

Los Angeles Unified School District

**AWMS Maintenance and Operations
AWMS Administrative Work Order Guide**



LAUSD AWMS Maintenance and Operations AWMS Administrative Work Order Guide

Purpose:

To set forth a standard guide for the administrative control of questions, requests, comments, and/or concerns within the AWMS program by providing AWMS users a guideline on how to place AWMS administrative work orders. It assumes the reader has prior working knowledge of the AWMS program.

What is an AWMS administrative work order?

An AWMS administrative work order is a source for AWMS users to report any non-emergency user questions, change requests, needs, and/or concerns within the AWMS program.

Emergency AWMS Hotline/Email:

For questions and/or concerns that require immediate attention (ex. program is down, reports are timing out, etc...); please contact the AWMS Hotline directly at **213-241-4642**. A representative will be available to take your call from 7am-5pm, Monday thru Friday. You may also send an email to trackit@lausd.net with 'Maximo' in the subject line, please include a brief description of what action you were performing, a screen shot of your error messages (if available), and the time of day of your incident.

AWMS Information Webpage:

You may access the AWMS information page at <http://mo.laschools.org/fis/existing-facilities/m-and-o/fis-awm>. This webpage contains useful information such as how to request a new AWMS User ID, Hotline Support Information, AWMS Training Schedule, User Manuals, and AWMS Configuration Requests forms.

For all other inquiries, please follow the AWMS administrative work order guide.

Step by step instructions on how to create an AWMS administrative work order:

Step 1: Log on to AWMS

Type in your **user name** and **password**. Click on **Sign In** or hit **Enter** on your keyboard.

LAUSD Facilities Information System
Assets and Work Management

Welcome to PRODUCTION

Powered by Maximo ©
MRO Software™

user name password

change password


To request a new AWMS user id, go to <http://mo.laschools.org/fis/existing-facilities/m-and-o/fis-awm>. Under the heading **FIS-AWM Application**, click on the blue text to the left of the  icon.

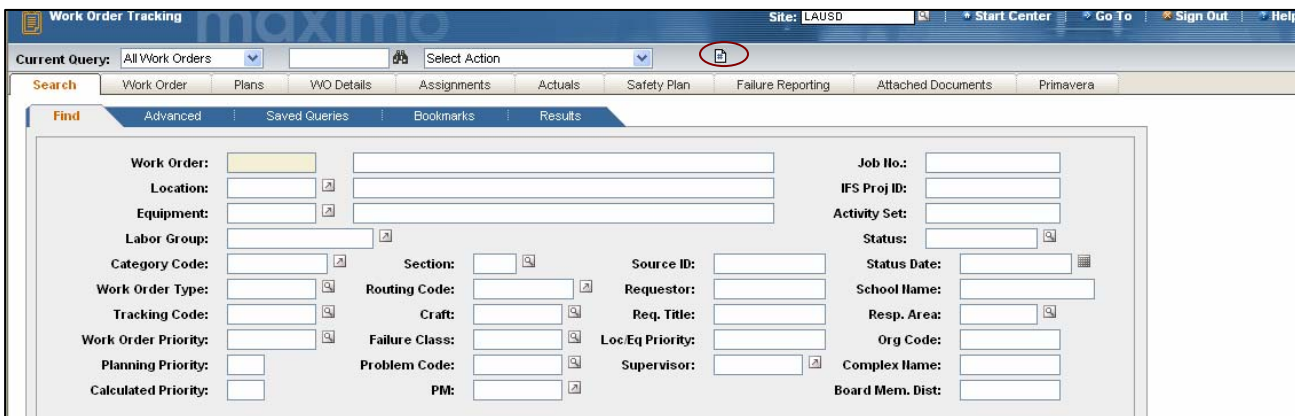
Step 2: Launch the Work Order Tracking Application

AWMS opens to the **Start Center**. The AWMS Applications are grouped into nine Modules. An AWMS administrative work order is initiated with the creation of a Work Order in the Work Orders Module. Place the cursor over the **Work Orders** Module and a dropdown menu appears. Choose **Work Order Tracking**.



Step 3: Create a new Work Order

The **Work Order Tracking** application opens to a **Find** screen. Click on the  icon to create a new work order.



The AWMS **New Work Order** opens with an assigned Work Order Number. This is the number you will refer to in any correspondence or inquiry. The status defaults to **WAPPR** (Waiting on Approval). Fields with an asterisk* must be populated before the record can be saved. Populate the **Bolded** fields listed below.

General Work Order Information

Description (Short and Long)
Location
WO Priority
Work Type
Requestor
Req. Title
Tracking Code

Problem Section

Failure Class (FYI only)
 Problem Code (FYI only)

Responsibility Section

Category Code
Routing Code



ADMINISTRATIVE WORK ORDER

The screenshot shows the Maximo Work Order Tracking interface. Callouts point to the following fields:

- Location:** Enter your Location code (2869782)
- Requester:** Enter your name and title (DANNY LU)
- Description:** Enter a short and long description (REMOVE USER ACCOUNT IN MAXIMO)
- WO Priority:** Enter a WO Priority (3)
- Work Type:** Enter 'AD' for Work Type (AD)
- Tracking Code:** Enter 'OT' for Tracking Code (OT)
- Category Code:** Enter 'MAX' for Category Code (MAX)
- Routing Code:** Enter a Routing Code (MAX-01)

Other visible fields include: Location (1421), Equipment (M&O AREA-19), Reported Date (5/10/07 2:02 PM), Status (WVAPPR), Status Date (5/10/07 2:02 PM), Respond By (8/8/07 2:02 PM), Agency ID, Agency Date, Agency, GL Account, Source ID, Parent WO, Job No., IFS Proj ID, Activity Set, Org Code, Tracking Code, School Phone, Cafeteria Phone, Responsible Area (AREA-4), Complex Name (BELMONT), Board Mem Dist (2), Job Plan, Safety Plan, Service Contract, Failure Class, Problem Code, Originating WO, Has Follow-up Work?, Scheduling Information (Start/Finish), Estimated Duration (2:00), Remaining Duration, Activity Type (TASK), Duration Type (FIXED DUR), Complete Type (UNIT), % Complete (0.00), Primary Constraint (START ON OR), Responsibility (Supervisor: MAX, Labor Group: MAX, Craft: MAX), and Modified (By: DLU123, Date: 5/10/07 2:02 PM).

Description

Give a brief description of the job in the Description field.

REMOVE USER ACCOUNT IN MAXIMO

Give a more detailed description of your request and your contact information in the long description box.

The screenshot shows the Maximo Long Description field with the following text:

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REMOVE USER ACCOUNT IN MAXIMO
THE FOLLOWING EMPLOYEE IS NO LONGER WORKING FOR THE DISTRICT.
PLEASE REMOVE HIS USER ACCOUNT FROM MAXIMIO.
NAME: TEST TEST
USERNAME: TEST123
IF YOU HAVE ANY QUESTIONS, FEEL FREE TO CONTACT ME AT:
DANNY LU
213-241-4618

```



Location

Enter the your location code in the **Location** field

Location: 1421

WO Priority

Select the **WO Priority** from the value list that best describes your request.

WO Priority: 3

Work Type

Select 'AD' as the **Work Type** for AWMS administrative work orders.

Work Type: AD

Requestor

Enter your name into the **Requestor** field.

Requestor: DANNY LU

Req. Title

Enter your job title in the **Req. Title** field.

Req. Title: MAX. BUS. ANALYST

Tracking Code

Select 'OT' as the **Tracking Code** for AWMS administrative work orders.

Tracking Code: OT

Category Code

Select 'MAX' as the **Category Code** for AWMS administrative work orders.

Category Code: MAX

Routing Code

Select the **Routing Code** from the value list that best describes your request.

Routing Code: MAX-01

Step 4: Save the Record

Click on the floppy disk icon to **Save** the record when all of the above mentioned fields are populated.

What happens to my administrative work order after I have submitted it?

After you have submitted an administrative work order, it will be evaluated by an AWMS representative and he/she will assign the work order to appropriate designee for review and servicing. You may find out who have been assigned to your request by clicking the **Assignments** tab of your Work Order in the **Work Order Tracking** application.

The screenshot shows the 'Work Order Tracking' application interface. The 'Assignments' tab is active, displaying a table with one row of data. A callout box highlights the name 'Lu, Danny' in the 'Name' column.

Craft	Labor Code	Name	Status	Labor Hours	OT Hours	Task	Rep
	783916	Lu, Danny	ASSIGNED				

Although we would like to resolve all of your questions, comments and/or concerns within AWMS program as soon as it is received; the turnaround time for administrative work orders will vary depending on the type of request and the workload of the designee.