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| Number | Question | Answer |
| 1. | Can you give examples of processes?  | User story examples plus go live documentation.For exampleAs an – Asset ManagerI want to - Store Warranty Contract details against assetsSo that I can – Manage assets more effectively. |
| 2.  | How do you know you need to start this process? | Business feedback that their needs aren’t being met currently.  |
| 3.  | Is it better to hide unused fields or grey them out? | This is dependent on the users requirements, however if the field/section is not being utilised and you have no intention of using this you should look to remove this from users view. I would usually keep one user group (i.e System Admin) that can see all fields regardless. |
| 4.  | How do you deal with costs being unclear? | Once you have agreed & set the business objective, agree and set a time limit on how long the activity will take. Ensure you have availability of the project & business representatives during the window.  |
| 5.  | How do you change the view for different types of users?  | For Maximo 7.6 one option is to * Create a new person group
* Associate users with the group
* In Application Designer, navigate to the application in question
* Create a new SigOption, from the Action Menu
* Select the Control properties of the Field/Group/Tab you want to hide, and add your new SigOption to the ‘Signature Option’ Field
* Under ‘Security Groups’, Navigate to your group, and Locate the application in the applications tab.
* Grant or Revoke access to the SigOption (FYI the Sig option description will display)
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| 6.  | How do you deal with requirements which do not align with the Maximo logic? And thus avoid Customisation | Where possible we try not to customise Maximo and deal with most requirements through standard configurable functionality. Customisation should be a last resort, balancing this against how this will affect future upgrades & maintenance of Maximo against the value of the process in question. |
| 7.  | Who should attend Education sessions? | Representatives from the relevant business teams, ideally the stake holder or stakeholder representative that is empowered to make decisions. |
| 8.  | What if you have a global company rollout? Can local changes in the use of Maximo be done?  | It depends. Sorry not a useful answer but it would depend on how you are set up at the moment as you may have flexibility to utilise different sites and or role profiles to achieve different processes. |
| 9.  | Where do you learn what Maximo is capable of? | The IBM Website is very useful and the IBM Global Badge training courses (via IBM Watson) are a great source of information.And of course your Delivery Partners and Maximo User Group. |
| 10. | How to define when a change requires a proper change management method like you showed? | All changes large & small should follow a change management process. Just because you can see no impact in making what you believe to be minor change when you speak to all involved sometimes it can surprise you what impacts it could have. If you follow a change process every time you will ensure all you changes are delivered smoothly. |
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| Add Richard Walker to web portal  |  |  |
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