A Step by step process for sending requests to Quality Reporting using Maximo

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Outline of the presentation

- What is Maximo?
- Why use Maximo for QR requests
- What kind of requests are sent to the section
- How to send requests
- What do we do on receipt of requests
- Conclusion
MAXIMO?

• “Maximo is a work and asset management software that the UNISA’s ICT department uses to handle different departmental requests” (IBM- Maximo)

• Maximo in the Library
WHY MAXIMO

- To eliminate paperwork (going green)
- Enables the requestor to track the progress of a request.
- Maximo sends reminder messages to QR team
- Ensures that all requests are attended to timeously
- Provide management reports on requests.
TYPES OF REQUESTS TO QR

• Millennium Access Rights
• Inventory Control Lists
• Statistical Reports (in progress)
• Student System Functions Access (in progress)
From Theory-To practice
How to send requests

1st step click on ICT self service on the intranet
2nd step

Click on Unisa Library tab
3rd step

Click on create service request
4th step key in personal information (Manager)
5th step   key in the affected user information
6th step choose Library system access
7th step Choose profile from the pop-up menu
8th step

Write the details of your request, including summary, and click the submit button below.
WHAT QR DOES
WHAT QR DOES
Conclusion

- Track progress of request
- Better than email requests
At Your Service

Any Requests?

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