Pulse 2011

Meet the people who can optimise your infrastructure

IBM Pulse - 27th & 28th July 2011
Enterprise Asset Management Sessions

Session 1: Maximo Product Roadmap
Anthony Honaker, Maximo Product Design and Development, IBM Tivoli USA

This presentation will include a review of the Asset Management development strategy, including the product roadmap for the next 18 months as well as a high-level overview of the latest enhancements to Maximo EAM.

Session 2, Track 7: Maximo 7.5 – a deep dive into what's new!
Louis Stoop, Maximo Asset Management , IBM Tivoli Tiger Team Asia Pacific

Maximo Version 7.5 introduces a new array of applications and several enhancements to existing applications that you will want to know about. This session will show you how we've added new features and capabilities to help your organization achieve greater efficiency in asset management, streamline business processes, and upgrade and migrate more smoothly.
- Supply chain - Enhancements and improvements to materials management, purchasing, receiving, and invoicing.
- Work and asset management - Work orders, assets, job plans, and preventive maintenance.
- Usability - Improved efficiency, new information center, and new look.
- Migration Manager - New features reduce time to migrate configurations and improve ability to track development configurations.
- Automation scripting - Enhanced scripting capabilities reduce the time needed to implement application validations and computation logic.

Session 2, Track 8: Leveraging the Maximo Investment at Sydney Water
Rob Pearsall, Solution Centre Manager, Asset Information Technology, Sydney Water

Sydney Water provides drinking water, recycled water, wastewater services and some stormwater services to more than four million people in Sydney, the Illawarra and the Blue Mountains. We are Australia's largest water utility with 3,000 staff and an area of operations covering 12,700 km2. A long-term user of Maximo, Sydney Water operated two separate instances of Maximo, one for facilities assets and the second for pipeline/network assets. Both instances formed the basis for critical operational systems for Sydney Water in use by over 1,000 users (internal and external) and based upon heavily customised adaptations of Maximo version 4.
Sydney Water chose to consolidate these two instances and upgrade to the latest available Maximo version while re-engineering the integration with over 20 applications including Scada, GIS, Finance and Field Mobility systems. The Maximo Consolidation Project, commenced in August 2008 is now in its final commissioning and support activities. The new Maximo system will enable Sydney Water to take advantage of many process, system and reporting features. This presentation summarises the projects lifecycle, elaborates upon those new opportunities now available and how Sydney Water is planning to exploit this investment in Maximo.

> Rob is responsible for formulating and delivering an IT project portfolio covering the asset /work order management, GIS and field service operational requirements within Sydney Water. His business stakeholders include the Asset Management, Maintenance and Operations divisions of the organisation. The main project in this portfolio has been the Maximo Consolidation Project.
> He has over 30-years experience within the IT industry in Australia and North America across a variety of roles including System Development, Program Management and Operations. Prior to joining Sydney Water in 2007, Rob was a Partner with Deloitte Consulting responsible for introducing technology-enabled solutions to many clients of that firm with particular emphasis upon asset-intensive industries. In that role he had exposure to many of the leading ERP, EAM, field mobility and GIS solutions. He has a strong belief that organisations often purchase new technologies as the path of least resistance as opposed to leveraging their current investments. His focus has been upo

Session 3, Track 7: Workflows, Projects and Contracts: A Journey to Maximo Efficiency
Peter Hacking, The University of Western Australia

UWA knew there was a need to upgrade from Maximo 5.2 back in 2006 but, due to re-structuring, the proposal never got any further than a Business Case. The upgrade was finally given the go ahead in late 2009 and planned for a late 2010 rollout. It was apparent that business processes needed to be more clearly defined and that there would be some changes when the new version was rolled out. Despite major a re-structure of Facilities Management and staff leaving we managed to implement Maximo. We are now using the Maximo Purchase Contracts application and managing our major Projects in Work Orders, instead of our home grown application. Workflows are also being used to tighten business rules and procedures.

Peter has been working at the University of Western Australia for sixteen years and in that time has been involved with the original implementation of Maximo version 4.0.1. He then upgraded Maximo to version 4.1 in 2001 and eventually to version 5.2 in April 2004. There was a period of 3 years when he worked on other projects until he was asked to re-join Facilities Management to assist with the technical side of the, long overdue, upgrade of Maximo to version 7.1. Peter is now responsible for Maximo at UWA again and there will be more regular upgrades in the future.

Session 3, Track 8: ESRI Sponsor Session

Session 4, Track 7: Asset Based Energy Optimisation for Facilities
Rick Van Driel, IBM Asia Pacific Facilities Management Solution Executive

Buildings may be responsible for consuming approximately 40% of energy worldwide, but it is the myriad of complex assets within the building, which actually use the energy. It is estimated that as much as 50% of this energy is wasted, this session will discuss the different solutions available to realise optimal energy profile for buildings including; Passive Design, Automation and Control, and Asset Based Optimisation.

Rick has worked on all facets of Asset and Maintenance management over the last 23 years. His roles have included; Manager of an Asset Services Company, Sales Manager for an online auction company; and from a software perspective, roles such as Solution Executive, Sales Manager, Customer Services Manager -Specified Accounts, Professional Services Manager, Senior Pre Sales and Senior Consultant. All of the software related roles have been from an Enterprise Asset Management focus and have at times also including roles with ERP vendors and roles that have allowed special focus on government and local government, general industry and facility management.

Session 4, Track 8: Maximo Planning and Scheduling: Today and Tomorrow
Brian Downey, Maximo Design Architect, IBM Tivoli USA

The demand for maintenance oriented planning and scheduling has increased, as maintenance planners are becoming more accountable for accurate planning of resource usage and for maximizing asset availability. Using Maximo Asset Management Scheduler, maintenance planners can create schedules that contain work orders, tasks and PM forecasts and view them in a Gantt chart, along with their resource requirements. The work orders, tasks and PM forecasts can be scheduled by dragging-and-dropping to the appropriate date and time in the chart. As planners move these work orders and PM forecasts, the resource load is calculated in real-time and displayed as a bar graph inside the Gantt chart. Planners can also optionally attach a calendar to these schedules to identify work and non-work hours. This presentation will walk the audience through the major features and benefits of the current version and will also preview potential candidates for the next version.

Session 5, Track 7: Best Practice Customer Service Through Maximo
Ivan Jose, South Australian Water

This presentation is focussed on SA Water's recent Maximo 7.1.1.6 implementation project giving an overview of SA Water's business, the business objectives that are being met by its Maximo implementation, and the challenges experienced during the delivery of the project. The solution is outlined, including integrations with the Corporation's finance, payroll, ESRI Geographic Information System and legacy Maximo 5.1 systems. More detail is given on the solution's support of the Customer Service Centre fault call handling processes, and how the business issues were addressed by the solution design. Finally, an overview will be given of where the Corporation is going next with Maximo.

> Ivan is a project manager and technical lead within SA Water and has been part of a strategic business review of all of SA Water's business systems, and subsequent implementation of Maximo 7.1.1.6. as the core works and asset management system. Ivan has 10 years experience within the Information Services group, 5 of those working closely with Maximo to support the needs of Asset Management, Operations and Customer Service Centre groups.

Session 5, Track 8: Road Asset Management – A Tolling Experience
Barry King, EastLink Construction/Asset Engineer

EastLink was undertaken by ConnectEast as a Private Public Partnership (PPP) with the State and involves 39 kilometres of freeway-standard road in Melbourne's east and south-east. It provides freeway-to-freeway connections to the Eastern, Monash and Frankston Freeways. EastLink is a high quality road between Mitcham and Frankston with 17 interchanges, 88 bridges, 1.6 km of tunnels and 60 wetlands. EastLink is now an integral part of Melbourne's road network. We opened EastLink on Sunday 29 June 2008. And now in 2011 it is already one of Australia's safest and busiest roads, carrying more average daily traffic than any private tollroad in Sydney and Brisbane (more than 190,000 trips each day).
The State of Victoria required Concessionaires, ConnectEast to implement an Asset Management System prior to commencement of Road Operations and Tolling. The asset management system requirements included a very detailed inventory and capabilities to allow planning, monitoring control and reporting of all aspects of asset management. The system is required to be available online and allow the State real time access.
ConnectEast selected Maximo – Enterprise Asset Management. The system has been utilised since June 2008 for incident management, maintenance management, pavement and structure condition reporting and management of data required for reporting to the State the Concession Deed asset maintenance and incident management related KPI's.
It is proposed to outline some of the challenges faced, the outcome and reflect on how 'with the benefit of hindsight' you would go about implementing an asset management system for a road, particularly if there wasn't stringent contractual requirements driving the format and timeframes.

> Barry has 24 years of experience in the design, construction, operation and maintenance of civil infrastructure; primarily roads and bridges.
> His expertise includes the delivery of projects and services by means of contract, direct management and/or direct labour. He has been responsible for the maintenance and repair of some of the busiest roads and bridges in the Melbourne Metropolitan area, including West Gate Bridge.   Barry provided the engineering direction for the development of an Asset Management System for Melbourne's $2.5b Eastlink Tollway.
> Qualifications:
> * Bachelor of Engineering (Civil), University of Melbourne 1986.
> * Graduate Diploma in Municipal Engineering & Management, Deakin University 1992.
> * Graduate Certificate of Engineering in Water Engineering, Deakin University 1992.
> Memberships:
> * Corporate Member, Institution of Engineers, Australia (1990).

Session 6, Track 7: Facilities Management at a Large Retailer
Sunil Manilal, Woolworths

The announcement in 2009 that Maximo 5.2 will reach "end-of-life" and no longer be supported after September 2010, provided Woolworths with the necessary drive with which to proceed down the upgrade path to Maximo 7.1. Prior to this announcement there was a reluctance to upgrade, due to the large number of customisations that were inherent within the existing application version that resided at Woolworths. The first attempt to fund the upgrade was rejected as this was initiated when we were all in the midst of the GFC. The project at the time was asked by senior management to seek additional benefits with a higher internal rate of return before approval would be further considered. This lead Woolworths to enable new functionality i.e.. Store Self Service, Vendor Portal and RCTI's. The Store Self Service module once deployed will be rolled out to 3000 store, enabling these stores to raise Service Requests directly themselves for equipment failures and the like. The Vendor Portal module will also enable vendor and contractors to access Maximo, to acknowledge and update jobs raised and assigned to the vendor. The management of Vendor invoice uploads is a future requirement., whilst Recipient Created Tax Invoices (RCTI's) has been enabled to streamline the annual invoicing process, which was previously manually managed only in spreadsheets.

> Sunil Manilal has been working at Woolworths since 2008 in the capacity of Senior Business Systems and Data Manager and was instrumental in the development of the Business Case for the upgrade project. He was seconded to the project as the business PM to facilitate the project and effective delivery of the business requirements. Phase 1 on the project (SIB) was successfully delivered in October 2010 and Phase 2 (Self Service, Vendor Portal & RCTI's) went live on the 24th June 2011. Sunil is currently working on transitioning the Hardware division into Maximo and later on the transition of the Distribution Centre's into Maximo.

Session 6, Track 8: Smart Electricity Management Using Spatial Integration
Cary Lancaster, GIS Administrator, Westpower Ltd/ElectroNet Services Ltd

Westpower is the network utility for the West Coast of the South Island New Zealand. From Inangahua through to Paringa, our network although small, covers a large area. Due to the geographical nature of the network it is not always possible to provide an alternative supply when trouble strikes, this makes it imperative that Westpower carry out regular and extensive preventative maintenance. Using both Maximo and ArcGIS Westpower has managed to achieve this goal. Westpower has been utilizing the tools provided by Maximo 6.1.0 since 2006 and has found that since its initial implementation the works order and preventative maintenance programs have helped Westpower provide consumers with a healthier and more reliable electricity supply. I would like to show a brief overview of how this has happened, and how our current Maximo 7.5 upgrade project is progressing and enabling us to take full advantage of the Maximo Utilities based solution which provides Westpower with seamless integration between GIS and Maximo.

Session 7, Track 7: Linear Asset Management
Ken Donnelly, Worldwide Industry Leader, Transportation, IBM USA
Leon Pavlidis, Client Technical Specialist

Maximo Linear provides the ability to reduce the complexity of managing linear assets such as pipes, roads, rail and access ways, and can be combined with other Tivoli Maximo solutions for managing Production, Facility, Fleet and IT assets, all operating on the same platform and database. The nature of Linear assets predicates a different way of thinking. Defects and repairs occur across a partial length of an asset, rather than at any particular point. Over time, defects on the same asset, will have multiple overlaps, making it near impossible to apply a standard parent-child hierarchy to control and manage these assets. - Learn more about the Maximo Linear Asset Manager capabilities and how you can now visualise those Work Order overlaps...

> As the Senior Solutions Architect for the Maximo Business Unit of IBM A/NZ, Leon Pavlidis works closely with organisations to help them formulate an Enterprise Asset Management solution to meet their business requirements. Leon has been working with MRO/IBM for 9 years. With over 20 years business experience in Enterprise Asset Management (EAM) and Enterprise Resource Planning (ERP), Leon is well placed to advise organisations on appropriate Asset Management strategies, and how to integrate these strategies within their existing and future business processes, previously working for global companies such as JDEdwards, Infinity Solutions/Fujitsu and Marcam. Leon also previously spent 8 years as a Manager/Director for a Melbourne based Construction Company. Leon has worked on many projects for companies such as; Adelaide Brighton Cement, NT PowerWater Corporation, Petrocorp NZ (Fletcher Energy), Kraft Foods, General Electric, Berrivale

Orchards, Don Smallgoods, Tasmanian Alkaloids, ConnectEast, Yarra Trams, Christchurch Airport, Brown Brothers wines, Mondavi (USA), Sime Tyres(Malaysia), Beringer (USA).

Session 7, Track 8: Effective Reporting,in Maximo,
Pam Denny, Maximo Reporting Application Architect, IBM USA

Maximo's Open Reporting Architecture gives you more reporting options than ever to meet your unique business needs. This session will review the history of reporting in Maximo, and discuss available report options moving forward, including BIRT, Cognos and a wide range of other reporting tools. Additionally, other aspects of reporting will be covered, including changing supplier relationships, support and release impacts and best practices for upgrading your reports to Version 7.

Session 8, Track 7: Finding Your Assets with Real-time Asset Location
Graham Crooks, IT Architect, IBM Developer Relations and Johan Koopman, RTAL Industry Sales Specialist, IBM Australia

Do you have the right equipment in the right place at the right time? Organizations misplace or lose up to 20% of their most valuable equipment annually. They spend countless hours searching for high-value and mission-critical assets. Learn how IBM Real-Time Asset Locator, combined with Maximo Asset Management, provides the visibility and control you need to track and manage assets, patients, and workers using real-time location and condition data. See how you can benefit from real-time visibility to lower maintenance and service costs, improve worker productivity, increase worker and patient safety, and ensure regulatory compliance. Case studies across a wide range of industries will be highlighted.

Session 8, Track 8: Tririga: The Integrated Workplace Management System Explained
Rick Van Driel, IBM Asia Pacific Facilities Management Solution Executive

TRIRIGA will complement Tivoli's Enterprise Asset Management portfolio and bring additional solutions to address the spectrum of facilities and real estate management. TRIRIGA's complementary capabilities for real estate portfolio management, capital project management and solutions for energy and environmental sustainability are designed specifically to support enterprise-wide business processes and consolidate the real estate strategic objectives of an organisation.

Session 9, Track 7: Maximo behind bars (for Security)
Ian Power, Saab

A Google™ search was my first foray into the product, and let me say that it blew me away. So how do you thread your way though the plethora of product "OVER" information on this big and powerful asset management offering and come out with an initial "simple" starter system that can grow with your asset management and maintenance requirements. This presentation will look at how Saab approached this challenge from essentially blank page, the selection of Maximo, the implementation methodology applied to provide a fast, bare bones and basically out of the box Maximo implementation; all while meeting a stringent set of requirements.

Topics will include:
- Getting to the Start line: Selecting Maximo and an IBM Business Partner (BP) for your implementation;
- Reviewing the lay line: Developing the business process;
- Into the race: Requirements modelling to help define and communicate the business process;
- Working the lifts and knocks: Issues, solutions and lesson learnt during the business process review, data cleansing, user training and user acceptance testing;

and;
- The downwind leg and finish: Memorable experiences and the importance of setting up applicable support.

Ian is a project manager with Saab Technologies Australia Pty ltd. (nothing to do with the motor car). He hails from a military background and moved into defence systems development and testing some 15 years ago. He is currently the project manager implementing the Maintenance Management System (MMS) for a newly built correctional facility in Queensland. The project has adopted a Maximo™ solution for asset portfolio and

maintenance management for the facility. Outside of work, Ian is a keen sailor with a passion for yacht racing and a goal to sail all the oceans of the world. He reckons he is about half way there but running out time.

Session 9, Track 8: Asset Management Maturity and Realising the Promise of a Smarter Planet,
Phil Gruber and Alex Towns, IBM Enterprise Asset Management and Maximo Professional Services, ANZ

IBM's Chairman has set an agenda for our company that is largely focused on providing solutions for a "Smarter Planet", a planet that is more instrumented, interconnected and intelligent. But what does that mean to our customers, and how do they leverage IBM's investment in smarter solutions to improve the way they manage their own infrastructure? This presentation will use the framework of an Asset Management Maturity model to explore ways that real companies are improving their bottom line by maturing their maintenance practices and by using information to make decisions. Several case studies will be reviewed to cast a visions for what a mature and "smart" asset management organisation looks like, and practical next steps will be discussed to provide suggestions for any organisation to improve it's asset management maturity and realise tangible business benefits.

Session 10, Track 7: Recent Recessionary Influences on Asset Management
Rory Bell, Fulton Hogan

This presentation provides an overview of Fulton Hogan's use of Maximo and Maximo transportation to manage Mobile plant and fixed assets. Specifically it will look at pressure points during a recession, reducing costs – making sure this message is not lost in the translation, benefits of good asset management during a financial recession and simple improvements that can reduce the pain.

> Rory Bell is a Member IRTENZ (Institute of Road Transport Engineers New Zealand) and presently Plant Asset Systems Manager Fulton Hogan Ltd New Zealand, he has;
> • Operations Experience in Contracting, Quarrying, Fleet/Asset management and Telematics.
> • Specialised in systems design, development & operational application.
> • Focused for over 20 years on improving Asset operating efficiency
> • Consultant, operations application of asset management systems
> • Fulton Hogan P.A.M. (Plant Asset Management) Specialist
> • Leader of the New Zealand Tivoli Maximo user Group

Session 10, Track 8: Maximo for Utilities - what's hot!
Robert Williams, Utilities Solution Executive

Maximo for Utilities offers specific asset and work management functionality for utilities that provide transmission and distribution (T&D) of electric, gas, and water. This session will demonstrate new capabilities for revenue meter asset management and work management with supply chain planning and execution. Smart meters are supported as a new asset type. Key features include bulk receiving, random sampling, and recording meter test results. Support for Task Prerequisites to help manage permits and other administrative tasks prior to construction will be discussed. Also, a representative from Baltimore Gas and Electric will discuss their use of Maximo for Meter Asset Management and work and asset management in T&D. Other product features will also be discussed, such as support for Compatible Unit Estimating, new crew support for Scheduler, GIS enablement through Maximo Spatial, and more. The session will conclude with discussion of the Maximo for Utilities product roadmap.