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

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18 September 2013

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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

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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

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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
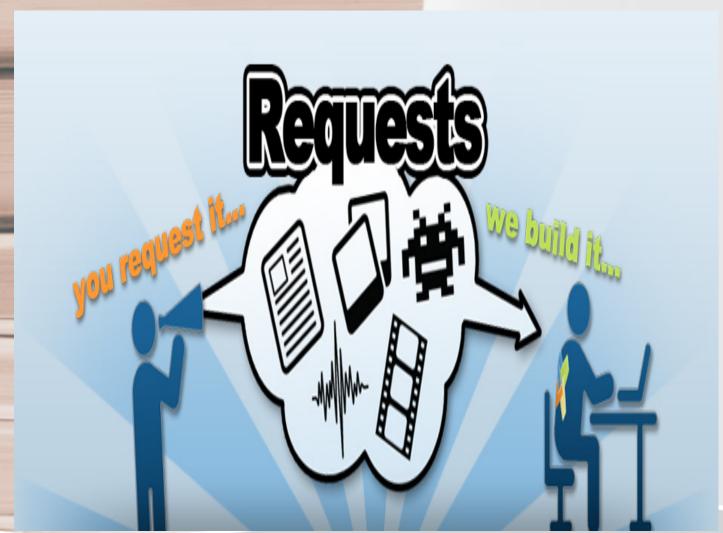- Provide management reports on requests.

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TYPES OF REQUESTS TO QR

- Millennium Access Rights
- Inventory Control Lists
- Statistical Reports (in progress)
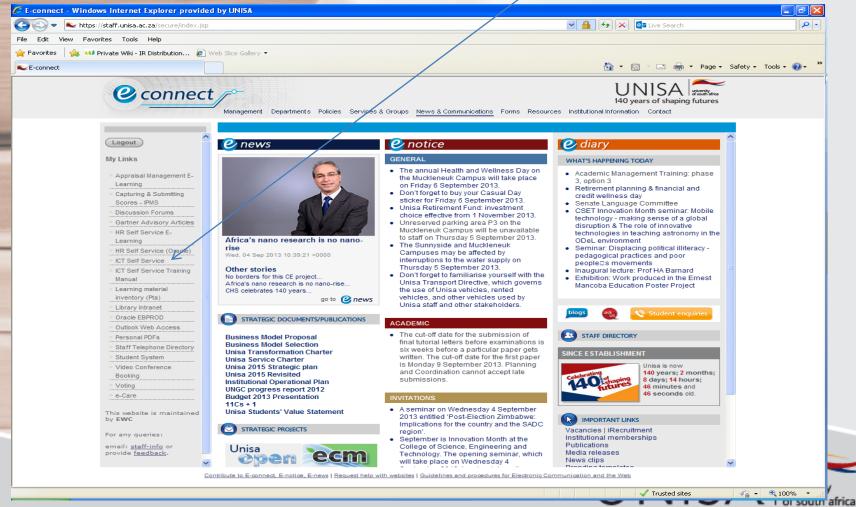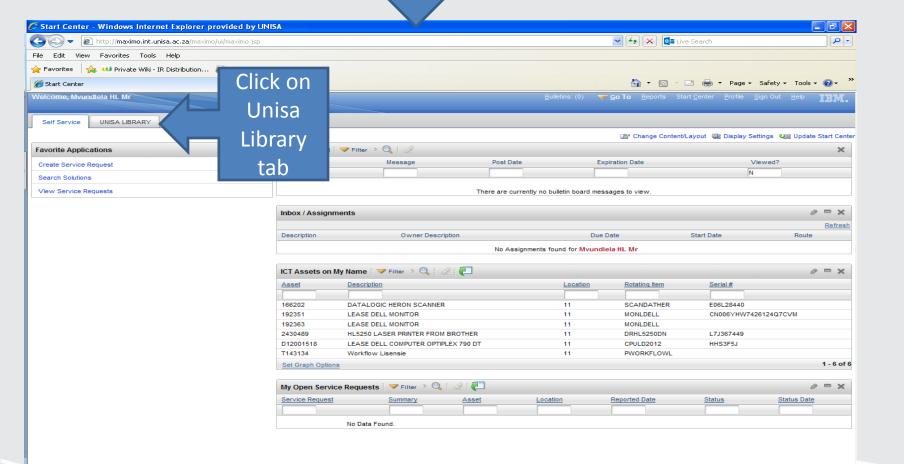- Student System Functions Access (in progress)

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From Theory-To practice

How to send requests
1ˢᵗ step click on ICT self service on the intranet

2nd step
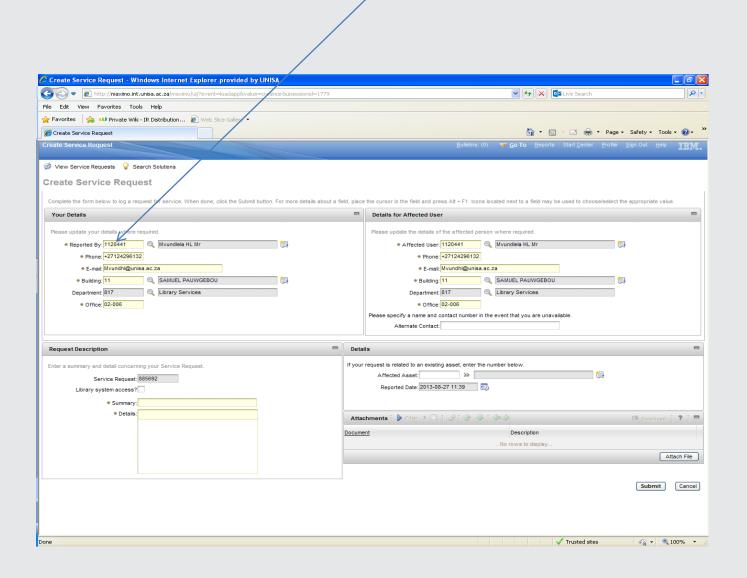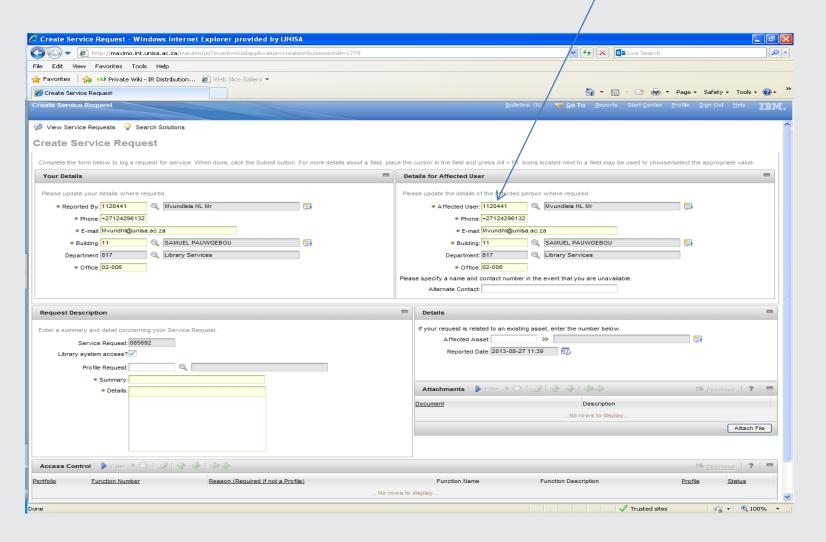
Click on Unisa Library tab

3ʳᵈ step
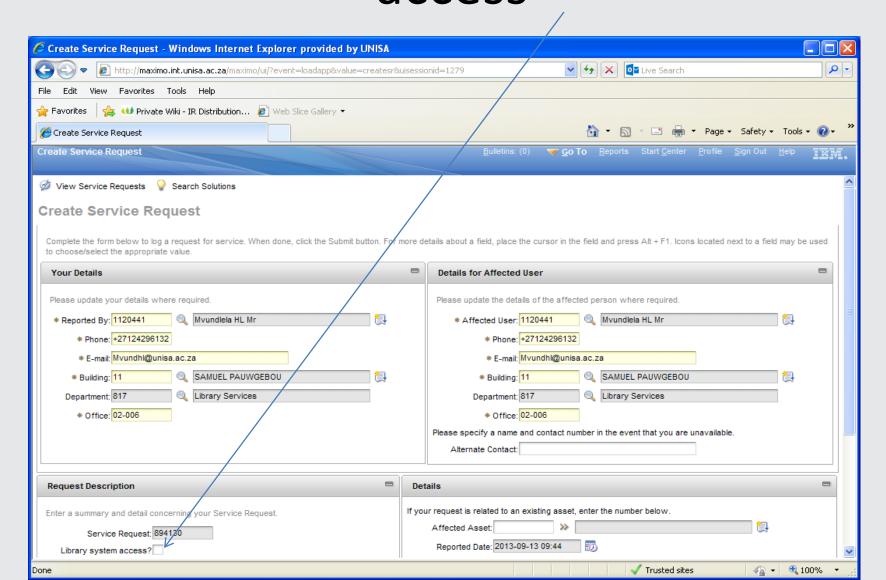
4th step key in personal information (Manager)

5ᵗʰ step key in the affected user information
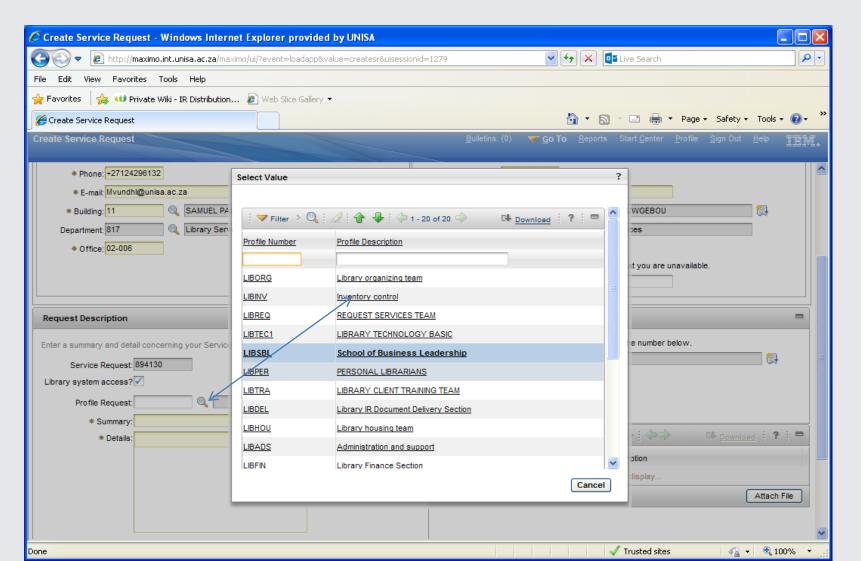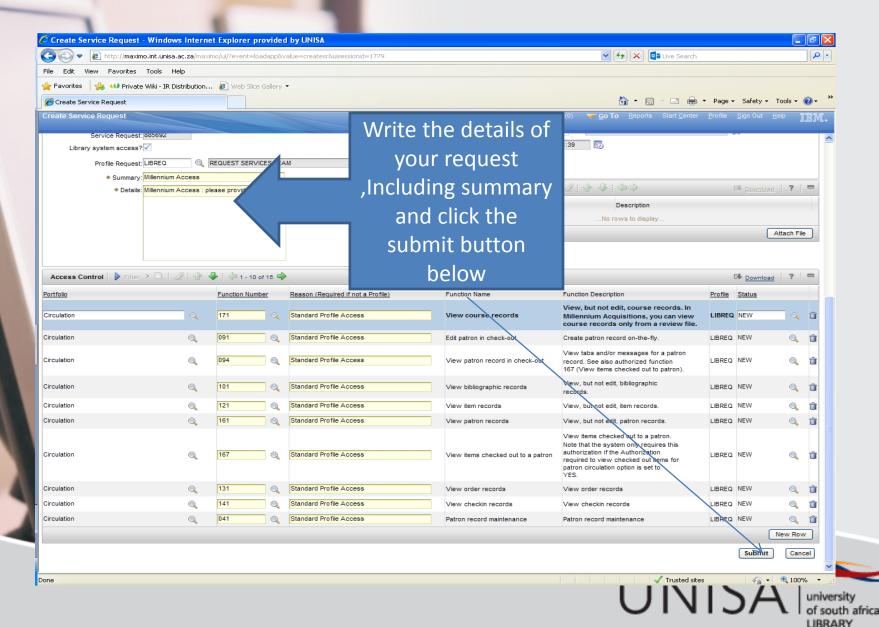
6th step choose Library system access

7ᵗʰ step Choose profile from the pop-up menu
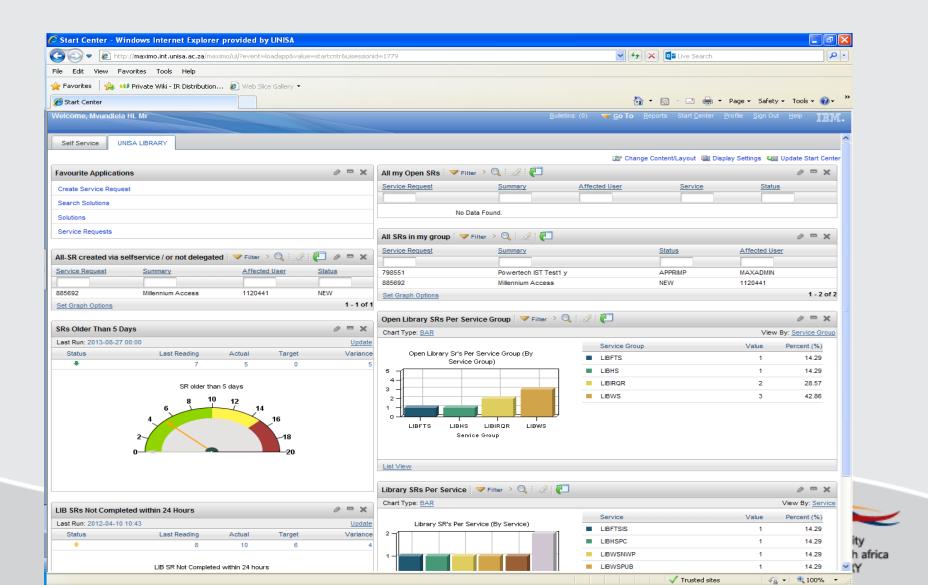
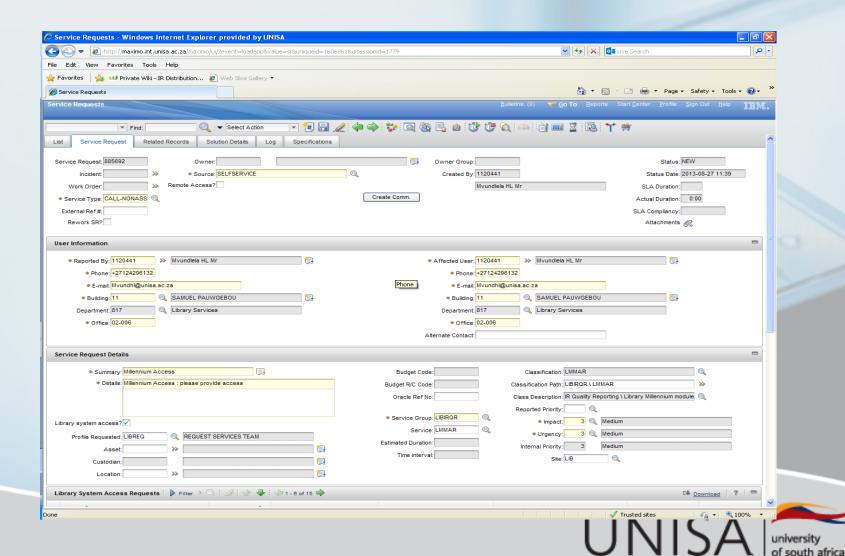# 8th step

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

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At Your Service

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