



Asset Management and the Field Mobility



Tivoli software

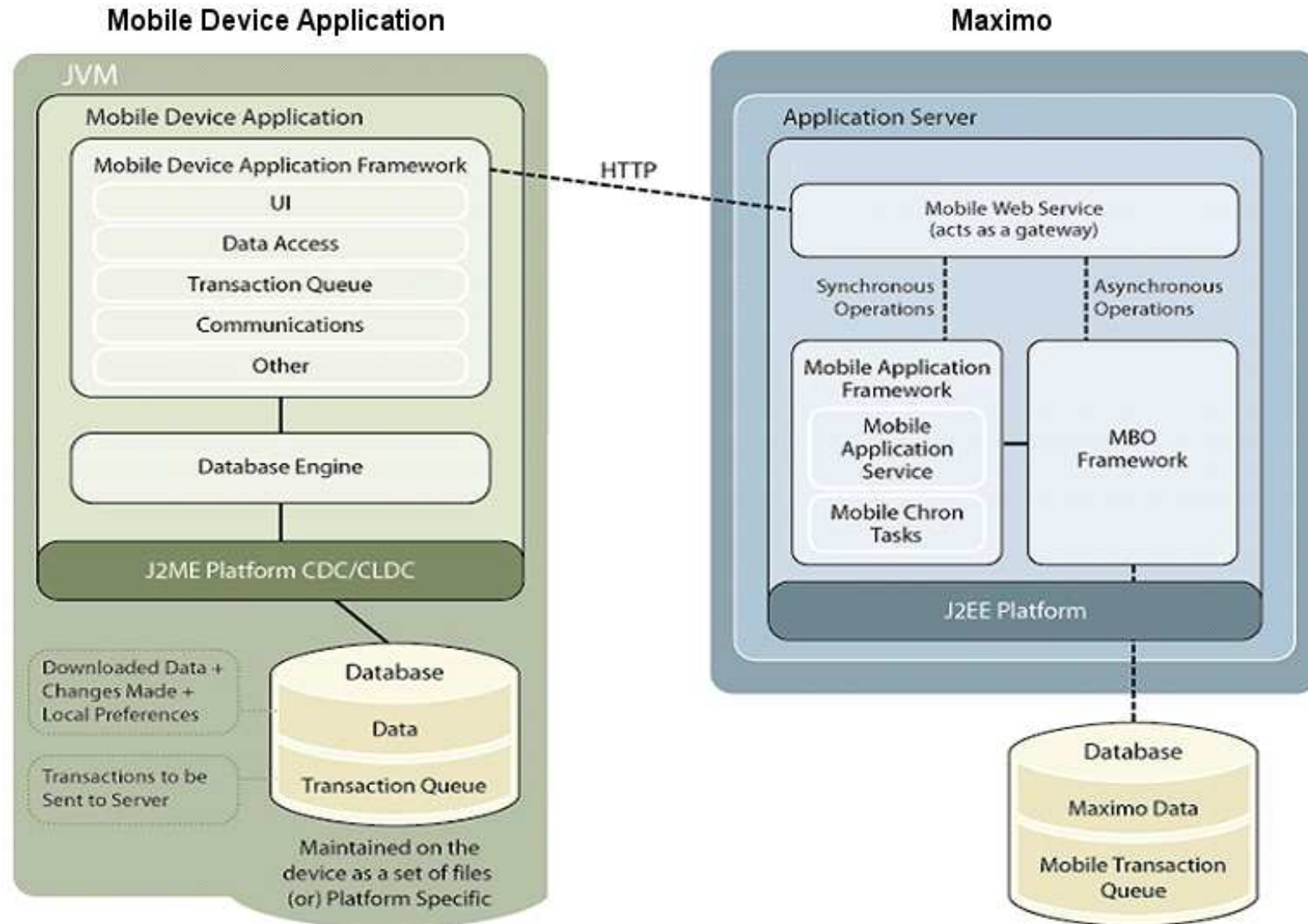
Field service management (FSM) aka field force automation (FFA)

Combination of some/all of these apps or technologies:

- CRM (inc historical customer service)
- Work order management
- Asset management
- Dispatching systems
- Wireless technology
- Mobile devices



Where does IBM fit in?



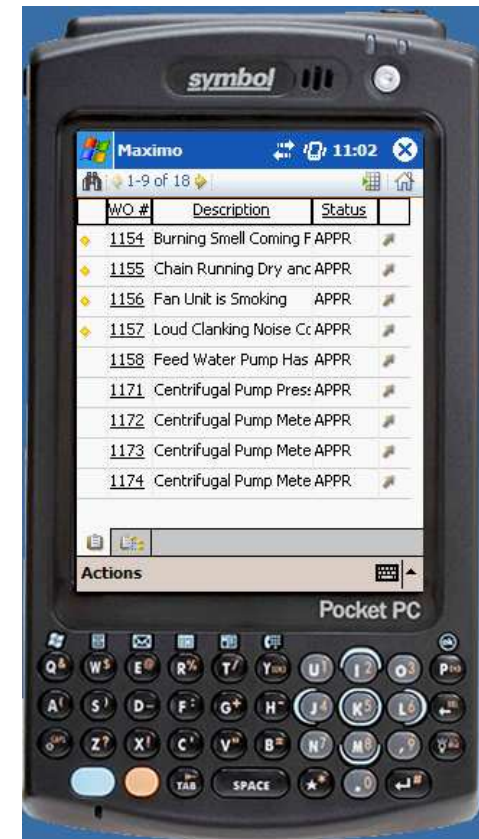
Managing Mobile Work

Standard Requirements

- Work Orders, Service Requests, Incidents, Problems, Changes and Releases
- Asset & Location Details
 - History, Meters, Spare Parts, etc.
- **Linear Assets**
- Job Plans
- Safety plans
- Scheduled Dates & Priorities
- Identify/Create Work Orders, Service Requests
- Route/Rounds Management
- Reporting Actuals
 - Labor Time
 - Parts
 - Asset Downtime
 - Meter Readings
 - Observations & Inspections
 - Failure Reports
- Start/Stop timer changes (premium pay codes)
- Attached Documents
- **Independent Status Change**
- **Crew Management and Reporting**

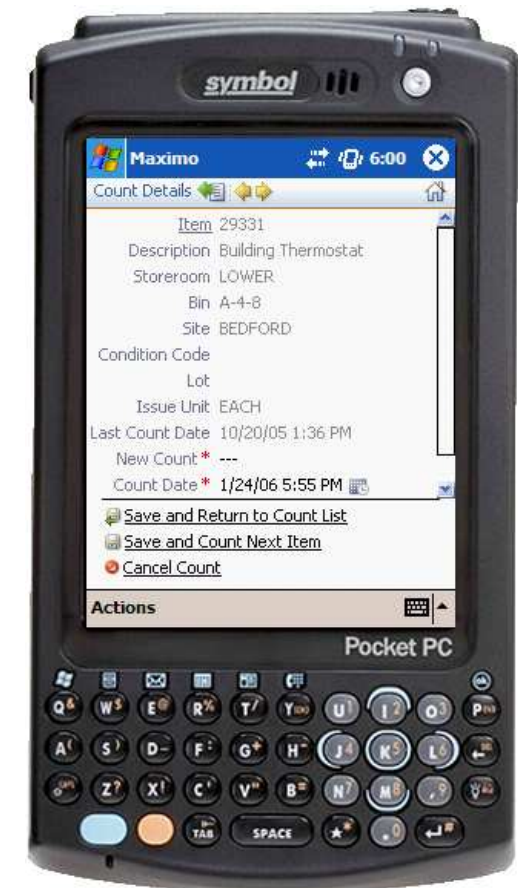
Calibration Option

- Calibration data entry
- Datasheets



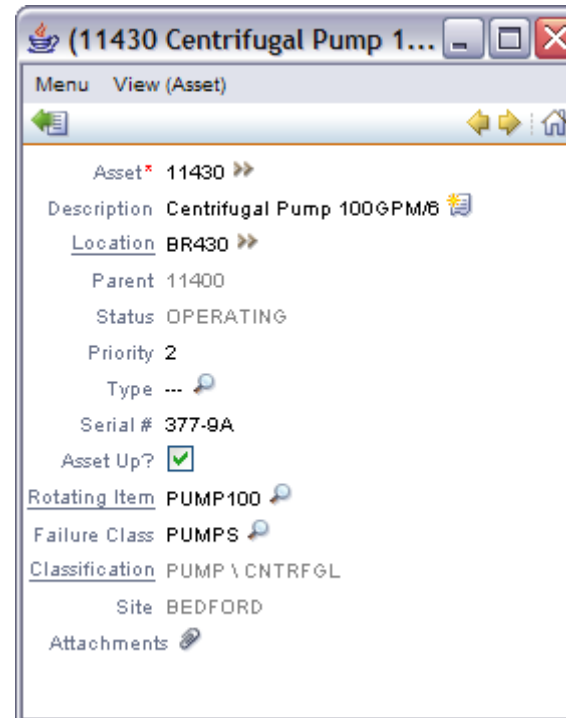
Managing Mobile Inventory

- Physical Count of Items in Storerooms
- Issue of parts to work orders and laborers
 - Issue multiple parts to Work Orders
- Return of parts to storeroom
- Transfer of inventory between storerooms
- PO Receiving
 - Inspections
 - Partial inspections
 - Serialization



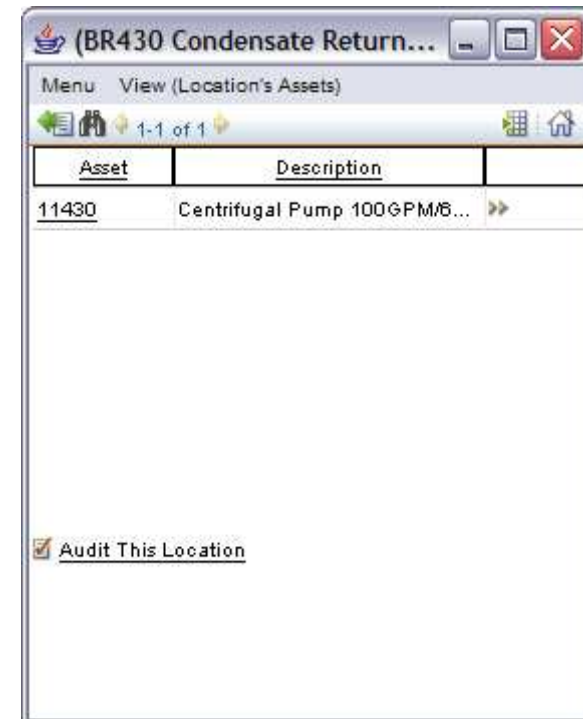
Managing Assets in the Field

- Support Asset Inventory and Audit scenarios
- Determine and ensure accurate asset information in Maximo
- Users be able to identify the existence of assets, confirm their configuration, make any updates to any inaccurate information and generally manage the assets/locations in Maximo.



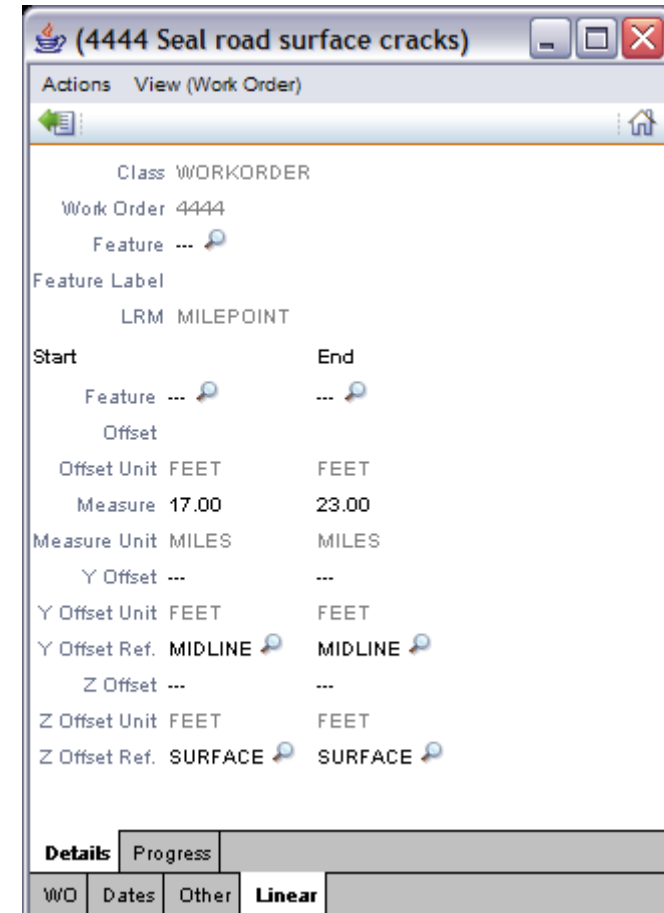
Managing Assets in the Field

- Navigate location and asset hierarchies with a drill down UI
- View & Modify
 - Details, Classification Attributes
 - Spare Parts & Subassemblies
 - Users & Custodians
- Enter Meter Readings
- Move & Swap
- Update Status
- Create New Assets, Locations and CIs
- Audit/Asset Inventory/Discovery Mode
- View/Create/Manage by Route or Collection
- Issue Items From Storeroom (typically software in the IT world)



Support Linear Assets while Mobile

- Supports the linear details of assets in Mobile Work Manager
- High Level summary of requirements:
 - Linear details against Multi Asset/Loc/CI
 - Linear Tab for Work order details
 - Linear Tab to support the Multi Asset/Loc/CI
 - Linear details on Measurements
 - Support Work Order Linear Progress



Pervasiveness of Access

- Example - access to the same Maximo you use from desktop browsers, but with expanded browser support
 - Mobile Safari (for iPhone and iPod touch)
- Ability to configure screens for mobile devices running supported browsers through special App Designer features
 - Configuration happens on a desktop machine, not a mobile device



Why do it?

- Quick access to specific functionality on a mobile device
- Don't have to download anything on to the device in order to gain access.
- WYSIWYG configuration capabilities of the Application Designer
- Low cost (& pervasive) devices.



Test Drive

- Search for Wi-Fi Network: [maximo](#)
- Select, no password required.
- Safari browser
- URL: <http://192.168.0.107/maximo>
- Login UN: wilson
 - PW: wilson
- **PLAY!**



Work Order Clone: List Page



