

CMMS Basic Troubleshooting

The screenshot shows the Infor EAM interface for a Service Order. The top navigation bar includes 'Infor EAM', 'PRODUCTION ENVIRONMENT - JBRooksCOORD', and 'OPERATIONS Documentation'. The main header displays 'DPW Service Orders: 435591 Epoxy inject concrete walls, operators restroom'. The interface is divided into several sections: 'List View', 'Record View', 'Comments', 'Documents', and 'Activities'. The 'Record View' is active, showing details for Service Order 435591. Key fields include 'Service Order Template' (DPW-OPS-CEM), 'Asset' (FACNOTLISTED9), 'Service Order Class' (FACILITY), 'Status' (In Progress), 'Type' (Corrective), 'Funding Source' (9004-0110P), 'Priority' (3 - Urgent), 'Problem Code' (CEMENT), and 'Work Complete Date'. Red callout boxes highlight specific areas: 1. 'Service Order Template' (DPW-OPS-CEM) with the note: 'If the Activities you need are not listed on the Book Labor or Non-Labor tabs, check to see if you've got the right template listed here.' 2. 'Status' (In Progress) with the note: 'If things just don't look right, check the SO status.' 3. 'Type' (Corrective) with the note: 'This should be "Project" or "Corrective", but never "Estimate".' 4. 'Funding Source' (9004-0110P) with the note: 'If MyTime is not working right, check the funding source.' 5. 'Work Complete Date' (empty) with the note: 'If MyTime is not acting right, check these dates. "Work in Progress" date should be earlier than "Work Complete" date.' The 'Scheduling' section shows 'Assigned By' (JDUBOIS2066) and 'Work Complete Date' (empty). The 'COMPLETION' section shows 'Is Work Shared?' (unchecked) and 'Action Code' (empty). The 'FUNDING' section shows 'Funding Source' (9004-0110P) and 'Funding Source (MUST Available in List Above)' (empty). The 'SERVICE ORDER COST' section shows 'MTF Amount (BESS)' (empty) and '% Budget Used' (0).

If things just don't look right, check the SO status.

If the Activities you need are not listed on the Book Labor or Non-Labor tabs, check to see if you've got the right template listed here.

This should be "Project" or "Corrective", but never "Estimate".

If MyTime is not acting right, check these dates. "Work in Progress" date should be earlier than "Work Complete" date.

If MyTime is not working right, check the funding source.

These five areas are the source of most CMMS processing problems. If the Service Order doesn't act right, check these areas first: Template, Status, Type, Funding Source, Work in Progress and Work Complete dates. If you still need help, contact the Help Desk at 415-558-4400 or HelpDesk@sfdpw.org.