



الجامعة الإسلامية العالمية ماليزيا
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
يُونَيْتِي اِسْلَامًا اِنْبَارًا اِيْحْسَانًا مِلْدَسِيَا

ASSET MANAGEMENT INFORMATION SYSTEM (AMIS)
FOR
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM)
GAMBANG, PAHANG

DOCUMENT : TRAINING MANUAL BY SCENARIOS
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ABBREVIATION

MTSB	Microcorp Technology Sdn Bhd
OR	Observation Report
PC	Personal Computer
QA	Quality Assurance
AMIS	Asset Management Information System
KPAG	Konsesi Pusat Asasi Gambang Sdn Bhd
SMMSB	Service Master Malaysia Sdn Bhd
IIUM	International Islamic University Malaysia

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1.0 INTRODUCTION

This document serves as the guide for the user of Asset Management Information System (AMIS) which contains step-by-step instruction on how to operate the system and to give clear understanding of the system.

2.0 OVERVIEW

The main processes of AMIS consist of the following modules of ARCHIBUS; Corrective Maintenance and Preventive Maintenance.

The processes in each module are represented in the following scenarios:

- Corrective Maintenance
 - Scenario 1 - Create Service Request
 - Scenario 2 - Create Self-Finding
- Preventive Maintenance
 - Scenario 1 - Generate Planned Preventive Manager (PPM)

3.0 CORRECTIVE MAINTENANCE ACTIVITIES BY SCENARIOS

3.1 Scenario 1 - Create Service Request

3.1.1 Requestor Create Service Request

Sign In As Requestor



No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsiium.com/archibus
2.	Sign using the username and password as assigned to user. E.g.: Role: REQUESTOR Username: REQUESTOR Password: afm12345

Create Service Request

The screenshot shows the 'Report Problem' form in the AMIS system. The form is titled 'Report Problem' and is part of the 'Building Operations' menu. The form fields include: Requestor (Requested By* REQUESTOR, Requestor Phone), Location (Use your assigned workspace location, Location* 1136406MYS.060441060107C 01 011-0, Site Name UIA GAMBANG, Building Owner RESIDENTIAL COLLEGE AND HOSTEL, Floor Name GROUND FLOOR, Room Name STUDENT ROOM 1, Describe the location), and Equipment (Equipment Code). Red boxes highlight the 'Report Problem' menu item, the Location field, the Describe the location field, and the Equipment Code field.

No.	Steps
3.	In the process navigator, click on Building Operations > On Demand Work > Complaint > Report Problem task.
4.	<p>Report Problem form will be displayed. In Report Problem form, fill necessary information in the necessary fields:</p> <ul style="list-style-type: none"> • Building Code • Floor Code • Room Code • Describe the location • Equipment Code (Note: if problem includes Equipment)

Create Service Request

Report Problem

Equipment Code
 You can enter the Equipment Code if you know it.

Problem

Service Category:
 Work Trade:
 Problem Type*:

Description

Description*:

Workflow
 Response required within 24 Hours
 Completion required within 2 Days
 Workflow Steps:
 On status of Requested: Edit and Approve is required by OPS DISPATCHER (ACP)
 Request will be dispatched to SUPERVISOR TEAM

No.	Steps
	<ul style="list-style-type: none"> • Service Category • Work Trade • Problem Type <p>Click on <i>Submit</i> button to submit Service Work Request.</p>

Building Operations Console

Show: All | Site: | Building: | Floor: | Problem Type: | More | Clear | Filter | Recent

Group By: Status | 0 selected

	Work Request Code	Problem Type	Problem Type Description	Location
<input type="checkbox"/>	1150001358	FM/ELECTRICAL/ELEC01	Lighting	RESIDENTIAL COLLEGE AND HOSTEL
<input type="checkbox"/>	1150001331	FM/CIVIL/CIV16	Water Supply	RESIDENTIAL COLLEGE AND HOSTEL
<input type="checkbox"/>	1150001327	FM/HOUSEKEEPING/CLEAN01	Cleaning Services	RESIDENTIAL COLLEGE AND HOSTEL
<input type="checkbox"/>	1150001321	CUSTODIAL/HOUSEKEEPING/CLEAN01	Cleaning Services	GUARD HOUSE
<input type="checkbox"/>	1150001309	CUSTODIAL/HOUSEKEEPING/CLEAN02	Hygiene Services	MASJID CENTER OF FOUNDATION STUDIES (CFS)
<input type="checkbox"/>	1150001308	SECURITY/SECURITY SERVICES/SEC01	Security Patrolling type-1	RESIDENTIAL COLLEGE AND HOSTEL
<input type="checkbox"/>	1150001307	CUSTODIAL/HOUSEKEEPING/CLEAN01	Cleaning Services	GUARD HOUSE
<input type="checkbox"/>	1150001302	CUSTODIAL/HOUSEKEEPING/CLEAN01	Cleaning Services	GUARD HOUSE
<input type="checkbox"/>	1150001301	CUSTODIAL/HOUSEKEEPING/CLEAN01	Cleaning Services	GUARD HOUSE
<input type="checkbox"/>	1150001300	CUSTODIAL/HOUSEKEEPING/CLEAN01	Cleaning Services	GUARD HOUSE

Total records: 92

5.	Click on Building Operations > On Demand Work > Complaint > Building Operations Console
----	---

Create Service Request

6.	Building Operations Console screen will be displayed. The lists of submitted Work Request are displayed in this screen.
----	--

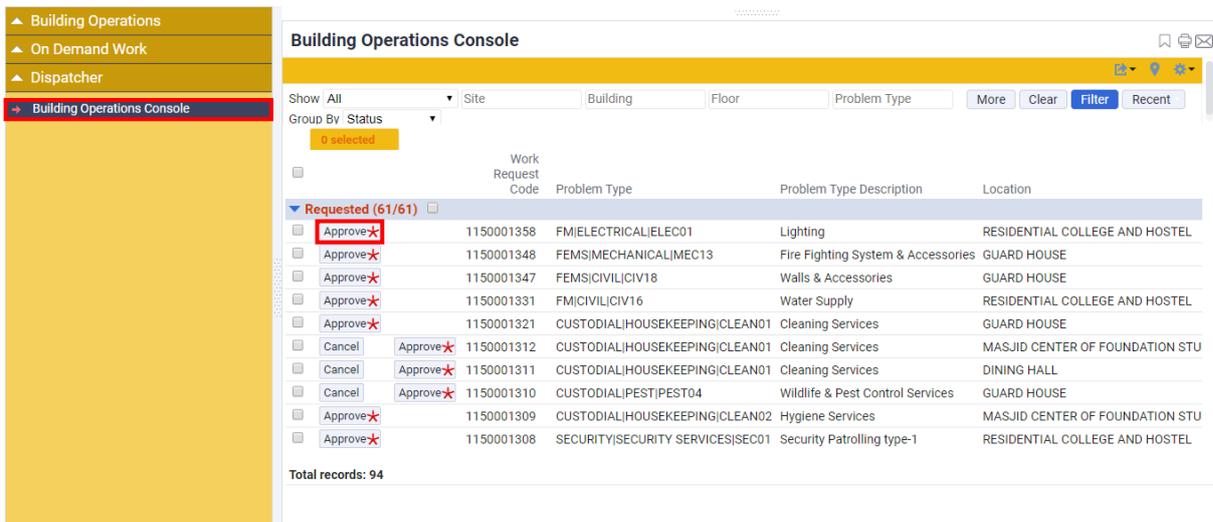
3.1.2 Dispatcher Approve Service Request

Sign In As Dispatcher

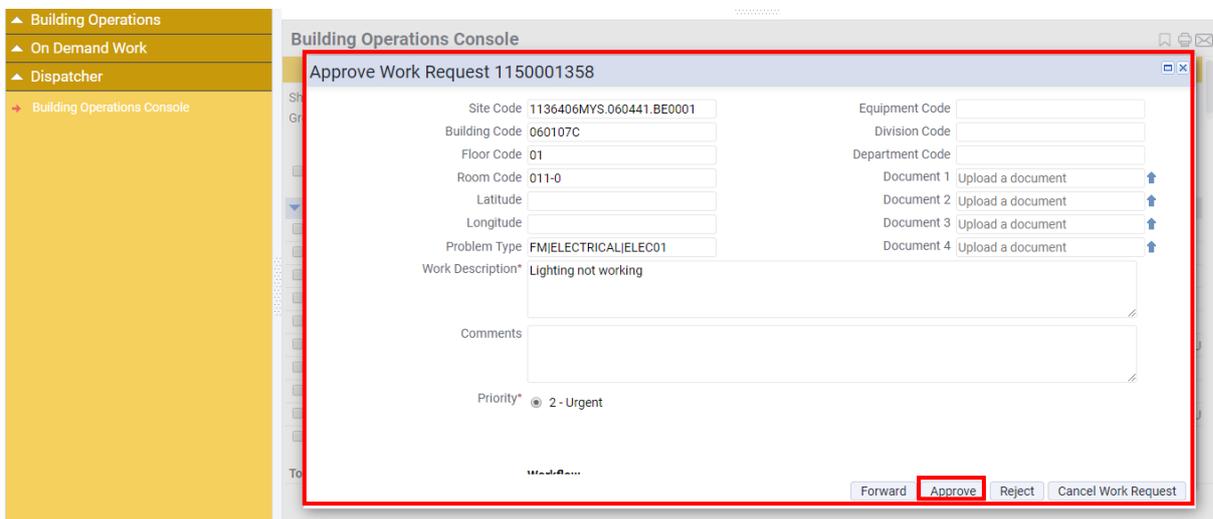


No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsium.com/archibus
2.	Sign in using the username and password as assigned to user. e.g.: Role: OPS DISPATCHER (ACP) Username: DISPATCHER_SV Password: dispatcher_sv

Dispatcher Approve Service Request

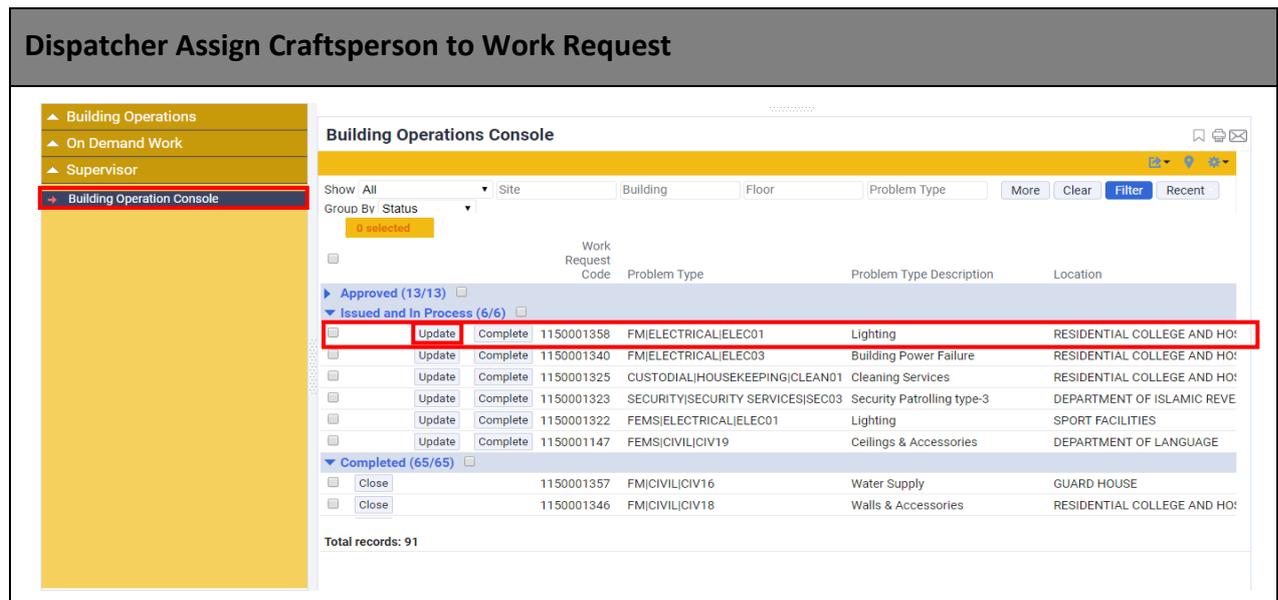


No.	Steps
3.	In the process navigator, click Building Operations > On Demand Work > Dispatcher > Building Operations Console
4.	Building Operations Console screen will be displayed.
5.	Under Requested , click on <i>Approve</i> button to approve Service Request.

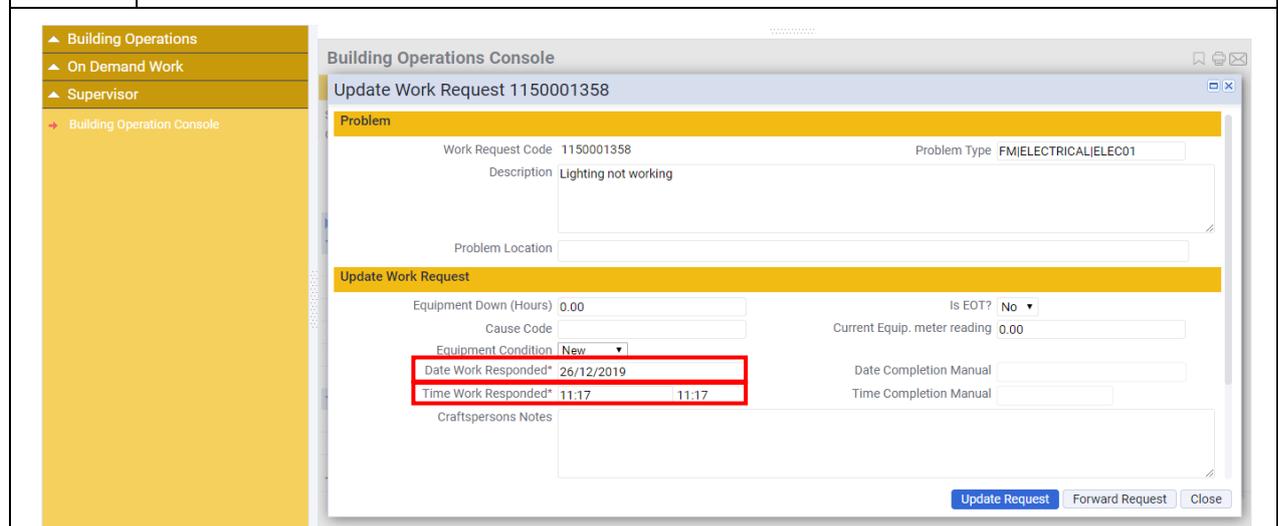


6.	In Approve Work Request pop pane, click on <i>Approve</i> button.
----	--

3.1.3 Dispatcher Assign Craftsperson to Work Request

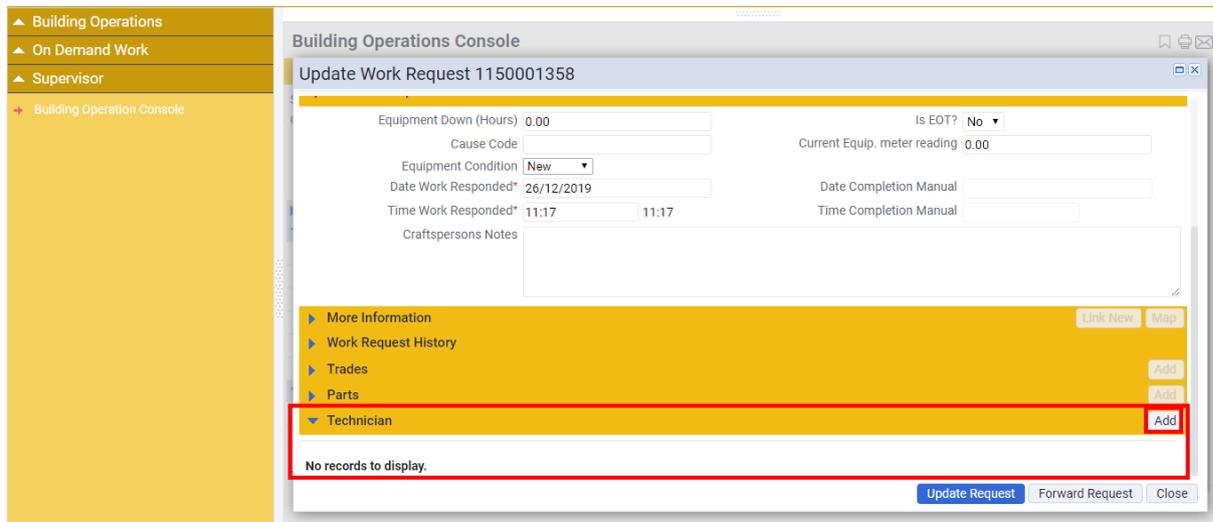


No.	Steps
1.	In the process navigator, click Building Operations > On Demand Work > Supervisor > Building Operations Console
2.	In Building Operations Console , under Issued and In Process , click on <i>Update</i> button.

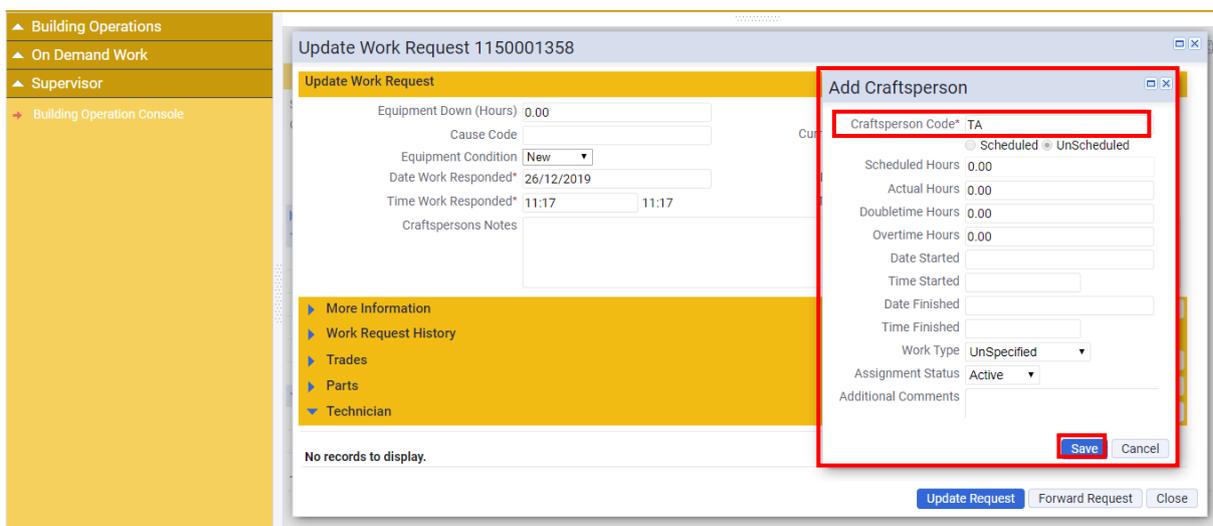


3.	Update Work Request pane will be displayed.
4.	In Update Work Request pane, under Update Work Request , fill information the necessary fields: <ul style="list-style-type: none"> • Date Work Responded • Time Work Responded

Dispatcher Assign Craftsperson to Work Request



No.	Steps
5.	In Update Work Request pane, toggle Technician tab and click on <i>Add</i> button to assign Craftsperson to Work Request.



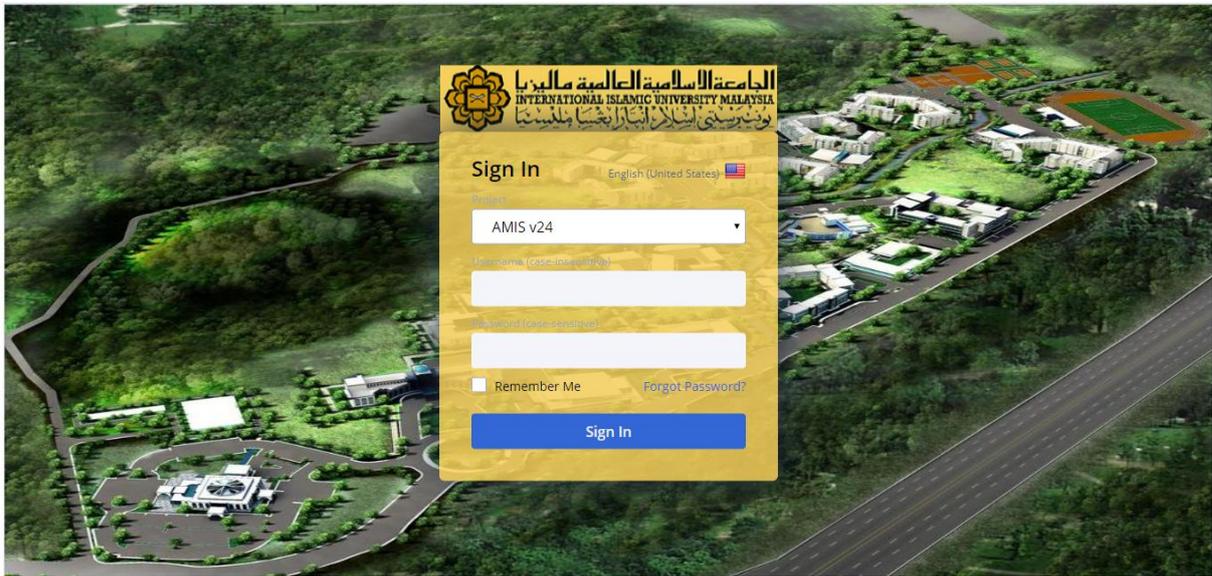
6.	<p>Add Craftsperson pop up pane will be displayed. Fill information in the necessary fields:</p> <ul style="list-style-type: none"> • Craftsperson Code <p>Then, click on <i>Save</i> button to save the information.</p>
----	---

Dispatcher Assign Craftsperson to Work Request

No.	Steps
7.	Saved Craftsperson is displayed in Technician tab. Click on <i>Update Request</i> button to update the Work Request information.
8.	Then click on <i>Update Request</i> button to update information.

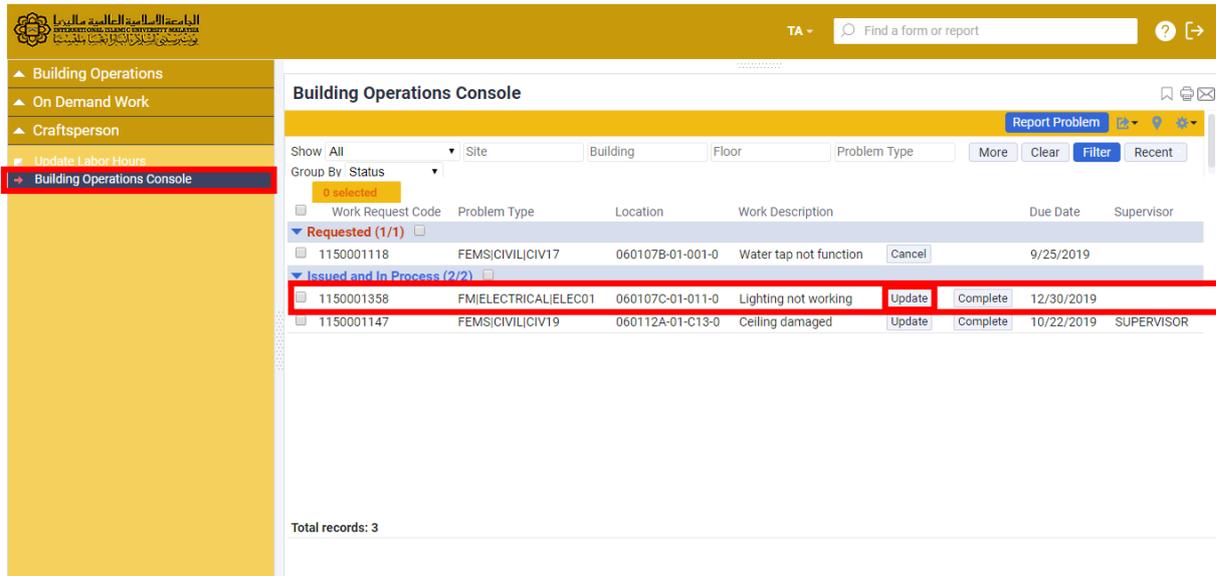
3.1.4 *Craftsperson to Complete Assigned Work Request*

Sign In As Craftsperson

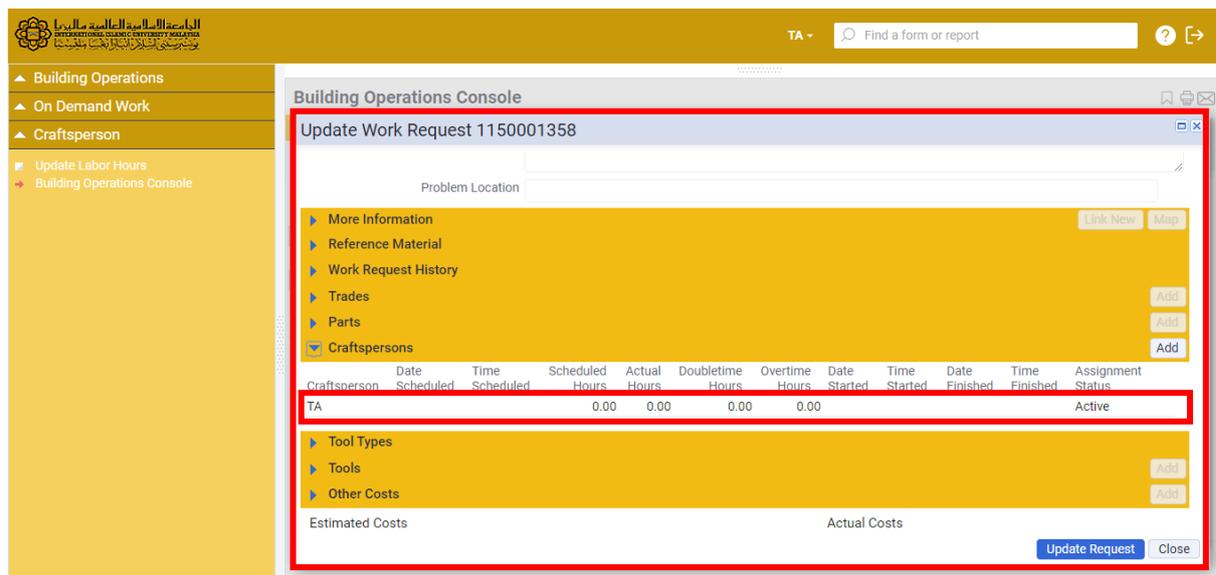


No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsiium.com/archibus
2.	Sign in using the username and password as assigned to user. E.g.: Role: TA Username: TA Password: afm12345

Complete Assigned Work Request



No.	Steps
3.	In the process navigator, click Building Operations > On Demand Work > Craftsperson > Building Operations Console
4.	Building Operations Console screen will be displayed. Under Issued and In Process , click on <i>Update</i> button.



5.	In Update Work Request pane, toggle Craftspersons tab and click on Craftsperson code to update Work progress.
----	---

Complete Assigned Work Request

No.	Steps
6.	Edit Craftsperson pop up pane will be displayed.
7.	<p>In Edit Craftsperson pane, fill information in the necessary fields:</p> <ul style="list-style-type: none"> • Actual Hours • Date Started • Time Started • Date Finished • Time Finished • Work Type • Assignment Status (Note: Changing this field to 'Complete' will mark your work progress as Completed and you can no longer update the information) • Additional Comments <p>Click on Save button to save the Craftsperson work information.</p>

Complete Assigned Work Request

Craftsperson	Date Scheduled	Time Scheduled	Scheduled Hours	Actual Hours	Doubletime Hours	Overtime Hours	Date Started	Time Started	Date Finished	Time Finished	Assignment Status
TA			0.00	1.00	0.00	0.00	12/26/2019	11:28 AM	12/26/2019	12:28 PM	Active

No.	Steps
8.	Saved Craftsperson work information are displayed in Craftspersons tab. Click on <i>Update Request</i> button to update Work Request information.
9.	Click on <i>Update Request</i> button to update the Work Request information.

Work Request Code	Problem Type	Location	Work Description	Due Date	Supervisor
1150001118	FEMSCIVIL CIV17	060107B-01-001-0	Water tap not function	9/25/2019	
1150001358	FMI/ELECTRICAL ELEC01	060107C-01-011-0	Lighting not working	12/30/2019	
1150001147	FEMSCIVIL CIV19	060112A-01-C13-0	Ceiling damaged	10/22/2019	SUPERVISOR

10.	Under Issued and In Process , click on <i>Complete</i> button.
-----	---

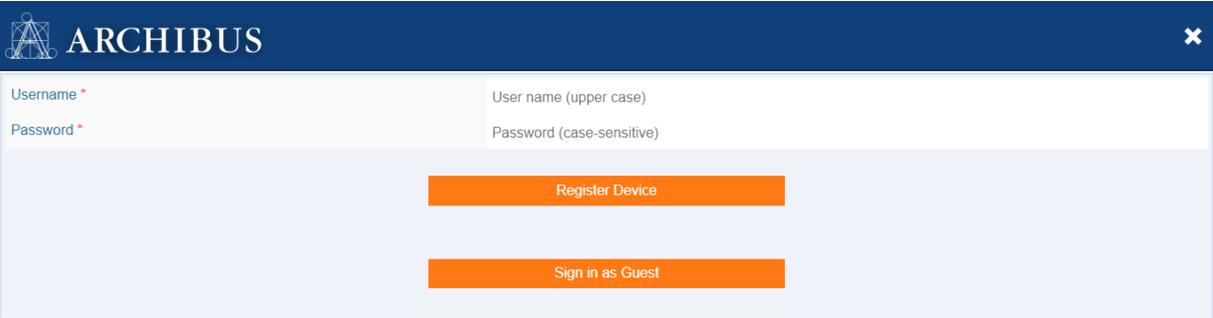
Complete Assigned Work Request

The screenshot shows the 'Building Operations Console' interface. A table lists work requests with columns for Work Request Code, Problem Type, Location, Work Description, Due Date, and Supervisor. A pop-up window titled 'Complete Work Request 1150001358' is overlaid on the table, containing the following text: 'This action marks your assignment as Completed. Supervisors can update labor, parts, comments, and other work details until the request is Closed.' At the bottom of the pop-up are 'Yes' and 'No' buttons.

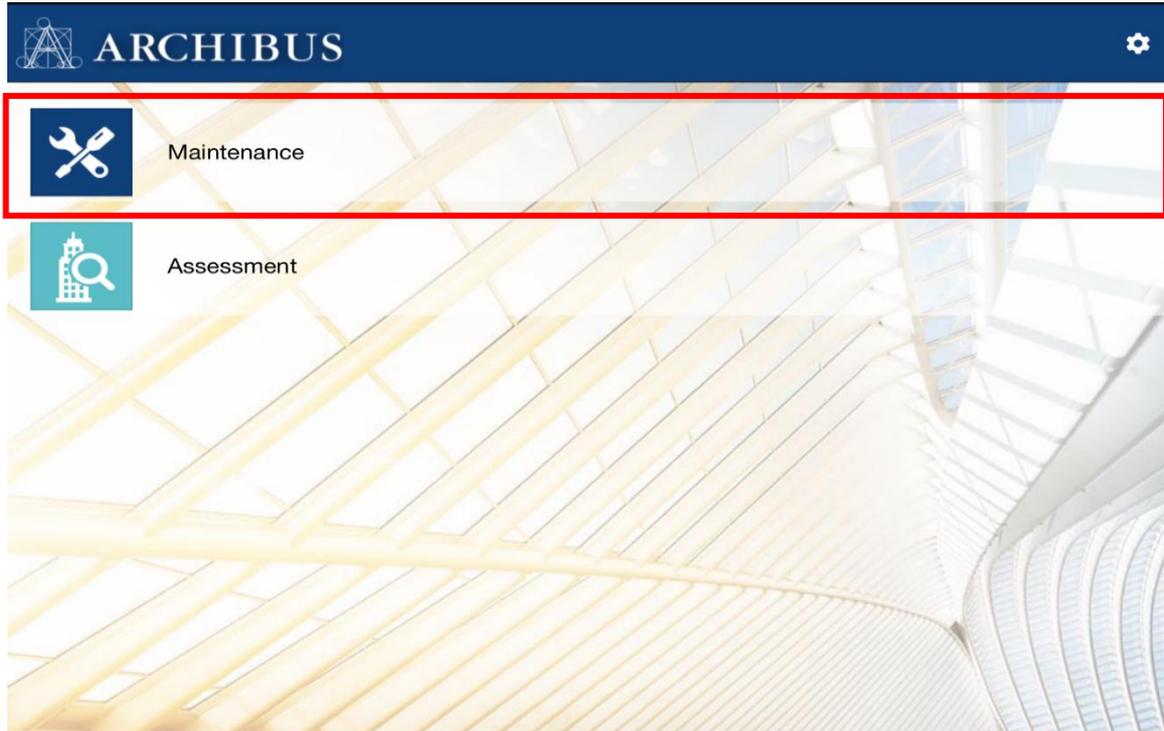
Work Request Code	Problem Type	Location	Work Description	Due Date	Supervisor
1150001118	FEMS\CIVIL\CIV17	060107B-01-001-0	Water tap not function	9/25/2019	
1150001358	FMI\ELECTRICAL\ELEC01	060107C-01-011-0	Lighting not working	12/30/2019	
1150001147	FEMS\CIVIL\CIV19	060112A-01-C13-0			

No.	Steps
11.	In Complete Work Request pop up pane, click on Yes button to complete the Work Request.

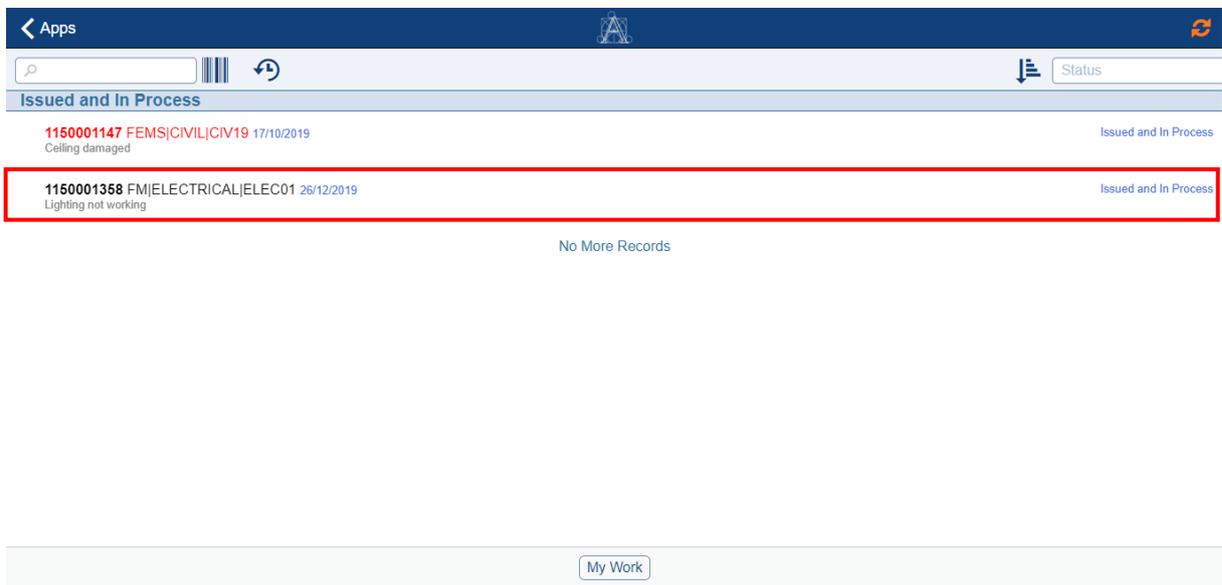
3.1.4.1 Complete Work Request in Mobile Application (Optional)

Login to ARCHIBUS Mobile Client As Craftsperson	
	
No.	Steps
1.	Log into ARCHIBUS Mobile Client Application 3.0 as Craftsperson assigned to Work Request. E.g.: Role: TA Username: TA Password: afm12345

Complete Assigned Work Request



No.	Steps
2.	In the main menu, click Maintenance



3.	Maintenance screen will be displayed. List of Work Request assigned to Craftsperson are displayed in Issued and In Process pane.
4.	In Issued and In Process pane, select the assigned Work Request.

Complete Assigned Work Request

Request: 1150001358 Date Requested: 20/12/2019

Requestor	REQUESTOR
Site	1136406MYS.060441.BE0001
Building	RESIDENTIAL COLLEGE AND HOSTEL
Floor	GROUND FLOOR
Room	SSB
Problem Location	
Problem Type	Lighting
Status	Issued and In Process
Equipment Code	
Description	Lighting not working
Action Taken *	
Related Requests	

[Craftspers...](#) [Costs](#) [Documents](#) [References](#)

No.	Steps
-----	-------

5.	Details of selected Maintenance Work Request are shown in Update pane.
----	---

6.	In Update pane, click on Craftsperson Notes .
----	---

Cancel Apply

Action Taken

Repair lighting

7.	In Craftsperson Notes input field, input remarks. Then, click on <i>Apply</i> button to save remarks.
----	--

Complete Assigned Work Request

Request: 1150001358 Date Requested: 20/12/2019

Requestor	REQUESTOR
Site	1136406MYS.060441.BE0001
Building	RESIDENTIAL COLLEGE AND HOSTEL
Floor	GROUND FLOOR
Room	SSB
Problem Location	
Problem Type	Lighting
Status	Issued and In Process
Equipment Code	
Description	Lighting not working
Action Taken *	Repair lighting
Related Requests	

Craftspers...
Costs
Documents
References

No.	Steps
8.	Saved remarks are displayed in Craftsperson Notes field.
9.	Click on Craftspersons tab at the bottom menu.

Assign Craftsperson

Craftsperson Code *		✕	➤
Scheduled			☐
Unscheduled			☐
Actual Hours	0.00	✕	+
Overtime Hours	0.00	✕	+
Doubletime Hours	0.00	✕	+
Date Started *			📅
Time Started *			▶
Date Finished			📅
Time Finished			◻
Work Type	UnSpecified		
Status	Active		
Comments			

Craftsperson Code	Total Hours	Date Finished	Time Finished	Work Type	Status
TA	1.00 Hours	26/12/2019	12:28	Work	Active

10.	List of Craftsperson assigned to the Work Request are shown in Craftspersons pane. Select a Craftsperson from the list.
-----	---

Complete Assigned Work Request

Craftsperson Code	Total Hours	Date Finished	Time Finished	Work Type	Status
TA	1.00 Hours	26/12/2019	12:28	Work	Active

No.

Steps

11.

In **Assign Craftsperson** input pane, fill information in the necessary fields:

- Actual Hours
- Date Started
- Time Started (Note: You can click on Start icon,  to get current Date and Time from your device)
- Date Finished
- Time Finished (Note: You can click on Stop icon,  to get current Date and Time from your device)
- Work Type
- Status (Note: Setting this field 'Complete' implies that your job is done. You can no longer update the information of this Work Request)
- Comments

Click on Save icon, , to save craftsperson information.

Complete Assigned Work Request

Craftsperson Code	Total Hours	Date Finished	Time Finished	Work Type	Status
TA	1.37 Hours	26/12/2019	12:50	Work	Active

No.

Steps

12. Saved Craftsperson information will be displayed in **Craftspersons** pane.

Request: 1150001358 Date Requested: 26/12/2019

Requestor	REQUESTOR
Site	1136406MYS.060441.BE0001
Building	RESIDENTIAL COLLEGE AND HOSTEL
Floor	GROUND FLOOR
Room	SSB
Problem Location	
Problem Type	Lighting
Status	Issued and In Process
Equipment Code	
Description	Lighting not working
Action Taken *	Repair lighting
Related Requests	

Costs

13. In **Update** pane, click on **Costs** tab at the bottom menu.

Complete Assigned Work Request

Other Resource Type	Quantity Used	Units	Actual Cost
General Costs	2.00		7.00

Summary of Actual Costs	
Cost of Labor	0.00
Cost of Parts	0.00
Other Costs	0.00
Total Cost	0.00

No.	Steps
14.	<p>Costs pane will be displayed. In Add Other Cost input pane, fill information of cost, if any, in the necessary fields:</p> <ul style="list-style-type: none"> • Other Resource Type • Other Resource Description • Quantity Used • Units • Actual Cost <p>Click on Save icon, , button to save Cost information.</p>

Complete Assigned Work Request

Other Resource Type	Quantity Used	Units	Actual Cost
GENERAL 40cm Philips Fluorescent Lamp 36W	2.00		\$7.00

Summary of Actual Costs	
Cost of Labor	0.00
Cost of Parts	0.00
Other Costs	7.00
Total Cost	7.00

No.	Steps
15.	Saved Cost will be shown in Other Resource Type pane.
16.	Details of Costs are shown in Summary of Actual Costs pane.

Request: 1150001358 Date Requested: 28/12/2019

Requestor	REQUESTOR
Site	1136406MYS.060441.BE0001
Building	RESIDENTIAL COLLEGE AND HOSTEL
Floor	GROUND FLOOR
Room	SSB
Problem Location	
Problem Type	Lighting
Status	Issued and In Process
Equipment Code	
Description	Lighting not working
Action Taken	Repair lighting
Related Requests	

Craftspers...
Costs
Documents
References

17.	New Cost are indicated at Costs tab.
18.	In Update pane, click on Documents tab at the bottom menu.

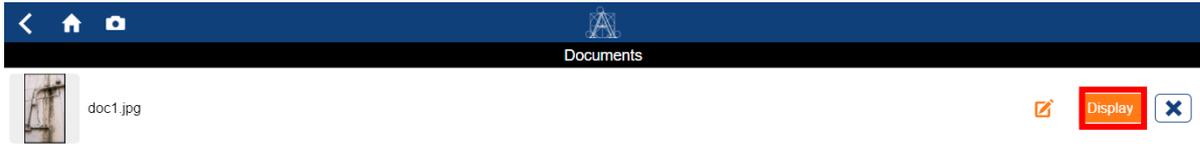
Complete Assigned Work Request



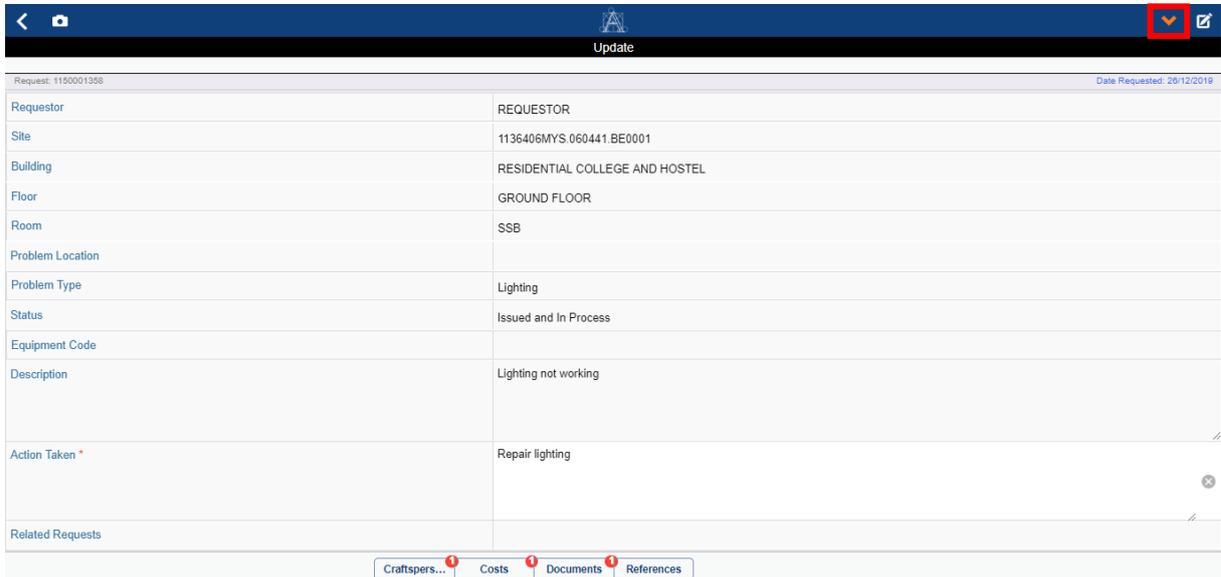
No documents available

No.	Steps
19.	Documents pane will be displayed.
20.	Click on Camera icon,  , to attach Work photo to the Work Request.
<div data-bbox="220 1160 268 1178" style="float: left;">Close</div> <div data-bbox="805 1160 853 1178" style="float: right;">Photo</div> <div data-bbox="1369 1160 1433 1178" style="float: right; background-color: red; color: white; padding: 2px;">Attach</div> <div style="clear: both;"></div> <div data-bbox="751 1200 898 1451" style="text-align: center;">  </div> <p style="text-align: center; color: red;">*Sample photo</p>	
21.	Use your device's camera function to take the work photo. Click on <i>Attach</i> button to attach the photo to Work Request.

Complete Assigned Work Request

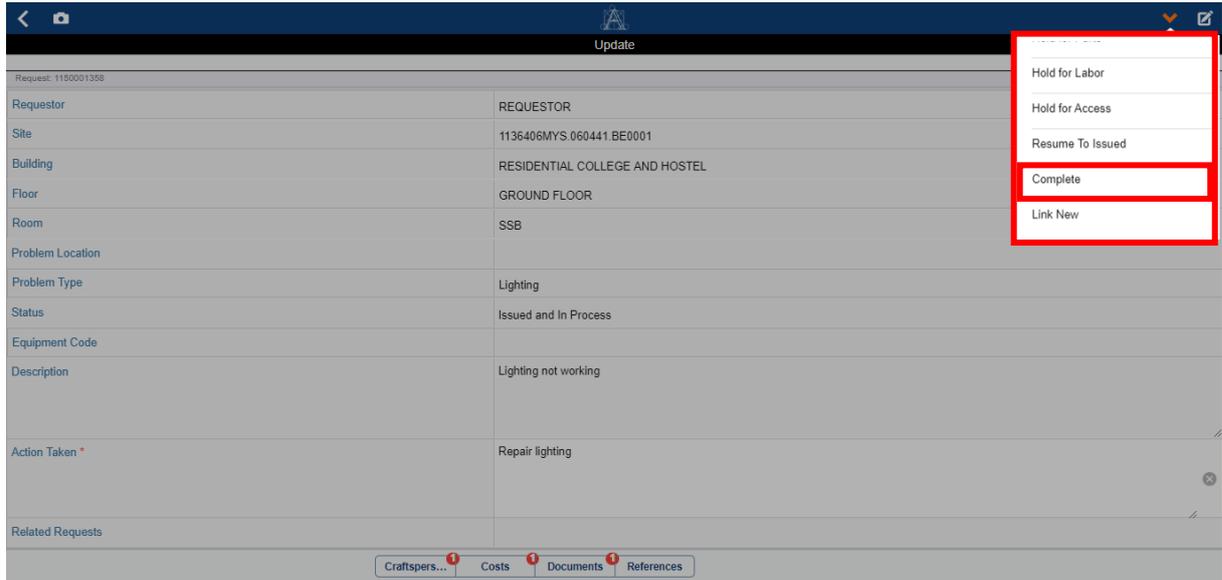


No.	Steps
22.	Attached photo are displayed in Documents pane.
23.	Click on <i>Display</i> button to view the photo.



24.	In Update pane, click on menu icon,  .
-----	--

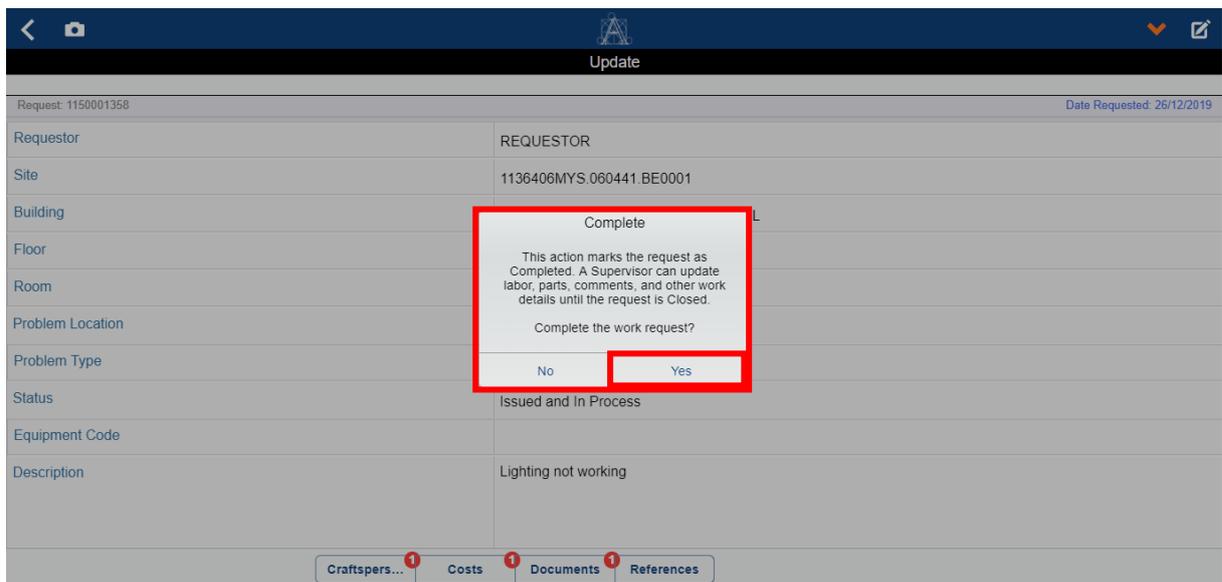
Complete Assigned Work Request



No.

Steps

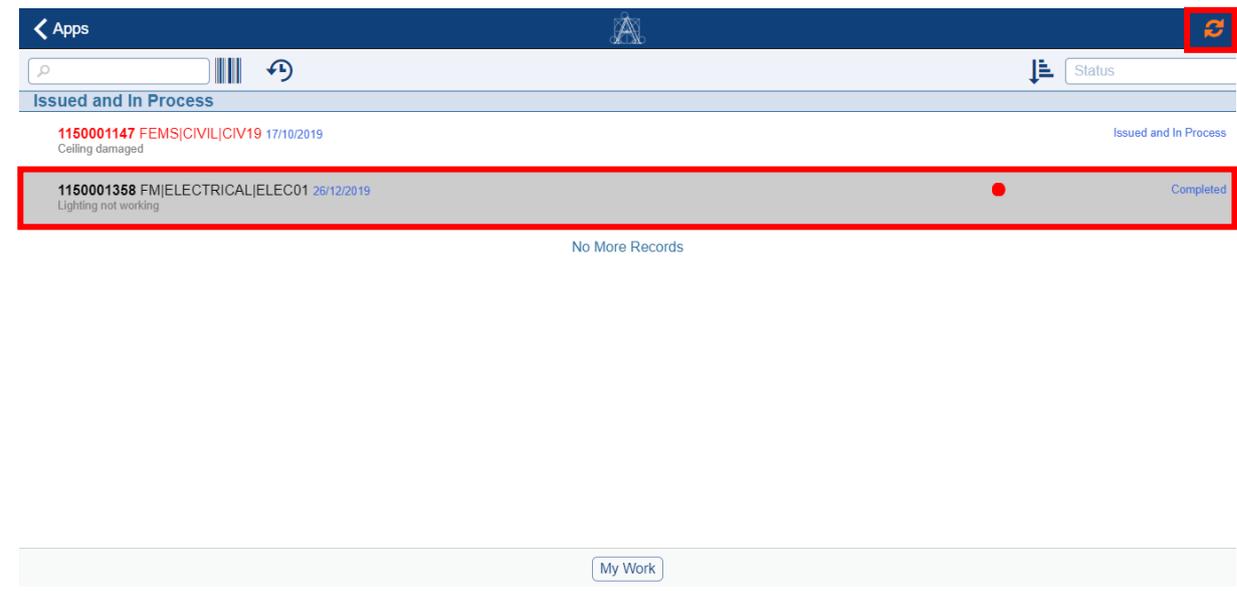
25. Drop down menu will be displayed. From the menu, select *Complete*.



26.

Complete confirmation pop up pane will be displayed. Click on *Complete* button to complete the Work Request.

Complete Assigned Work Request



No.	Steps
27.	In Issued and In Process pane, Completed Work Request are marked with red dot. Click on Sync icon,  , to sync the data from mobile application to web application.

3.1.5 Requestor Answer Satisfaction Rating Survey

Sign In As Requestor



No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsium.com/archibus
2.	Sign in using the username and password as assigned to user. E.g.: Role: REQUESTOR Username: REQUESTOR Password: afm12345

Request Answer Satisfaction Rating Survey

The screenshot shows the 'Building Operations Console' interface. On the left, a navigation menu includes 'Building Operations', 'On Demand Work', 'Complaint', 'Report Problem', and 'Building Operations Console'. The main area displays a table of work requests. The 'Completed' status is expanded, showing a list of records. The first record, with Work Request Code '1150001358', has a 'Survey' button highlighted in red.

Work Request Code	Problem Type	Problem Type Description	Location
1150001358	FMI/ELECTRICAL/ELEC01	Lighting	RESIDENTIAL COLLEGE AND HOSTEL
1150001346	FMI/CIVIL/CIV18	Walls & Accessories	RESIDENTIAL COLLEGE AND HOSTEL
1150001343	FMI/CIVIL/CIV16	Water Supply	MULTI-PURPOSE HALL
1150001342	FMI/OTHERS/OTHERS01	Others	RESIDENTIAL COLLEGE AND HOSTEL
1150001339	FMI/HOUSEKEEPING/CLEAN01	Cleaning Services	DINING HALL
1150001318	FEMS/ELECTRICAL/ELEC01	Lighting	RESIDENTIAL COLLEGE AND HOSTEL
1150001315	FEMS/MECHANICAL/MEC12	Fan & Ventilation System	RESIDENTIAL COLLEGE AND HOSTEL

No.	Steps
3.	In the process navigator, click on Building Operations > On Demand Work > Complaint > Building Operations Console task.
4.	In Building Operations Console , under Completed , click on Survey button.

The screenshot shows a 'Survey Work Request' pop-up pane for work request 1150001358. The 'Satisfaction Rating' dropdown is set to 'Exceptional'. The 'Satisfaction Notes' field contains the text 'Lighting fixed'. A 'Save' button is located at the bottom right of the pane.

5.	<p>Survey Work Request pop up pane will be displayed. In Survey Work Request pop up pane, fill information in the necessary fields:</p> <ul style="list-style-type: none"> • Satisfaction Rating • Satisfaction Notes <p>Click on Save button to save the rating survey.</p>
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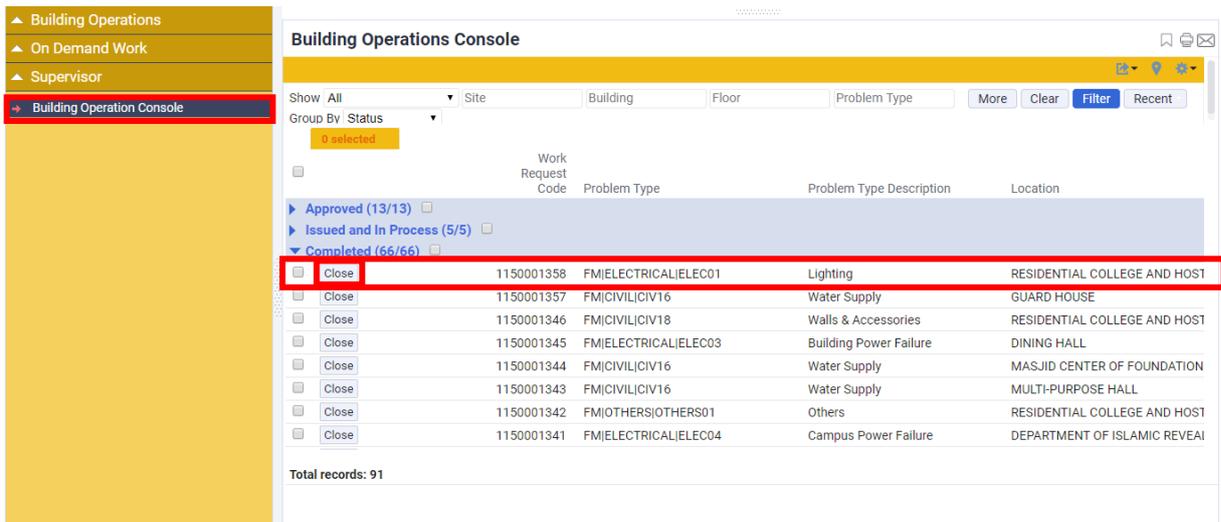
3.1.6 Dispatcher Close Completed Service Request

Sign In As Dispatcher

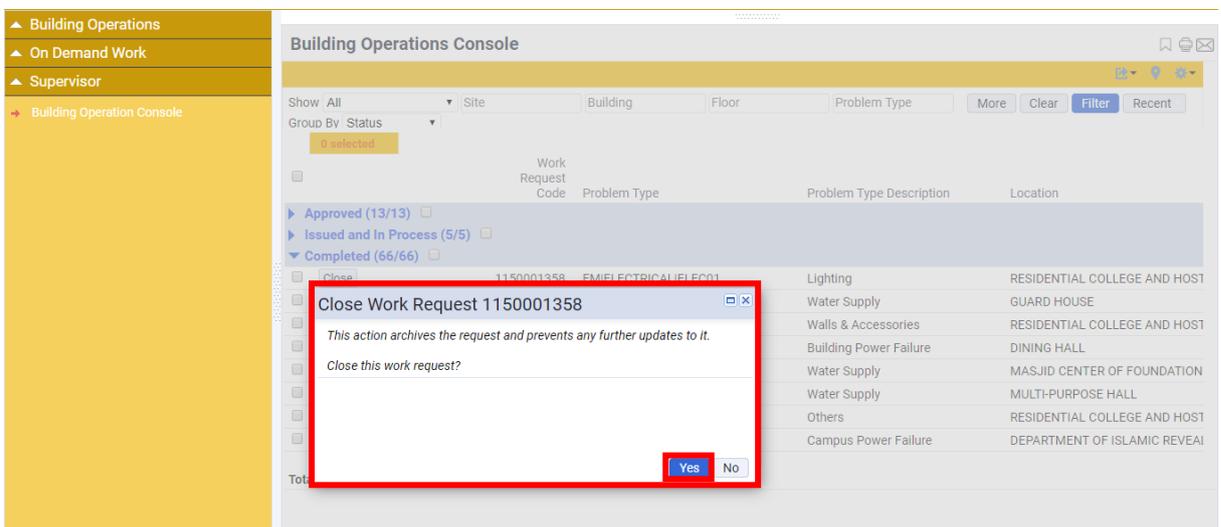


No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsium.com/archibus
2.	Sign in using the username and password as assigned to user. e.g.: Role: OPS DISPATCHER (ACP) Username: DISPATCHER_SV Password: dispatcher_sv

Close Service Request



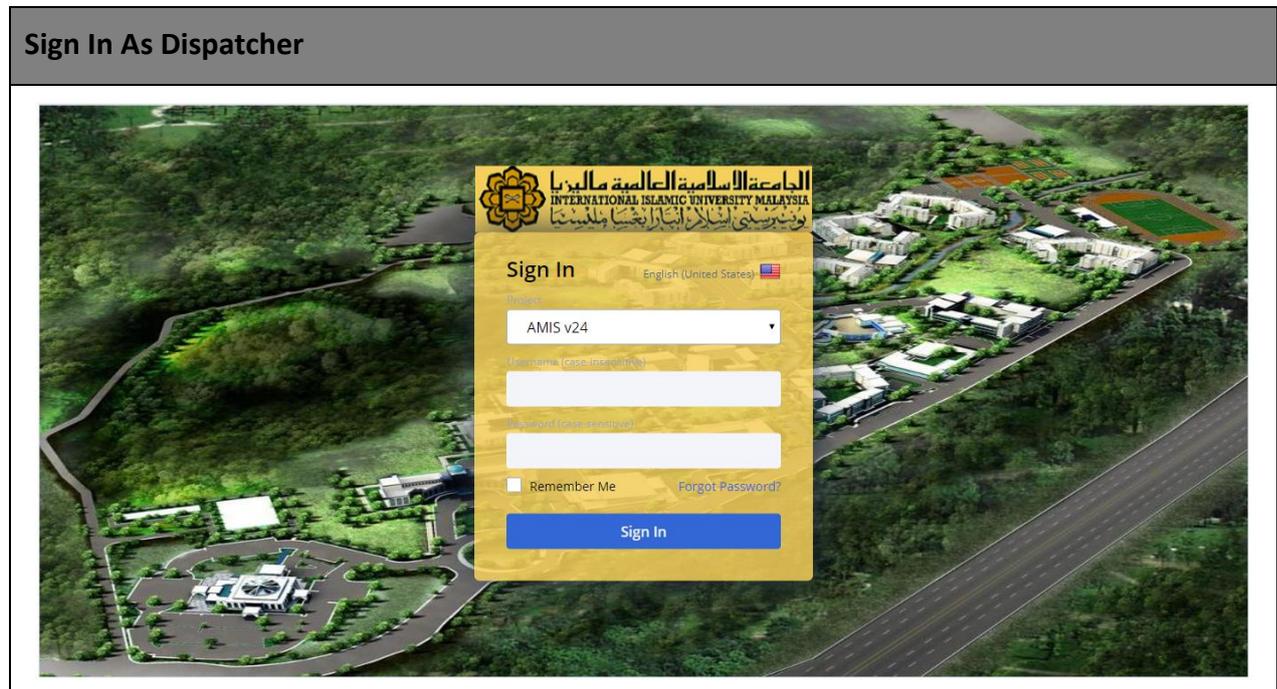
No.	Steps
1.	In the process navigator, click on Building Operations > On Demand Work > Supervisor > Building Operations Console task.
2.	In Building Operations Console , under Completed , click on <i>Close</i> button.



3.	In Close Work Request pop up pane, click on Yes button to close completed Work Request.
----	---

3.2 Scenario 2 - Create Self-Finding

3.2.1 Dispatcher Create Self-Finding Work Request



No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsium.com/archibus
2.	Sign in using the username and password as assigned to user. E.g.: Role: OPS DISPATCHER (ACP) Username: DISPATCHER_SV Password: dispatcher_sv

Create Self-Finding Work Request

No.	Steps
3.	In the process navigator, click Building Operations > On Demand Work > Self-Finding > Report Problem
4.	<p>Report Problem for Self-Finding screen will be displayed. Fill information in the necessary fields:</p> <ul style="list-style-type: none"> • Location • Describe the location • Equipment Code

Create Self-Finding Work Request

No.	Steps
	<ul style="list-style-type: none"> • Type of Problem • Work Trade • Problem Type • Description <p>Click on <i>Submit</i> button to submit Self-Finding problem.</p>

3.2.2 Dispatcher Approve Self-Finding Work Request

Building Operations Console

Show: All | Site: | Building: | Floor: | Problem Type: | More | Clear | Filter | Recent

Group By: Status | 0 selected

	Work Request Code	Problem Type	Problem Type Description	Location
<input type="checkbox"/>	1150001357	FMICIVILCIV16	Water Supply	GUARD HOUSE
<input type="checkbox"/>	1150001348	FEMSMECHANICALMEC13	Fire Fighting System & Accessories	GUARD HOUSE
<input type="checkbox"/>	1150001347	FEMSICIVILCIV18	Walls & Accessories	GUARD HOUSE
<input type="checkbox"/>	1150001331	FMICIVILCIV16	Water Supply	RESIDENTIAL COLLEGE AND HOSTEL
<input type="checkbox"/>	1150001321	CUSTODIALHOUSEKEEPINGCLEAN01	Cleaning Services	GUARD HOUSE
<input type="checkbox"/>	1150001312	CUSTODIALHOUSEKEEPINGCLEAN01	Cleaning Services	MASJID CENTER OF FOUNDATION STU
<input type="checkbox"/>	1150001311	CUSTODIALHOUSEKEEPINGCLEAN01	Cleaning Services	DINING HALL
<input type="checkbox"/>	1150001310	CUSTODIALPESTPEST04	Wildlife & Pest Control Services	GUARD HOUSE
<input type="checkbox"/>	1150001309	CUSTODIALHOUSEKEEPINGCLEAN02	Hygiene Services	MASJID CENTER OF FOUNDATION STU
<input type="checkbox"/>	1150001308	SECURITYSECURITY SERVICESSEC01	Security Patrolling type-1	RESIDENTIAL COLLEGE AND HOSTEL

Total records: 93

No.	Steps
1.	In the process navigator, click Building Operations > On Demand Work > Dispatcher > Building Operations Console .
2.	Building Operations Console screen will be displayed.
3.	In Building Operations Console , under Requested, click on <i>Approve</i> button.

Approve Work Request 1150001357

Site Code: 1136406MYS.060441.BE0001 | Equipment Code: | Division Code: | Department Code: | Document 1: Upload a document | Document 2: Upload a document | Document 3: Upload a document | Document 4: Upload a document

Building Code: 060101A | Floor Code: 01 | Room Code: A01-0 | Latitude: | Longitude: | Problem Type: FMICIVILCIV16 | Work Description*: No water supply | Comments: | Priority*: 2 - Urgent

Buttons: Forward | **Approve** | Reject | Cancel Work Request

4.	In Approve Work Request pop up pane, click on <i>Approve</i> button.
----	---

3.2.3 Dispatcher Assign Craftsperson to Work Order

Dispatcher Assign Craftsperson to Work Request

Building Operations Console

Show: All | Site: | Building: | Floor: | Problem Type: | More | Clear | Filter | Recent

Group By: Status

0 Selected

	Work Request Code	Problem Type	Problem Type Description	Location
▶	Approved (13/13)			
▼	Issued and In Process (6/6)			
<input type="checkbox"/>	Update Complete 1150001357	FM(CIVIL)CIV16	Water Supply	GUARD HOUSE
<input type="checkbox"/>	Update Complete 1150001340	FM(ELECTRICAL)ELEC03	Building Power Failure	RESIDENTIAL COLLEGE AND HO...
<input type="checkbox"/>	Update Complete 1150001325	CUSTODIAL(HOUSEKEEPING)CLEAN01	Cleaning Services	RESIDENTIAL COLLEGE AND HO...
<input type="checkbox"/>	Update Complete 1150001323	SECURITY(SERVICES)SEC03	Security Patrolling type-3	DEPARTMENT OF ISLAMIC REVE...
<input type="checkbox"/>	Update Complete 1150001322	FEMS(ELECTRICAL)ELEC01	Lighting	SPORT FACILITIES
<input type="checkbox"/>	Update Complete 1150001147	FEMS(CIVIL)CIV19	Ceilings & Accessories	DEPARTMENT OF LANGUAGE
▼	Completed (64/64)			
<input type="checkbox"/>	Close 1150001346	FM(CIVIL)CIV18	Walls & Accessories	RESIDENTIAL COLLEGE AND HO...
<input type="checkbox"/>	Close 1150001345	FM(ELECTRICAL)ELEC03	Building Power Failure	DINING HALL

Total records: 90

No.	Steps
1.	In the process navigator, click Building Operations > On Demand Work > Supervisor > Building Operations Console .
2.	In Building Operations Console , under Issued and In Process , click on <i>Update</i> button.

Update Work Request 1150001357

Problem

Work Request Code: 1150001357 | Problem Type: FM(CIVIL)CIV16

Description: No water supply

Problem Location: Wall

Update Work Request

Equipment Down (Hours): 0.00 | Is EOT?: No

Cause Code: | Current Equip. meter reading: 0.00

Equipment Condition: New

Date Work Responded: 26/12/2019

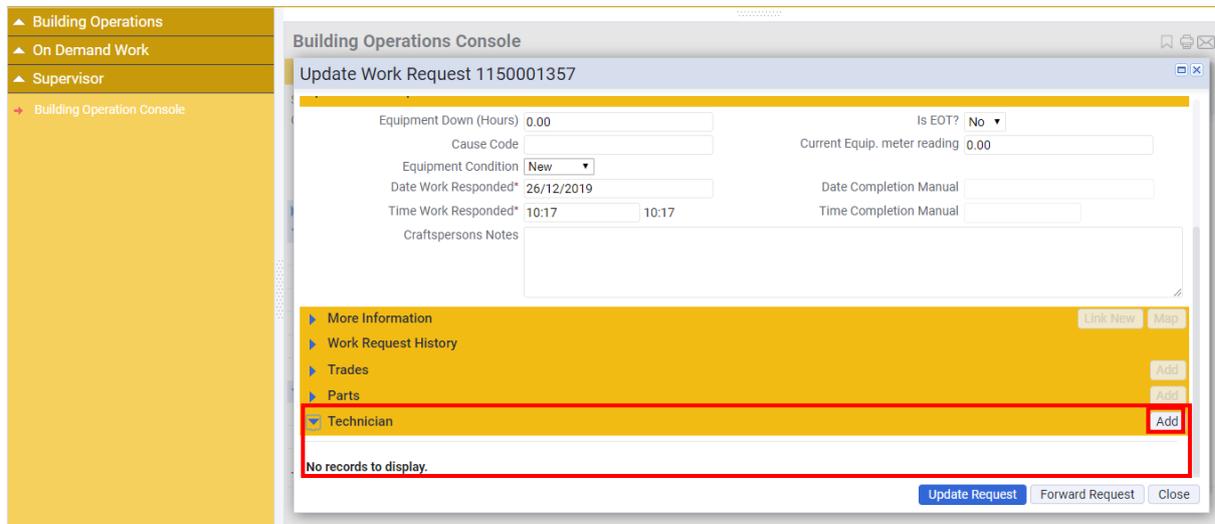
Time Work Responded: 10:17 | 10:17

Craftspersons Notes:

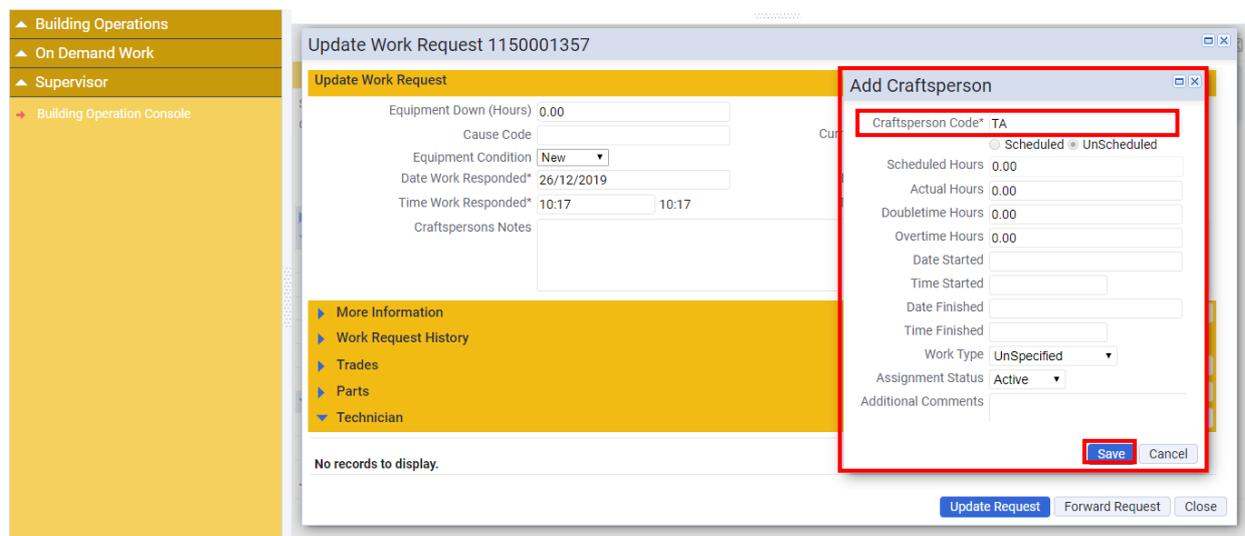
Update Request | Forward Request | Close

3.	In Update Work Request pane, toggle Update Work Request tab and fill in the necessary fields: <ul style="list-style-type: none"> Date Work Responded Time Work Responded
----	--

Dispatcher Assign Craftsperson to Work Request



No.	Steps
4.	In Update Work Request pane, toggle Technician tab and click on <i>Add</i> button to assign Craftsperson to Work Request.



5.	<p>Add Craftsperson pop up pane will be displayed. Fill information in the necessary fields:</p> <ul style="list-style-type: none"> • Craftsperson Code <p>Then, click on <i>Save</i> button to save the information.</p>
----	---

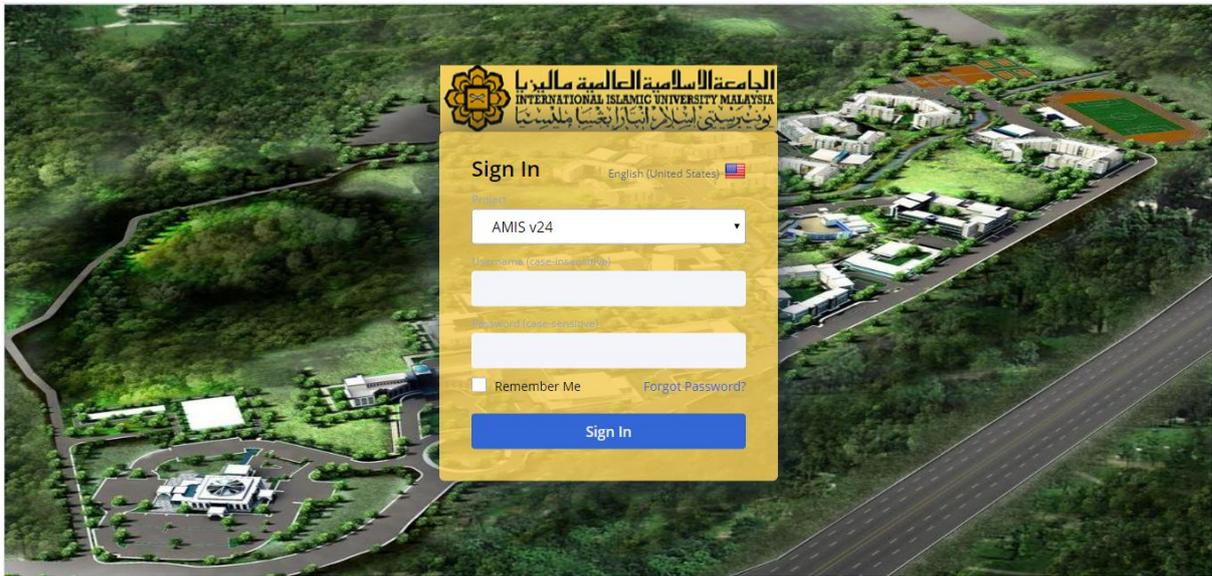
Dispatcher Assign Craftsperson to Work Request

The screenshot shows the 'Update Work Request' window for request ID 1150001357. The left sidebar contains a navigation menu with 'Supervisor' selected, leading to 'Building Operation Console'. The main window has several input fields: 'Equipment Down (Hours)' set to 0.00, 'Cause Code' (empty), 'Equipment Condition' set to 'New', 'Date Work Responded*' set to 26/12/2019, and 'Time Work Responded*' set to 10:17. There are also fields for 'Is EOT?' (No), 'Current Equip. meter reading' (0.00), 'Date Completion Manual', and 'Time Completion Manual'. A 'Craftspersons Notes' text area is present. Below these fields are tabs for 'More Information', 'Work Request History', 'Trades', 'Parts', and 'Technician'. The 'Technician' tab is active and shows a table with one row for 'TA' with an 'Active' status. At the bottom right, there are buttons for 'Update Request', 'Forward Request', and 'Close'.

No.	Steps
6.	Saved Craftsperson are displayed in Technician tab. Click on <i>Update Request</i> button to update the Work Request information.

3.2.4 Craftsperson to Complete Assigned Work Request

Sign In As Craftsperson



No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsium.com/archibus
2.	Sign in using the username and password as assigned to user. E.g.: Role: TA Username: TA Password: afm12345

Complete Assigned Work Request

The screenshot shows the 'Building Operations Console' interface. On the left, a navigation menu includes 'Building Operations', 'On Demand Work', 'Craftsperson', 'Update Labor Hours', and 'Building Operations Console' (highlighted with a red arrow). The main area displays a table of work requests. The 'Issued and In Process (2/2)' section is expanded, showing two records. The second record, with ID 1150001357, is highlighted with a red box, and its 'Update' button is also highlighted with a red box.

Work Request Code	Problem Type	Location	Work Description	Due Date	Supervisor
1150001118	FEMS/CIVIL/CIV17	060107B-01-001-0	Water tap not function	9/25/2019	
1150001357	FMI/CIVIL/CIV16	060101A-01-A01-0	No water supply	12/30/2019	
1150001147	FEMS/CIVIL/CIV19	060112A-01-C13-0	Ceiling damaged	10/22/2019	SUPERVISOR

No.	Steps
3.	In the process navigator, click on Building Operations > On Demand Work > Craftsperson > Building Operations Console task
4.	Console , under Issued and In Process , click on <i>Update</i> button next to Work Request.

The screenshot shows the 'Update Work Request 1150001357' pop-up window. The 'Problem Location' is 'Wall'. The 'Craftspersons' tab is selected, and a table showing the assigned craftsperson 'TA' is highlighted with a red box.

Craftsperson	Date Scheduled	Time Scheduled	Scheduled Hours	Actual Hours	Doubletime Hours	Overtime Hours	Date Started	Time Started	Date Finished	Time Finished	Assignment Status
TA			0.00	0.00	0.00	0.00					Active

5.	Update Work Request pop pane will be displayed. In Update Work Request pane, toggle Craftspersons tab and click on Craftsperson code to update work progress.
----	--

Complete Assigned Work Request

The screenshot displays the 'Update Work Request 1150001357' window. An 'Edit Craftsperson' pop-up pane is open, showing the following details:

- Craftsperson Code: TA
- Scheduled UnScheduled
- Scheduled Hours: 0.00
- Actual Hours: 0.00
- Doubletime Hours: 0.00
- Overtime Hours: 0.00
- Date Started: 12/26/2019
- Time Started: 10:25 (10:25 AM)
- Date Finished: 12/26/2019
- Time Finished: 11:25 (11:25 AM)
- Work Type: Work
- Assignment Status: Active
- Additional Comments: Pipe leaking. Replaced pipe.

The 'Save' button is highlighted in red. The background window shows a table for Craftspersons with columns for Date Scheduled, Time Scheduled, Scheduled Hours, Actual Hours, Doubletime Hours, and Overtime Hours. The row for 'TA' shows all values as 0.00.

No.	Steps
6.	<p>Edit Craftsperson pop up pane will be displayed. Fill in information in the necessary fields:</p> <ul style="list-style-type: none"> • Actual Hours • Date Started • Time Started • Date Finished • Time Finished • Work Type • Assignment Status (Note: Changing Assignment Status to 'Complete' will automatically change the Work Request Status to 'Complete' and will be removed Craftsperson view) • Additional Comments <p>Click on <i>Save</i> button to save Craftsperson work information.</p>

Complete Assigned Work Request

No.	Steps
7.	Saved Craftsperson work information is displayed in Craftspersons tab. Click on <i>Update Request</i> button to update Work Request information.

8.	In Building Operations console, under Issued and In Process , click on <i>Complete</i> button.
----	--

Complete Assigned Work Request

The screenshot displays the 'Building Operations Console' interface. On the left is a navigation menu with options like 'Building Operations', 'On Demand Work', and 'Craftsperson'. The main area shows a table of work requests. A pop-up dialog titled 'Complete Work Request 1150001357' is overlaid on the table, containing the following text: 'This action marks your assignment as Completed. Supervisors can update labor, parts, comments, and other work details until the request is Closed.' At the bottom of the dialog are 'Yes' and 'No' buttons.

Work Request Code	Problem Type	Location	Work Description	Due Date	Supervisor
1150001118	FEMS/CIVIL/CIV17	060107B-01-001-0	Water tap not function	9/25/2019	
1150001357	FM/CIVIL/CIV16	060101A-01-A01-0	No water supply	12/30/2019	
1150001147	FEMS/CIVIL/CIV19	060112A-01-C13-0	Ceiling		

No.	Steps
9.	Complete Work Request pop up pane will be displayed. Click on Yes button to complete the Work Request.

3.2.4.1 Complete Work Request in Mobile Application (Optional)

Login to ARCHIBUS Mobile Client As Craftsperson

 **ARCHIBUS** ✕

Username * User name (upper case)

Password * Password (case-sensitive)

Register Device

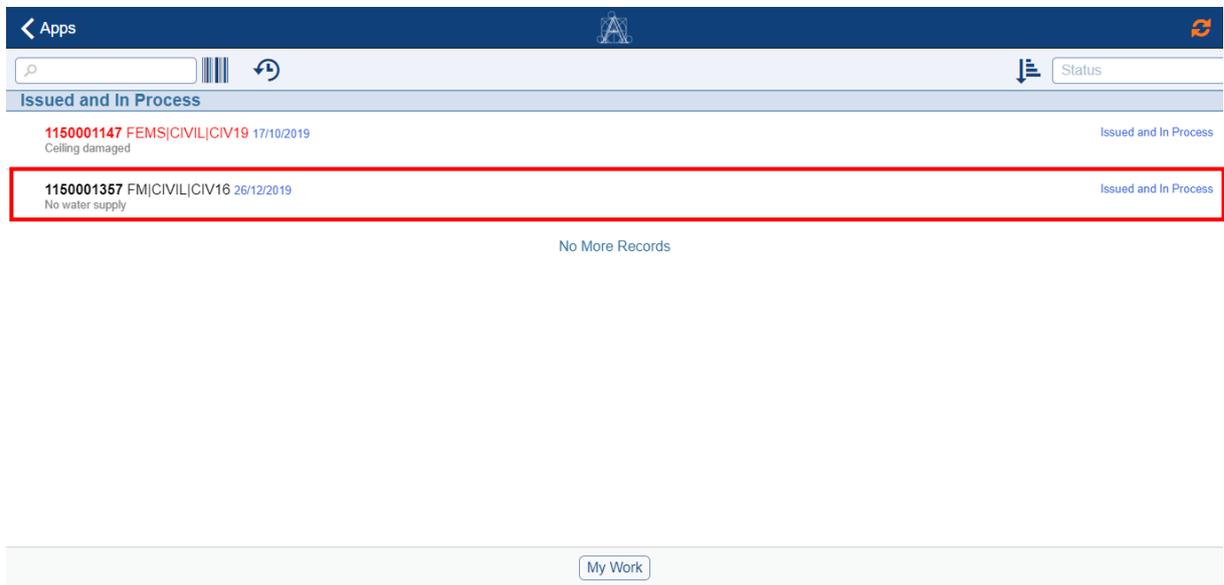
Sign in as Guest

No.	Steps
1.	<p>Log into ARCHIBUS Mobile Client Application 3.0 as Craftsperson assigned to Work Request. E.g.:</p> <p>Role: Craftsperson</p> <p style="padding-left: 20px;">Username: TA</p> <p style="padding-left: 20px;">Password: afm12345</p>

Complete Assigned Work Request



No.	Steps
2.	In the main menu, click on Maintenance .



3.	Maintenance screen will be displayed. List of Work Request assigned to Craftsperson are displayed in Issued and In Process pane.
4.	In Issued and In Process pane, select the assigned Work Request.

Complete Assigned Work Request

The screenshot shows the 'Update' pane for a maintenance work order. The details are as follows:

Requestor	DISPATCHER
Site	1136406MYS.060441.BE0001
Building	GUARD HOUSE
Floor	GROUND FLOOR
Room	TOILET
Problem Location	Wall
Problem Type	Water Supply
Status	Issued and In Process
Equipment Code	
Description	No water supply
Action Taken *	<div style="border: 2px solid red; height: 30px; width: 100%;"></div>
Related Requests	

At the bottom of the pane, there are buttons for 'Craftspers...', 'Costs', 'Documents', and 'References'.

No.	Steps
-----	-------

5.	Details of selected Maintenance Work Order are shown in Update pane. Click on Craftsperson Notes field.
----	---

The screenshot shows the 'Action Taken' field with the text 'Pipe leaking. Replaced pipe.' and an 'Apply' button highlighted with a red box.

6.	In Craftsperson Notes input field, fill in remarks. Click on Apply button to save the remarks.
----	--

Complete Assigned Work Request

Request: 1150001357 Date Requested: 20/12/2019

Requestor	DISPATCHER
Site	1136406MYS.060441.BE0001
Building	GUARD HOUSE
Floor	GROUND FLOOR
Room	TOILET
Problem Location	Wall
Problem Type	Water Supply
Status	Issued and In Process
Equipment Code	
Description	No water supply
Action Taken *	Pipe leaking. Replaced pipe.
Related Requests	

Craftspers... 1
Costs Documents References

No.	Steps
7.	Input remarks are displayed in Craftsperson Notes field.
8.	Click on Craftsperson tab at the bottom menu.

Assign Craftsperson

Craftsperson Code *		
Scheduled		
Unscheduled		
Actual Hours	0.00	⊗ - ⊕
Overtime Hours	0.00	⊗ - ⊕
Doubletime Hours	0.00	⊗ - ⊕
Date Started *		📅
Time Started *		▶
Date Finished		📅
Time Finished		⏹
Work Type	UnSpecified	
Status	Active	
Comments		

Craftsperson Code	Total Hours	Date Finished	Time Finished	Work Type	Status
TA	0.00 Hours	26/12/2019	11:25	Work	Active

9.	List of Craftsperson assigned to the Work Request are shown in Craftsperson pane. Select a Craftsperson from the list.
----	--

Complete Assigned Work Request

Craftsperson Code	Total Hours	Date Finished	Time Finished	Work Type	Status
TA	0.00 Hours	26/12/2019	11:25	Work	Active

No.

Steps

10.

In **Assign Craftsperson** input pane, fill information in the necessary fields:

- Actual Hours
- Date Started
- Time Started (Note: You can click on Start icon,  to get current Date and Time from your device)
- Date Finished
- Time Finished (Note: You can click on Stop icon, , to get current Date and Time from your device)
- Work Type
- Status (Note: Setting this field 'Complete' implies that your job is done. You can no longer update the information of this Work Request)
- Comments

Click on Save icon, , to save craftsperson information.

Complete Assigned Work Request

Craftsperson Code	Total Hours	Date Finished	Time Finished	Work Type	Status
TA	0.27 Hours	26/12/2019	10:41	Work	Active

No.

Steps

11. Saved Craftsperson information will be displayed in **Craftspersons** pane.

12.

In **Update** pane, click on **Costs** tab at the bottom menu.

Complete Assigned Work Request

Other Resource Type	Quantity Used	Units	Actual Cost
General Costs	1.00		5.00

Summary of Actual Costs	
Cost of Labor	0.00
Cost of Parts	0.00
Other Costs	0.00
Total Cost	0.00

No.	Steps
13.	<p>Costs pane will be displayed. In Add Other Cost input pane, fill information of cost, if any, in the necessary fields:</p> <ul style="list-style-type: none"> • Other Resource Type • Other Resource Description • Quantity Used • Units • Estimated Cost • Actual Cost <p>Click on Save icon, , button to save Cost information.</p>

Complete Assigned Work Request

Other Resource Type	Quantity Used	Units	Actual Cost
GENERAL 32 inch pipe	1.00		\$5.00

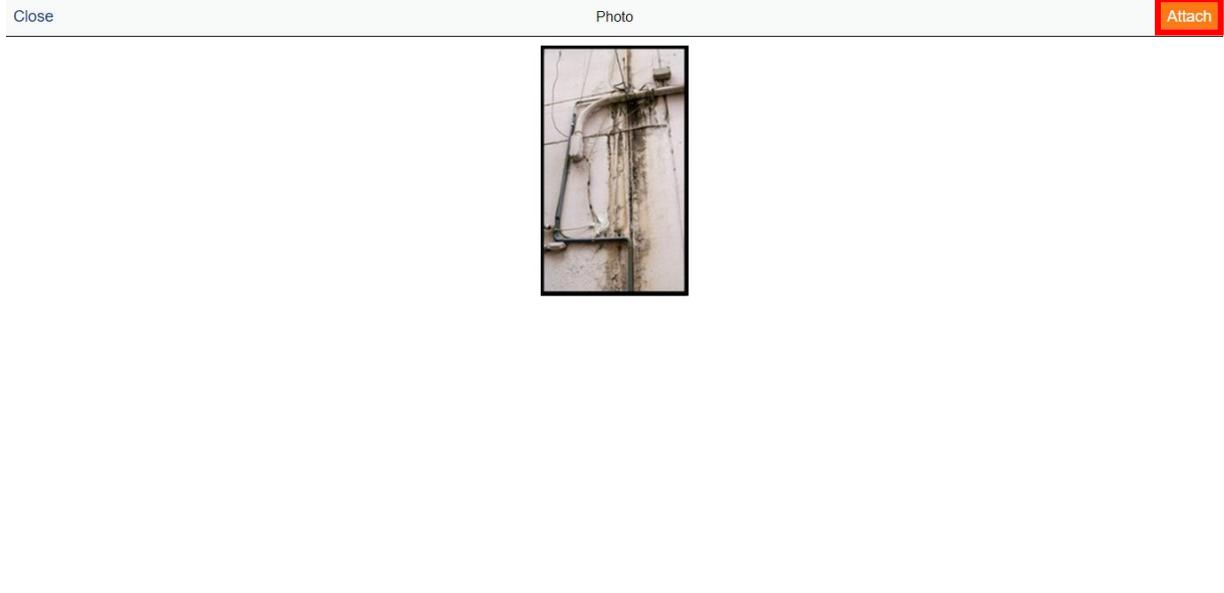
Summary of Actual Costs	
Cost of Labor	0.00
Cost of Parts	0.00
Other Costs	5.00
Total Cost	5.00

No.	Steps
14.	Saved Resource will be shown in Other Resource Type pane.
15.	Details of Costs are shown in Summary of Actual Costs pane.

16.	New Cost are indicated at Costs tab.
17.	In Update pane, click on Documents tab at the bottom menu.

Complete Assigned Work Request

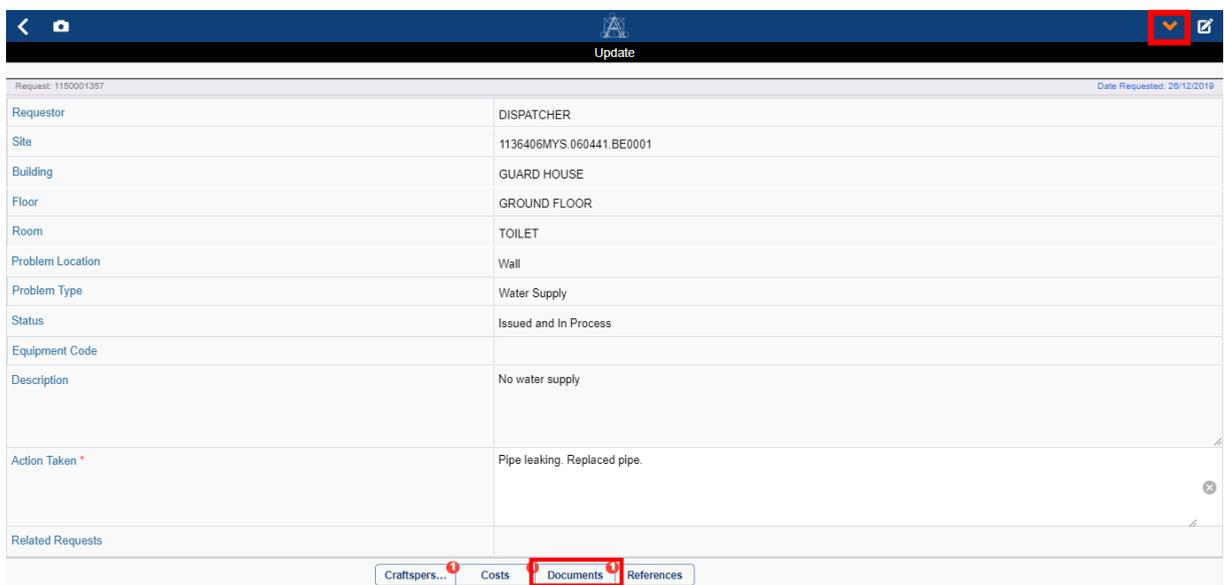


No.	Steps
18.	Documents pane will be displayed. Click on Camera icon,  , to attach Work photo to the Work Request.
	
19.	Use your device's camera function to take the work photo. Click on <i>Attach</i> button to attach the photo to work request.

Complete Assigned Work Request



No.	Steps
20.	Attached photo are displayed in Documents pane. Click on <i>Display</i> button to view the photo.

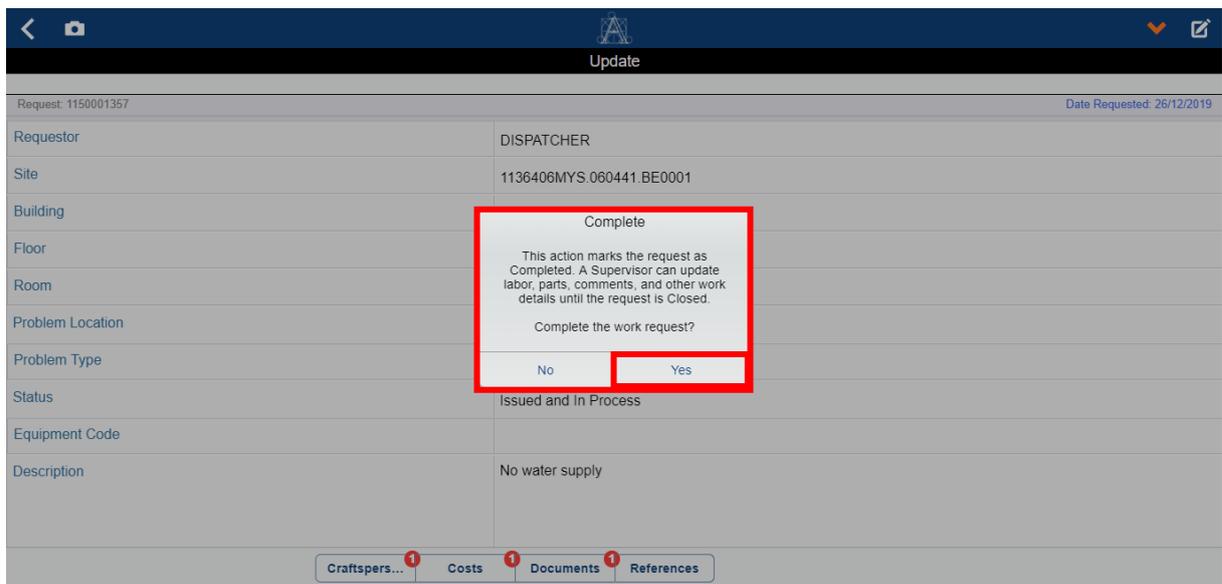


21.	New Photos are indicated at Documents tab.
22.	In Update pane, click on menu icon,  .

Complete Assigned Work Request



No.	Steps
23.	Drop down menu will be displayed. From the menu, select <i>Complete</i> .



24.	Complete confirmation pop up pane will be displayed. In Complete pane, click on Yes button to complete the work request.
-----	---

Complete Assigned Work Request

< Apps
↻

↻
↓
Status

Issued and In Process

1150001147 FEMS|CIVIL|CIV19 17/10/2019 Issued and In Process
 Ceiling damaged

1150001357 FM|CIVIL|CIV16 26/12/2019 Completed
 No water supply

No More Records

My Work

No.	Steps
25.	In Issued and In Process pane, Completed Work Order is marked with red dot.
26.	Click on Sync icon, , to sync the data from mobile application to web application.

3.2.5 Requestor Answer Satisfaction Rating Survey

Sign In As Requestor



No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsium.com/archibus
2.	Sign in using the username and password as assigned to user. E.g.: Role: REQUESTOR Username: REQUESTOR Password: afm12345

Request Answer Satisfaction Rating Survey

The screenshot shows the 'Building Operations Console' interface. On the left, a navigation menu includes 'Building Operations', 'On Demand Work', 'Complaint', 'Report Problem', and 'Building Operations Console'. The main area displays a table of work requests with columns for 'Work Request Code', 'Problem Type', 'Problem Type Description', and 'Location'. The 'Completed (44/44)' status is expanded, and the 'Survey' button is highlighted for the first record (1150001357).

Work Request Code	Problem Type	Problem Type Description	Location
1150001357	FM/CIVIL/CIV16	Water Supply	GUARD HOUSE
1150001346	FM/CIVIL/CIV18	Walls & Accessories	RESIDENTIAL COLLEGE AND HOSTEL
1150001343	FM/CIVIL/CIV16	Water Supply	MULTI-PURPOSE HALL
1150001342	FM/OTHERS/OTHERS01	Others	RESIDENTIAL COLLEGE AND HOSTEL
1150001339	FMI/HOUSEKEEPING/CLEAN01	Cleaning Services	DINING HALL
1150001318	FEMS/ELECTRICAL/ELEC01	Lighting	RESIDENTIAL COLLEGE AND HOSTEL
1150001315	FEMS/MECHANICAL/MEC12	Fan & Ventilation System	RESIDENTIAL COLLEGE AND HOSTEL

No.	Steps
3.	In the process navigator, click on Building Operations > On Demand Work > Complaint > Building Operations Console task.
4.	In Building Operations Console , under Completed , click on Survey button.

The screenshot shows the 'Survey Work Request' pop-up pane for work request 1150001357. The 'Satisfaction Rating' is set to 'Exceptional' and the 'Satisfaction Notes' field contains 'Water supply is fixed'. The 'Save' button is highlighted.

5.	<p>Survey Work Request pop up pane will be displayed. In Survey Work Request pop up pane, fill information in the necessary fields:</p> <ul style="list-style-type: none"> • Satisfaction Rating • Satisfaction Notes <p>Click on Save button to save the rating survey.</p>
----	---

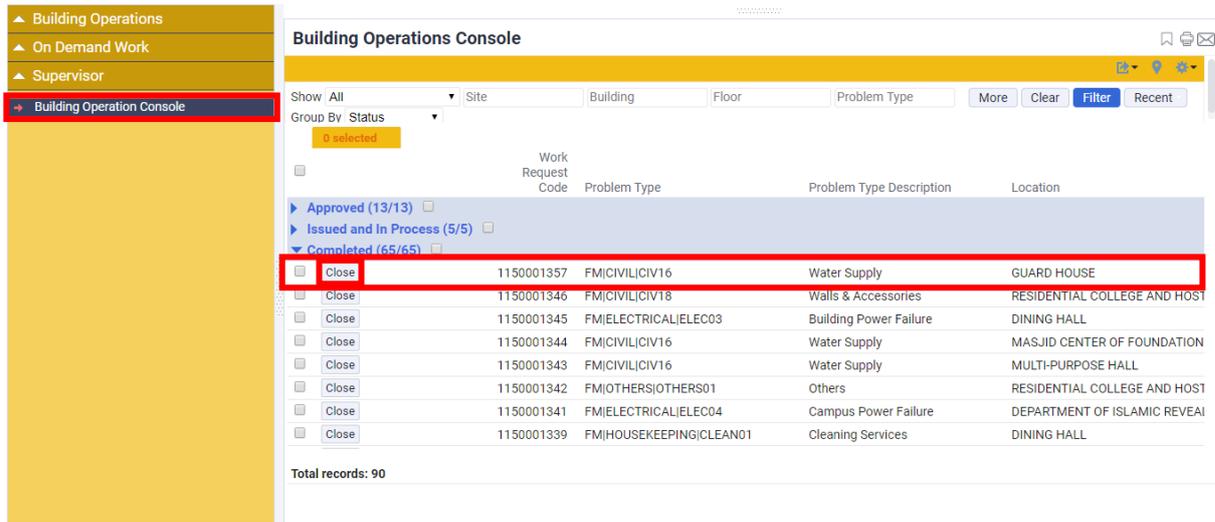
3.2.6 Dispatcher Close Completed Self-Finding Work Request

Sign In As Dispatcher

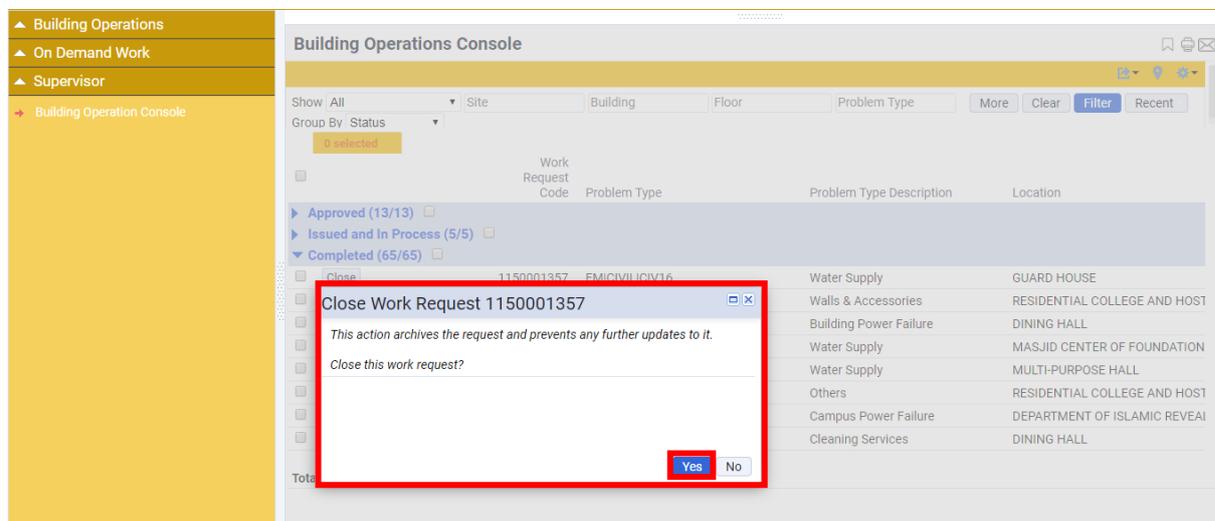


No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsium.com/archibus
2.	Sign in using the username and password as assigned to user. e.g.: Role: OPS DISPATCHER (ACP) Username: DISPATCHER_SV Password: dispatcher_sv

Close Self-Finding Work Request



No.	Steps
3.	In the process navigator, click on Building Operations > On Demand Work > Supervisor > Building Operations Console task.
4.	In Building Operations Console , under Completed , click on <i>Close</i> button.

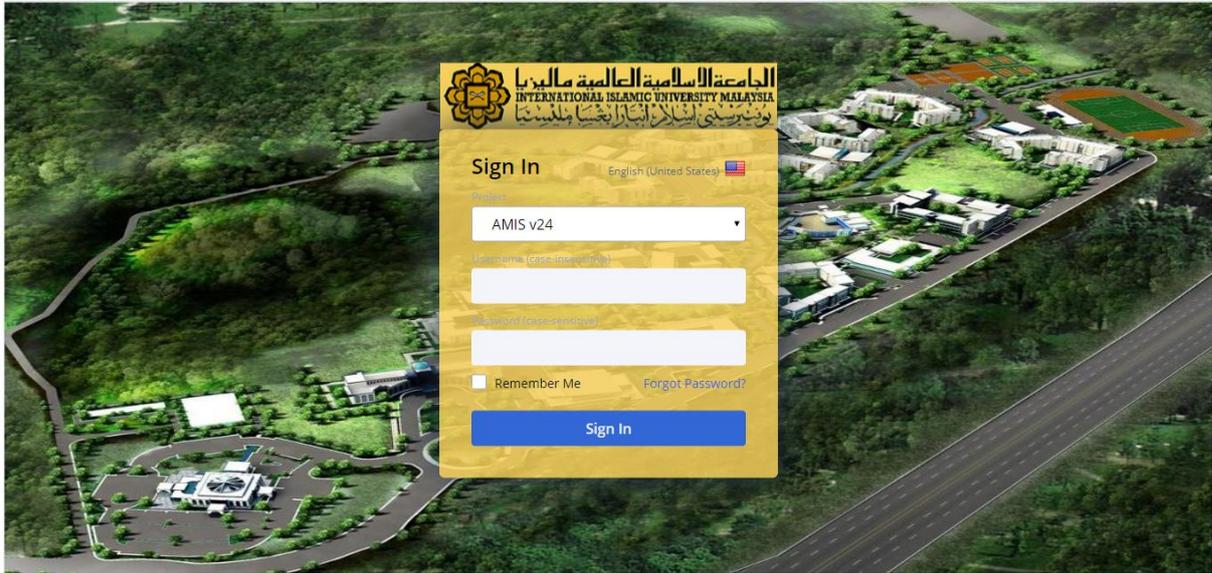


5.	In Close Work Request pop up pane, click on Yes button to close completed Work Request.
----	---

4.0 PREVENTIVE MAINTENANCE ACTIVITIES BY SCENARIOS

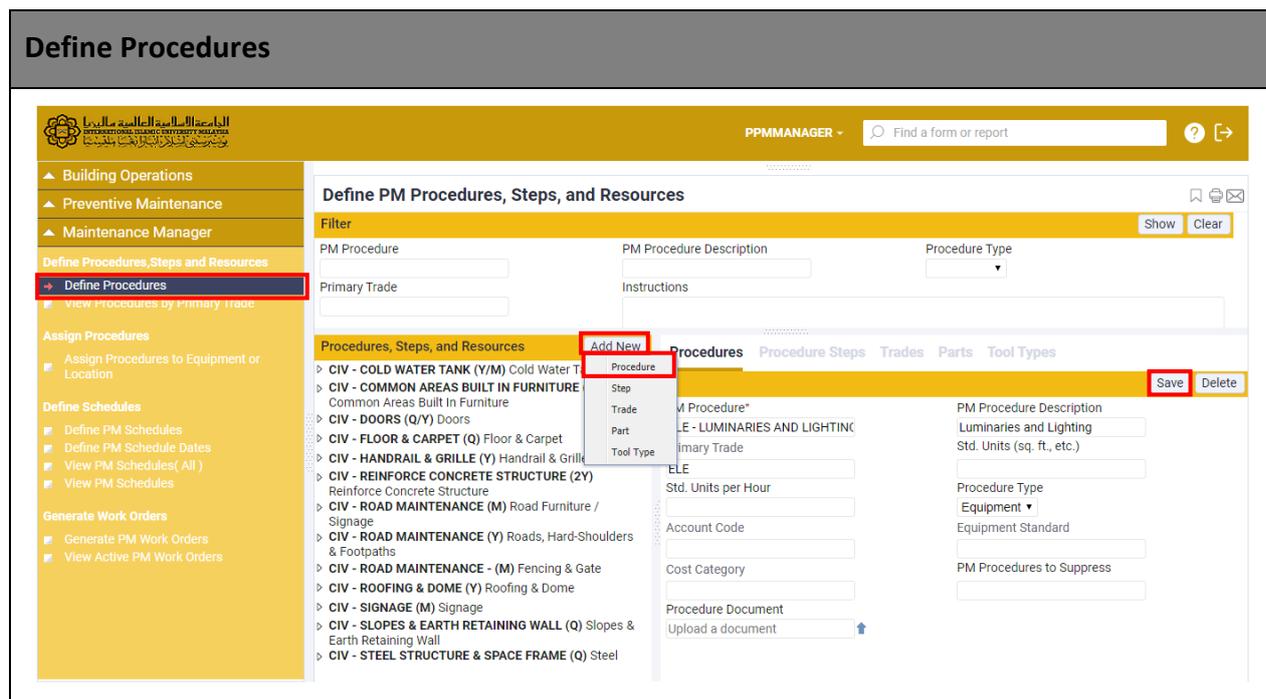
4.1 Scenario 1 - Generate Planned Preventive Maintenance (PPM) Work Order

Sign In As PPM Manager



No.	Steps
1.	Open your web browser and go to the following URL: http://amis-cfsium.com/archibus
2.	Sign in using the username and password as assigned to user. E.g.: Role: PPM MANAGER Username: PPMANAGER Password: afm12345

4.1.1 Define Procedures



No.	Steps
1.	In the process navigator, click Building Operations > Preventive Maintenance > Maintenance Manager > Define Procedures
2.	Define PM Procedures, Steps, and Resources screen will be displayed. In Procedures, Steps, and Resources pane, click on <i>Add New</i> button and select <i>Procedure</i> .
3.	<p>Procedures input screen will be displayed. Input information in the necessary fields:</p> <ul style="list-style-type: none"> • PM Procedure • PM Procedure Description • Primary Trade • Std. Units (sq. ft., etc.) • Std. Units per Hour • Procedure Type • Account Code • Equipment Standard • Cost Category • PM Procedure to Suppress

Define Procedures

- Procedure Document

Click on *Save* button to save the PM Procedure.

No.	Steps
4.	Select PM Procedure from the list. Click on <i>Add New</i> button and select <i>Step</i> .
5.	<p>Procedure Steps input screen will be displayed. Input information in the necessary fields:</p> <ul style="list-style-type: none"> • PM Step Code • Instructions <p>Click on <i>Save</i> button to save the Procedure Steps for selected PM Procedure.</p>

4.1.2 Assign Procedures to Equipment or Location

Assign Procedures to Equipment or Location

The screenshot shows the PPMANAGER application interface. On the left is a navigation menu with categories like Building Operations, Preventive Maintenance, and Maintenance Manager. The 'Assign Procedures to Equipment or Location' option is highlighted. The main window displays a form for filtering equipment by Building Code, Floor Code, Room Code, and Equipment Standard. Below the form is a table with columns for Equipment Code and Equipment Description. The table lists several items, including single doors and split units. At the bottom, it shows 'Page 1 of 954' and 'Total records: 95,357'.

No.	Steps
1.	In the process navigator, click on Building Operations & Preventive Maintenance > Maintenance Manager > Assign Procedures to Equipment or Location
2.	Assign Procedures to Asset or Location screen will be displayed.

4.1.2.1 Assign Procedures to Equipment

No.	Steps
3.	<p>Tick on an Asset from the list of Assets in Asset tab.</p> <p>List of Procedures assigned to the Asset are shown in Assigned Procedures for screen.</p> <p>List of unassigned procedures are shown in Available Procedures screen.</p>
4.	<p>In Available Procedures screen, tick on Procedure(s) to be assigned to equipment.</p> <p>Click on Add Selected button to add assign Procedure(s).</p>

5.	<p>Procedures assigned to the equipment are shown in Assign Procedures for: screen.</p>
----	--

4.1.2.2 Assign Procedures to Location

Assign Procedures to Asset or Location

Filter: Show Assigned Procedures for:060101A-01-A01-0

Building Code: Floor Code: Room Code:
 Equipment Standard: No Procedure:

Asset **Location**

Building Code: 0 [5832] All [5832] Page 1 of 59 Next >>

Building Code	Floor Code	Room Code	RoomName	Room Standard
<input type="checkbox"/>	060101A	01		
<input type="checkbox"/>	060101A	01	001-0	GUARD ROOM
<input checked="" type="checkbox"/>	060101A	01	A01-0	TOILET
<input type="checkbox"/>	060101A	01	B01-0	PRAYING AREA
<input type="checkbox"/>	060101A	01	B01-1	ABLUTION
<input type="checkbox"/>	060101A	01	K01-0	CORRIDOR 1

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Available Procedures

PM Procedure	PM Procedure Description
<input type="checkbox"/>	CIV - COLD WATER TANK (Y/M) Cold Water Tank <input type="button" value="Details"/>
<input type="checkbox"/>	M-001-HOSE REEL (M) Hose Reel Monthly (By Equipment) <input type="button" value="Details"/>

No.	Steps
6.	Click on Location tab. List of Location will be displayed in Location tab. Click on XLS button to download the list of Locations.
7.	From the list of Locations, tick on a Location. List of Procedures assigned to the selected Location are shown in Assigned Procedures for screen if any. List of unassigned PM Procedures are shown in Available Procedures screen.

Assign Procedures to Asset or Location

Filter: Show Assigned Procedures for:060101A-01-A01-0

Building Code: Floor Code: Room Code:
 Equipment Standard: No Procedure:

Asset **Location**

Building Code: 0 [5832] All [5832] Page 1 of 59 Next >>

Building Code	Floor Code	Room Code	RoomName	Room Standard
<input type="checkbox"/>	060101A	01		
<input type="checkbox"/>	060101A	01	001-0	GUARD ROOM
<input checked="" type="checkbox"/>	060101A	01	A01-0	TOILET
<input type="checkbox"/>	060101A	01	B01-0	PRAYING AREA
<input type="checkbox"/>	060101A	01	B01-1	ABLUTION
<input type="checkbox"/>	060101A	01	K01-0	CORRIDOR 1

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Assigned Procedures

PM Schedule Code	PM Procedure	PM Procedure Description
<input type="checkbox"/>	CIV - COLD WATER TANK (Y/M)	Cold Water Tank <input type="button" value="Details"/>

Available Procedures

PM Procedure	PM Procedure Description
<input type="checkbox"/>	M-001-HOSE REEL (M) Hose Reel Monthly (By Equipment) <input type="button" value="Details"/>

8.	Assigned PM Procedure(s) are shown in Assigned Procedures for screen.
----	--

4.1.3 Define PM Schedules

Define PM Schedules

No.	Steps
1.	In the process navigator, click on Building Operations & Preventive Maintenance > Maintenance Manager > Define PM Schedules
2.	Define PM Schedules screen will be displayed.

Define PM Schedules – Asset - Procedure

Define PM Schedules

Filter [Show] [Clear]

Building Code: _____ Floor Code: _____ Room Cc: _____
 Equipment Code: _____ Equipment Standard: _____ PM Proc: _____

Asset-Procedure | Location-Procedure

[Refresh] [XLS]

PM Procedure: C [E] M [1] All [12]

Equipment Code: _____ Asset Description: _____

<input type="checkbox"/>	060101A.01.001-0.171115.001	SINGLE DOOR (PLYWOOD C/W FACT
<input checked="" type="checkbox"/>	060101A.01.A01-0.21431513.001	TISSUE HOLDER
<input type="checkbox"/>	060101A.01.A01-0.171300.001	FIXED GLASS WINDOW
<input type="checkbox"/>	060101A.01.001-0.333921.001	SPLIT UNIT (WALL MOUNTED)
<input type="checkbox"/>	060101A.01.B01-1.311919.001	WATER TAP
<input type="checkbox"/>	060101A.01.001-0.171115.001	SINGLE DOOR (PLYWOOD C/W FACT
<input type="checkbox"/>	060101A.01.001-0.333921.001	SPLIT UNIT (WALL MOUNTED)
<input type="checkbox"/>	060101A.01.001-0.371100.002	DATA POINT

Edit PM Schedule [Copy] [Save]

Basic Information

PM Schedule Code	PM Procedure	PM Procedure Description
256	ELE - LV PANEL MSB/ACB (M)	LV PANEL MSB/ACB
Equipment Code	Asset Description	
060101A.01.A01-0.21431513.001	TISSUE HOLDER	

Schedule Information

Date of Last PM	Calc. Date for Next PM	Calc. Hours to Complete
9/6/2019	11/6/2019	0.00
Date for First PM	Manual Date for Next PM	Est. Hours to Complete
9/6/2019		0.00
Interval Type	Fixed or Floating	Current Frequency
Months	Fixed	1
Freq. 1 Interval		
1		

Other Information

Task Priority	Total Units	Unit Desc.
1.00	1.00	
Comments	Meter Reading on Last PM	Num. Open Work Orders
	0.00	0

No.

Steps

- From the list of Asset, tick on an Asset to change the PM Procedure schedule. Details of selected PM Procedure are shown in **Edit PM Schedule** screen.

Define PM Schedules

Filter [Show] [Clear]

Building Code: _____ Floor Code: _____ Room Cc: _____
 Equipment Code: _____ Equipment Standard: _____ PM Proc: _____

Asset-Procedure | Location-Procedure

[Refresh] [XLS]

PM Procedure: C [E] M [1] All [12]

Equipment Code: _____ Asset Description: _____

<input type="checkbox"/>	060101A.01.001-0.171115.001	SINGLE DOOR (PLYWOOD C/W FACT
<input checked="" type="checkbox"/>	060101A.01.A01-0.21431513.001	TISSUE HOLDER
<input type="checkbox"/>	060101A.01.A01-0.171300.001	FIXED GLASS WINDOW
<input type="checkbox"/>	060101A.01.001-0.333921.001	SPLIT UNIT (WALL MOUNTED)
<input type="checkbox"/>	060101A.01.B01-1.311919.001	WATER TAP
<input type="checkbox"/>	060101A.01.001-0.171115.001	SINGLE DOOR (PLYWOOD C/W FACT
<input type="checkbox"/>	060101A.01.001-0.333921.001	SPLIT UNIT (WALL MOUNTED)
<input type="checkbox"/>	060101A.01.001-0.371100.002	DATA POINT

Edit PM Schedule [Copy] [Save]

Basic Information

PM Schedule Code	PM Procedure	PM Procedure Description
256	ELE - LV PANEL MSB/ACB (M)	LV PANEL MSB/ACB
Equipment Code	Asset Description	
060101A.01.A01-0.21431513.001	TISSUE HOLDER	

Schedule Information

Date of Last PM	Calc. Date for Next PM	Calc. Hours to Complete
9/6/2019	11/6/2019	0.00
Date for First PM	Manual Date for Next PM	Est. Hours to Complete
9/6/2019		0.00
Interval Type	Fixed or Floating	Current Frequency
Months	Fixed	1
Recurrence Pattern		
Days		
Weeks		
Months		
Quarters		
Years		
Miles		
Hours		
Meter		
Manual		

Other Information

Task Priority	Total Units	Unit Desc.
1.00	1.00	
Comments	Meter Reading on Last PM	Num. Open Work Orders
	0.00	0

- In **Schedule Information** screen, edit input field 'Interval Type'. From the dropdown menu, select the interval type for the PM Procedure. Click on **Save** button to save the PM Procedure information.

Define PM Schedules – Location - Procedure

The screenshot shows the PPMANAGER interface with the following details:

- Define PM Schedules - Filter:** Building Code, Floor Code, Room Cc, Equipment Code, Equipment Standard, PM Proc.
- Asset - Procedure:** Location-Procedure (selected), Refresh, XLS.
- Table:**

Building Code	Building Name	Floor Code	Floor Name	Room Code	Room Name
060101A	GUARD HOUSE	01	GROUND FLOOR	001-0	GUARD ROOM
060101A	GUARD HOUSE	01	GROUND FLOOR	A01-0	TOILET
- Edit PM Schedule - Basic Information:**
 - PM Schedule Code: 249
 - PM Procedure: M-001-HOSE REEL (M)
 - Site Code: 1136406MYS.060441.BE0001
 - Building Code: 060101A
 - Floor Code: 01
 - Room Code: 001-0
 - Building Name: GUARD HOUSE
 - Floor Name: GROUND FLOOR
 - Room Name: GUARD ROOM
- Edit PM Schedule - Schedule Information:**
 - Date of Last PM: 8/28/2019
 - Calc. Date for Next PM: 10/22/2019
 - Calc. Hours to Complete: 0.00
 - Date for First PM: 8/28/2019
 - Manual Date for Next PM: [Empty]
 - Est. Hours to Complete: 0.00
 - Interval Type: [Dropdown]
 - Fixed or Floating: Fixed
 - Current Frequency: 1
- Edit PM Schedule - Other Information:**
 - Task Priority: [Dropdown]
 - Total Units: 1.00
 - Unit Desc.: [Empty]
 - Comments: [Empty]
 - Meter Reading on Last PM: 0.00
 - Num. Open Work Orders: 0

No.	Steps
5.	Click on Location – Procedure tab. List of Location and their assigned procedures are shown in Location – Procedure tab. Click on XLS button to download the list of Locations procedures in Excel format.
6.	Details of selected Location – Procedure are shown in Edit PM Schedule screen.

The screenshot shows the PPMANAGER interface with the following details:

- Define PM Schedules - Filter:** Building Code, Floor Code, Room Cc, Equipment Code, Equipment Standard, PM Proc.
- Asset - Procedure:** Location-Procedure (selected), Refresh, XLS.
- Table:**

Building Code	Building Name	Floor Code	Floor Name	Room Code	Room Name
060101A	GUARD HOUSE	01	GROUND FLOOR	001-0	GUARD ROOM
060101A	GUARD HOUSE	01	GROUND FLOOR	A01-0	TOILET
- Edit PM Schedule - Basic Information:**
 - PM Schedule Code: 249
 - PM Procedure: M-001-HOSE REEL (M)
 - Site Code: 1136406MYS.060441.BE0001
 - Building Code: 060101A
 - Floor Code: 01
 - Room Code: 001-0
 - Building Name: GUARD HOUSE
 - Floor Name: GROUND FLOOR
 - Room Name: GUARD ROOM
- Edit PM Schedule - Schedule Information:**
 - Date of Last PM: 8/28/2019
 - Calc. Date for Next PM: 10/22/2019
 - Calc. Hours to Complete: 0.00
 - Date for First PM: 8/28/2019
 - Manual Date for Next PM: [Empty]
 - Est. Hours to Complete: 0.00
 - Interval Type: [Dropdown]
 - Fixed or Floating: Fixed
 - Current Frequency: 1
- Edit PM Schedule - Other Information:**
 - Task Priority: [Dropdown]
 - Total Units: 1.00
 - Unit Desc.: [Empty]
 - Comments: [Empty]
 - Meter Reading on Last PM: 0.00
 - Num. Open Work Orders: 0

7.	In Schedule Information screen, click on 'Interval Type' field. From the dropdown menu, select the interval type for the PM Procedure. Click on Save button to save the selected Location – Procedure information.
----	--

4.1.4 Define PM Schedule Dates

The screenshot shows the 'Define PM Schedule Dates' screen in the PPMANAGER system. The sidebar on the left contains a tree view with the following categories: Building Operations, Preventive Maintenance, Maintenance Manager, Define Procedures, Steps and Resources, Assign Procedures, Define Schedules, and Generate Work Orders. Under 'Define Schedules', 'Define PM Schedule Dates' is selected. The main content area is titled 'Define PM Schedule Dates' and includes a 'Select PM Schedule' section with a 'Generate Schedule Dates for Selected Schedules' button and a 'Show All' button. Below this is a table listing PM Schedules:

PM Schedule Code	PM Procedure	Equipment Code	Equipment Description	Building Code
246	CIV - COMMON AREAS BUILT IN FURNITURE (Q)	060101A.01.001-0.171115.001	SINGLE DOOR (PLYWOOD C/W FACTORY PRESS G.I. LIN...	060
247	CIV - DOORS (Q/Y)	060101A.01.001-0.171115.001	SINGLE DOOR (PLYWOOD C/W FACTORY PRESS G.I. LIN...	060
249	M-001-HOSE REEL (M)			060
250	ELE - ACCESS CARD (M)	060101A.01.001-0.333921.001	SPLIT UNIT (WALL MOUNTED)	060
251	MEC - CHILLER (M)	060101A.01.001-0.371100.002	DATA POINT	060
252	CIV - HANDRAIL & CHUTE (M)	060101A.01.001-1.211010.001	WATER TAP	060

No.	Steps
1.	In the process navigator, click on Building Operations & Preventive Maintenance > Maintenance Manager > Define PM Schedule Dates
2.	Define PM Schedule Dates screen will be displayed. In Select PM Schedule screen, click on Show All button to view the list of PM Schedules. List of PM Schedules are shown in Select PM Schedule screen.

Define PM Schedule Dates

No.	Steps
3.	<p>In Select PM Schedule screen, tick the PM Procedure(s) to generate PM Schedule dates.</p> <p>After selecting PM Schedule(s), click on <i>Generate Schedule Dates for Selected Schedules</i> button.</p>
4.	<p>Data Range pop up screen will be displayed. In Data Range screen, fill in the following input fields:</p> <ul style="list-style-type: none"> • From • To <p>Then click on <i>Submit</i> button to generate Schedule Dates for selected PM Procedure(s).</p>

Define PM Schedule Dates

The screenshot displays the 'Define PM Schedule Dates' interface in PPMANAGER. The main table lists PM Schedules with the following data:

PM Schedule Code	PM Procedure	Equipment Code	Equipment Description	Building Code
246	CIV - COMMON AREAS BUILT IN FURNITURE (Q)	060101A.01.001-0.171115.001	SINGLE DOOR (PLYWOOD C/W FACTORY PRESS G.I. LIN...	060
247	CIV - DOORS (Q/Y)	060101A.01.001-0.171115.001	SINGLE DOOR (PLYWOOD C/W FACTORY PRESS G.I. LIN...	060
249	M-001-HOSE REEL (M)			060
250	ELE - ACCESS CARD (M)	060101A.01.001-0.333921.001	SPLIT UNIT (WALL MOUNTED)	060
251	MEC - CHILLER (M)	060101A.01.001-0.371100.002	DATA POINT	060

Below the table, the 'PM Schedule Dates' section shows a list of dates for PM Schedule Code 249:

PM Schedule Code	PM Date	Action
249	10/22/2019	Edit
249	10/31/2019	Edit
249	11/30/2019	Edit
249	12/22/2019	Edit
249	1/22/2020	Edit

The 'Edit PM Schedule Date' section shows the 'PM Schedule Code' as 249 and the 'PM Date' as 10/31/2019.

No.	Steps
5.	Generated PM Schedule Dates are shown in PM Schedule Dates screen. Click on Add New button to manually add PM Schedule Date.
6.	In Edit PM Schedule Date screen, fill in the following input fields: <ul style="list-style-type: none"> PM Date Then, click on Save button to save new PM Schedule Date.

4.1.5 Generate Planned Preventive Maintenance (PPM) Work Order

No.	Steps
1.	In the process navigator, click Building Operations > Preventive Maintenance > Maintenance Manager > Generate PM Work Orders
2.	Generate PM Work Orders screen will be displayed. In Generate PM Work Orders screen, click on Generate Asset PM Work Orders tab.
3.	Generate PM Work Orders screen will be displayed. Under Generate Work Orders only for These Criteria pane, input information in the necessary fields: <ul style="list-style-type: none"> • Site Code • Building Code • Floor Code • PM Schedule Group • Primary Trade
4.	In Generate Work Orders for PM Schedules Coming Due pane, input information in the necessary fields: <ul style="list-style-type: none"> • From • To Click on <i>Next</i> button to generate Preventive Maintenance (PM) Work Orders for selected criteria.

Generate Planned Preventive Maintenance (PPM) Work Order

The screenshot shows the 'Generate PM Work Orders' interface. The left sidebar contains a navigation menu with categories like 'Building Operations', 'Preventive Maintenance', and 'Maintenance Manager'. The main area has tabs for 'Filter Work Orders', 'Group and Generate Work Orders', 'Generating Work Orders', and 'Review Generated Work Orders'. The 'Group and Generate Work Orders' tab is selected. Below this, there are radio buttons for 'Group PM Schedules By' with options: 'One PM Schedule per Work Order', 'Asset Code', 'Asset Sub-Components', 'Asset Standard', 'Site', 'Building', 'Floor', 'Primary Trade', and 'PM Procedure'. At the bottom, under 'Other Options', there are checkboxes for 'Generate New PM Schedule Dates' and 'Use Grouping Codes', both of which are highlighted with red boxes. A 'Generate' button and a '<<Back' button are also visible.

No.	Steps
5.	<p>Group and Generate Work Orders tab will be displayed. Under Other Options pane, untick the selection:</p> <ul style="list-style-type: none"> • Generate New PM Schedule Dates • Use Grouping Codes <p>Click on <i>Generate</i> button to generate PM Work Orders.</p>

The screenshot shows the 'Generating Work Orders' interface. The left sidebar is the same as in the previous screenshot. The main area has tabs for 'Filter Work Orders', 'Group and Generate Work Orders', 'Generating Work Orders', and 'Review Generated Work Orders'. The 'Generating Work Orders' tab is selected. Below this, there is a table showing the progress of the job. The table has columns for 'Report or Job Name', 'Result View or File', 'Percent Complete', 'Elapsed Time', and 'Estimated Time Remaining'. The job 'ab-pm-rpt-pm-wo.axww' is highlighted in a red box. Below the table, there is a status bar that says 'Job Complete - 100% - 3 work orders generated.' and a 'Stop Job' button.

Report or Job Name	Result View or File	Percent Complete	Elapsed Time	Estimated Time Remaining
View Generated Work Orders and Work Requests	Link will be enabled when job finishes.	100%	00:00:06	00:00:00

6.	Wait for the process to complete. Then click on the link generated.
----	---

Generate Planned Preventive Maintenance (PPM) Work Order

The screenshot shows the 'PPMMANAGER' interface. The left sidebar contains a navigation menu with categories like 'Building Operations', 'Preventive Maintenance', and 'Maintenance Manager'. The main area is titled 'Generate PM Work Orders' and has tabs for 'Generate Asset PM Work Orders' and 'Generate Location PM Work Orders'. The 'View Active PM Work Orders' tab is selected. Below this, there are filter options for 'Procedure Type', 'Building Name' (set to 'GUARD HOUSE'), and 'Status' (set to 'Assigned or Issued'). A table displays the following data:

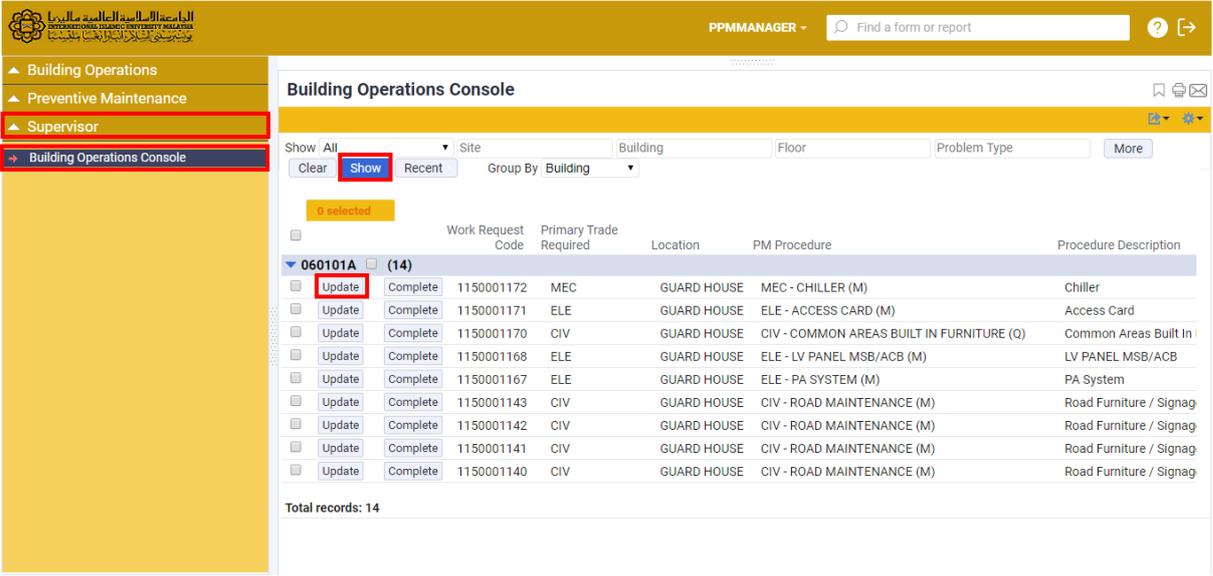
PM Schedule Code	Procedure Type	PM Procedure	Work Request Code	Date to Perform	Date Work Completed	Equipment Code	Asset Description
246	Equipment	CIV - COMMON AREAS BUILT IN FURNITURE (Q)	1150001170	11/28/2019		060101A.01.001-0.171115.001	SINGLE DOOR
250	Equipment	ELE - ACCESS CARD (M)	1150001171	11/28/2019		060101A.01.001-0.333921.001	SPLIT UNIT (I
251	Equipment	MEC - CHILLER (M)	1150001172	11/28/2019		060101A.01.001-0.371100.002	DATA POINT
253	Equipment	CIV - ROAD MAINTENANCE (M)	1150001143	11/26/2019		060101A.01.001-0.333921.001	SPLIT UNIT (I
253	Equipment	CIV - ROAD MAINTENANCE (M)	1150001142	11/19/2019		060101A.01.001-0.333921.001	SPLIT UNIT (I
253	Equipment	CIV - ROAD MAINTENANCE (M)	1150001141	11/12/2019		060101A.01.001-0.333921.001	SPLIT UNIT (I

Total records: 21

No.	Steps
7.	<p>View Active PM Work Orders tab will be displayed. List of Active PM Work Orders are displayed in View Active PM Work Orders screen.</p> <p>Click on XLS button to download the list of active PM Work Orders in Excel file format.</p>

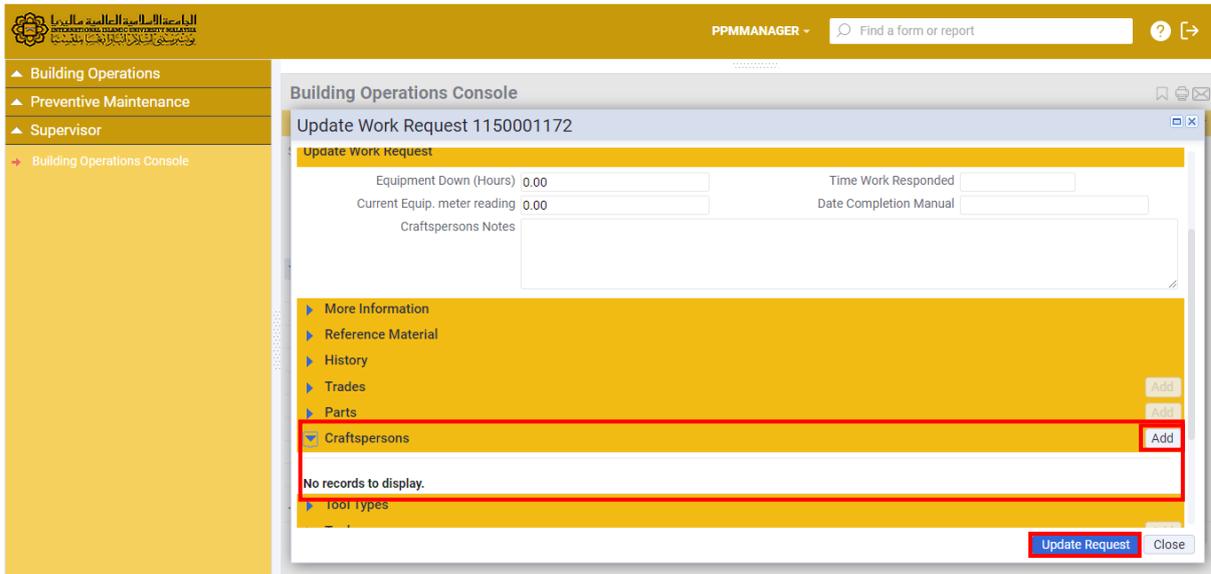
4.1.6 Assign Craftsperson to Preventive Maintenance (PM) Work Order

Assign Craftsperson to Preventive Maintenance (PM) Work Order

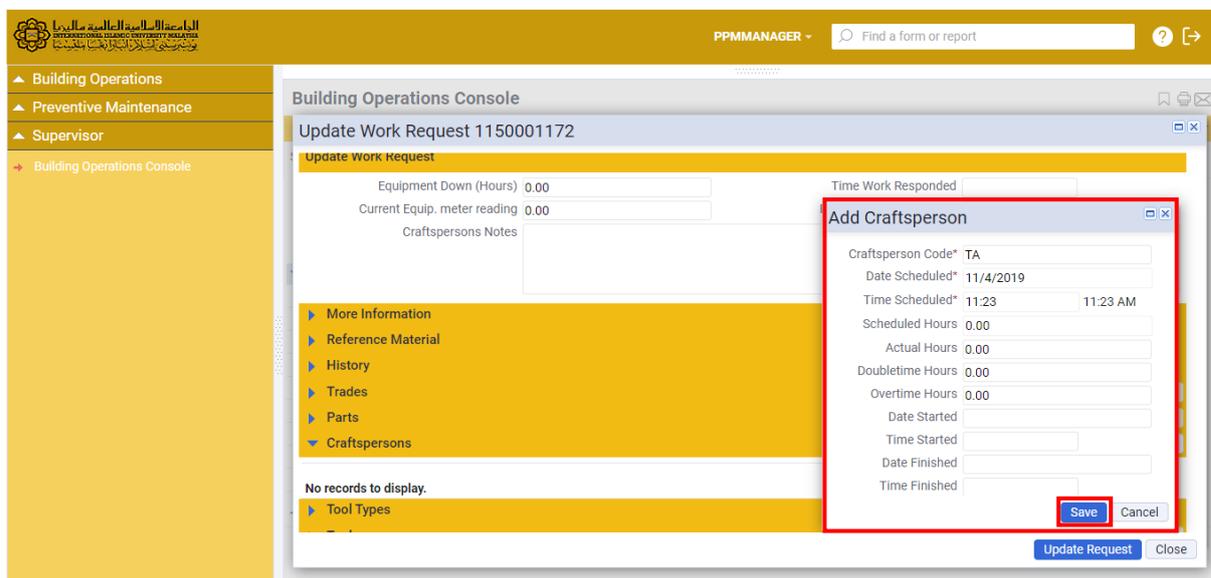


No.	Steps
1.	In the process navigator, click Building Operations > Preventive Maintenance > Supervisor > Building Operations Console
2.	Building Operations Console screen will be displayed. Click on <i>Show</i> button to view the list of PM Work Orders.
3.	List of PM Work Orders will be displayed. Next to Work Request Code, click on <i>Update</i> button.

Assign Craftsperson to Preventive Maintenance (PM) Work Order



No.	Steps
4.	Details of selected PM Work Order are displayed in Update Work Request pane.
5.	In Update Work Request pane, toggle Craftspersons tab. In Craftspersons tab, click on Add button to assign Craftsperson.

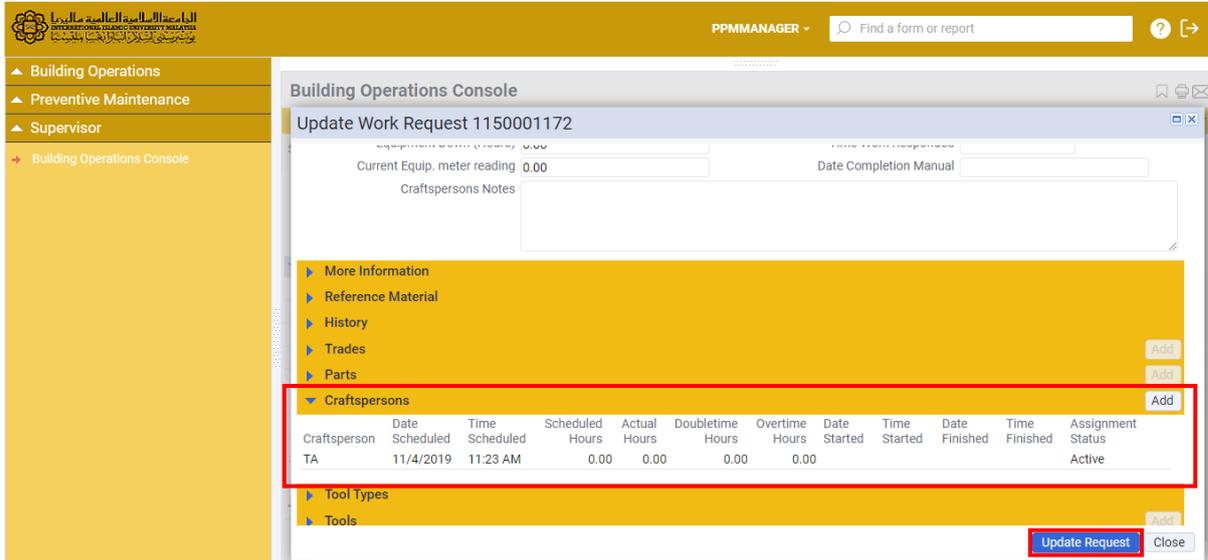


6.	<p>Add Craftsperson pop up input screen will be displayed. In Add Craftsperson pop up input screen, fill in the necessary input fields:</p> <ul style="list-style-type: none"> • Craftsperson Code • Date Scheduled
----	---

Assign Craftsperson to Preventive Maintenance (PM) Work Order

- Time Scheduled

Then, click on *Save* button to assign Craftsperson to PM Work Request.



No

Steps

7.

Click on *Update Request* button to update information.