How does Maximo improve our service?

21 September 2012
Session 11

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Content

- How to log a call:
  - on Maximo
  - on Lib-Help
- What are the benefits of using Maximo?
- How does Maximo improve our service to clients?
How to log a call on Maximo

- Open the Unisa staff web page and login
- Select ICT Self Service and login
- Select Create a Service Request to log a call

Complete all the mandatory fields.
Logging a call on Lib-Help

How to find the LTS problem reporting form:

• Open the Library Intranet
• Select Forms
• Select LTS problem reporting form
What are the benefits of using Maximo?

• Problems and requests can be reported quickly
• A Service Request number is immediately assigned
• The Service Request can be tracked using the Service Request number
• The updated Service Request can be viewed
• The status and progress of the reported problem is automatically sent by the system.
How Maximo improves LTS’ service to clients

• Incoming Service Requests are evaluated to determine the type of service required:
  • Service Requests which can be dealt with directly by the LTS staff or Reporting
  • Service Requests which need to be escalated to ICT
  • Each type of Service Request has its own Service Level Agreement (SLA) which can be monitored to ensure compliance.
• Management Reports are generated by the system
Monitoring Service Requests on Maximo
Thank you