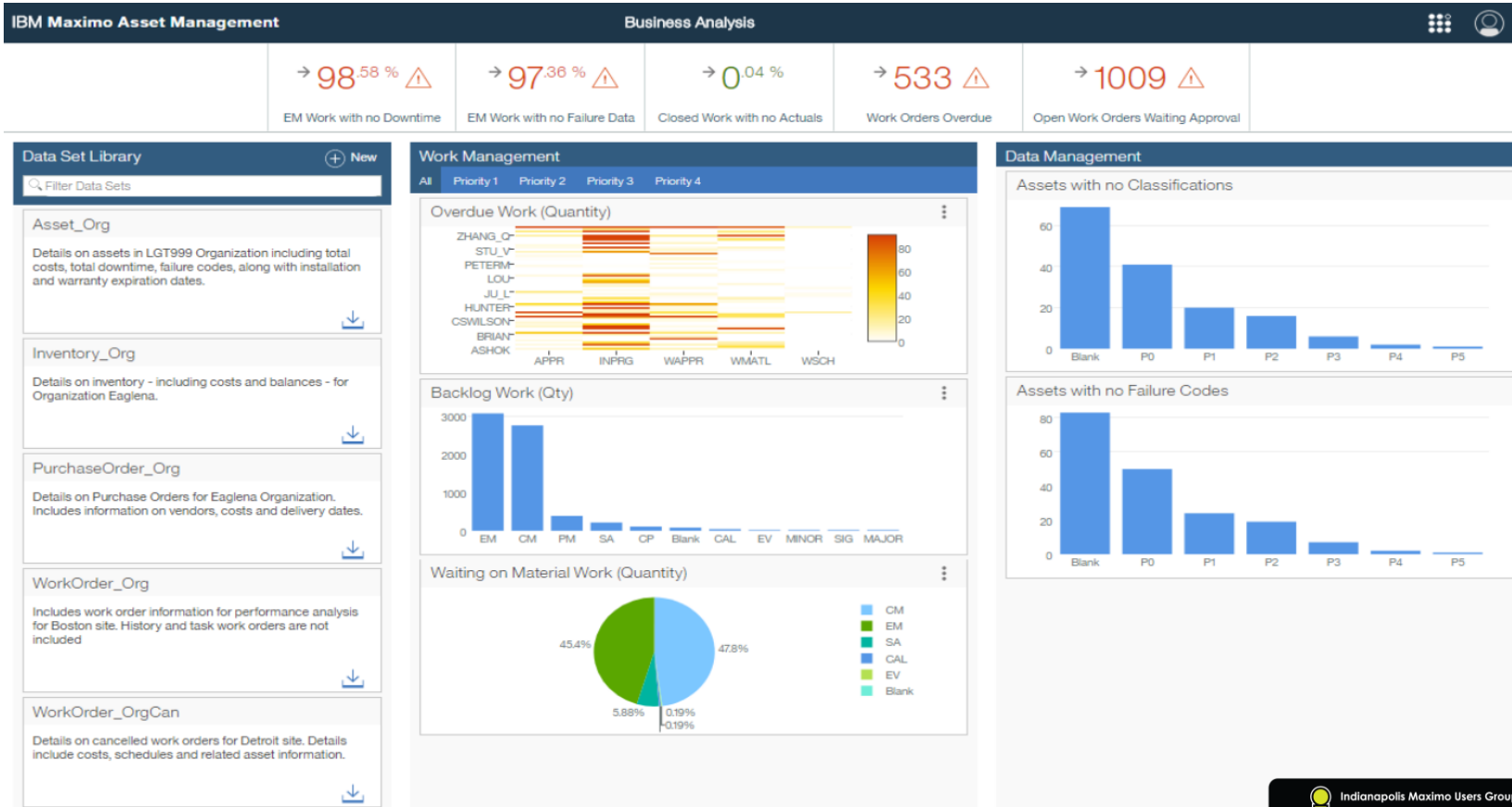
- Deploy new EAR files (maximo-x)
- Limited Functionality
- Need to assign multiple, time intense security rights to each required User Group

## Maximo 7.6.0.8 Updated

- Deploy new EAR files (maximo-x)
- New security 'Templates' for Business Analyst, Work Supervisor, and Work Execution to more easily assign necessary rights to the maximo-x Object Structures
- Still limited functionality
- Inspections



# Business Analyst Work Center



# Business Analyst Work Center

## Analyze Trends

## Manage Work

- Efficiency
- Schedule compliance
- Supply rates
- Inventory balances

## KPIs to Monitor Data (fixed set)

## Create your own Data Sets and connect to Watson, or download as CSV.

- Receive Data Quality Scores that detail which attributes are incomplete or imbalanced
- Explore data using Watson Analytics Natural Language Processing
- Create visual, dynamic dashboards of Maximo data
- Identify key components that influence data to determine which attributes influence your processes

*To date, the vast majority of IBMs YouTube videos and configuration 'how-to's' cover only the Business Analyst role and its ties to IBM Watson Analytics. As this is already well covered, links to IBMs video series is included in the references section. **This is not covered today.***

# Work Supervisor Work Center

IBM Maximo Asset Management
Work Supervision

→ 2  
Overdue Emergency Work - Jones

→ 4  
Overdue PM Work - JONES

→ 17125 %   
PM Performance - JONES

**Assign Unplanned Work (3)**

EM 1205  
Conveyor Jammed  
Location: #1 Liquid Packaging Line  
Asset: Conveyor System- Pkg. Dept.

Find Labor

CM 1209  
Check Wheels for debris  
Location: Shipping and Receiving Department  
Asset: Forklift #2

Find Labor

EM 1210  
Fluid spilling onto floor  
Location: #1 Liquid Packaging Line  
Asset: Lubrication System

Find Labor

**Assign Planned Work (12)**

EM 1243 Priority 1  
HVAC overheating  
Location: HVAC System- Main Office  
Asset: HVAC System- 50 Ton Cool Cap/ 450000 Btu Heat Cap

Find Labor

Show more

CM 1245 Priority 2  
HVAC overheating  
Location: HVAC System- Main Office  
Asset: HVAC System- 50 Ton Cool Cap/ 450000 Btu Heat Cap

Find Labor

Show more

CP 1244 Priority 3  
HVAC overheating  
Location: HVAC System- Main Office  
Asset: HVAC System- 50 Ton Cool Cap/ 450000 Btu Heat Cap

Find Labor

Show more

EV 1247 Priority 4  
HVAC overheating  
Location: HVAC System- Main Office  
Asset: HVAC System- 50 Ton Cool Cap/ 450000 Btu Heat Cap

Find Labor

Show more

EV 1247 Priority 4  
HVAC overheating  
Location: HVAC System- Main Office  
Asset: HVAC System- 50 Ton Cool Cap/ 450000 Btu Heat Cap

Find Labor

Show more

**Monitor Work (14)**

EM 1243 1  
HVAC overheating  
Location: HVAC System- Main Office  
Asset: HVAC System- 50 Ton Cool Cap/ 450000 Btu Heat Cap  
Craft: Electrician

Assigned Labor:  
Barry Reid

Reassign

Show more

CM 1000 2  
Relocate Guard Rails Around Compressor  
Location: Boiler Room Reciprocating Compressor  
Asset: Reciprocating Compressor- Air Cooled/100 CFM

Assigned Labor:  
Steve Calcott

Reassign

Show more

CM 1000 2  
Relocate Guard Rails Around Compressor  
Location: Boiler Room Reciprocating Compressor  
Asset: Reciprocating Compressor- Air Cooled/100 CFM

Assigned Labor:  
Steve Calcott

Reassign

Show more

CM 1000 2  
Relocate Guard Rails Around Compressor  
Location: Boiler Room Reciprocating Compressor  
Asset: Reciprocating Compressor- Air Cooled/100 CFM

Assigned Labor:  
Steve Calcott

Reassign

Show more

**Close Work (1)**

CM 1204  
Crane drive making noise - Inspect  
Location: Shipping and Receiving Department

Completion:  
0%

Close Work

Show more

# Work Supervisor Work Center

- Manage the Workloads of a Team of Technicians
- Assign Work to Labor
- Monitor Work in Progress
- Close Completed Work
- KPIs to Monitor Performance (fixed set)

## **Assign Unplanned Work**

**No planned labor or Crafts**

Status independent

Target dates do not matter

## **Assign Planned Work**

**Craft assigned but no labor**

Target date does not matter

## **Monitor Work**

**Assignments made to Labor**

Status Independent

## **Complete Work**

**Status COMP**

**User listed as Supervisor**

Displays actuals if recorded

# Work Execution Work Center (Technicians)

IBM Maximo Asset Management Work Execution

→ 0 Days Average Emergency Completion Time - REID    → 4 Work Orders Overdue - REID

### Open Assignments (2)

Search

Overdue (2) Today (0) Tomorrow (0) Next 3 Days (0)

**EM 1243** Priority 1

HVAC overheating

Current Status: Approved

Asset: HVAC System- 50 Ton Cool Cap/ 450000 Btu Heat Cap

[Show more](#)

[Start](#)

**EM 1211**

Crane drive grinding - needs lubrication

Current Status: In Progress

Asset: Overhead Crane #1

Location: Shipping and Receiving Department

[Show more](#)

[Stop](#) [Complete](#)

### My Contacts (6)

Search

**Frank Jones**

Site: Bedford MA Site of EAGLE Inc. North America

Craft: Overhead Line Maintenance

Skill Level: Not Entered

Calendar: Not Entered

Shift: Not Entered

[Contact >](#)

**Fränz Durgin**

Site: Bedford MA Site of EAGLE Inc. North America

Craft: Not Entered

Skill Level: Not Entered

Calendar: Not Entered

Shift: Not Entered

[Contact >](#)

**Ganesh Venka**

Site: Bedford MA Site of EAGLE Inc. North America

Craft: Not Entered

Skill Level: Not Entered

Calendar: Not Entered

Shift: Not Entered

[Contact >](#)



# Work Execution Work Center (Technicians)

## Very Limited Functionality in Current Form

- Start Assigned Work
- Complete Assigned work
- KPIs to monitor performance (fixed set)

*The current iteration does not allow for Failure Reporting or Work Logs to be recorded from the Work Execution screen. This is a simplified 'START' and 'COMPLETE' only tool.*

For Maximo 7.6.0.9+, Work Centers will be greatly improved

- Add for failure reporting
- Work Log entries
- Attachment of photos and videos, adding labor (actual time)

# Inspections Work Center in 7.6.0.8

An inspection is:

- a checking or testing against established standards
- the act of looking at something carefully to check that everything is correct and legal
- an examination by a specially trained person

The image displays three overlapping screenshots from the Maximo software interface, illustrating inspection work centers.

- Top Screenshot:** A "BRIDGE INSPECTION REPORT" form. It includes fields for "Inspection Date", "Inspector", "Location", and "Structure". Below these is a large grid for recording inspection data.
- Middle Screenshot:** A "SK 101 FIELD READINGS" form. It features a table with columns for "DESCRIPTION", "Type", "Unit", "Reading", "MTC", "ADC", "DC", "DCT", and "MTC". The table is used for recording field measurements.
- Bottom Screenshot:** A "TRACK DEPARTMENT TABULATED MEASUREMENT REPORT" form. It shows a detailed table with multiple columns for tracking measurements, including "Item", "Location", "Measurement", and "Status".

# Inspection Process

## Plan (Create the Form)

- What information will be collected in the field?
- What are the expected results?
- How often is the information required?
- Work Order required?

## Execution (Conduct Inspection)

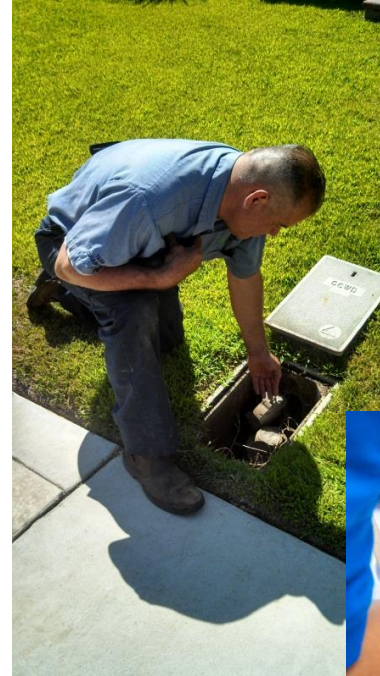
- Record Results
- Enter Results

## Analyze (Review Completed Inspections)

- Compare / Analyze Results
- Find Expected Results?

## Act

- Corrective Work
- Further Inspection
- Refurbishment / Replacement



# Demo – Execute / Review an Unscheduled Inspection



Log In:

Sign In



Log In:

Sign In

# Inspections Execution Use Cases

## 7608 release:

- Execute an adhoc † (unplanned) inspection without a work order

## 7609 release:

- Execute a scheduled\* inspection as part of a work order
- Execute an adhoc † (unplanned) inspection as part of a work order

## Future release:

- Execute a scheduled\* inspection without a work order

\* a form is automatically generated as a single event or based on a repeating frequency

† the inspector can select and initiate an inspection at any time

...Information regarding potential future products is intended to outline IBM's general product direction and it should not be relied on in making a purchasing decision....

# Inspections Work Centers – Coming Soon!

## 7.6.0.9 – planned December 2017

- Meter Readings
- Images and Video as Attachments
- Maximo Classic Access to Assets and WOs
  - View Work Details → Inspection Tab
  - Create Inspections within Asset/Location App
- Inspection Forms can be added to Job Plans/Routes/Cond Mon, etc.
- Ability to Report Multiple Results at Once
- More..

*(May Not Happen in This Order and Could Change!)*

## 7.6.0.9+ (Future)

- Location awareness
- Integration to Watson Visual Recognition
- Extend Inspection processes to other Maximo modules
  - Inventory receiving
  - Industry solutions
- List continues to grow with client and BP interaction

...Information regarding potential future products is intended to outline IBM's general product direction and it should not be relied on in making a purchasing decision....

# Work Centers – Planned for December 7.6.0.9 Release

## Work Supervision

- Closed Work view by Date Range
- List of closed Work Orders similar to classic Maximo to review Closed Work
- More information/tiles on main screen

## Work Execution

- KPIs removed – little value, excessive screen real estate
- Add details to Work Orders
  - Add Comments to Work Logs
  - Failure Reporting
  - Attached Docs – Add Images and videos (for tablets in the field)
  - ‘Stop’ or ‘Complete’ buttons
  - Ability to pause work
  - Add actual labor time, not just the stop/start buttons



# Work Centers – Helpful Links

- Work Centers Home

[https://www.ibm.com/support/knowledgecenter/SSLKT6\\_7.6.0.7/com.ibm.mbs.doc/workcntr/c\\_ctr\\_workcntrs.html](https://www.ibm.com/support/knowledgecenter/SSLKT6_7.6.0.7/com.ibm.mbs.doc/workcntr/c_ctr_workcntrs.html)

- Business Analysis Work Center

[https://www.ibm.com/support/knowledgecenter/SSLKT6\\_7.6.0.7/com.ibm.mbs.doc/workcntr/c\\_bus\\_analyst\\_wrkscape.html](https://www.ibm.com/support/knowledgecenter/SSLKT6_7.6.0.7/com.ibm.mbs.doc/workcntr/c_bus_analyst_wrkscape.html)

- Work Supervision Work Centers

[https://www.ibm.com/support/knowledgecenter/SSLKT6\\_7.6.0.7/com.ibm.mbs.doc/workcntr/c\\_supervisor\\_work\\_center.html](https://www.ibm.com/support/knowledgecenter/SSLKT6_7.6.0.7/com.ibm.mbs.doc/workcntr/c_supervisor_work_center.html)

- Work Execution Work Centers

[https://www.ibm.com/support/knowledgecenter/SSLKT6\\_7.6.0.7/com.ibm.mbs.doc/workcntr/c\\_tech\\_work\\_center.html](https://www.ibm.com/support/knowledgecenter/SSLKT6_7.6.0.7/com.ibm.mbs.doc/workcntr/c_tech_work_center.html)

- PRFT – IBM Blogs

<http://blogs.perficient.com/ibm/2017/06/01/improve-your-performance-with-the-new-inspection-work-centers/>

- Business Analyst Work Center series by Pam Denny (13 videos)

<https://www.youtube.com/watch?v=u90paGIEZrs>