

Simple but effective changes at EastLink

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Asset Management
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EastLink
Time better spent.

We all use Maximo differently and what I will talk briefly about today aren't show stoppers, or brilliant innovations, yet simple changes which assist our business.

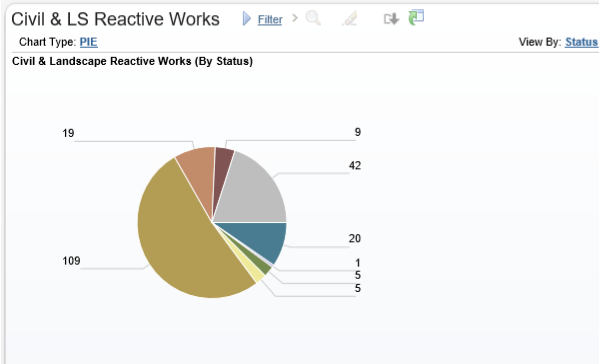
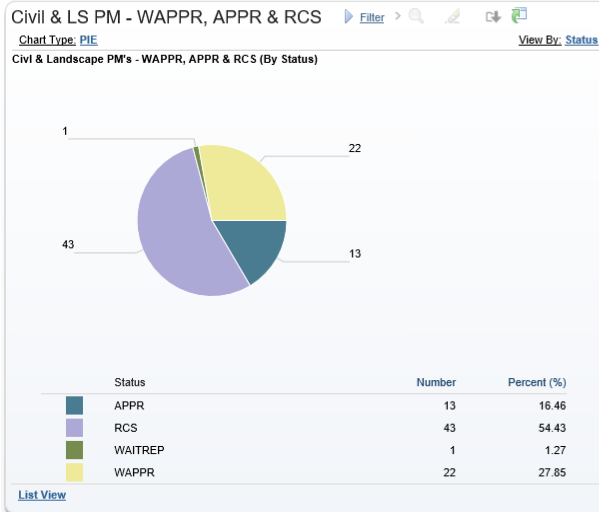
- We have made some simple yet effective changes to Maximo that assist us with:
 - ensuring we are capturing the required data for the business
 - making the information generated from the system more user friendly from WO descriptions to user Start Centres
 - managing to avoid duplicate WO's whilst enhancing our work request process
 - clearer reporting for each department across the business

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A couple of new Status'

- We added 3 new status' available to staff, **RCS** (Rough Cut Scheduled), **WAITREP** (Waiting on Report) and **WAITINV** (Waiting on Invoice)

- Due to changes to our internal structure we have, for the first time, recently appointed dedicated schedulers.
 - As such the business wanted a status' to indicate that works had been provisionally scheduled
 - RCS allows us to assign WO's to staff for a specific date and time yet this will not appear on their tablet list of Assigned Work. WO's are visible to our staff only once APPR.
 - RCS is a synonym of WAPPR
 - It allows the scheduler to identify these WO's easily
 - As with many other businesses we are a dynamic and our staffing and rostering is changing all the time



Civil & LS SR's [Filter](#) [View By: Status](#)

Service Request	Summary	Status	Affected User	Reported Date
8654	Lock mechanism needs replacing on Displan Box.	NEW	CIVIL	4/11/19 1:13 AM
8653	Remove Graffiti from RS Cabinet	NEW	CIVIL	3/11/19 7:39 AM
8652	Remove Graffiti from noise wall post	NEW	CIVIL	3/11/19 7:33 AM
8651	Fit 50mm post cap	NEW	CIVIL	3/11/19 7:28 AM
8650	Cut back vegetation blocking sign	NEW	CIVIL	3/11/19 7:23 AM
8649	Cut back vegetation growing over NJB	NEW	LANDSCAPE	3/11/19 7:10 AM
8648	Reinstall expansion joint NJB cover plate	NEW	CIVIL	3/11/19 6:49 AM
8645	Grated storm water pit requires lowering to allow water run off	NEW	CIVIL	2/11/19 9:03 AM
8644	Grated stormwater pit requires lowering to allow water runoff	NEW	CIVIL	2/11/19 8:55 AM
8643	Grated stormwater pit requires lowering to allow water runoff	NEW	CIVIL	2/11/19 8:40 AM

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Civil & Landscape PM's Open [Filter](#) [View By: Status](#)

Work Order	Description	Status	Reported Date
1073600	Annual Condition Monitoring of On-Freeway Areas	INPRG	1/12/18 2:02 AM
1133141	Monthly Water Quality Monitoring Welland B (WLO200) Tunnel Discharge	WAITREP	29/08/19 3:00 AM
1141667	1M TMA Truck Maintenance & Clean	FIELDCOMP	23/09/19 2:14 AM
1133265	(NFR) BRIDGE Level 1 Inspection	COMP	31/08/19 2:12 AM
1133567	(NFR) 6M - Fencing Detailed Inspection	INPRG	31/08/19 2:38 AM
1146789	Sweep & Clean Pits in Washing bays at all 3 depots	FIELDCOMP	18/10/19 2:02 AM
1144393	(EFORM) Sweep all Monash , Police & Cheltenham Road Ramps Left and Right side	APPR	2/10/19 3:01 AM
1144693	Wash & Clean SS1 sweeper	FIELDCOMP	5/10/19 2:11 AM
1141609	(NFR) Weekly BIF Check Tunnels Night time	APPR	22/09/19 2:03 AM
1144941	Mow Thompson Rd - Rutherford Rd (incl Rutherford I/C)	INPRG	9/10/19 3:15 AM
1149385	7D - Chemical Shower & Eye Wash Check	RCS	1/11/19 2:04 AM
1149386	7D - Chemical Shower & Eye Wash Check	RCS	1/11/19 2:04 AM
1149387	7D - Chemical Shower & Eye Wash Check	RCS	1/11/19 2:04 AM
1144898	(EFORM) Safety Off-Pavement SUP Inspection Springvale to Boronia	APPR	9/10/19 2:08 AM
1145407	Wash & Clean SS1 sweeper	RCS	12/10/19 2:16 AM
1147527	Tunnel Wall Cladding/Panel Washing - IB & OB (Northern & Southern Walls)	APPR	23/10/19 2:35 AM
1145429	Wall Washing TM for Inbound Left	APPR	13/10/19 2:19 AM
1145430	Wall Washing TM for Inbound Right	APPR	13/10/19 2:19 AM
1145431	Wall Washing TM for Outbound Left	APPR	13/10/19 2:19 AM
1145432	Wall Washing TM for Outbound Right	APPR	13/10/19 2:19 AM

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Civil and LS Projects [Filter](#) [View By: Status](#)

Work Order	Description	Status	Reported Date
1141452	Lifting vinyl flooring, ELMB entrance to open plan office	APPR	19/09/19 6:53 AM

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A couple of new Status'

- **WAITREP** (Waiting on Report) was created to categorise WO's completed yet typically waiting for a service report to be attached
- These WO's are completed by 3rd party contractors and we need to ensure reports are received and attached to the Work Order
- In some cases it can take a few weeks to receive these
- Previously WO's were left as COMP which made it difficult to differentiate between WO's still awaiting some further action
- Now we can separate these WO's very easily and ensure we are following up with contractors if reports are not received




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A couple of new Status'

- **WAITINV** (Waiting on Invoice) was created to categorise WO's completed yet waiting for costs to be added to the 'Actuals – Services'
- Even though we do not use Maximo for PO's we do use this module to add direct costs to WO's
- Better recording of costs will lead to better asset maintenance data
- As with WO's waiting on Reports, WO's waiting on an Invoice were left as COMP which again made it difficult to differentiate between WO's
- Now we can separate these WO's very easily and ensure we are following up with contractors if Invoices are not received

Building Issue SR's				
Filter    				
Service Request	Summary	Reported Date	Reported By	Status
8277	Internal Data Room Door in need of urgent repair	7/08/19 9:30 AM	DBROWN	QUEUED
7750	Lifting vinyl flooring, ELMB entrance to open plan office	9/04/19 4:12 PM	DBOLDEN	INPROG
Set Chart Options				

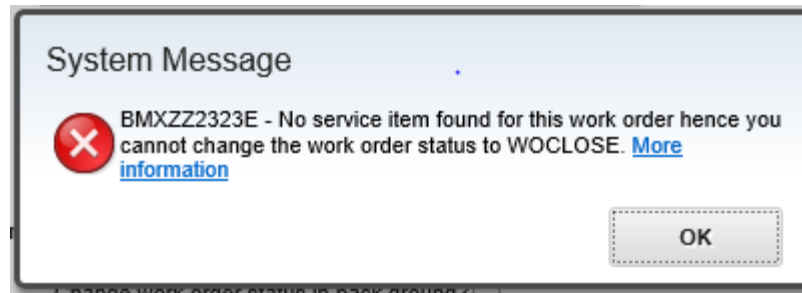
WO's Waiting for a Service Report		Filter				
Work Order	Description	Reported Date	Target Finish	Actual Finish	Status	
1119216	Fire Extinguisher check	12/06/19 11:50 AM	30/08/19 11:03 AM	23/08/19 3:09 PM	WAITREP	
1123841	Eloc fire portables as per service report requiring further investigation or repair	8/07/19 11:49 AM		23/08/19 2:40 PM	WAITREP	
1128748	Axial Fan Vibration Monitoring	31/07/19 2:03 AM	30/08/19 8:30 PM	10/08/19 3:14 PM	WAITREP	
1142542	Six monthly maintenance on the Security Access system and Cameras in ELOC	30/09/19 2:05 AM	30/10/19 9:00 AM	28/10/19 2:50 PM	WAITREP	

WO's Waiting for an Invoice Filter   					
Work Order	Description	Reported Date	Target Finish	Actual Finish	Status
883054	TCR Refurbishment	11/08/17 10:38 AM		10/10/19 1:02 PM	WAITINV
1107676	Fire Mode Test	31/08/19 2:07 AM	31/08/19 10:00 PM	11/08/19 5:00 AM	WAITINV
1121954	12M - Calibration of the Hoist - Mobility	29/06/19 2:25 AM	28/08/19 3:00 PM	30/09/19 1:48 PM	WAITINV
129553	Traffic management - ARJ Monitoring - in tunnel replacements	5/08/19 12:11 PM	6/08/19 5:00 AM	8/10/19 10:22 AM	WAITINV
1131017	3M - Maintenance on CRAC units in ELOC	16/08/19 2:35 AM	30/09/19 9:00 AM	23/09/19 3:39 PM	WAITINV
1132520	1M - Inspection of the Deluge system - Mobility	29/08/19 2:12 AM	28/09/19 9:00 AM	17/09/19 1:00 PM	WAITINV
1132786	Monthly inspection of the Fire Indicator Panel - Mobility	29/08/19 2:35 AM	28/09/19 9:00 AM	10/09/19 9:16 AM	WAITINV
1132793	Monthly inspection of the Fire Indicator Panel - Mobility	29/08/19 2:36 AM	28/09/19 9:00 AM	10/09/19 9:18 AM	WAITINV
1133228	3M - Quarterly maintenance on the Boiler in ELOC - Mobility	31/08/19 2:03 AM	30/09/19 9:00 AM	30/09/19 2:16 PM	WAITINV
1137461	3M: Remote VID Server Maintenance	2/09/19 2:16 AM	2/10/19 9:00 AM	30/09/19 12:30 PM	WAITINV

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A couple of new Status'

- Now if a WO has been moved in to the WAITINV status, and no costs have been associated to the WO, the user will not be able to change the WO status
- This will prompt the user to contact the MaximoAdmin team to associate the correct costs to the WO



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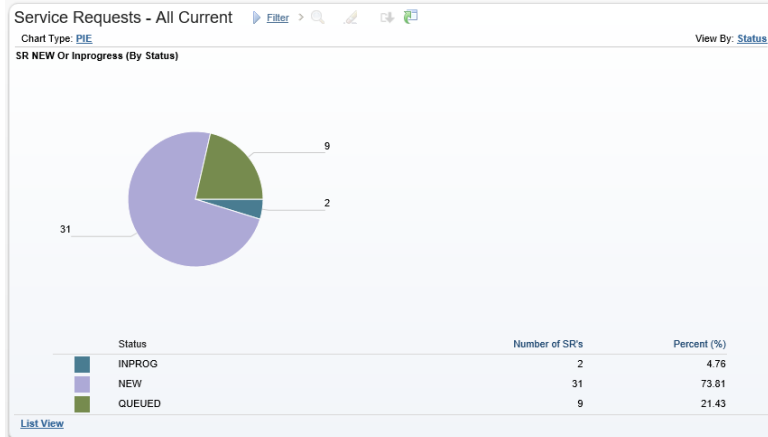
Start Centres

- We have done a lot of work with users to give them individual Start Centres catering to their needs/likes. Previously we had many users on the one Start Centre which is nowhere as effective as individual Start Centres (**33 active SC's**)

Service Requests - All non TCR [Filter](#) [Search](#) [Print](#) [Export](#)

Service Request	Summary	Reported By	Reported Date	Status	Affected User
8655	Remove Graffiti from Sign	pcrichton	4/11/19 7:58 AM	NEW	CIVIL
8654	Lock mechanism needs replacing on Displan Box.	SJAMES	4/11/19 1:13 AM	NEW	CIVIL
8653	Remove Graffiti from RS Cabinet	GHEFFERNAN	3/11/19 7:39 AM	NEW	CIVIL
8652	Remove Graffiti from noise wall post	GHEFFERNAN	3/11/19 7:33 AM	NEW	CIVIL
8651	Fit 50mm post cap	GHEFFERNAN	3/11/19 7:28 AM	NEW	CIVIL
8650	Cut back vegetation blocking sign	GHEFFERNAN	3/11/19 7:23 AM	NEW	CIVIL
8649	Cut back vegetation growing over NJB	GHEFFERNAN	3/11/19 7:10 AM	NEW	LANDSCAPE
8648	Reinstall expansion joint NJB cover plate	GHEFFERNAN	3/11/19 6:49 AM	NEW	CIVIL
8647	Replace broken pit lid	GHEFFERNAN	3/11/19 6:43 AM	NEW	M&E
8646	Replace broken pit lids	GHEFFERNAN	3/11/19 6:35 AM	NEW	M&E

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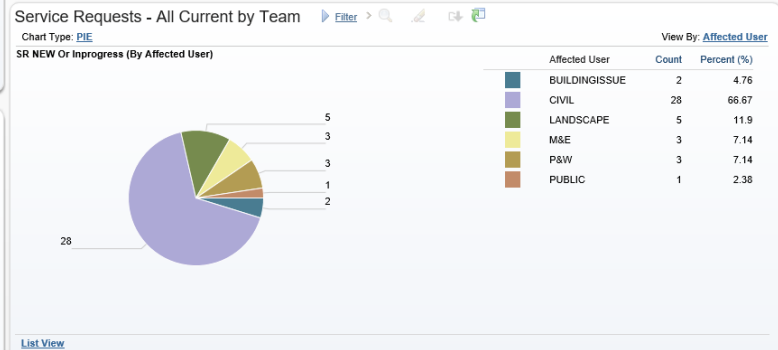


Work Orders for Me [Filter](#) [Search](#) [Print](#) [Export](#)

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Service Requests - Maximo Admin [Filter](#) [Search](#) [Print](#) [Export](#)

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Start Centres

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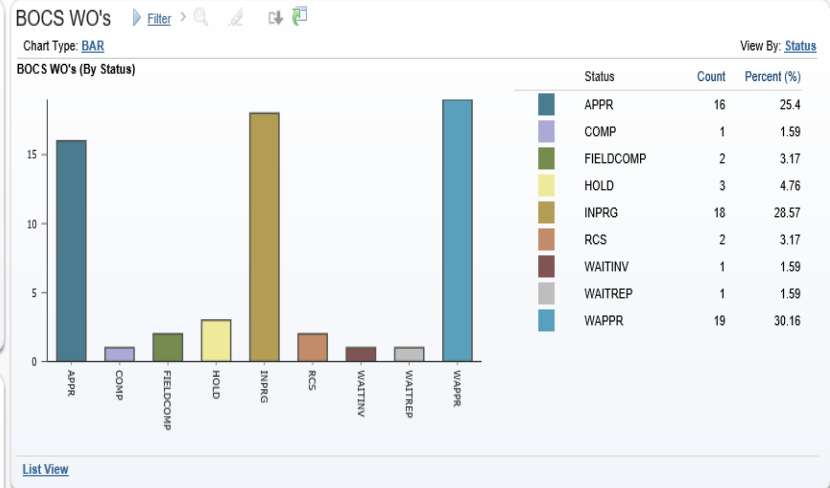
Work Order	Description	Status	Lead	Target Start	PM
1146238	(EFORM) 36 Monthly Tolling Maintenance TP02	APPR	THARTFIELD	29/11/19 9:00 AM	36MTP02
1149537	(EFORM) Daily OMCS Server Room Inspection	APPR	THARTFIELD	11/11/19 9:00 AM	2889
1138439	(EFORM) 12 Monthly Tolling Maintenance TP04	COMP	MAXADMIN	30/10/19 10:00 AM	12MTP04
1121039	Calibration of USB sensor	INPRG	MAXADMIN	27/08/19 9:00 AM	CAL_USB
1131678	Calibration of Spectrum Analyzer	INPRG	MAXADMIN	18/10/19 9:00 AM	CAL_SPEC
1132293	Calibration of OTDR TS142870	INPRG	MAXADMIN	24/10/19 9:00 AM	CAL_OTDR
1132294	Calibration of Power Meter TS142443	INPRG	MAXADMIN	24/10/19 9:00 AM	CAL_PM
1132295	Calibration of Power Meter TS142870	INPRG	MAXADMIN	24/10/19 9:00 AM	CAL_PM1
1132329	Calibration of Fusion Splicer TS142869	INPRG	MAXADMIN	25/10/19 9:00 AM	CAL_FS
1132330	Calibration of Light Source TS142442	INPRG	MAXADMIN	25/10/19 9:00 AM	CAL_LS

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BOCS CM Open [Filter](#) [Search](#) [Print](#) [Export](#)

Work Order	Description	Status	Lead	Target Start
1130352	No switching on any monitors for deluge operation or maintenance	APPR		
1130616	AVI209 Video Incident Camera Fault	APPR	THARTFIELD	
1132123	PTZ053 - Jerky vision	APPR	THARTFIELD	
1132242	Traffic Loop TLP848 Incorrect Switching	APPR		
1137985	VID205 keeps dropping in and out of network	APPR	THARTFIELD	
1138362	VID207 multiple false wrong way veh detections	APPR	THARTFIELD	
1138278	No IB Monitor Switching with OMCS Alerts	APPR	THARTFIELD	
1144516	OWS1 Mouse slow on OMCS only - CALL OUT	APPR	MINGIN	
1149350	PTZ496 - No Vision - In Alarm in Genetec	APPR	THARTFIELD	
1149522	TP08 TS2VR SU 8 OCR failure	FIELDCOMP	GHEFFERNAN	

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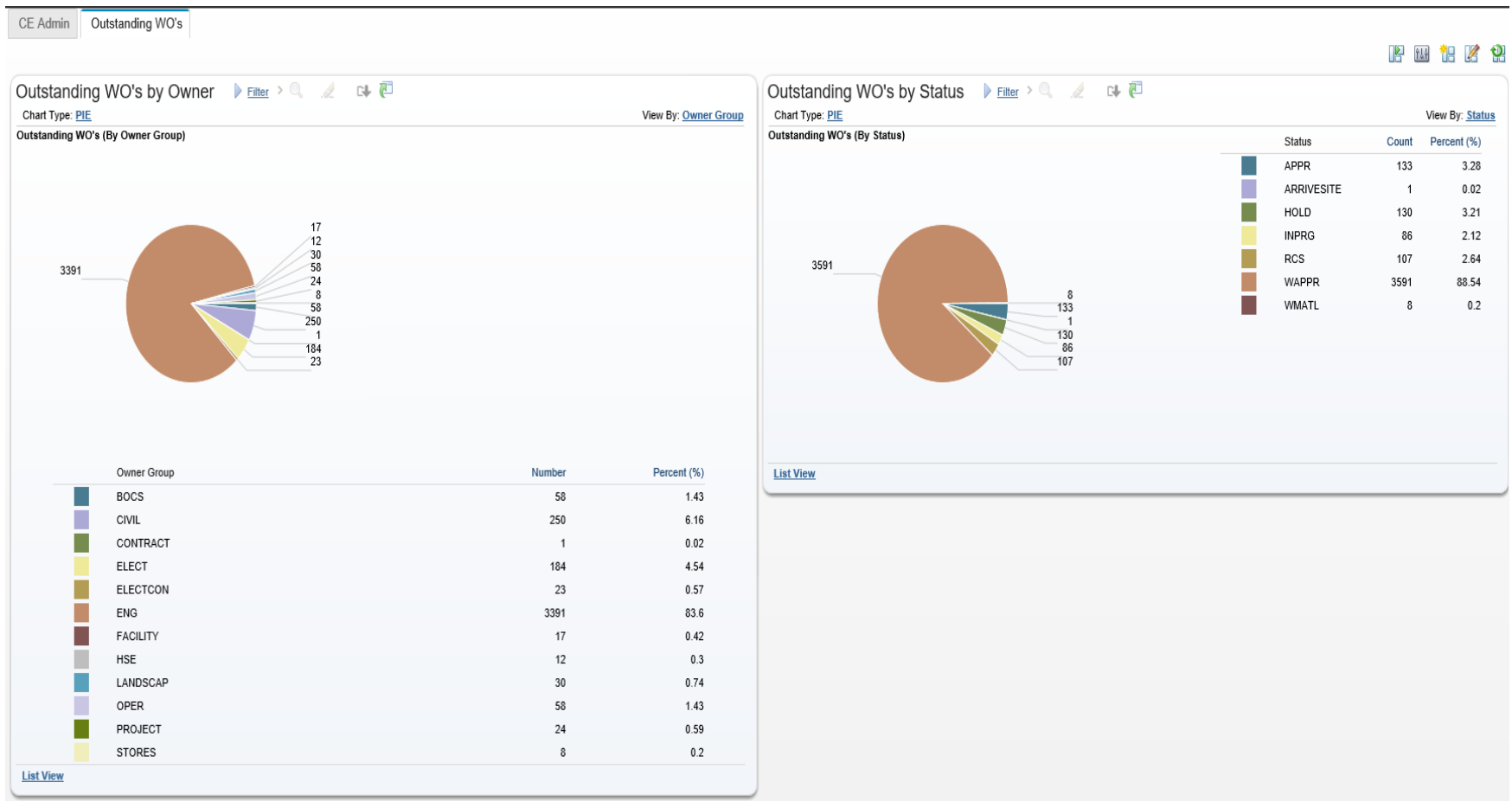


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Start Centres



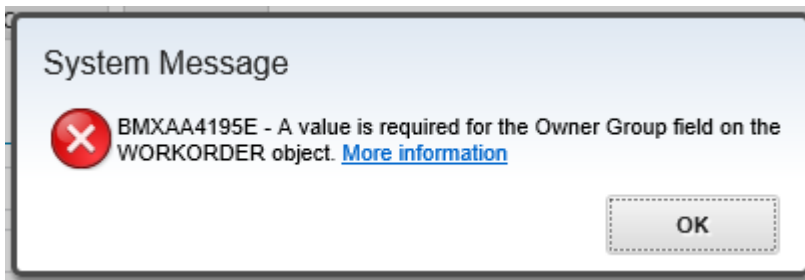
Increased use of SR's across the business

- We have extended the use of SR's across the business and these are now extensively used
- Previously SR's were only used by the Call Centre to log jobs called in by the public (predominantly debris / breakdowns) – **PUBLIC**
- Now we have 7 areas SR's can be sent ensuring the relevant team/scheduler is aware and we avoid duplicate WO's. This is also traceable, emails are not 😊
 - **MAXADMIN** – Maximo data, incorrect GPS, missing assets
 - **CIVIL** – Damaged signs, graffiti, fence repairs.....
 - **LANDSCAPE** – Pruning required, clearing paths
 - **M&E** – Broken lights, smashed pits
 - **BOCS** – Toll point issues.....
 - **ENGINEERING** – Pavement repairs, cracking, pooling water
 - **BUILDING ISSUES** – Toilets, lights, heating, doors.....

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Recent changes to JP's & PM's

- In a recent review of WO's it was determined that reporting could be streamlined/improved if we used the Owner Group more efficiently
- In a similar fashion to SR's we did a full review of the Owner Group options which at the time was being used ~75% of the time (PM WO generation)
- We had 7 active groups and we extended that to 12, we added; BOCSCONT, CONTRACT, ELECTCON, FACILITY & STORES
- To ensure the use of this field it is now mandatory to add the Owner Group to all new or existing WO's and when creating a JP.




Recent changes to JP's & PM's



- Prior to changes to our PM's we had issues where WO's were being created but the only way to tell the difference was by looking at the JP and the WO descriptions were the same
- The title from the PM would remain the same each time the WO generated e.g. Tolling Maintenance. This created issues if staff weren't paying close attention. Also the Supervisor and Lead were always the same and this was not always appropriate.
- In approximately 20% of our PM's we use the Job Plan Sequence tab to ensure the right works are being carried out
- We have made changes now to our PM's where the details in the JP take precedence over the PM, this was not the case previously
- Now I can be very specific on the WO Title, Supervisor, Lead & Owner Group and these can be different across all JP's

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Recent changes to JP's & PM's


- So now when the fields in the PM are blank the JP data populates the WO


PM: WVAIR1M  Site: OM Status: ACTIVE


Master PM: »  Override Updates from Master PM? ☐ Attachments 


Forecast Dates Locked? ☐ Forecast Exists? ☐

Details


Location: »  Lead Time (Days): 30 Counter: 137


Asset: RXU201 » AIR RECEIVER UNIT  Lead Time Active? ☒ Use Job Plan Sequences? ☒



Route: »  Include this PM in the Forecast? ☒ Has Children? ☐



Type: 



Work Order Information

Job Plan: WWSA6M.1 » Description: 6M Vent Station Air - West Vent 

Activity: RM1201 » Description: M&E Equipment - Routine Servicing 

Activity Type: RM  Last Start Date: 28/11/19 

Work Type: PM  Last Completion Date: 31/10/19 


Work Order Status: WAPPR  Earliest Next Due Date: 28/12/19 


Priority: 5 Start Constraint Offset:


Interruptible? ☐ Finish Constraint Offset:

Require Asset Downtime? ☐

Responsibility


Supervisor: » 

Crew: » 

Lead: » 

Work Group: »

Owner: »

Owner Group: » 

Crew Work Group: »

Recent changes to JP's & PM's



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EL Specific

- A VERY recent addition to our on line mapping is the inclusion of a 'Spills Layer'
- Staff are now easily able to see where a spill will go depending on their location





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