



CMMS

COMPUTERIZED MAINTENANCE
MANAGEMENT SYSTEM

**Differences Between
Old Version (10.1.2) and
New Version (11) for:
RED Tenants**

Benefits

The new version of CMMS:

- Is faster and more convenient .
- Uses a modern platform allows for a new convenient interface that provides a friendlier experience for the user.
- Now has more built in tools to help users get the job done more efficiently and track performance.

Benefits

Although there are changes that came with the upgrade, rest assured that business processes have NOT changed and at its core CMMS has remained the same.



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General Changes

Browser Agnostic

CMMS is browser agnostic, meaning users may use any internet browser such as:



Chrome (Version 30.X)



Internet Explorer (Version 9 & 10)



Safari (Version 6.0.5)



Firefox

Password

Please view the PowerPoint “How to Change Your Password” for more information.



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Start

Center

Menu Drop Downs

Note that the **Menu drop downs (Work, Assets & Documentation)** have moved from the upper right hand side to the upper left hand side of the screen.

The screenshot displays the CMMS interface with the following elements:

- Top Left:** A red box highlights the new menu location with dropdowns for **WORK**, **ASSETS**, and **Documentation**.
- Top Right:** A red box highlights the old menu location, also containing **WORK**, **ASSETS**, **OPERATIONS**, and **Documentation**.
- Center:** A large blue arrow points from the right side of the screen towards the new menu location on the left.
- Main Content:** A form for a service order titled "DPW Service Orders 453201 RED Remove existing carpet tile for storage/attic stock". The form includes fields for Service Order Template, Service Order, Asset, Asset Owner, Asset Common Name, On Street, District, Department, Type, FISO, and Roadway ID. It also shows Service Order Class (FACFLOOR) and other details.
- Bottom Right:** A green box contains the text "Previous Version of CMMS".



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Screen

Changes

Split View

Split view is now the default view when using CMMS. No longer will you have to switch back and forth between List View and Record View.

The screenshot displays the CMMS interface in a split view. On the left, a list of service orders is shown, with the selected order highlighted. On the right, the detailed record view for the selected order is displayed, including fields for status, asset, location, and scheduling. The interface includes a search bar, navigation tabs, and various data entry fields.

Service Orders on Left

Record View on the Right

Split View

Search for Service Orders here

The screenshot displays the CMMS interface with a search bar at the top left containing the text "acce". A red box highlights this search bar. Below the search bar is a list of service orders. The main area is split into two panes. The left pane shows a list of service orders, and the right pane shows the details for the selected service order (455721).

Search Bar: acce

Service Order List:

- 455721 - Test - Anza - BBR
Status: Accepted
Asset: 12217-RRM
- 455568 - CN TEST: Submitted by another reques...
Status: Accepted
Asset: 12217-EXTRBLDG
- 455560 - Test - TN - Bayview
Status: Accepted
Asset: 12212-PRG
- 455555 - CNTEST - Estimate test

Service Order Details (455721):

- Service Order Template: [Empty]
- Service Order: 455721 (Selected)
- Asset: 12217-RRM (Selected)
- Asset Owner: [Empty]
- Asset Common Name: Anza Branch Library
- On Street: 37TH AVE
- District: 01
- SO Maintenance Department: DPW-BBR
- Service Order Class: FACAREA
- From Street: GEARY BL
- Source System: [Empty]
- Source Department SO: [Empty]

Expand Right

Expand Right to see List View

Click to expand

DPW Service Orders 455560 Test - TN - Bayview

Expand Right

Service Order	Status	Description	SO Maintenance Department	Asset	Asset Description	Asset Common Name	Asset Type
455721	Accepted	Test - Anza - BBR	DPW-BBR	12217-RRM	550 37th Ave - Anza Restroom - Public Men's	Anza Branch Library	Facility (FAC)
455568	Accepted	CN TEST: Submitted by another requester who is not Anza	DPW-BBR	12217-EXTRBLDG	550 37th Ave - Anza Exterior - Building Facade	Anza Branch Library	Facility (FAC)
455560	Accepted	Test - TN - Bayview	DPW-BBR	12212-PRG	5075 3rd St - Bayview Program Room	Bayview Branch Library	Facility (FAC)
455513	Accepted	SH TEST - Upgrade - update status	DPW-BBR	12154	2323 Cesar Chavez St, San Francisco, 94124	DPW Yard	Facility (FAC)
455508	Accepted	South Penthouse Electrical Room - new wires	DPW-BBR	12039-ROOF	1 South Van Ness Ave - Roof	1SVN, OSVN	Facility (FAC)
453664	Accepted	HARBOR MASTER HQ CONDUIT RE-POSITIONING	DPW-BBR	FACNOTLIST...	Facility Not Listed (route to DPW-BBR)		Facility (FAC)
453657	Accepted	City Hall 3rd floor re-paint repair walls and ceiling project	DPW-BBR	12012-03	1 Dr Carlton B Goodlett Pl - Floor 3	City Hall	Facility (FAC)
453456	Not Accepted	Central: Shampoo Carpet -Capt's office	DPW-BBR	12045-01	766 Vallejo St - Floor 1	Central Station	Facility (FAC)
453234	Accepted	Mission Police station - Replace chiller	DPW-BBR	12044-HVAC	630 Valencia St - HVAC	Mission Station	Facility (FAC)
452866	Accepted	1650 5th floor; Phase 1, demolition, re-configure for new power outlets	DPW-BBR	FACNOTLIST...	Facility Not Listed (route to DPW-BBR)		Facility (FAC)
452764	Accepted	TEST- do not route	DPW-BBR	LSP-1019	Athens St; Valmar Ter - Avalon Ave Landscape Plot		Landscape PLOT (LAND)
452721	Accepted	test (AST)	DPW-BBR	FACNOTLIST...	Facility Not Listed (route to DPW-BBR)		Facility (FAC)
452461	Accepted	SESP New Concrete fill in pad near digester.	DPW-BBR	12035-CM	750 Phelps St - Common Area	SE Water Pollution Control Plant, 1800 J	Facility (FAC)
451628	Accepted	1011 Turk GE Breaker Project.	DPW-BBR	12042	1011 Turk St, San Francisco, 94102	DEM	Facility (FAC)
450864	Accepted	2439J: 19th Ave/Lincoln Way/Crossover Dr - Plumbing change order	DPW-BBR	RWY-27374000	19TH AVE / CROSSOVER DR \ LINCOLN WAY Roadway		Roadway (CNN)
450504	Not Accepted	SFPL Sunset Branch Low Combustion Air Project	DPW-BBR	12093	1305 18th Ave, San Francisco, 94122	Sunset Branch Library	Facility (FAC)

Expand Right

To search:

Use these Dropdowns which allows for different search operators

The screenshot shows a table of service orders with the following columns: Service Order, Status, Description, SO Maintenance Department, Asset ID, Asset Description, Asset Common Name, Asset Type, Type, Priority, Funding Source, JO Description, and Service Order. The table contains several rows of data, including entries for 'Test - Anza - BBR', 'CN TEST: Submitted by another requester who is not Anza', 'Test - TN - Bayview', 'SH TEST - Upgrade - update status', 'South Penthouse Electrical Room - new wires', 'HARBOR MASTER HQ CONDUIT RE-POSITIONING', 'City Hall 3rd floor re-paint repair walls and ceiling project', 'Central: Shampoo Carpet -Capt's office', 'Mission Police station - Replace chiller', '1650 5th floor; Phase 1, demolition, re-configure for new power outlets', and 'TEST- do not route'. A search bar at the top right has a 'Run' button. A yellow callout box points to the 'Run' button with the text 'Then, click Run'. Another yellow callout box points to the search criteria boxes with the text 'Find and filter using these boxes'. A third yellow callout box points to the search criteria boxes with the text 'Use these Dropdowns which allows for different search operators'.

Service Order	Status	Description	SO Maintenance Department	Asset ID	Asset Description	Asset Common Name	Asset Type	Type	Priority	Funding Source	JO Description	Service Order
(A) 455721	Accepted	Test - Anza - BBR	DPW-BBR	12217-RRM	550 37th Ave - Anza Restroom - Public Mens	Anza Branch Library	Facility (FAC)	Corrective	4 - Non Urgent	9001-0093G	DDO CH	SHIN40
455568	Accepted	CN TEST: Submitted by another requester who is not Anza	DPW-BBR	12217-EXTRBLDG	550 37th Ave - Anza Exterior Building Facade	Anza Branch Library	Facility (FAC)	Corrective	4 - Non Urgent			
455560	Accepted	Test - TN - Bayview	DPW-BBR	12212-PRG	5075 3rd St - Bayview Program	Bayview Branch Library	Facility (FAC)	Corrective	4 - Non Urgent			
455513	Accepted	SH TEST - Upgrade - update status	DPW-BBR	12154	2323 Cesar Chavez St, San F	4124 DPW Yard	Facility (FAC)	Estimate	4 - Non Urgent	9001-0093G	DDO CH	SHIN40
455508	Accepted	South Penthouse Electrical Room - new wires	DPW-BBR	12039-ROOF	1 South Van Ness Ave - Roof	1SVN, OSVN	Facility (FAC)	Corrective	4 - Non Urgent			SHIN40
453664	Accepted	HARBOR MASTER HQ CONDUIT RE-POSITIONING	DPW-BBR	FACNOTLIST...	Facility Not Listed (route to DP		Facility (FAC)	Estimate	4 - Non Urgent	9001-0093G		RFRANK
453657	Accepted	City Hall 3rd floor re-paint repair walls and ceiling project	DPW-BBR	12012-03	1 Dr Carlton B Goodlett Pl - F		Facility (FAC)	Estimate	4 - Non Urgent			JGUDINC
453456	Not Accepted	Central: Shampoo Carpet -Capt's office	DPW-BBR				Facility (FAC)	Corrective	4 - Non Urgent			MBRENN
453234	Accepted	Mission Police station - Replace chiller	DPW-BBR				Facility (FAC)					ELMC
452866	Accepted	1650 5th floor; Phase 1, demolition, re-configure for new power outlets	DPW-BBR				Facility (FAC)					MBRE
452764	Accepted	TEST- do not route	DPW-BBR				Landscape					LLIA

Find and filter using these boxes

Then, click Run

Expand Left

Expand Left to view Record Only

DPW Service Orders 453201 RED Remove existing carpet tile for storage/attic stock



Record View Comments Documents Activities Non-Labor Schedule Tools Permits Scope Multi-Assets

Service Order Template: DPW-BBR-SOFT-EST1

Service Order: 453201 RED Remove existing carpet tile for storage/attic stock

Asset: 12320-9 1155 Market Street - Floor 9

Asset Owner:

Asset Common Name:

On Street:

District:

SO Maintenance: DPW-BBR

Department:

Type: Estimate

FISO:

Roadway ID:

Service Order Class: FACFLOOR

From Street:

Source System:

Source Department SO:

HUB SO:

SERVICE ORDER DETAILS

Safety:

Priority: 4 - Non Urgent

Problem Code: FLOOR

Block:

Call Back Request?:

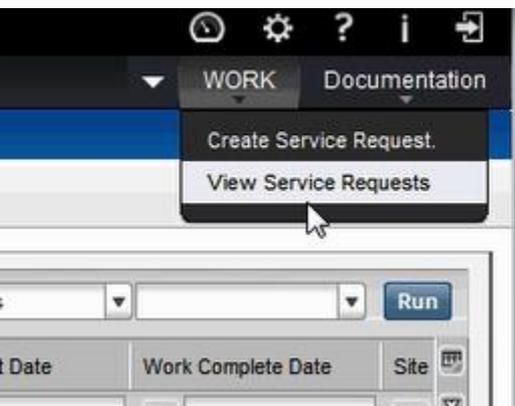
Duplicate SO:

Parent SO:

Related SO:

View SR not Available

The screen View Service requests is no longer available in the new version of CMMS, only create SR. However, you are still able to view your service requests via the split view. Expand right to view Service Requests in a format you are familiar with.



Create Service Request

Status	Service Request	Description	Asset	Priority	Type	Location	Date Reported	Maintenance Department	Requested By
Admin Closed	13673	Ceiling vent referenced in Service Request 13569 is blasting cold air	12039-02	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	12/20/2010 08:38	RED	LGARCIA
Admin Closed	18599	Graffiti in Women's Restroom See follow-up SR 18630	12039-CM	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	01/20/2011 13:52	RED	LGARCIA
Work Completed	18601	Too cold in the AM by column D9	12039-02	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	01/20/2011 13:55	RED	LGARCIA
Work Completed	18750	General Repairs, including broken ADA stall in 2nd Floor men's room	12039-CM	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	01/28/2011 13:28	RED	LGARCIA
Work Completed	18794	Restocking of paper handtowel dispenser in the 311 Kitchen	12039-02	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	02/01/2011 12:51	RED	LGARCIA
Work Completed	18819	2nd Floor Men's Room Seats on the Loose	12039-02	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	02/03/2011 10:00	RED	LGARCIA
Work Completed	18820	Paper towel shortage in the kitchen	12039-02	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	02/03/2011 10:03	RED	LGARCIA
Work Completed	18965	Cold Air Blowing during 311's Night Shift	12039-02	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	02/09/2011 08:11	RED	LGARCIA
Work Completed	19213	No soap in women's room	12039-CM	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	02/22/2011 11:34	RED	LGARCIA
Accepted	19498	Changing/Cleaning Air Filters	12039-02	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	02/28/2011 08:47	RED	LGARCIA
Work Assigned	19652	Air Filter Cleaning	12039-02	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	03/03/2011 09:52	RED	LGARCIA
Work Completed	19723	Spilled Coffee in Women's Room	12039-CM	(A)	Corrective	1-SOUTH-VAN-NESS-AVE-SF	03/07/2011 08:11	RED	LGARCIA

Comments

The comments section are no longer embedded. Before you can enter a comment, you will have to click on the Add/Edits button.

Record View

Service Request: 20372

Description: Replace light bulbs

Asset: 12039-02 1 South Van Ness Ave - Floor 2

Maintenance Department: RED

Type: Corrective

Problem Code: LIGHTING

Priority: 4 - Non Urgent

Safety:

Status: Accepted

Date Created: 03/30/2011

Created By: 311TNT1

Date Reported: 03/30/2011 14:24

Requested By: LGARCIA

Req. Start Date:

Site Contact: Liz Garcia

Site Contact Phone: 701-3189

Source: CMMS

Click to open
Comments
window

Add/Edit Comments

Comments

Comments ✕

<p>just had our lighting assessed and we need to replace 2 bulbs that are out by the exits. hard to spell out. I can walk you over when you arrive.</p> <p>3189</p>	<p>Created - 03/30/2011 14:27 311 Tenant 1 (311TNT1)</p>
---	---

Close

Click to open
text window

Comments

Add/Edit Comments ✕

Language: * English ▾ Print with Document:

Tahoma ▾ A⁺ A⁻ | **B** *I* U | A ▾ A ▾ | | |

Type comments here

Save

Save Cancel

Comments

Please note that the comments added are not visually obvious. **You must click on the Add/Edit Comments button to view previously added comments.**

Record View

Service Request:	20372	Status:	Accepted
Description:	Replace light bulbs	Date Created:	03/30/2011
Asset:	12039-02	Created By:	311TNT1
	1 South Van Ness Ave - Floor 2	Date Reported:	03/30/2011 14:24
Maintenance Department:	RED	Requested By:	LGARCIA
Type:	Corrective	Req. Start Date:	
Problem Code:	LIGHTING	Site Contact:	Liz Garcia
Priority:	4 - Non Urgent	Site Contact Phone:	701-3189
Safety:	<input type="checkbox"/>	Source:	CMMS

Comments

Add/Edit Comments

Click to open Comments window and view added comments

Uploaded Documents

Whenever a document is uploaded in the Documents tab, an icon is created on the lower portion of the record view page. Simply click on the icon to view the uploaded attachments..

The screenshot displays the CMMS interface. On the left, a list of service orders is shown, including '451153 - d', '451152 - Request for 2 DPW workers to move it...', '451151 - door handle is loose and won't lock', '451147 - Project Estimate', and '451146 - door handle is loose and won't lock'. The right pane shows the 'Record View' for '451153 - d'. It includes fields for 'Failure Code', 'Completion Reason', 'Action Code', and 'Transfer To Department'. Below these are sections for 'FUNDING' (with 'Funding Source' and 'JO Description'), 'SERVICE ORDER COST' (with 'NTE Amount [US\$]', 'Change Order', and various cost estimates), and 'ESTIMATES'. At the bottom of the record view, a document icon is highlighted with a blue border and a yellow callout box containing the text 'Click to view attachment'. The icon is labeled 'D17834-blue-jelly-icon-symb...'.

Click to view attachment

Icon Changes

Lookup Tool



A screenshot of a software interface showing a text input field on the left containing the text "DPW-BUF" and a search icon on the right. The search icon is a magnifying glass with a list icon above it, indicating a search function.

Drop Down



A screenshot of a software interface showing a drop-down menu. The menu is open, displaying a list of options: Corrective, Estimate, Estimate Inspection, Event, Internal, Project, and Standing. The 'Corrective' option is highlighted in blue, indicating it is the selected item.

Last Form

Whenever you switch to another form, the last form you were viewing will be displayed on the bottom of the screen. Navigating between screens have become simpler as a result.

Switch between the previous and current screens.

The screenshot displays the CMMS web application interface. The browser address bar shows the URL `http://cmms/web/base/loginDisp`. The page title is "EAM". The navigation menu includes "WORK", "ASSETS", and "Documentation". The current page is titled "Address ADD 10 KIRKHAM ST | Address". The main content area shows a record view for the address "ADD - 10 KIRKHAM ST | Address". The record details include:

- CMMS ID: ADD
- Asset Common Name: 10 KIRKHAM ST | Address
- Maintenance Department: DPW-BSES
- Jurisdiction Dept: DPW-BSES
- Type: Address (ADDS)

The record is divided into several sections:

- LOCATION DETAILS:** Roadway ID: 07842000, Roadway Description: KORET WAY-05TH AVE (, On Street: KIRKHAM ST, From Street: KORET WAY
- ADDITIONAL INFORMATION:** Asset Owner, Block Number, Muni Route Type, Odd Side Street, Sweeping, Zip Code, Supervisory District: 7, Lot Number, Bicycle Path, Even Side Street, Sweeping, X Coordinate: 5,994,781.523681, Y Coordinate: 2,105,712.197506
- EXTERNAL SYSTEM ID:** Owner ID, CALTRANS ID

On the right side, there are several dropdown menus and checkboxes, including "Status: Active", "Requester's Department", "Class: ADDR", "Safety", "Out of Service", "Eligible for Energy Star", and "Reliability Ranking Details".

A yellow callout box with the text "Switch between the previous and current screens." points to a red-bordered button at the bottom of the page labeled "Address DPW Service Orders".

Datasp/ Filters

Due to the clean-up process that was necessary with the upgrade, please be aware of some of your datasp or filter settings may have changed. Please keep this in mind as you navigate the new version of CMMS.

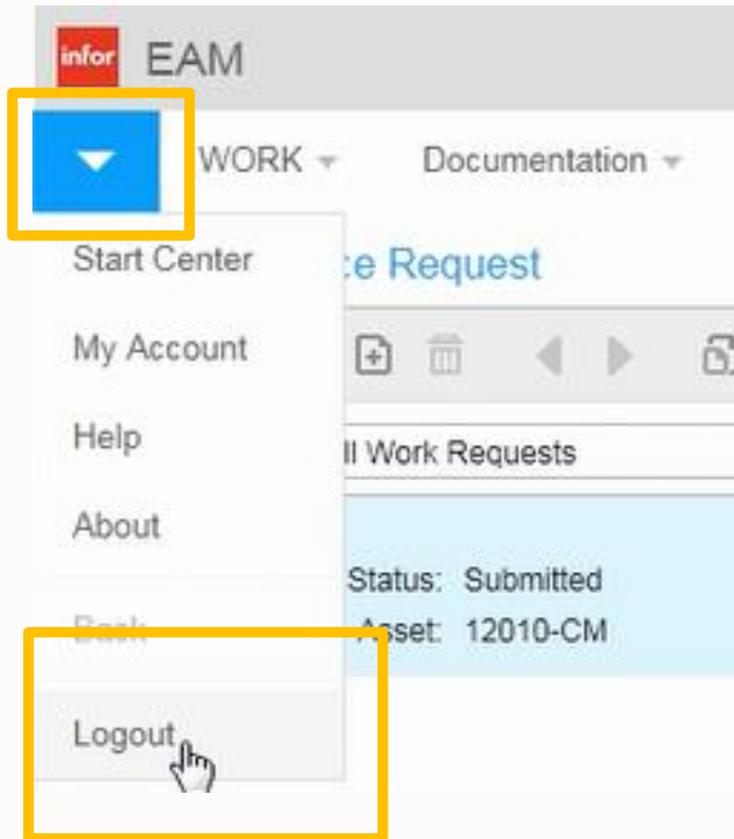
Additional Help

For additional help with CMMS, click on the Documentation tab and select Training.



Logging out

To log out, click the Upside-down arrow in the corner and select Logout



Legend

	Save
	New
	Delete
	Required
	Lookup Tool
	Date Select
	Drop Down Menu

Contact

Help Desk:

helpdesk@sfdpw.org

(415) 558-4400