



# Unisa Library Technology Showcase 2012

## 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?



Windows Internet Explorer provided by UNISA

http://maximo.int.unisa.ac.za/maximo/ul/?event=loadapp&value=createsr&uisessionid=1584

Loaves-And-Fishes Customized Web Search

File Edit View Favorites Tools Help

Unisa Online - Library E-connect Maximo start centre Web Slice Gallery

Create Service Request

Home Feeds (1) Read Mail Print Page Safety Tools Help

Bulletins: (0) Go To Reports Start Center Profile Sign Out Help

View Service Requests Search Solutions

### Create Service Request

Complete the form below to log a request for service. When done, click the Submit button. For more details about a field, place the cursor in the field and press Alt + F1. Icons located next to a field may be used to choose/select the appropriate value.

#### Your Details

Please update your details where required.

\* Reported By: 1988999 Howard L Mrs

\* Phone: +27124293775

\* E-mail: Howarl@unisa.ac.za

\* Building: 11 SAMUEL PAUWGR

Department: 817 Library Services

\* Office: 02-006

#### Details for Affected User

Please update the details of the affected person where required.

\* Affected User: 1988999 Howard L Mrs

#### Select Value

Value	Description
CALL-ASSET	Log a call that is asset related
CALL-ASSETREPLACE	Log a call for an asset replacement
CALL-INSTALL	Log a call for a new asset installation
CALL-NONASSET	Log a call that is NOT asset related
PURCH-BUDGET	Purchase that has been budgeted for
PURCH-NONBUDGET	Purchase that has not been budgeted for
PURCH-OWNFUNDS	Purchase with own funds

Cancel

#### Request Description

Enter a summary and detail concerning your Service Request.

Service Request: 775454

\* Service Type:

\* Summary:

\* Details:

Reported Date: 2012-09-06 09:50

#### Attachments

Document	Description
...No rows to display...	

Attach File

Submit Cancel

Done

Local intranet 100%

# Logging a call on Lib-Help

The screenshot shows a Microsoft Word document titled "Form LTS Problem reporting.doc (Read-Only) [Compatibility Mode] - Microsoft Word". The document content is as follows:

**Library Technology Services: form for reporting problems**

Please report all problems to the lib-help mailbox and ensure that the following details are included:

Name	
Personnel number (if temporary, provide username)	
User code (network login)	
PC asset number(s)	
Printer asset number	
Asset number of the device that needs attention if not a PC or printer	
Specific location (Campus, Building, Office, Room, etc.)	
Telephone number	
Section name	
Brief description of the problem or the request	

The status bar at the bottom indicates "Page: 1 of 1", "Words: 73", and "English (South Africa)".

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?

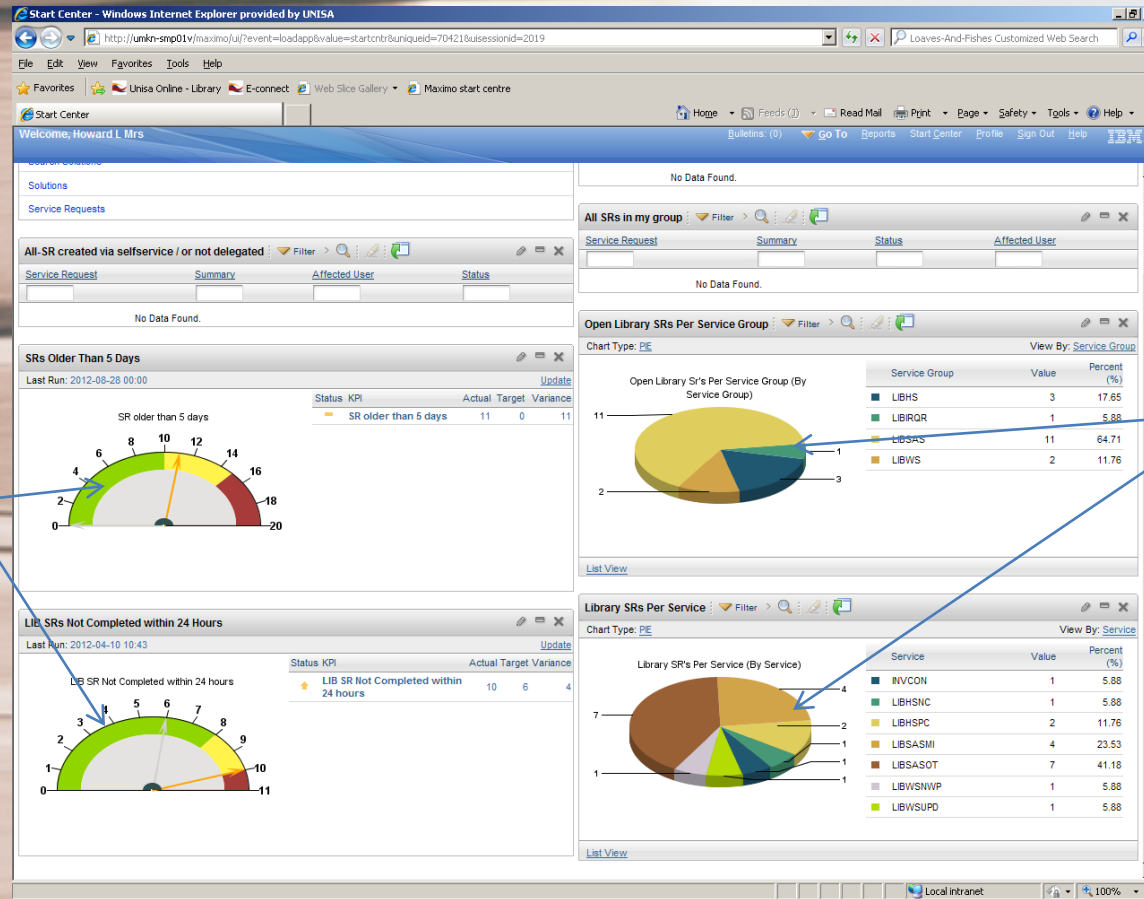
- Problems and requests can be reported quickly
- A Service Request number is immediately assigned
- The Service Request can be tracked using the Service Request number
- The updated Service Request can be viewed
- The status and progress of the reported problem is automatically sent by the system.



# 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



Service request time frames

Service request charts





Thank you