



## Pulse**2011**: MAXIMO® - behind bars



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# Introduction

- ▶ Hi, I'm Ian Power and I'm a sailor, and I also work for:



And, by the way, WE DON'T MAKE **CARS**  
ANYMORE



# Solutions for a Safer Society



- ▶ Air Transportation and Airport Security
- ▶ Energy Production and Distribution Security
- ▶ Maritime Transportation and Port Security
- ▶ Prison Security
- ▶ Guard and Event Security
- ▶ Land Transport and Urban Security
- ▶ National Security and Infrastructure Protection
- ▶ Police and Rescue Solutions
- ▶ Field Facilities Solutions
- ▶ Border Security Solutions

# Our voyage today

- A case study
  - On a “Green Fields” application of Maximo – Project overview
- Waypoints
  - Getting to the Start Line
    - Selecting Maximo and our IBM Business Partner
  - Reviewing the Lay Line
    - Developing the business process
  - Into the race
    - Requirements and communicating the Business Process
  - Working the lifts and knocks
    - Issues, solutions and lessons learnt about data, user training and user acceptance testing
  - The downwind leg and Finish
    - Memorable experiences and the importance of support



# Greenfields? & digging in the dirt to find a gem



Have you ever Goolged "Maximo\*?"

\* Maximo v71 Certification Study Guide.pdf



# SOUTH QUEENSLAND WOMEN'S CORRECTIONAL CENTRE

- ▶ Saab is responsible for the supply of the total electronic security system including all sub-systems
- ▶ Saab provides the Security Management System (SMS) which integrates all sub-systems together
- ▶ All sub-systems are integrated via high level interfaces providing full control and monitoring via the SMS



# South Queensland Women's Correctional Centre

- 21 Interfaces to the Security Management System
- Over 20 Sub-contractors to Saab
- The site has the following equipment quantities:
  - Over 500 intercoms
  - Over 440 cameras
  - Over 260 controlled doors
  - Over 370 mobile duress locator beacons
  - Over 400 intruder alarm monitoring points
  - Over 80 static duress alarm points
  - 1.4 Km perimeter





# South Queensland Women's Correctional Centre

How hard can it be?

- ▶ Deliver an Asset List, and
- ▶ Manage and Maintain the Security Management System assets at the facility



# Gatton MMS Requirements Summary

## ➤ Generic

- Users/groups
- Remote access

## ➤ Manage Key Data

- Projects
- Suppliers
- Assets, Inventory
- Contracts

## ➤ Asset mgt

- Add/modify
- Tracking
- Warranty
- Configuration mgt

## ➤ Inventory mgt

- Add/modify
- Stock levels

# Gatton MMS Requirements Summary

## ➤ Maintenance mgt

- Preventative
- Corrective
- Schedules
- Forecasts

## ➤ Manage tasks

- Allocate
- Monitor

## ➤ Report mgt

- Assets
- Inventory
- Tasks

## ➤ KPI mgt

- Life cycle costs
- Response times

# Part way through



# The Saab approach constraints

- ▶ Normally use in house tool development; however:
  - A business need to manage the assets of others
  - Complex asset management environment
  - No Maximo experience in house
  - Constrained implementation time line
  - Company keen to ‘trial’ run Maximo for later opportunities

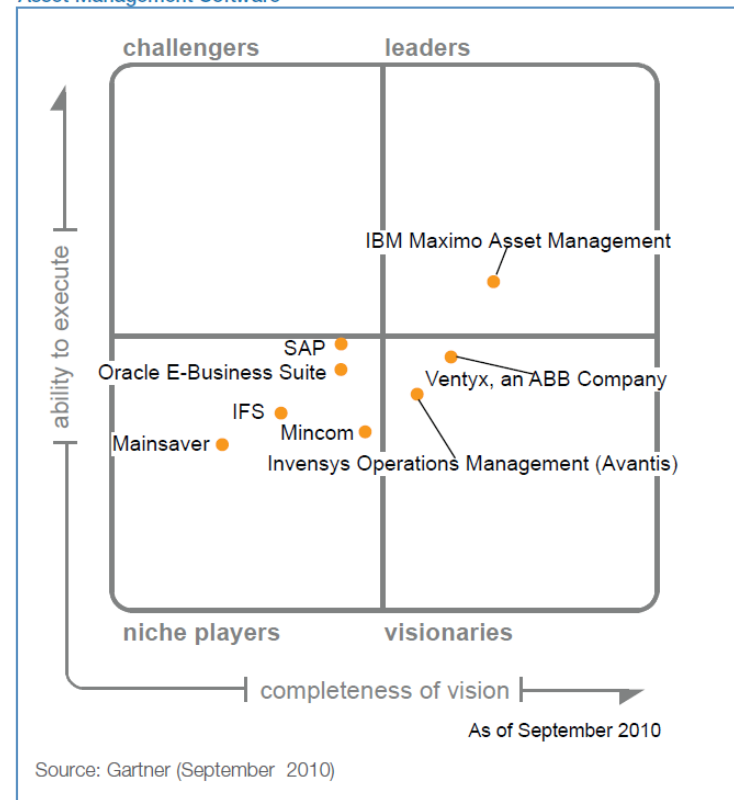
# So, why Maximo® Asset Management

- ▶ Wanted assets with smarts attached
- ▶ Growth capable
- ▶ Favourable feedback to reference checking of current users
- ▶ and, Gartner analysis.



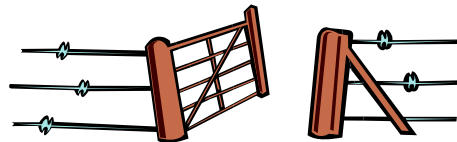
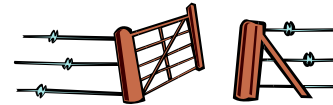
Gartner Industry Research Note G00206352,  
Kristian Steenstrup, Sept 2010

Figure 1. Magic Quadrant for Power Generation Enterprise Asset Management Software



# Reviewing the lay line:

- Getting our head around Maximo – what's in what's out.
- Keep it simple, learn it fast, roll it out as 'bare bones'
- Setting the gates for optimal 'purchase to needs'
- The playground experience
- Capturing the requirements with "Use cases"



## Use case Example: WO Status Changes

### ➤ Saab

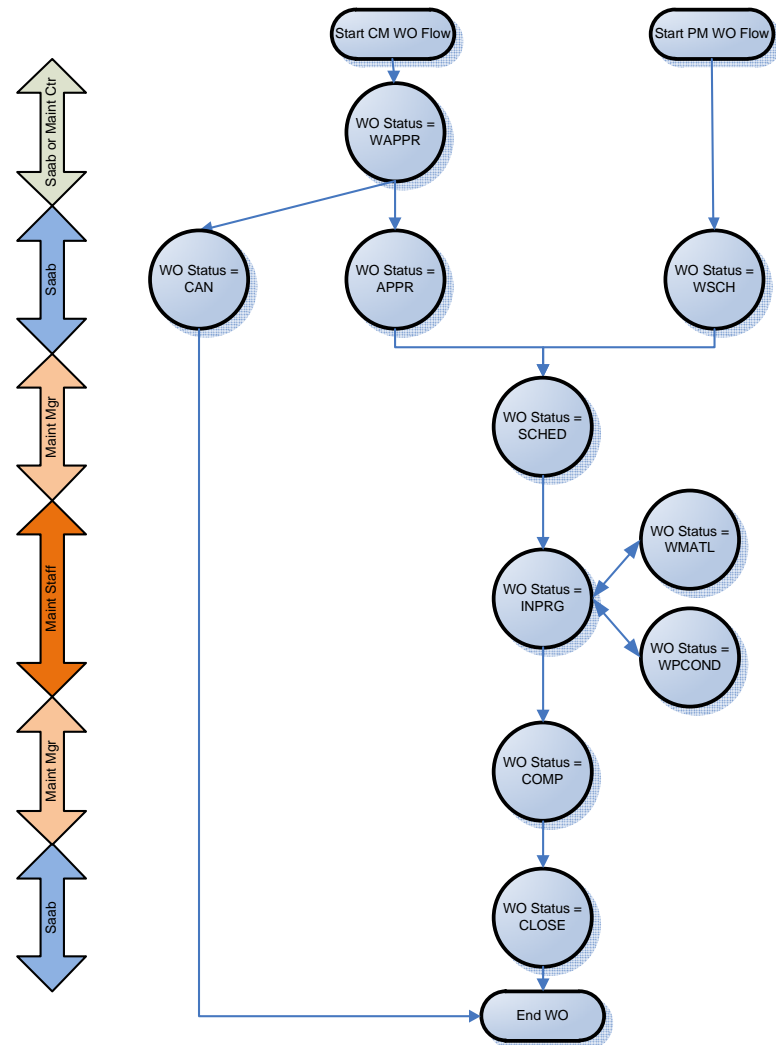
- Plans
- Approves

### ➤ Maint. Contractor

- Allocates
- Implements
- Completes

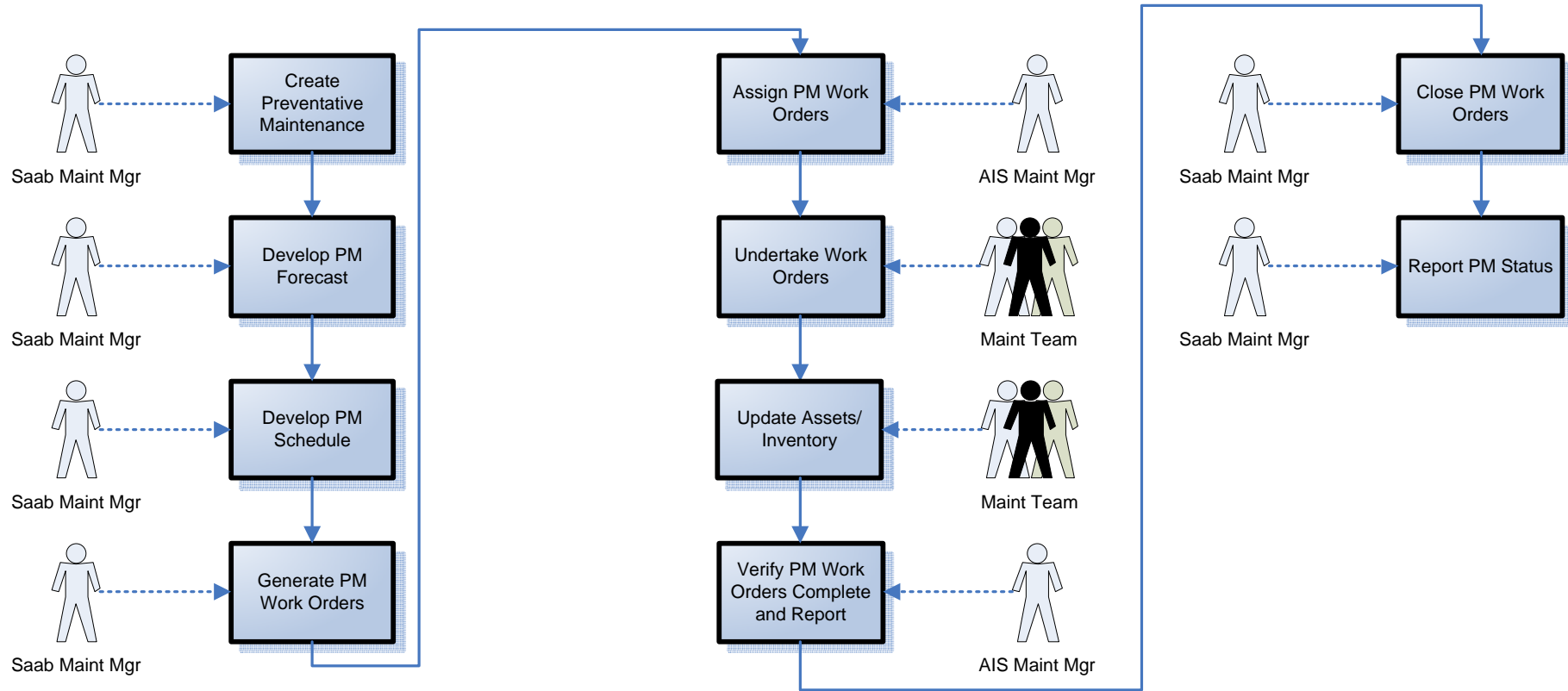
### ➤ Saab

- Closes

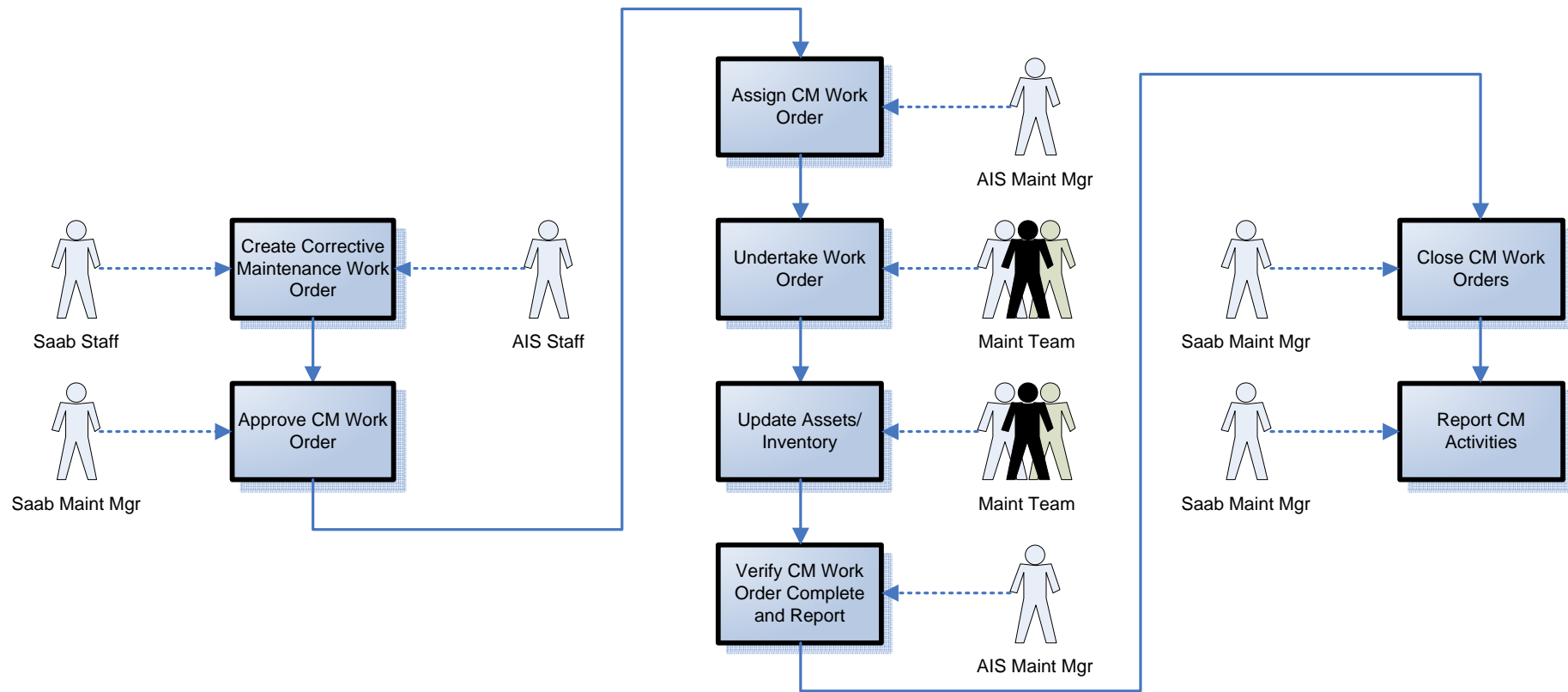




# Use case example: PM Workflow



# Use case example: CM Workflow



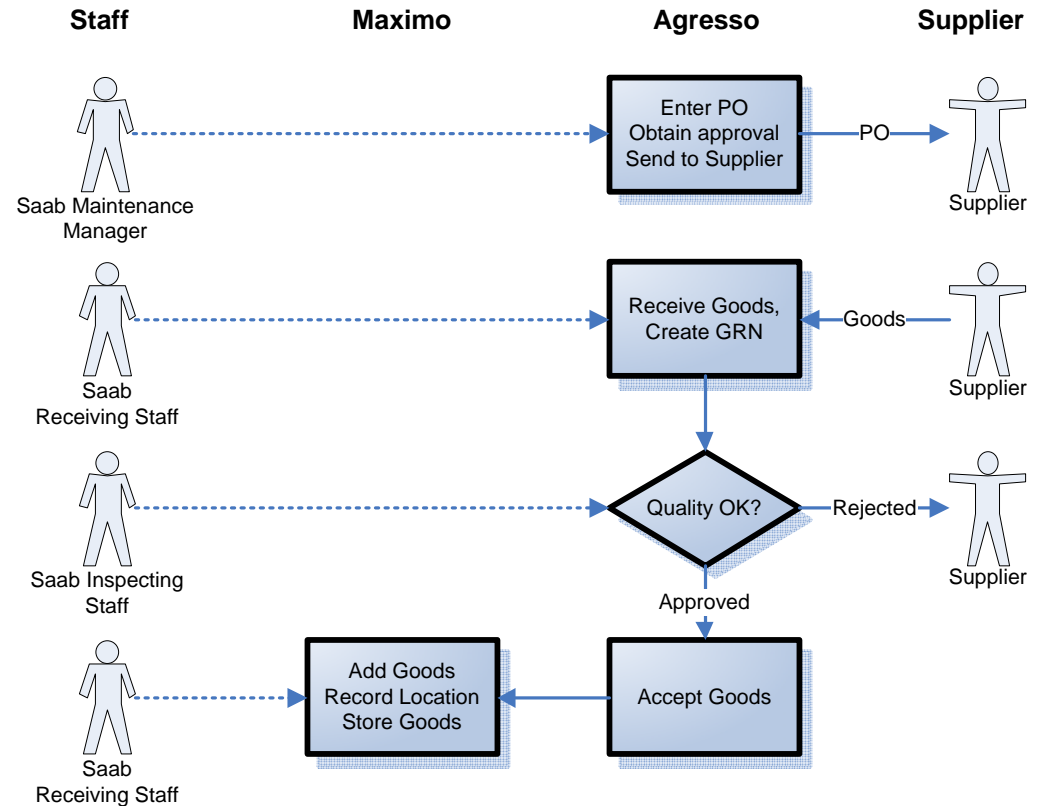
# Use case example: Assets Workflow – Add Assets

## ➤ In Agresso

- Purchase
- Receive

## ➤ In Maximo

- Receive



# Into the Race: Decisions made



- Use cases validated against contract requirements
- Use cases validated against Maximo functionality
- Exceptions found and solved e.g. “ownership”
- Go with “out of box” Maximo with implementation support.



# Tactics: or Implementation Strategy

- Business process review
- Data cleaning and verification
- Product configuration review
- User training: Use Case based
- Acceptance Testing: Use Case based
- Post implementation support



# The downwind Leg and Finish




- Schedule met
- Over budget: *only a little bit*
- ◆ ● Developed own User Guides from Use cases and training
- User base confident with the product
- Support Strategy tailored to need

# Finished



# Back at the bar: Retelling the experiences



- We have it in place, but.....more grey needed
- No workflow as yet .... Don't know the details of how the facility will work. Job plans populated. PMs will come.
- Gave up on scheduling tool..... probably just me.
- Interface to ERP (Agresso) not defined. IBM opportunity please
- Memorable bits:
  - Trying to work out what Maximo could and could not do. 
  - The pain and drudgery of data cleaning and getting the data structure set up.
  - Developing our own user guides. "It becomes clear"



# Voyage Log

## ➤ Waypoints

- Selecting Maximo and our IBM Business Partner
- Developing the business process
- Requirements and communicating the Business Process
- Issues, solutions and lessons learnt about data, user training and user acceptance testing
- Memorable experiences and the importance of support



## ➤ Gems



- Gartner analysis. <http://www.gartner.com/technology/research.jsp>
- Develop your own User Guides from training and testing
- Maximo v71 Certification Study Guide.pdf

# Questions?

Assets - Microsoft Internet Explorer provided by Saab Systems Pty Ltd

http://bohrium/maximo/ai/?event=loadapp&value=asset&uisessionid=19

Assets

Find: [ ] Select Action [ ]

Advanced Search Save Query Bookmarks

Assets Filter 1 - 20 of 2788

Asset	Description	Location	Parent	Rotating Item	Site
SS000010	SAM SAM-MAST32-32/32D 32 Key Keysafe	SQWCC			SQWCC
SS000012	CIC P-TPKTOOL Tamper Proof Key Ring Toolkit	SQWCC			SQWCC
SS000013	PowerMaster AC/DC Adaptor	SQWCC			SQWCC
SS000014	PowerMaster AC/DC Adaptor	SQWCC			SQWCC
SS000015	PowerMaster AC/DC Adaptor	SQWCC			SQWCC
SS000016	PowerMaster AC/DC Adaptor	SQWCC			SQWCC
SS000017	PowerMaster AC/DC Adaptor	SQWCC			SQWCC
SS000018	ASCOM A71 Alarm and Messaging Unit	SQWCC			SQWCC
SS000019	ASCOM A51 Alarm and Messaging Unit	SQWCC			SQWCC
SS000020	ASCOM A51 Alarm and Messaging Unit	SQWCC			SQWCC
SS000021	HP J8168A Procurve 600 Red Ext PS Procurve external and redundant power supply	SQWCC			SQWCC
SS000022	HP J9087A 2610-24PR PoE Procurve Switch	G.16			SQWCC
SS000023	HP J9087A 2610-24PR PoE Procurve Switch	SQWCC			SQWCC
SS000024	HP 8212zl Procurve Core Switch	SQWCC			SQWCC
SS000025	Cardax Dual Cabinet with Power Supply	SQWCC			SQWCC
SS000026	Cardax FT GBUS Universal Reader Interface	SQWCC			SQWCC
SS000027	Cardax FT I/O Expansion Interface	SQWCC			SQWCC
SS000028	Cardax FT Cabinet with Tamper PCB	SQWCC			SQWCC
SS000029	Cardax FT High Density I/O Cabinet	SQWCC			SQWCC
SS000030	Cardax FT Controller 5000 GL & Cabinet	SQWCC			SQWCC

Select Records

Done Local Intranet 100%



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