

What about the Users?

It's more than just the software



Intro

- ▶ Clark County Water Reclamation District (CCWRD or CleanWaterTeam)
 - ▶ Maintain 2275 miles of sewer lines
 - ▶ Treat over 105 mgd
 - ▶ Have over 245K accounts
 - ▶ Cover Clark County which includes sites in Moapa, Indian Springs/Creech Air Force Base, Blue Diamond, Laughlin, Searchlight, Desert Breeze, and Las Vegas
- ▶ Successes and Failures



Maximo Anywhere



- ▶ Communication
- ▶ Get people involved
 - ▶ End Users
 - ▶ ITS
- ▶ Training
- ▶ Roll out



Labor Hours

- ▶ Instructions given to users
 - ▶ Enter all your hours / 40 hours a week?
- ▶ What is included in WO hours?
 - ▶ How many different answers will you get?
 - ▶ What about my meetings?
 - ▶ Breaks?
 - ▶ What if I work OT?
 - ▶ Do I need to change the Labor Type?
 - ▶ Travel time?
 - ▶ Does this cause WO's to become a trash bucket?
- ▶ What do you get now for information?
- ▶ Habits are hard to break



Work Orders

- ▶ What important information is needed to COMP a work order?
 - ▶ Will all the supervisors answer the same way?
- ▶ Extra fields
- ▶ Maximo already has a lot of fields - which ones are needed
- ▶ What are expectations for a Log entry?
- ▶ What do your WO descriptions say?

To complete a Work Order

- ✓ Open the desired Work Order detail page from your [iviva.facility](#) account
- ✓ Click **In Progress** from the dropdown on the right
- ✓ Click **Complete**
- ✓ Add your **Comment** related to your work.
- ✓ Add verification **Signature**
- ✓ Finally, click **Complete**



Study Hall!

- ▶ Monthly sessions
- ▶ Some groups made it mandatory
- ▶ Weekly sessions with certain groups in their environment
- ▶ What has Covid done to your sessions?
 - ▶ How do you keep this going?



MAXIMO STUDY HALL!

DO YOU FEEL CONFUSED, HAVE QUESTIONS OR SUGGESTIONS IN MAXIMO ?
THE FIRST WEDNESDAY OF EVERY MONTH WILL BE DEDICATED TO THE USERS!

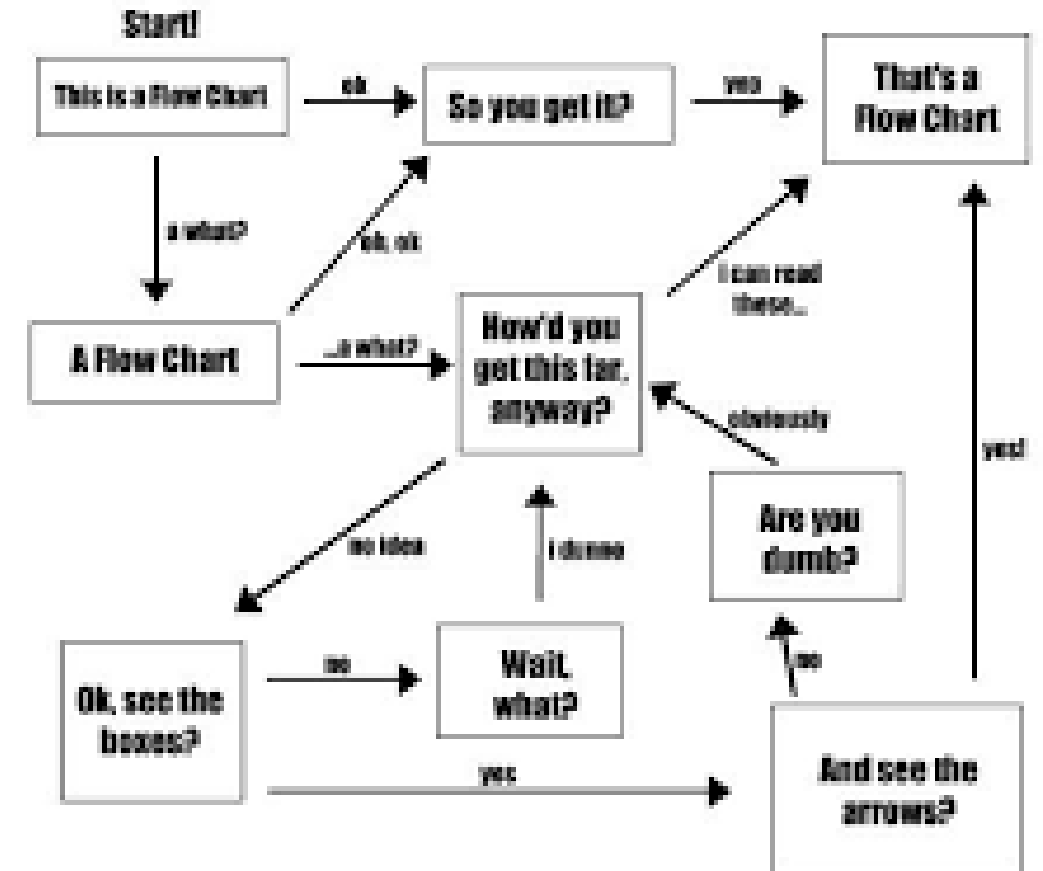
STOP BY THE RAINTREE ROOM (IN THE TRAINING TRAILERS)
10:00AM – 11:00AM (OR AS TIME PERMITS)



Quick Guides

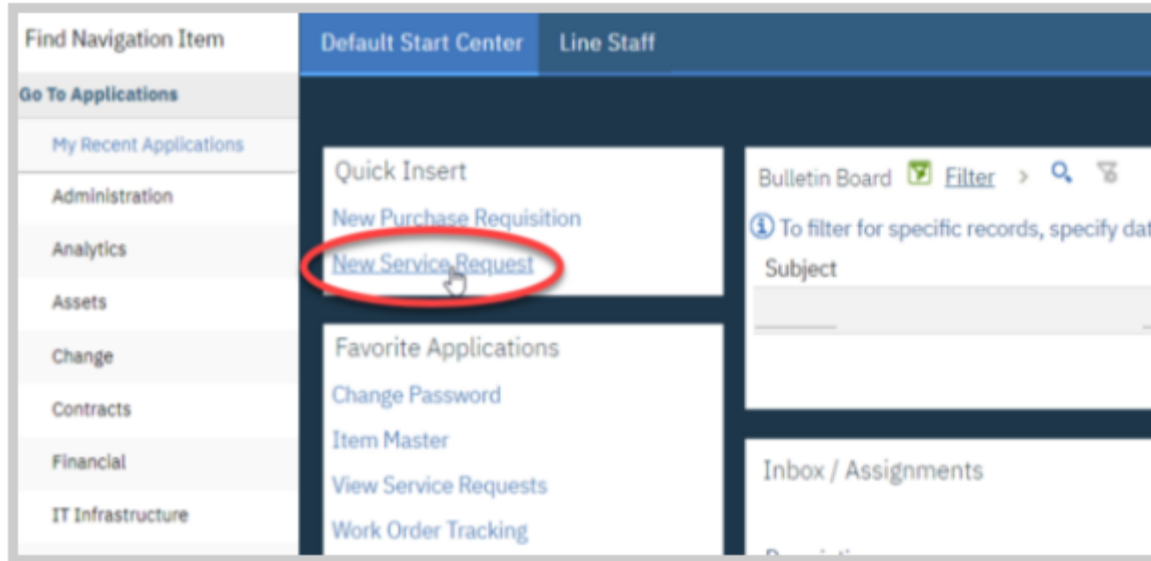
- ▶ 1 to 3 pages
 - ▶ Tell you how to perform a specific task
 - ▶ Not to tell you how to use Maximo
- ▶ Moving to Knowledge Base on the Intranet
 - ▶ More visibility
- ▶ How to put in a SR, how to open attachments, how to put in a new item record, how to add a PR, etc.

A Brief Lesson in Flow Charts



Graphlam.com

- Click on the New Service Request link from the Default Start Center tab.



- Enter the following requested highlighted fields in order for your Service Request to be routed to the correct craft and attach any photos/documentation if necessary. (The data displayed in the example below is not an exact representation of *what* data to enter as it pertains to your request.)

A screenshot of the 'Create Service Request' form. The form is divided into two main sections: 'Reported By' and 'Asset'. The 'Reported By' section includes fields for 'Reported By' (1702), 'Phone' (702-668-8062), 'E-mail' (mwooldridge@cleanwaterteam.com), and 'Affected User' (1702). The 'Asset' section includes fields for 'Asset' (A-010-G-010), 'Location' (LV, FWRC, ADMIN/ OPS/SUPPORT FACILITIES, NEW ADMIN BLD), 'Configuration Item', 'Reported Priority' (2), and 'Reported Date' (3/29/22 2:31 PM). A red box highlights the 'Send SR To' field, which is set to 'CCWRD MAIN'. Another red box highlights the 'Location' field, which is set to 'LV, FWRC, ADMIN/ OPS/SUPPORT FACILITIES, NEW ADMIN BLD'.



Are users ready for the change

- ▶ Shiny object syndrome with Maximo
- ▶ Are you talking up the changes
 - ▶ Why
 - ▶ What
 - ▶ When
 - ▶ How
- ▶ Procedures/quick guides/training in place?
- ▶ Electrical Distribution System



Feedback mechanism

- ▶ Needed a way to know if job plans needed any changes
- ▶ Guess how many Job Plan Log Types I have?
- ▶ Is software the answer to all of the questions?



CMMS Charter

- ▶ Saw a need for changes
- ▶ Plan it, consider it, then figure out how it fits with the software
- ▶ Work through it
 - ▶ This can take time (a long time)
- ▶ Criticality




Screen Layout

- ▶ Important fields up top (upper left to lower right)
 - ▶ Each section
- ▶ Try to make it so they don't have to search screen
- ▶ Reduce scrolling
- ▶ Easier for what is expected



Work Order: T22-1104

Location: 

Asset: [▶](#)

Classification:

Issue Description:

Failure Class: [▶](#)

Problem Code: +GL Account:

✦ Priority:

Feature Class: [View](#)

✦ **Work Type:** 🔍

+Department: 🔍

Supervisor: [▶](#)

Lead: [▶](#)

Owner Group:

Owner:

Status: WAPPR

✦Status Date: 10/24/22 4:38 PM

Details	Priority	Scheduling Information	Actual Dates and Originating Information
Job Plan: _____ >	Calculated Priority: <u>1</u>	Target Start: _____ 📅	Actual Start: _____ 📅
PM: _____ >	Asset/Location Priority: _____	Target Finish: _____ 📅	Actual Finish: _____ 📅
+Duration: <u>0:00</u>	Risk Assessment: _____	Scheduled Start: _____ 📅	Parent WO: _____ >
Safety Plan: _____ >		Scheduled Finish: _____ 📅	Originating Record: _____ >

Data/Information

- ▶ Is there a difference between data and information?
- ▶ How is data used?
- ▶ Is it used consistently?
- ▶ Do users know how to get it or is it a repository of data?
- ▶ Business information or reports



Thoughts/Wrap up

- ▶ Software is the easy part
- ▶ People part of things is more difficult
- ▶ Make sure to focus on the users
- ▶ Software to 'force' good entries.
 - ▶ Be careful!
- ▶ Is that where we spend most of our time?
 - ▶ Should it be?
 - ▶ Why?
 - ▶ Is it because people can be difficult?





Questions? Comments? Complaints? Concerns?