

Cohesive Information Solutions

Maximo Nuclear 7.5 Corrective Actions



November 18, 2011

Presenting today

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Work & Asset Management

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Maximo Nuclear Solution

Webinar Schedule

~~**Sept 16:** *Maximo Nuclear 7.5 New Features*~~

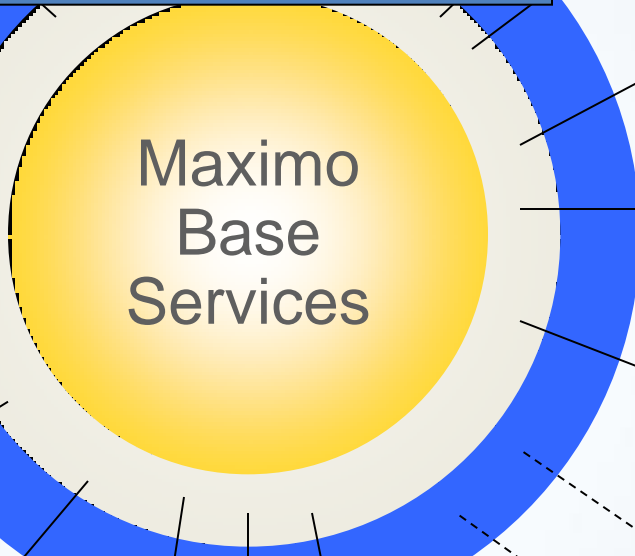
~~**Oct 21:** *Clearances*~~

Nov 18: *Corrective Action*

Dec 16: *Configuration Management*

IBM Maximo for Nuclear Power

Nuclear EAM Applications



Equipment Reliability

Foundational relationships for nuclear EAM established among Assets, Locations Work Orders, and Preventive Maintenance

Job Plan Revisioning

Enhanced control of key maintenance procedures

Lineups

Captures plant component positions and assimilates CL information

Quick Loc/Assets

Rapid creation for Ops configuration control activities; may promote later

Kiosk Applications

Clearances Kiosk; Lineups Kiosk; CL Sign On/Off; Create Condition Report

Clearances

+ enhancements

Robust configuration control for safe Maintenance and Testing in the operating plant

Tech Specs

Includes Tech Spec LCOs, Applicability, and Surveillance Requirements functionality

Calibrations / M&T

Tools, Assets, Data Sheets, Job Plan Versioning, WOs, PMs, Loop Cals, Tool Usage, And Mobile

Commitment Tracking

Review / Approval and Work Management Commitments

Impact Plans

Pre-established Operational and Maintenance risk management; interface with PRA/decision support

Surveillance Testing

+ enhancements

Provides for Regulatory Frequency Scheduling and Tracking; ties to the Tech Specs and Plant Modes framework;

SNPM Workflow / Nuclear Content

Industry standard Single Point of Entry Workflow directs requests for plant maintenance, materials, other needs; standard KPIs and Reports

Procurement Engineering

Multi-Asset and Location; Retests Technical / Quality Terms and Vendor Quots tie together Reqs, Contracts, RFQs, Companies, POs, Items, and Inventory into an integrated process

Integration products complement Maximo Nuclear

Primavera Integration

Applicable to complex scheduling requirements

Config Change Management

Master Equipment List functionality based on controlled revisions to Assets, Locations and CIs; Change and Release apps form the engineering approval process

Permits

Prestaged strategies or ad-hoc; multiple types support plant work

Corrective Actions

Support a graded approach; considers potential impact to nuclear safety and regulatory notifications; trending ties to all Maximo records

ERP Integration

Standard SAP and Oracle integrations available

Equipment Groups

FEGs and Boundary Groups

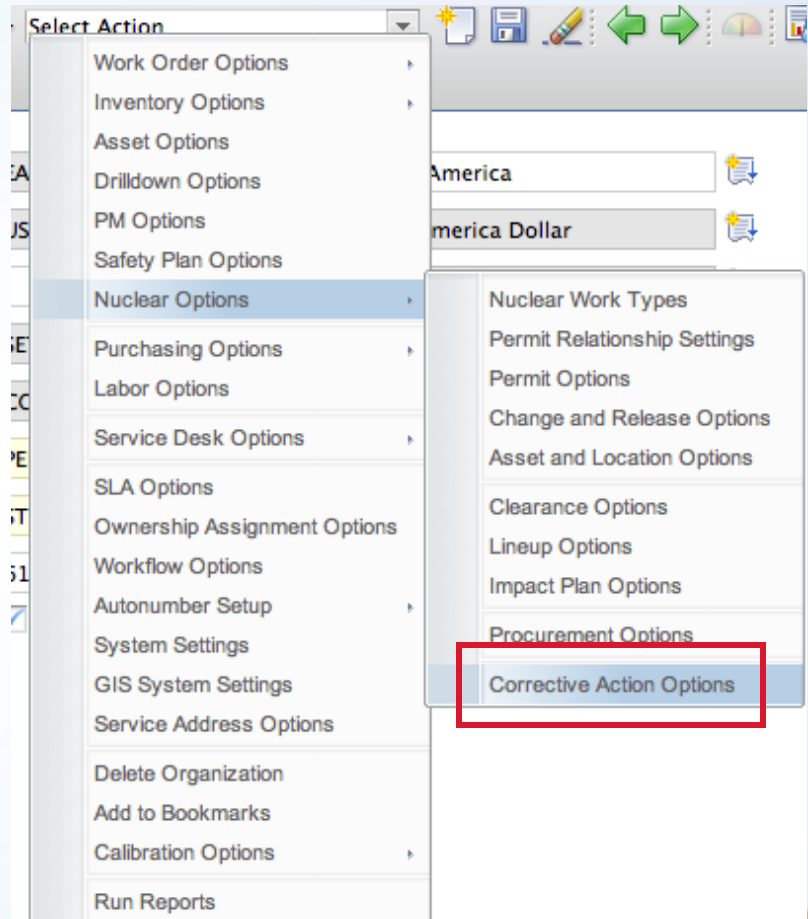
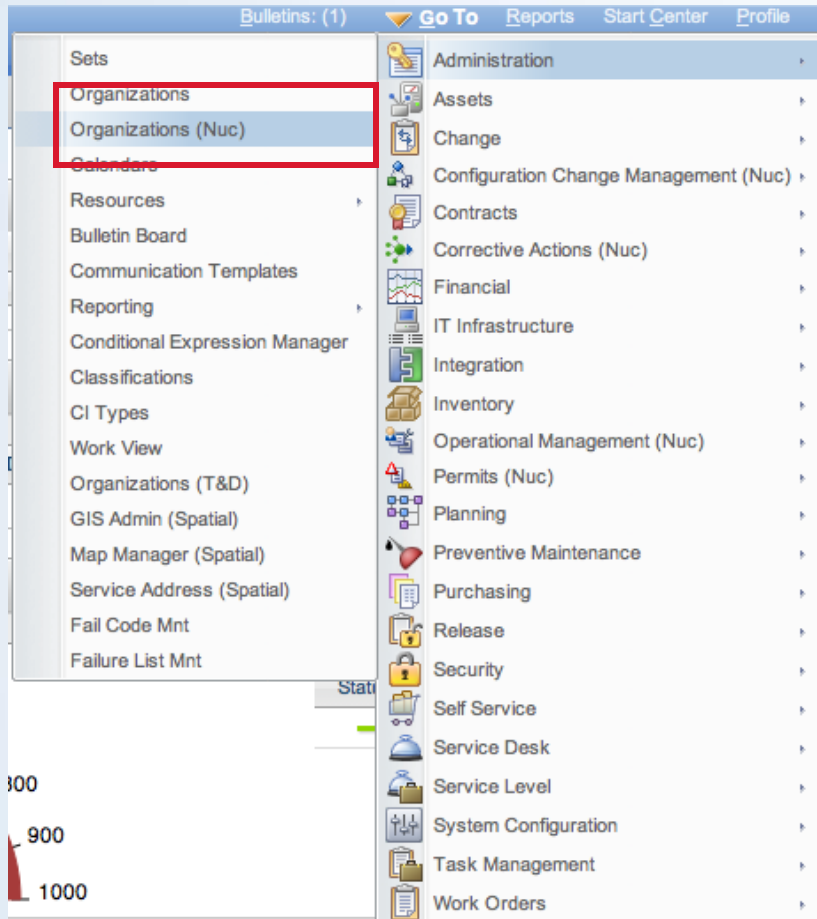
EDM Integration

Standard FileNet integration available

Maximo 7.5 Nuclear Corrective Actions

- Separate Object but can be related to and initiated from all Maximo Nuclear Objects
- Simplified Self-Service Condition Report Application
- Supports graded approach based on category and complexity
- Actions and follow-up Work managed in Maximo and related to Corrective Action
- Corrective Action can enforce controls on Work Orders and PM's
- Flexible Workflow engine to design and manage the process
- Templates in conjunction with Job Plans support standard approaches

Corrective Actions Setup Options



Corrective Actions Setup Options

Corrective Action Options

Sites Filter > 1 - 5 of 8 Download

Site	Description
DENVER	DENVER, CO Site of Eaglena Inc. North America
TEXAS	SAN ANTONIO TEXAS SITE OF EAGLE NA
LAREDO	MEXICO SITE OF EAGLE NA
FLEET	Corporate Fleet Management of Eagle, Inc.
NASHUA	Nashua Site of Eagle Inc. North America

Settings

? Specify whether it is possible to modify the target finish date of a work order when it is under corrective action control. By default, it is not possible to modify this date unless the work order is released from corrective action control. [More information](#)

Allow the Target Finish Date to Be Modified When a Work Order is Under Corrective Action Control:

Yes

No

OK Cancel

Condition Report

Welcome, Mike Wilson

Bulletins: (1) Go To Reports Start Center Profile Sign Out Help

Administration Report Admin

Change Content/Layout Display Settings

Quick Insert

- New corrective action New corrective action
- New Condition Report New Condition Report
- New User
- New Person

Security, Users and Groups

- Users
- Security Groups
- People
- Person Groups

Workflow Configuration

- Workflow Designer
- Roles
- Actions
- Communication Templates
- Workflow Administration

Bulletin Board Filter

Subject Message

>> Check for unprioritized work orders Users are reminded to ensure th

Inbox / Assignments

Description Due Date

No Assignments

PM vs CM Work - All Work Orders (%)

Last Run: 8/3/04 3:05 PM

PM Performance (%)

Performance (%)
0
10
20
30
40
50
60
70
80
90
100

Navigation Menu

- Administration
- Assets
- Change
- Configuration Change Management (Nuc)
- Contracts
- Corrective Actions (Nuc)
- Financial
- IT Infrastructure
- Integration
- Inventory
- Operational Management (Nuc)
- Permits (Nuc)
- Planning
- Preventive Maintenance
- Purchasing
- Release
- Security
- Self Service
 - Desktop Requisitions
 - Service Requests
 - Condition Reports (Nuc)
- System Configuration
- Task Management
- Work Orders

Table

Expiration Date	Viewed
	N
12 9:53 AM	N

Refresh

Route

Update

Condition Report

Create Condition Report (Nuc)

 Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#)

Create Condition Report

Reported By:

Phone:

Email:

Person Affected:

Additional Action Required?

Action Type:

Operations Shift Review Required?

Detection Method:

Condition Tag:

Asset:

Location:

Configuration Item:

Asset Site:

Unit:

Plant System:

Reported Priority:

Date Reported:

Discovery Date:

Occurrence Date:

Condition Description

Please enter a summary and a more detailed description of the condition.

Summary:

Font Size Format

Condition Details:

Initial Actions Taken:

Suggested Solution:

Classify

Click the detail menu to classify your Condition Report.

Classification:

Class Description:

Attachments

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

Specifications

Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Table Value
...No rows to display...						

Condition Report

Center Profile Sign Out Help IBM

Create Condition Report (Nuc)

Create Condition Report

Reported By: WILSON
 Phone: (617) 555-901
 Email: m.wilson@helwig.com
 Person Affected: WILSON
 Additional Action Required?
 Action Type: **PLNT**
 Operations Shift Review Required?
 Detection Method: OTHER
 Condition Tag:

Unit: _____
 Plant System: _____
 Reported Priority: 3
 Date Reported: 11/13/11 5:20 PM
 Discovery Date: 11/13/11 5:20 PM

Condition Description

Please enter a summary and a more detailed description of the condition.

Summary: Fan making a funny noise.

Condition Details: Seems to do this in heating mode.

Initial Actions Taken: None

Suggested Solution: Check Damper settings and make sure fan has adequate suction.

Specifications

Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Table Value
...No rows to display...						

[New Row](#) [Submit](#) [Cancel](#)

Select Value

Filter 1 - 5 of 5

Value	Description
CONFIG	Configuration Change
FAC	Facilities-Related Issue
ITEM	Issue Related to SCM Item
OTHER	Other
PLNT	Plant-Related Issue

[Cancel](#)

Select Value

Filter 1 - 3 of 3

Value	Description
OTHER	Other
PLANTOUR	Plant Tour
SURVEILLANCE	Surveillance

[Cancel](#)

Attachments 0 - 0 of 0

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

[Attach File](#) [Attach Web Page](#)

Condition Report

Create Condition Report (Nuc) Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#) IBM

Create Condition Report

Reported By:

Phone:

Email:

Person Affected:

Additional Action Required?

Operations Shift:

Asset:

Location:

Configuration Item:

Asset Site:

Unit:

Condition Report Submitted

Condition Report 1129 has been submitted.
Make a note of the condition report ID for future reference.

Condition Description

Please enter a summary and description of the condition.

Summary:

Font Size:

Condition Details:

Initial Actions Taken:

Suggested Solution:

Attachments 0 - 0 of 0

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

Specifications 0 - 0 of 0

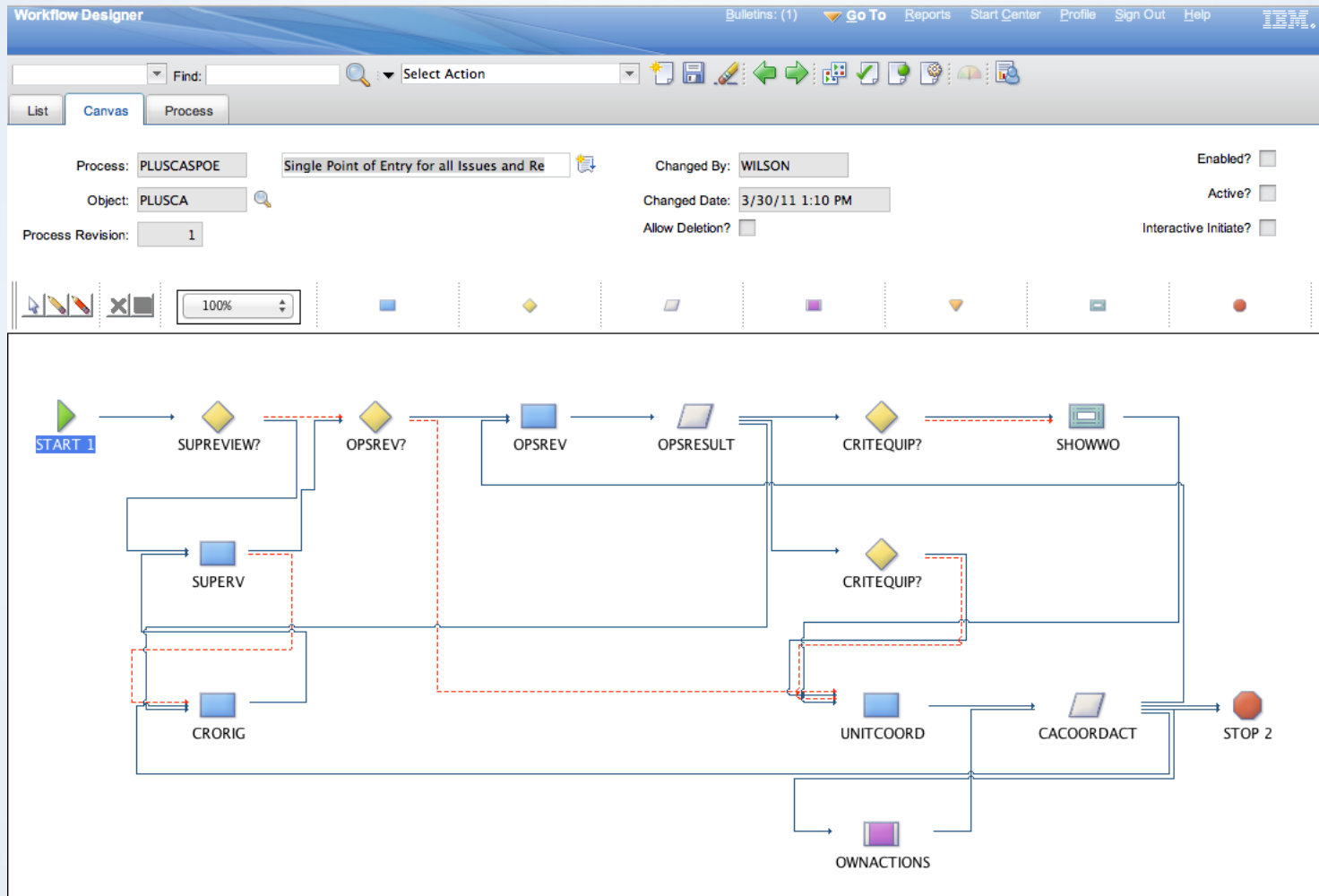
Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Table Value
...No rows to display...						

Corrective Action Workflows

The screenshot shows the Workflow Designer interface. At the top, there is a navigation bar with 'Workflow Designer' on the left and 'Bullets: (1)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help' on the right. Below this is a search bar with 'Find:' and a 'Select Action' dropdown. The main area contains a table of processes. The 'Object' column is highlighted with a red box. The table has columns for Process, Description, Object, Process Revision, Enabled, and Active. There are three rows of data. The first row is empty. The second row has 'PLUSCAOWNE' as the process, 'CA Owner Analyse and Implement Actions sub process' as the description, 'PLUSCA' as the object, '1' as the process revision, a checked 'Enabled' checkbox, and an unchecked 'Active' checkbox. The third row has 'PLUSCASPOE' as the process, 'Single Point of Entry for all Issues and Requests' as the description, 'PLUSCA' as the object, '1' as the process revision, an unchecked 'Enabled' checkbox, and an unchecked 'Active' checkbox. There are also icons for adding and deleting records in the rightmost column.

Process	Description	Object	Process Revision	Enabled	Active
		=PLUSCA			
PLUSCAOWNE	CA Owner Analyse and Implement Actions sub process	PLUSCA	1	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PLUSCASPOE	Single Point of Entry for all Issues and Requests	PLUSCA	1	<input type="checkbox"/>	<input type="checkbox"/>

Corrective Action Workflows

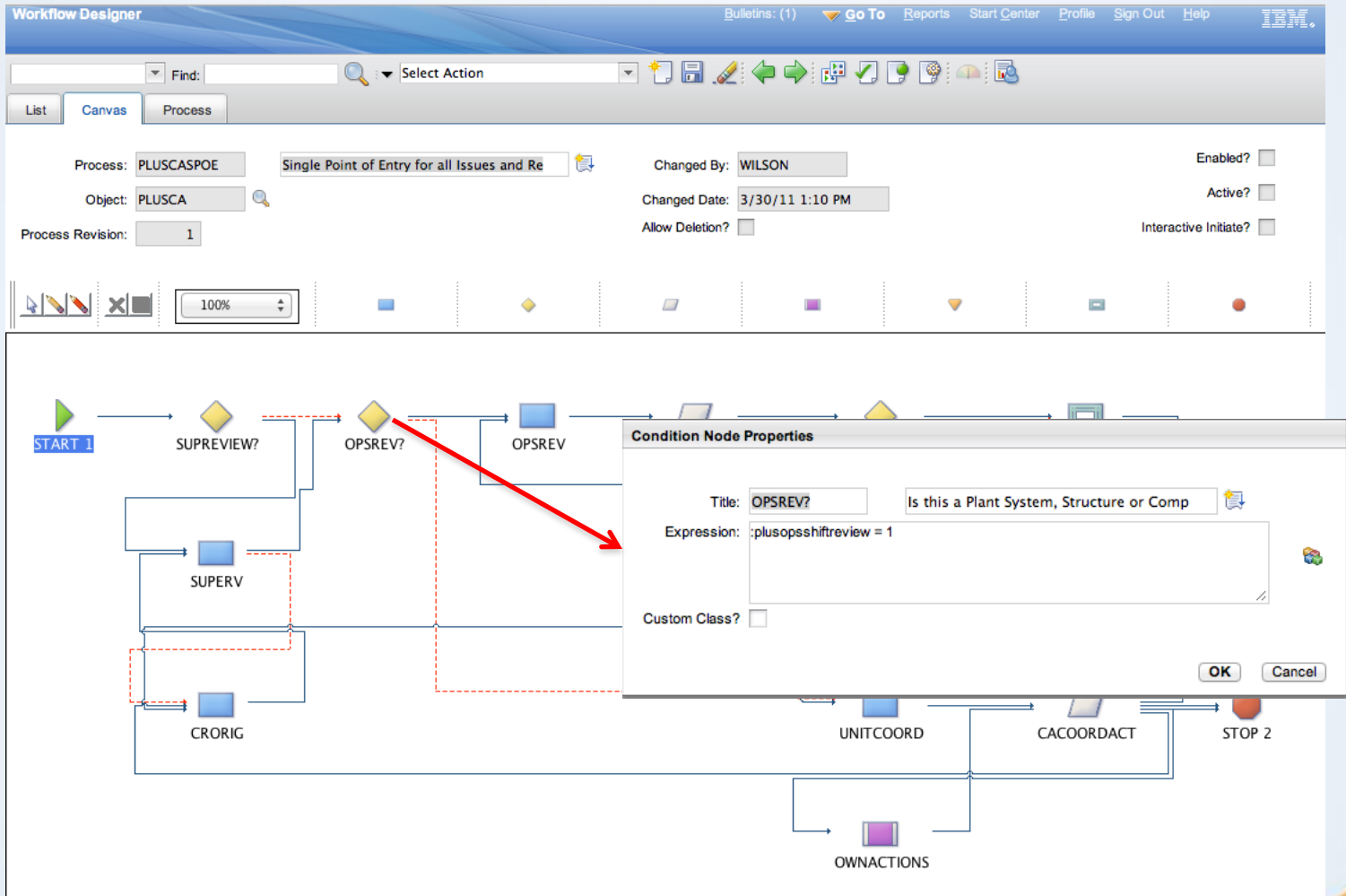


Corrective Action Workflows

The screenshot displays the Workflow Designer interface. At the top, the title bar reads "Workflow Designer" and includes menu items like "Bulletins: (1)", "Go To", "Reports", "Start Center", "Profile", "Sign Out", and "Help". Below the title bar is a search bar with "Find:" and "Select Action" dropdowns, and a toolbar with various icons. The main workspace is divided into "List", "Canvas", and "Process" tabs. The "Process" tab is active, showing process details: "Process: PLUSCASPOE", "Object: PLUSCA", "Process Revision: 1", "Single Point of Entry for all Issues and Re", "Changed By: WILSON", "Changed Date: 3/30/11 1:10 PM", and checkboxes for "Enabled?", "Active?", "Allow Deletion?", and "Interactive Initiate?".

The workflow diagram in the canvas shows a sequence of nodes: "START 1" (green triangle), "SUPREVIEW?" (yellow diamond), "OPSREV?" (yellow diamond), "SUPERV" (blue rectangle), "CRORIG" (blue rectangle), and "OWNACTIONS" (purple rectangle). A red arrow points from the "SUPREVIEW?" node to the "Condition Node Properties" dialog box. The dialog box has the following fields: "Title: SUPREVIEW?", "Expression: 1 = 1", and "Custom Class?" (checkbox). The "Originator's Supervisor Review Required?" checkbox is checked. The dialog box has "OK" and "Cancel" buttons.

Corrective Action Workflows



Corrective Action Workflows

Workflow Designer

Bulletins: (1) Go To Reports Start Center Profile Sign Out Help

Find: Select Action

List Canvas Process

Process: PLUSCASPOE Single Point of Entry for all Issues and Re

Object: PLUSCA

Process Revision: 1

100%

```
graph LR; START1[START 1] --> SUPREVIEW{SUPREVIEW?}; SUPREVIEW --> SUPERV[SUPERV]; SUPREVIEW --> OPSREV{OPSREV?}; SUPERV --> OPSREV; CRORIG[CRORIG] --> OPSREV; OPSREV --> OPSREV_TASK[OPSREV];
```

Task Node Properties

Application: PLUSCA Corrective Actions (Nuc) Display One?

WF Task Type:

Assignments: Filter 1 - 1 of 1 Download

Role ID	Description	Send E-mail	Task Description	Time Limit
PLUSOPSR	Operations Reviewers by Site	<input type="checkbox"/>	Operations Review	0:00

Details

Role ID: PLUSOPSR Operations Reviewers by Site Time Limit: 0:00

Assignee Relationship:

Priority:

Application: PLUSCA Corrective Actions (Nuc) Send E-mail?

Description: Operations Review Calendar Based?

Escalation Role:

Custom Class?

Communication Template: WFASSIGN Default Template for Workflow Assignme

Expression:

Notifications: Filter 0 - 0 of 0 Download

Communication Template	Send To
...No rows to display...	

Perform Accept Action:

When any assignment is accepted

When All assignments are accepted.

OK Cancel

OWNACTIONS

Corrective Action Workflows

Workflow Designer

Bulletins: (1) Go To Reports Start Center Profile Sign Out Help

Find: Select Action

List Canvas Process

Manual Input Node Properties

Title: **CACOORDAC** CA Coordinator Actions

Display One?

Enabled?

Active?

Interactive Initiate?

Actions

Sequence	Action	Instruction	To Node	Positive
1	PLUSCACLOS	Close to trending or no action required	STOP 2	<input checked="" type="checkbox"/>
2	PLUSCAAPPR	CA owner action	OWNACTIONS	<input checked="" type="checkbox"/>
3		Return to CR Originator	CRORIG	<input checked="" type="checkbox"/>
4		Operations Review	OPSREV	<input checked="" type="checkbox"/>

Notifications

Communication Template	Send To
...No rows to display...	

OK Cancel

OWNACTIONS

CACOORDACT

STOP 2

SHOWWO

IP?

Corrective Action Workflows

The screenshot displays the Workflow Designer application interface. At the top, the title bar reads "Workflow Designer" and includes navigation options: "Bulletins: (1)", "Go To", "Reports", "Start Center", "Profile", "Sign Out", and "Help". Below the title bar is a search bar with "Find:" and a "Select Action" dropdown. A toolbar contains various icons for workflow design, including arrows, a search icon, and a refresh icon. Below the toolbar are three tabs: "List", "Canvas", and "Process".

The main workspace shows the following details:

- Process: PLUSCAOWN
- Object: PLUSCA
- Process Revision: 1
- CA Owner Analyse and Implement Action
- Changed By: WILSON
- Changed Date: 11/23/09 10:12 PM
- Enabled?
- Active?
- Allow Deletion?
- Interactive Initiate?

Below the details is a toolbar with icons for zooming and a "100%" zoom level indicator. The workflow diagram consists of five steps connected by arrows:

```
graph LR; START1[START 1] --> ANALYSIS[ANALYSIS]; ANALYSIS --> PLANAPPR[PLANAPPR]; PLANAPPR --> COMPCAS[COMPCAS]; COMPCAS --> STOP2[STOP 2];
```

The "COMPCAS" step is highlighted with a blue background.

Corrective Action

The screenshot shows a software interface with a navigation menu on the left and a main content area on the right. The menu items are: Administration, Assets, Change, Configuration Change Management (Nuc), Contracts, Corrective Actions (Nuc), Financial, IT Infrastructure, Integration, Inventory, Operational Management (Nuc), Permits (Nuc), Planning, Preventive Maintenance, Purchasing, Release, Security, Self Service, Service Desk, Service Level, System Configuration, Task Management, and Work Orders. The 'Corrective Actions (Nuc)' item is highlighted with a red box. The main content area shows a table with two rows: 'Corrective Actions (Nuc)' and 'Solutions (Nuc)'. The table has a 'Download' button and a 'New Row' button. The IBM logo is visible in the top right corner of the interface.

Navigation Item	Main Content Item
Administration	
Assets	
Change	
Configuration Change Management (Nuc)	
Contracts	
Corrective Actions (Nuc)	Corrective Actions (Nuc)
Financial	Solutions (Nuc)
IT Infrastructure	
Integration	
Inventory	
Operational Management (Nuc)	
Permits (Nuc)	Download
Planning	
Preventive Maintenance	
Purchasing	
Release	New Row
Security	
Self Service	Download
Service Desk	
Service Level	
System Configuration	
Task Management	
Work Orders	New Row

Corrective Action

Corrective Actions (Nuc) Bulletins: (1) Go To Reports Start Center Profile Sign Out Help IBM

Find: Select Action

List Condition Screening Related Records Solution Details Trending Operating Experience Log Failure Reporting Specifications

Corrective Action: 1155 Management Observation

Condition Details:

Initial Actions Taken:

Suggested Solution:

Additional Action Required?

Action Type:

Operations Shift Review Required?

Detection Method:

Condition Tag:

Status: DRAFT

Level:

Category:

Analysis:

Classification: CAMGTOBS \ PERSSAFE

Class Description: Mgt Observations for Personnel Safety

Reported Priority:

Internal Priority:

Service Group:

Service:

Vendor:

Site:

SLA Applied?

Is Known Error?

Create WO Options: MULTI

Attachments

Asset Information

Asset: GL Account: Safety Class:

Location: Asset Site: Tech Spec?

Configuration Item: Unit: Maintenance Rule?

Target Description: Plant System: Criticality:

User Information

Reported By: MAXADMIN Affected Person: MAXADMIN Supervisor Review By:

Name: MAXADMIN Name: MAXADMIN Name:

Phone: Phone: Phone:

E-mail: E-mail: E-mail:

Dates

Date Reported: 11/13/11 5:54 PM Target Contact: Actual Contact Date:

Discovery Date: 11/13/11 5:54 PM Target Start: Actual Start:

Occurrence Date: Target Finish: Actual Finish:

Schedule Code: Milestone Code: Outage Code:

Global Issues

Global Issue?

Related to Global ID:

Global Class:

Multiple Assets, Locations and CIs: Filter > 0 - 0 of 0

Asset	Location	Configuration Item	Target Description	Sequence	Progress	Asset Site
...No rows to display...						

Corrective Action

Corrective Actions (Nuc)

Select Value

Find: [] Filter [] 1 - 17 of 17 Download []

Value	Description
BENCHMARK	Benchmark
CAQ	Condition Adverse to Quality
EFFECTREV	Effectiveness Review
ENHANCE	Enhancement
EQUIP	Equipment Issue
EXTENDCA	Extension of Time - Corrective Action
HUMANPERF	Human Performance
INDUSTSAFE	Industrial Safety
MGTTOBS	Management Observation
OE_INDUSTRY	Industry Operating Experience
OE_PLANT	Plant Operating Experience
OTHER	Other - General Problem
OVERSIGHT	Independent Oversight
PERFIND	Performance Indicators
SELFASSESS	Self-Assessment
STANDARDS	Standards and Expectations
TREND	Trend

Asset Information

Asset: [] Location: [] Configuration Item: [] Target Description: []

User Information

Reported By: MAXADMIN Affected Person: MAXADMIN
 Name: MAXADMIN Name: MAXADMIN
 Phone: [] Phone: []
 E-mail: [] E-mail: []

Dates

Date Reported: 11/13/11 5:54 PM Target Contact: [] Actual Contact Date: []
 Discovery Date: 11/13/11 5:54 PM Target Start: [] Actual Start: []
 Occurrence Date: [] Target Finish: [] Actual Finish: []
 Schedule Code: [] Milestone Code: [] Outage Code: []

Multiple Assets, Locations and CIs: Filter [] 0 - 0 of 0 Download []

Asset	Location	Configuration Item	Target Description	Sequence	Progress	Asset Site
...No rows to display...						

GL Account: [] Select Value

Asset Sit: [] Un: [] Plant System: []

Filter [] 1 - 8 of 8 Download []

Value	Description
APPARENT	Apparent Cause Analysis
COMMONCAUSE	Common Cause Analysis
EVENTINVEST	Event Investigation
HPERROR	Human Performance Error Analysis
JOBTASK	Job Task Analysis
OTHER	Other
PROCANALYSIS	Process Analysis
ROOTCAUSE	Root Cause Analysis

Form Fields:

Status: DRAFT
 Level: []
 Category: []
 Analysis: []
 Classification: CAMGTOBS \ PE \ SSAFE
 Class Description: Mgt Observations for Personnel Safety
 Reported Priority: []
 Internal Priority: []
 Service Group: []
 Service: []
 Vendor: []
 Site: []
 SLA Applied? []
 Is Known Error? []
 Create WO Options: MULTI
 Attachments: []

Red arrows indicate the flow from the 'Select Value' dialog to the 'Classification' and 'Class Description' fields, and from the 'Select Value' dialog to the 'Apparent Cause Analysis' selection in the 'GL Account' dialog.

Corrective Action

Corrective Actions (Nuc) Bullatins: (1) Go To Reports Start Center Profile Sign Out Help IBM

Find: Select Action

List Condition Screening Related Records Solution Details Trending Operating Experience Log Failure Reporting Specifications

Management Observation

Status: DRAFT

Level:

Category:

Analysis:

Classification: CAMGTOBS \ PERSSAFE >>

Class Description: Mgt Observations for Personnel Safety >

Reported Priority:

Internal Priority:

Service Group:

- Select Action
- Change Status
 - View History
 - Add Supervisor Review
 - Add/Modify Operations Shift Review
 - View Costs
 - Edit History Corrective Action
 - Create
 - Apply Corrective Action Template
 - Select Owner
 - Take Ownership
 - Modify/Delete Work Log
 - Show Similar Tickets
 - Apply Level
 - View SLAs
 - Add/Remove Corrective Action Control
 - Attachment Library/Folders
 - Duplicate Corrective Action
 - Delete Corrective Action
 - Add to Bookmarks
 - Run Reports

Apply Level

Choose a level for this corrective action. Each level is associated with a predefined service level agreement (SLA) that specifies a turnaround time for the completion of activities. When you modify the information in this window, your user name, memo, and the review date are automatically added to the record history. [More information](#)

Level: LEVEL A

Changed By: MAXADMIN

Changed Date: 11/13/11 6:30 PM

Memo:

OK Cancel

Select Value

Filter > 1 - 4 of 4 >> Download

Value	Description
EXTEND 10	Extension, add 10 days
LEVEL A	A Level, 72 hour completion
LEVEL B	B Level, 10 day completion
LEVEL C	C Level, 30 day completion

Cancel

Affected Person: MAXADMIN >>

Name: MAXADMIN >>

Phone:

E-mail:

Supervisor Review By:

Name:

Phone:

Email:

GL Account: 6210-339-7 >

Safety Class:

Dates

Date Reported: 11/13/11 5:54 PM

Discovery Date: 11/13/11 5:54 PM

Occurrence Date:

Schedule Code:

Target Contact:

Target Start:

Target Finish:

Milestone Code:

Actual Contact Date:

Actual Start:

Actual Finish:

Outage Code:

Global Issues

Global Issue?

Related to Global ID:

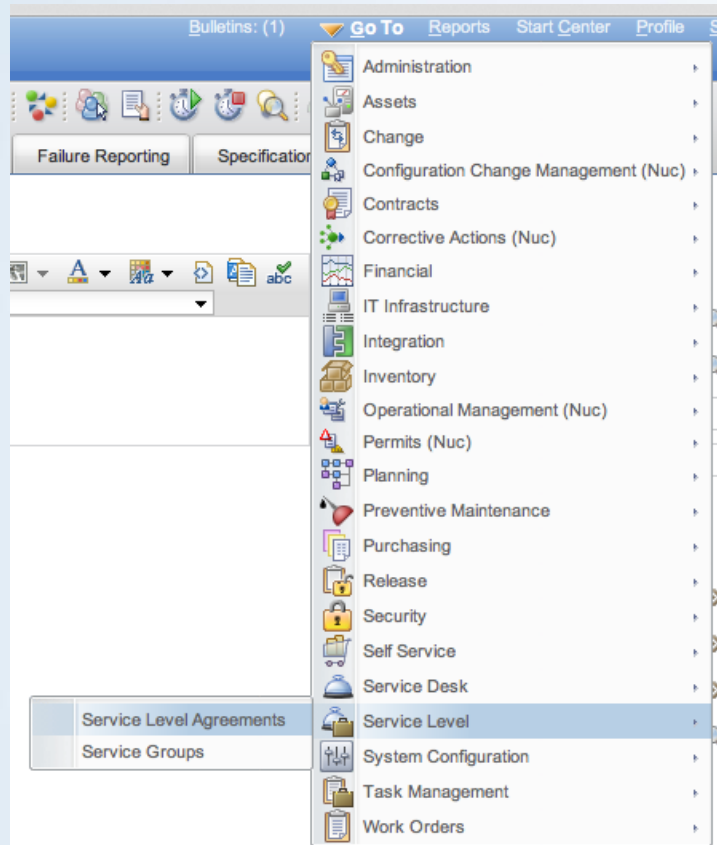
Global Class:

Multiple Assets, Locations and CIs Filter > 0 - 0 of 0 >> Download

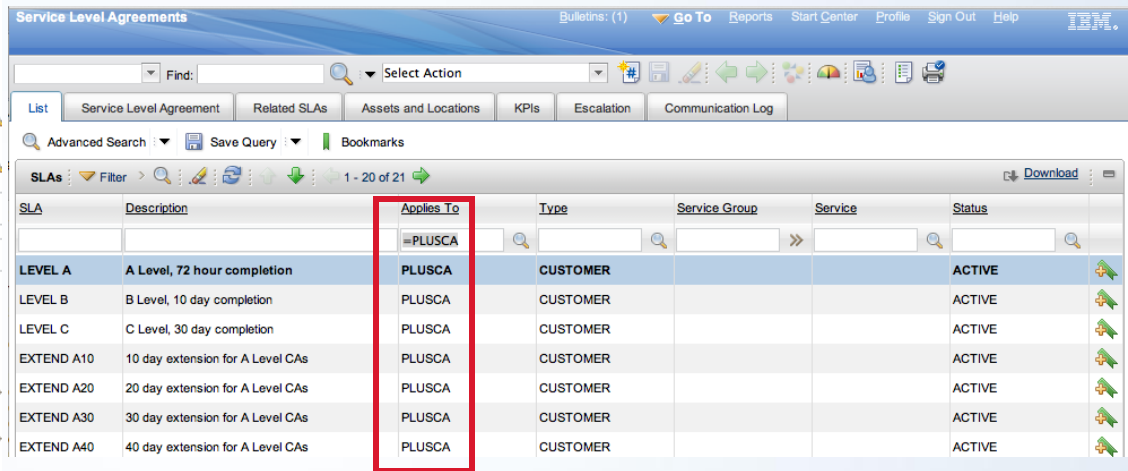
Asset	Location	Configuration Item	Target Description	Sequence	Progress	Asset Site
...No rows to display...						



Service Level Agreements



A vertical navigation menu on the left side of the interface. The menu items are: Administration, Assets, Change, Configuration Change Management (Nuc), Contracts, Corrective Actions (Nuc), Financial, IT Infrastructure, Integration, Inventory, Operational Management (Nuc), Permits (Nuc), Planning, Preventive Maintenance, Purchasing, Release, Security, Self Service, Service Desk, Service Level Agreements (highlighted), Service Groups, System Configuration, Task Management, and Work Orders.



The main content area displays a table titled "Service Level Agreements". The table has columns for SLA, Description, Applies To, Type, Service Group, Service, and Status. The "Applies To" column is highlighted with a red box. The table contains 10 rows of data, all with "PLUSCA" in the "Applies To" column and "ACTIVE" in the "Status" column.

SLA	Description	Applies To	Type	Service Group	Service	Status
		PLUSCA				
LEVEL A	A Level, 72 hour completion	PLUSCA	CUSTOMER			ACTIVE
LEVEL B	B Level, 10 day completion	PLUSCA	CUSTOMER			ACTIVE
LEVEL C	C Level, 30 day completion	PLUSCA	CUSTOMER			ACTIVE
EXTEND A10	10 day extension for A Level CAs	PLUSCA	CUSTOMER			ACTIVE
EXTEND A20	20 day extension for A Level CAs	PLUSCA	CUSTOMER			ACTIVE
EXTEND A30	30 day extension for A Level CAs	PLUSCA	CUSTOMER			ACTIVE
EXTEND A40	40 day extension for A Level CAs	PLUSCA	CUSTOMER			ACTIVE

Service Level Agreements

Service Level Agreements Bulletins: (1) Go To Reports Start Center Profile Sign Out Help IBM

Find: Select Action [Icons]

List **Service Level Agreement** Related SLAs Assets and Locations KPIs Escalation Communication Log

SLA: LEVEL A A Level, 72 hour completion Type: CUSTOMER

Applies To: PLUSCA Organization: Status: ACTIVE

Attachments

Details

Ranking: Classification:

SLA Administrator: Description:

Vendor: Service Group:

Customer/Vendor Contact: Service:

Dates

Start Date:

End Date:

Review Date:

Status Date:

Applies To Calendar

Organization:

Calendar:

Shift:

Calculation Calendar

Organization:

Calendar:

Shift:

Additional SLA Criteria

Commitments: [Filter](#) > 1 - 1 of 1 [Download](#)

Commitment	Description	Type	Value	Unit of Measure
LEVEL A	<input type="text"/>	RESOLUTION	72.00	HOURS

Details

Commitment: LEVEL A Value: 72.00

Type: RESOLUTION Unit of Measure: HOURS

Time Period (Days):

[New Row](#)

Corrective Actions Screening

Corrective Actions (Nuc) Bulletins: (1) Go To Reports Start Center Profile Sign Out Help

Find: Select Action

List Condition **Screening** Related Records Solution Details Trending Operating Experience Log Failure Reporting Specifications

Corrective Action: Site: Status:
 Owner: Unit: Level:
 Owner Group: Category:

Operations Shift Review Required? Screening Comments:

Operations Shift Review

Percent Power: Operability Comments:
 Current Mode:
 Mode Entry Requirement:
 LCO Required? Notification and Reportability Comments:
 Operability Input Required?
 Notification:
 Reportability Review Required?

Technical Specifications Filter > 0 - 0 of 0 Download

Tech Spec	Description	Type	Unit	Applicability
...No rows to display...				

Activities Filter > 0 - 0 of 0 Download

Sequence	Activity	Summary	Location	Asset	Configuration Item	Status
...No rows to display...						

[New Row](#)

Time Tracking Filter > 0 - 0 of 0 Download

Activity	Labor	Name	Approved	Start Date	Start Time	End Time	Regular Hours	Rate
...No rows to display...								

[Select Labor](#) [New Row](#)

Corrective Actions Screening

Select Action

- Change Status
- View History
- Add Supervisor Review
- Add/Modify Operations Shift Review**
- View Costs
- Edit History Corrective Action
- Create
- Apply Corrective Action Template
- Select Owner
- Take Ownership
- Modify/Delete Work Log
- Show Similar Tickets
- Apply Level
- View SLAs
- Add/Remove Corrective Action Control
- Attachment Library/Folders
- Duplicate Corrective Action
- Delete Corrective Action
- Add to Bookmarks
- Run Reports

Add/Modify Operations Shift Review

Add or modify information about the operations shift review. Select tech specs that are relevant to the reported condition. The information you provide is displayed in read-only format on the Screening tab. In addition, when you modify the information in this window, your user name, memo, and the review date are automatically added to the record history. [More information](#)

Percent Power:

Current Mode:

Mode Entry Requirement:

LCO Required?

Operability Input Required?

Notification:

Reportability Review Required?

Operability Comments:

Notification and Reportability Comments:

Tech Specs: Filter > 0 - 0 of 0

Tech Spec	Description	Type	Unit	Applicability
...No rows to display...				

Select Tech Specs

Operations Shift Reviewer

Operations Reviewer: MAXADMIN

Date: 11/13/11 6:35 PM

Memo:

OK Cancel

Corrective Actions Activities

Activities : Filter > 1 - 1 of 1 > Download

Sequence	Activity	Summary	Location	Asset	Configuration Item	Status
	T1075	pump failure - Operability Review	BR430	11430		WAPPR

Activity Information

* Activity: T1075 >> pump failure - Operability Review

Location: BR430 >> Condensate Return Pump- Centrifugal/1

Asset: 11430 >> Centrifugal Pump 100GPM/60FT HD

Configuration Item: >>

Status: WAPPR

GL Account: 6210-339-? 🔍

Vendor: >>

Owner:

Owner Group:

Classification: >>

Sequence:

Priority:

Scheduling Information

Target Start:

Target Finish:

Scheduled Start:

Scheduled Finish:

Actual Start:

Actual Finish:

* Estimated Duration: 0:00

Time Remaining:

New Row

Corrective Actions Activities

Activities and Tasks
Return

List
Activities and Tasks
Plans
Actuals
Related Records
Log

ACTIVITY

Task:

Location: >>

Asset: >>

Configuration Item: >>

Target Description:

Classification: >>

Class Description: >>

Launch Entry Name: >>

T1075

Activity Type:

Priority:

Reported By: >>

SLA Applied?

Under Flow Control?

Suspend Flow Control?

Flow Action: >>

Flow Action Assist?

Attachments

Status:

Status Date:

Service Group: >>

Service: >>

Owner:

Owner Group:

Scheduling Information

Target Start:

Target Finish:

Scheduled Start:

Scheduled Finish:

Actual Start:

Actual Finish:

Estimated Duration:

Predecessors: >>

Start No Earlier Than:

Finish No Later Than:

Include Tasks in Schedule?

Multiple Assets, Locations and CIs Filter > 0 - 0 of 0 Download

Asset	Location	Configuration Item	Target Description
...No rows to display...			

Attributes Filter > 0 - 0 of 0 Download

Parent's Attributes Filter > 0 - 0 of 0 Download

Failure Details Filter > 0 - 0 of 0 Download

Failure Codes Filter > 0 - 0 of 0 Download

Corrective Actions Activities

Activities and Tasks Return

Find: Select Action

Activity:
 Supervisor:
 Status:

Job Plan:
 Lead:
 Site:

Job Plan Revision Number:
 Person Group:

Tasks for Activity T1075 0 - 0 of 0

Sequence	Task	Summary	Estimated Duration	Route	Route Stop	Status	Owner	Owner Group
...No rows to display...								

Attributes 0 - 0 of 0

Labor 0 - 0 of 0

Task	Craft	Skill Level	Vendor	Quantity	Labor	Effort Hours	Rate	Line Cost
...No rows to display...								

Corrective Actions (Nur) > Activities and Tasks

Corrective Actions Related Records

Corrective Actions (Nuc) Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#) IBM

Find: Select Action

Corrective Action:
 Owner:
 Owner Group:

Site:
 Unit:
 Originating Record:
 Originating Record Class:

Status:
 Level:
 Category:

Related Tickets 0 - 0 of 0

Related Record Key	Description	Class	Status	Relationship
...No rows to display...				

Related Work Orders 0 - 0 of 0

Work Order	Description	Class	Status	Relationship	CA Control
...No rows to display...					

Related PMs 0 - 0 of 0

PM	PM Description	PM Status	Job Plan	Job Plan Description	Job Plan Status	CA Control
...No rows to display...						

Corrective Actions Related Records

Select Action

- Change Status
- View History
- Add Supervisor Review
- Add/Modify Operations Shift Review
- View Costs
- Edit History Corrective Action
- Create**
 - Service Request
 - Incident
 - Problem
 - Corrective action
 - Change
 - Release
 - Work Order**
 - Solution
 - Communication
- Apply Corrective Action Template
- Select Owner
- Take Ownership
- Modify/Delete Work Log
- Show Similar Tickets
- Apply Level
- View SLAs
- Add/Remove Corrective Action Control

perience Log Fa

Site: BF

Unit:

Originating Record:

Related Work Orders Filter 1 - 1 of 1 Download

Work Order	Description	Class	Status	Relationship	CA Control
1204	pump failure	WORKORDER	WAPPR	FOLLOWUP	<input type="checkbox"/>

Details

Work Order: 1204 >> pump failure Status: WAPPR

Class: WORKORDER Relationship: FOLLOWUP

Asset: 11430 Centrifugal Pump 100GPM/60FT HD Corrective Action Control?

Location: BR430 Condensate Return Pump- Centrifugal/1

Classification:

Select Work Orders New Row

Corrective Actions Related Records

Select Action

- Change Status
- View History
- Add Supervisor Review
- Add/Modify Operations Shift Review
- View Costs
- Edit History Corrective Action
- Create
- Apply Corrective Action Template
- Select Owner
- Take Ownership
- Modify/Delete Work Log
- Show Similar Tickets
- Apply Level
- View SLAs
- Add/Remove Corrective Action Control**
- Attachment Library/Folders
- Duplicate Corrective Action
- Delete Corrective Action
- Add to Bookmarks
- Run Reports

Add/Remove Corrective Action Control

Work Orders Filter > [Search] [Filter] [Refresh] [Add] [Remove] [Previous] 1 - 1 of 1 [Next] [Download]

<input checked="" type="checkbox"/>	Work Order	Class	Description	Location	Asset	Status	Site
<input checked="" type="checkbox"/>	1204		pump failure	BR430	11430	WAPPR	BEDFORD

PMs Filter > [Search] [Filter] [Refresh] [Add] [Remove] [Previous] 0 - 0 of 0 [Next] [Download]

<input type="checkbox"/>	PM	Description	Location	Asset	PM Status	PM Site	Job Plan	Job Plan Description	Job Plan Status
...No rows to display...									

OK Cancel

Corrective Actions Related Records

Change Status

Work Order: 1204 pump failure

Status: WAPPR Waiting on Approval


* New Status:
 * Status Date:
 Memo:
 Print Work Order(s)?
 Change work order status in back ground?

Notification E-mail for Work Order Change Status: mx75centos@cohesivesolutions.com

OK Cancel


Note: A dropdown menu is open showing status options: In Progress, Waiting on Material, Completed (highlighted), Waiting on Plant Cond, Approved, Closed.

System Message

 BMXAK0416E - The specified work order cannot be deleted because it is under corrective action control. To see which corrective action records are exerting control, go to the Related Records tab in the work order. To remove control, open the relevant corrective action records and use the Add/Remove Corrective Action Control action.

Close

System Message

 BMXAA4290E - The relationship with this record cannot be deleted.

OK

Corrective Actions Solutions

Corrective Actions (Nuc) Bulletins: (1) Go To Reports Start Center Profile Sign Out Help

Find: Select Action

List Condition Screening Related Records **Solution Details** Trending Operating Experience Log Failure Reporting Specifications

Corrective Action: 1155 Management Observation Site: Status: DRAFT
Owner: Unit: Level:
Owner Group: Category:

Solution: >>

Symptom:

Extent of Condition:

Cause:

Resolution:

Self-Service Access?

Attachments: Filter > 0 - 0 of 0 Download

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

Corrective Actions Trending

Corrective Actions (Nuc) Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#)

Find: Select Action

Corrective Action:
 Site:
 Status:

Owner:
 Unit:
 Level:

Owner Group:
 Category:

Trending

🔗 Use one or more classifications to categorize this corrective action for trending purposes. The classifications you use must be set up for use in corrective action trending.

Trending Comments:

Trend Classifications 1 - 2 of 2

Trend Classification	Class Description
<input type="button" value="EQIP \ FAIL"/> >>	<input type="text" value="Equipment Failure"/> <input type="button" value="🗑️"/>
<input type="button" value="HP"/> >>	<input type="text" value="Human Performance"/> <input type="button" value="🗑️"/>

Details

Trend Classification: >>

Classification Comments:

Specifications for Trend Classification EQUIP FAIL 1 - 2 of 2

Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Table Value
<input type="button" value="CRIT"/> <input type="button" value="🔍"/>	Critical or Important Equipment?	ALN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> >> <input type="button" value="🗑️"/>
<input type="button" value="MR"/> <input type="button" value="🔍"/>	Maintenance Rule Equipment	ALN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> >> <input type="button" value="🗑️"/>

Corrective Actions Trending

Classify

- [-] EQUIP:Equipment
 - [-] FAIL:Failure
 - [-] OPER:Operation
 - [-] HP:Human Performance

Trend Classifications Filter > [Icons] 1 - 2 of 2 [Download]

Trend Classification	Class Description	
EQUIP \ FAIL	Equipment Failure	[Trash]
HP	Human Performance	[Trash]

Details

Trend Classification: >>

Classification Comments:


New Row


Specifications for Trend Classification HP Filter > [Icons] 1 - 1 of 1 [Download]

Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Table Value	
TRAIN	Training	ALN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	[Trash]

New Row

Corrective Actions Operating Experience

Corrective Actions (Nuc) Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#) 

Find: 

[List](#) [Condition](#) [Screening](#) [Related Records](#) [Solution Details](#) [Trending](#) **[Operating Experience](#)** [Log](#) [Failure Reporting](#) [Specifications](#)

Corrective Action: Site: Status:

Owner: Unit: Level:

Owner Group: Category:

Operating Experience

Operating Experience Comments:

Related Corrective Actions 0 - 0 of 0

<u>Corrective Action</u>	Description	Asset	Location	Status	Level	Category	Asset Site
...No rows to display...							

Corrective Actions Logs

Corrective Actions (Nuc) Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#)

Find: Select Action

Corrective Action:
 Site:
 Status:

Owner:
 Unit:
 Level:

Owner Group:
 Category:

Work Logs

Record	Class	Created By	Date	Type	Summary	Viewable
1171	CORRECT_AC	MAXADMIN	11/13/11 6:19 PM	CLIENTNOTE		<input type="checkbox"/>

Details

Record:

Class:

Created By:

Date:

* Type:

Viewable?

Summary:

Details:

B *I* U ~~S~~

 Font Size Format

Corrective Actions Failure Reporting

Corrective Actions (Nuc) Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#)

Find: Select Action

Corrective Action:
 Site:
 Status:

Owner:
 Unit:
 Level:

Owner Group:
 Category:

Failure Details


Failure Class:
 Remark Description:


Remark Date:

Failure Codes 1 - 1 of 1





Type	Failure Code	Description	
PROBLEM	STOPPED	Stopped	<input type="button" value="Add"/> <input type="button" value="Delete"/>




Corrective Actions Specifications









Corrective Actions (Nuc) Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#) 

Find: 1170 Select Action 

[List](#) [Condition](#) [Screening](#) [Related Records](#) [Solution Details](#) [Trending](#) [Operating Experience](#) [Log](#) [Failure Reporting](#) [Specifications](#)

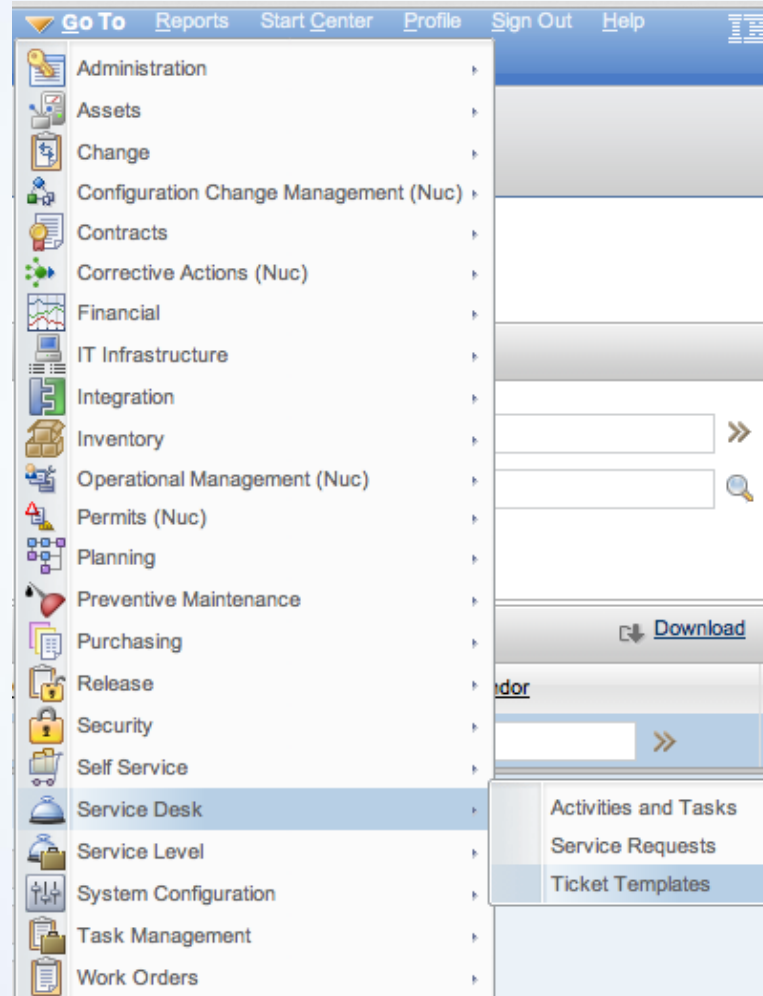
Corrective Action:  Site: Status:
 Classification:  Unit: Level:
 Class Description:  Category: 

Specifications  Filter >  1 - 4 of 4 [Download](#) 


Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Table Value	
▶ TAILGATE 	Did Supervisor hold Tailgate Safety Review?	ALN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	▶ 
▶ TGCOMM 	Tailgate Session Comments	ALN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	▶ 
▶ SAFEQUIP 	Were all required Safety Equipment Used?	ALN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	▶ 
▶ SECOMM 	Safety Equipment Comments	ALN	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	▶ 

[New Row](#)

Corrective Actions Templates



Corrective Actions Templates

Ticket Templates Bulletins: (1) [Go To](#) [Reports](#) [Start Center](#) [Profile](#) [Sign Out](#) [Help](#) 

Find: Select Action

List **Template** Specifications

Template: * Class: Status:

Details

Owner Group: Service Group: Classification:

Owner: Service: Class Description:

Internal Priority: Vendor: Organization:

Activities 1 - 1 of 1

Sequence	Job Plan	Description	Owner	Owner Group	Priority	Vendor
1	CARCA	Root Cause Analysis				

Details

Sequence:

Job Plan:

Site:

Organization:

Owner:

Owner Group:

Priority:

Vendor:

Classification:

Class Description:

Corrective Actions History

Select Action

- Change Status
- View History**
- Add Supervisor Review
- Add/Modify Operations Shift Review
- View Costs
- Edit History Corrective Action
- Create
- Apply Corrective Action Template
- Select Owner
- Take Ownership
- Modify/Delete Work Log
- Show Similar Tickets
- Apply Level
- View SLAs
- Add/Remove Corrective Action Control
- Attachment Library/Folders
- Duplicate Corrective Action
- Delete Corrective Action
- Add to Bookmarks
- Run Reports

View History

Status History Filter > 1 - 2 of 2 Download

Status	Changed Date	Changed By	Memo
ACTIVE	11/13/11 6:51 PM	MAXADMIN	
DRAFT	11/13/11 6:12 PM	MAXADMIN	

Supervisor Review Filter > 1 - 1 of 1 Download

Supervisor	Review Date	Memo
WILSON	11/13/11 7:12 PM	

Operations Shift Review Filter > 1 - 1 of 1 Download

Ops Reviewer	Review Date	Memo
WILSON	11/13/11 7:12 PM	

Ownership History Filter > 1 - 1 of 1 Download

Date	Owner	Owner Group	Changed By
11/13/11 7:13 PM		PLUSPESP	WILSON

SLA History Filter > 1 - 1 of 1 Download

SLA	Removed	Changed Date	Changed By	Memo
LEVEL A	<input type="checkbox"/>	11/13/11 6:28 PM	MAXADMIN	

OK



Questions ?

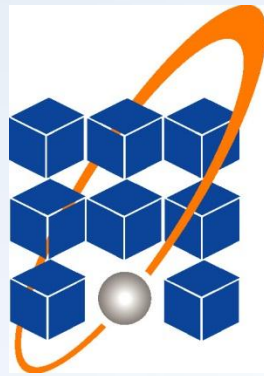
Webinar Schedule

Sept 16: *Maximo Nuclear 7.5 New Features*

Oct 21: *Clearances*

Nov 18: *Corrective Action*

Dec 16: *Configuration Management*



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