The University of Newcastle

IBM PULSE

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Overview of the presentation

- Introduction to the University of Newcastle

- Background to Implementation of Maximo into UoN

- How is Maximo Used at UoN

- Drivers to upgrade to Version 7

- The Upgrade Process (Uni's Perspective)

- Upgrade Timeframe

- The Upgrade Process (Honeywell's Perspective)

- Roadmap for Future use

The University of Newcastle: History

- Newcastle University College established in early 1950s

- Just five full-time students were enrolled when classes began and study concentrated on science, mathematics and engineering.

- The University of Newcastle established 1965

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The University of Newcastle: History

Pictured above: Newcastle University Establishment Group inspects proposed site for the University, early 1960s.

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The University of Newcastle: History

Pictured: Photograph Autonomy Day August
1967 courtesy of Mr Ross Smith.
Digitised by Cultural Collections Auchmuty
Library University of Newcastle.

The University of Newcastle: profile today

- 35,400 Students
- 2400 Staff
- $540m revenue
- Australian Top 10 for research funding and outcomes
- Over 85 Undergraduate Programs
- 254 Buildings across multiple campuses:
- $1 billion in buildings and built assets

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The University of Newcastle: profile today

Research

The University of Newcastle is the most research intensive university outside of an Australian capital city. Ranked ninth among Australia's universities for research, Newcastle's reputation is for innovation, excellence and research with impact.

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Why CMMS ?

Why Maximo ?

What are the Benefits and some of the business problems that Maximo addressed?

How is Maximo Used at UoN?

- Modules that are used:
  - Work Management
  - Assets & Locations
  - PM's
  - Contracts

- Major Enhancements:
  - Locks and Keys
  - General Staff and Contractor Start Screen
  - Contractor Work Order Tracking
  - Reports for different business units

- Who uses Maximo:
  - Contractors (external)
  - Staff
    - General, Academic and Affiliate
    - Facilities Management

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Drivers for upgrading to Version 7

– UoN policy of current software version

– Enhanced look and feel including Usability

– Access Speed and LDAP stability

– Reporting
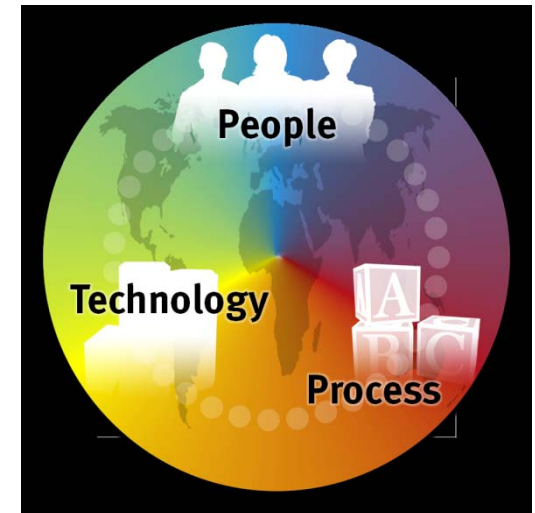
– Multi Browser Support

– Management of Linear Assets.

Bonus:-

– Maximo 7.1 became Maximo 7.5
   • Scheduler
   • Further enhancements to look and feel, and performance

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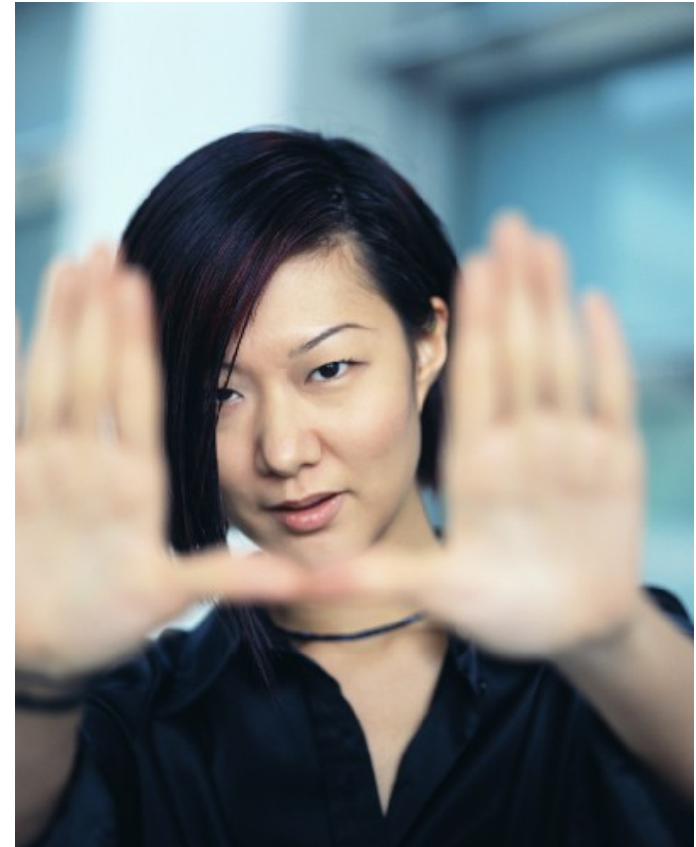AUSTRALIA

The Upgrade Process (UoN's Perspective)

– Built business case for Upgrade

– Funding applied for and Granted

– UoN (internal) Project Manager allocated

– Defined Project Team

- IT Tech Support
- Operations (system administrators)
- End Users (select few)

– Vendor selection process completed

The Upgrade Process (UoN's Perspective) part II

– Project Kick-off

– Regular progress reports & meetings

– Issues register & UAT Documentation

– Change Scope of project Maximo 7.5

– Performed UAT

– No formal training included in the project

– Maximo 7.5 Go-Live
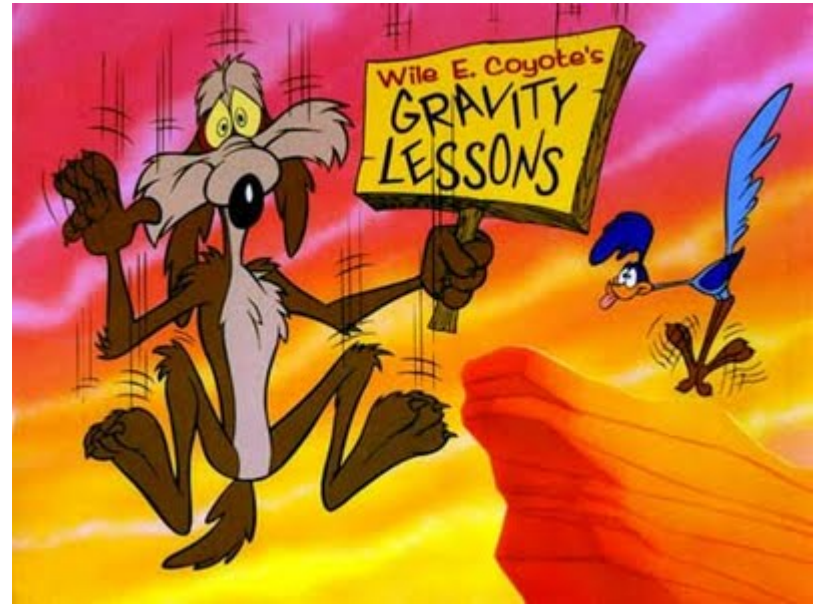
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Maximo Upgrade Timeframe

- Late 2010 – Inception of Upgrade requirement

- Feb 2011 – Business case Accepted

- May 2011 – Vendor selection complete & kick-off

- July 2011 – User Acceptance Testing

- September 2011 – Changed Scope to Maximo 7.5

- November 2011 – Formal Go-Live with Maximo 7.5, Scheduler & Linear installed.

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Challenges (UoN's)

– Coordinating parties involved

– IT Hardware upgrade coinciding with software upgrade

– Time management for UoN's involvement
  - Core operational activities need to continue during upgrade
  - Development of User Acceptance Testing documentation

– Post Go-Live woes:
  - System instability caused by BIRT Report bugs (now resolved in latest patch),
  - RichText area not useable so cannot enter Work Logs (intermittent bug)

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Honeywell Process Solutions

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The University of Newcastle

Maximo 7.5 Upgrade

Joseph Sarraf

Operations Manager

APAC Asset Management Solutions

The Upgrade Process (Honeywell's Perspective)

- Clean install of Maximo

- Upgrade performed off-site in separate environments

- The upgrade path:
  - Apply Maximo 6.2.1 patch to existing 6.1 application
  - Run Maximo 6.5.1.1 upgrade utility
  - Apply Maximo 6.2.7 patch
  - Run Maximo 7 upgrade utility
  - Install Maximo 7.5 application

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Challenges (Honeywell's)

- Late scope changes
  - –to move from Maximo 7.1.1.8 to 7.5,
  - –Maximo with SSL (F5) (serving through HTTPS)
  - –Maximo Active Directory changes
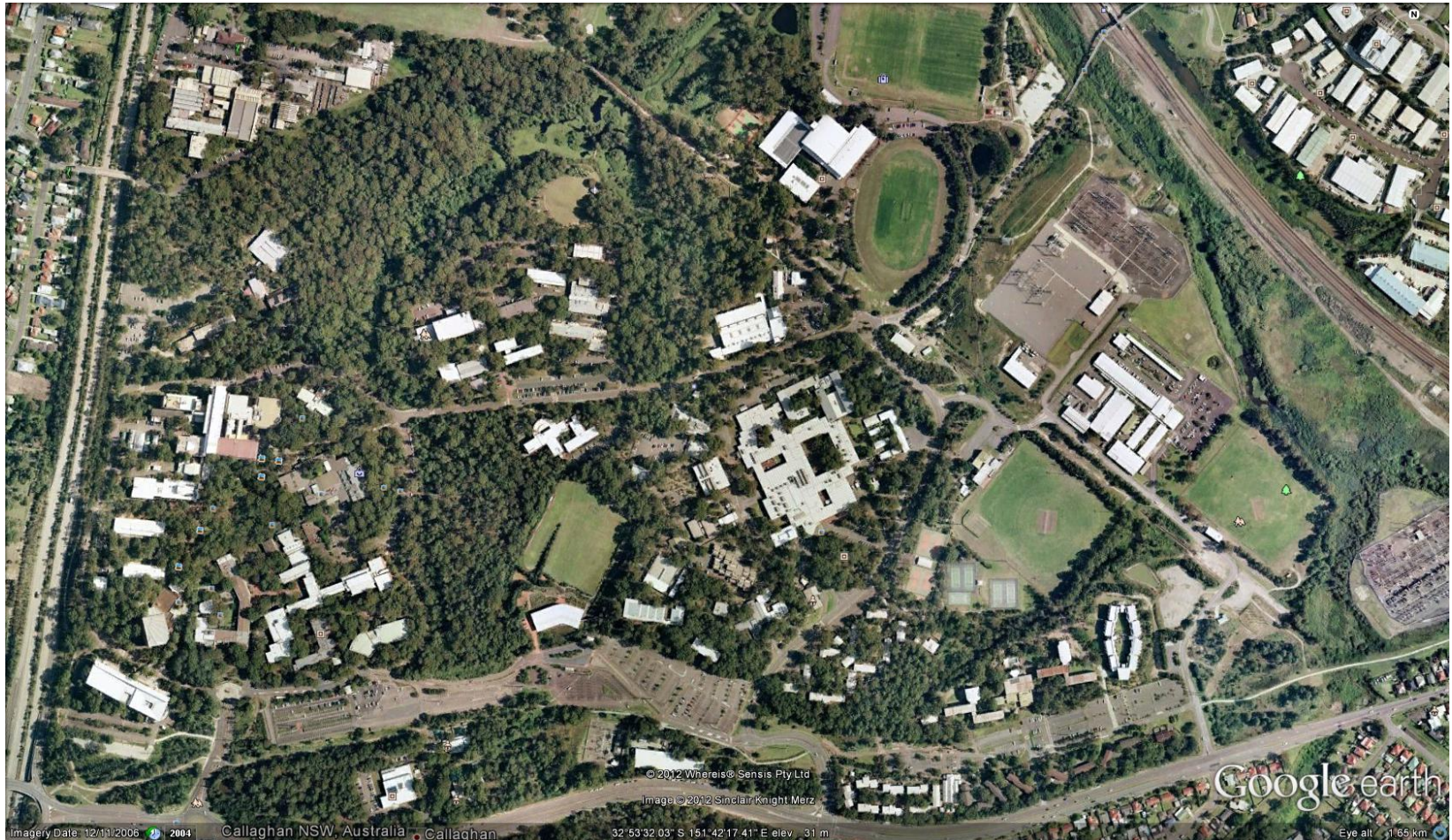 - –Oracle Load Balancer

- Timely access to the right people

Auckland→Sydney

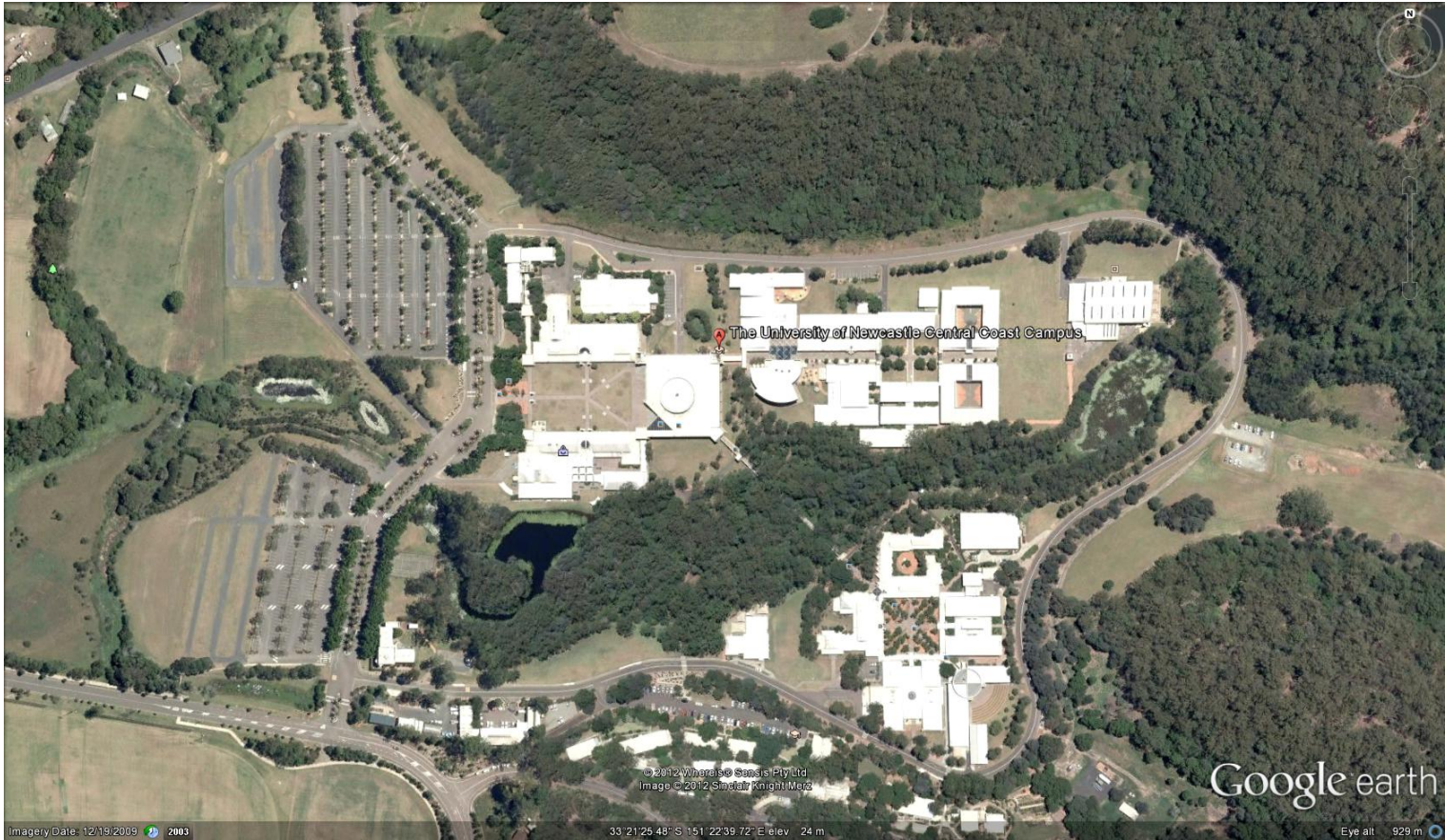## Go-Live Day/Night

Roadmap for Future use

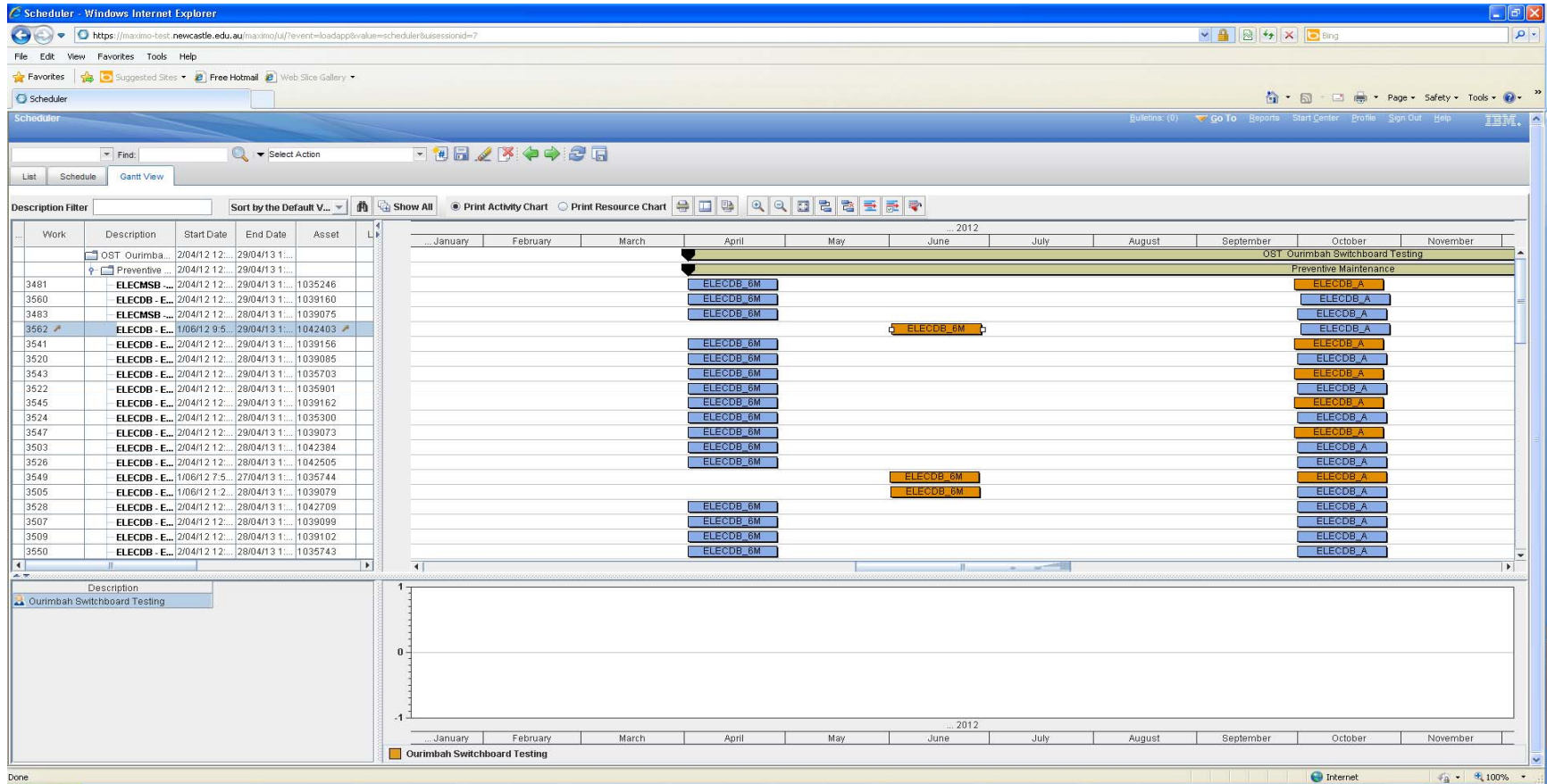- Linear Assets For Newcastle Callaghan Campus   = 144 Ha

Roadmap for Future use

Linear Assets for Ourimbah Campus = 50 Ha

Roadmap for Future use

Use of Scheduler application for Contractor Planning

Roadmap for Future use

BIRT Reporting

Integration

THANK YOU

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