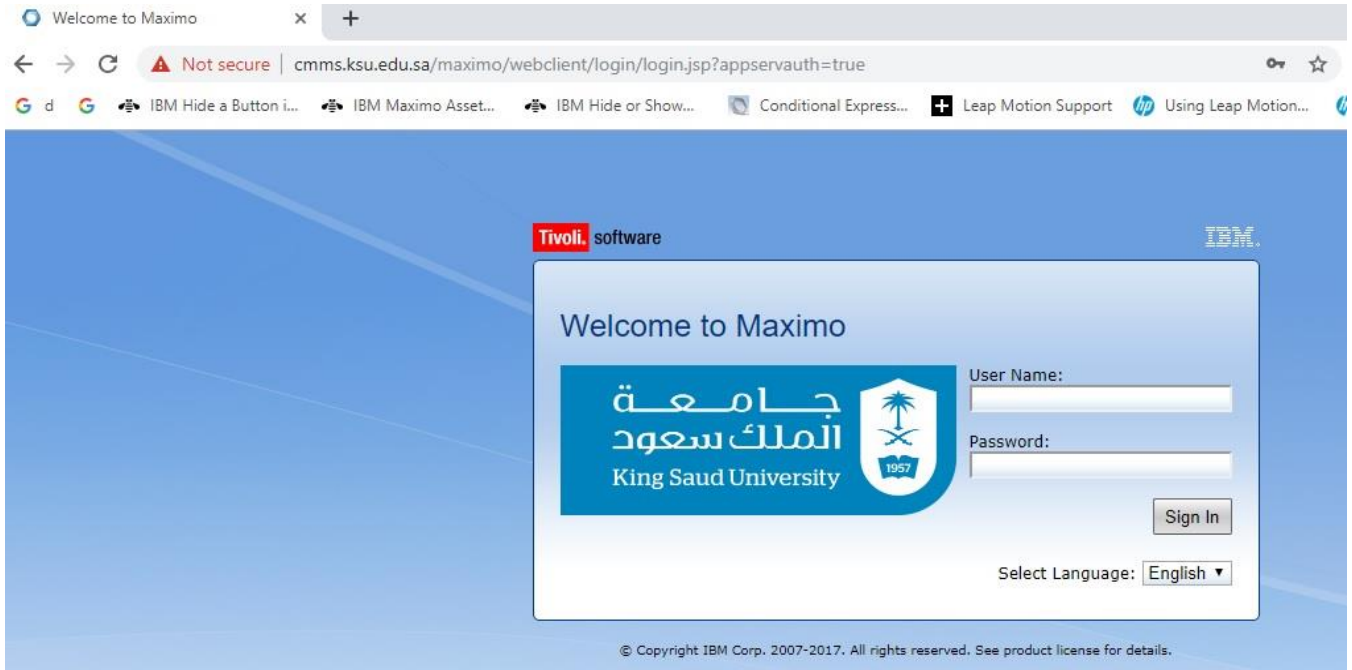


Process to create service request

- 1- Open MAXIMO WEB SITE WWW.CMMS.KSU.EDU.SA
- 2- Enter your user name and password



- 3- Choose from menu Self-service click service request then **create service request**

Service Request	Summary	Location	Reported By	SR Group
141030	MECHANICAL - الميكانيك - HVAC والتبريد والتدفئة - FAN - الوحدة UNIT RUNNING BACKWARDS - تعمل الوحدة بشكل عكسي		268128	
140912	MECHANICAL - الميكانيك		268128	

Status	KPI	Actual	Target	Variance
-	TOTAL SR IN PROGRESS	0	0	
↓	TOTAL SR NEW WAITING FOR ACTION	1	0	
-	TOTAL SR NEED MATERIALS OR MORE LABOR	0	0	

ξ- Enter your working site you can select from search option

The screenshot displays the 'Create Service Request' interface. The 'Site' dropdown menu is highlighted with a black arrow. A 'Select Value' dialog box is open, showing a table of sites. The table has three columns: Site, Description, and Organization. The data in the table is as follows:

Site	Description	Organization
RIYADH	King Saud University Male جامعة الملك سعود للطلاب	KSU
MCUC	Medical City Utility Center مركز خدمات المدينة الطبية	KSU
KSUG	King Saud University Female جامعة الملك سعود للطالبات	KSU
HSK	Faculty Housing سكن أعضاء هيئة التدريس	KSU
ACH	AC FOR HOUSING	KSU
STD	Stadium الإستاد الرياضي	KSU

6- Enter your building number

The screenshot shows a web browser window with the URL cmms.ksu.edu.sa/maximo/ui/?event=loadapp&value=creates&additionalEvent=insert&additionalEventValue=templateid=&uisessionid=634&csrftoken=qki6f3e6g.... The page title is "Create Service Request". The form contains the following fields:

- Service Request: 141063
- Reported By: 268128
- Phone: 72900
- E-mail: neffatosman.c@KSU.EDU.SA
- Affected Person: 268128
- * Affected Name: Nader Effat Osman
- Affected Person Phone: (empty)
- Primary Phone: 72900
- Affected Email: neffatosman.c@KSU.EDU.SA
- * Site: RIYADH
- Asset: (empty)
- * Building Number: 20 (highlighted with a red arrow)
- * Floor Number: (empty)
- * Room Number: (empty)
- Reported Date: 2019/04/28 1:18 PM

Below the form are two tabs: "Request Description" and "Classify". The "Request Description" tab contains the text: "Please enter a summary and a more detailed description of your Service Request." and "Summary". The "Classify" tab contains the text: "Click the detail menu to classify your Service Request." and "* Classification".

7- Enter your floor number

The screenshot shows the same web browser window as above, but with the "Floor Number" field highlighted with a red arrow. The form contains the following fields:

- Service Request: 141063
- Reported By: 268128
- Phone: 72900
- E-mail: neffatosman.c@KSU.EDU.SA
- Affected Person: 268128
- * Affected Name: Nader Effat Osman
- Affected Person Phone: (empty)
- Primary Phone: 72900
- Affected Email: neffatosman.c@KSU.EDU.SA
- * Site: RIYADH
- Asset: (empty)
- * Building Number: 20
- * Floor Number: 11 (highlighted with a red arrow)
- * Room Number: (empty)
- Reported Date: 2019/04/28 1:18 PM

Below the form are two tabs: "Request Description" and "Classify". The "Request Description" tab contains the text: "Please enter a summary and a more detailed description of your Service Request." and "Summary". The "Classify" tab contains the text: "Click the detail menu to classify your Service Request." and "* Classification".

V- Enter your room number

Service Request: 141063

Reported By: 268128

Phone: 72900

E-mail: neffatosman.c@KSU.EDU.SA

Affected Person: 268128

Affected Name: Nader Effat Osman

Affected Person Phone:

Primary Phone: 72900

Affected Email: neffatosman.c@KSU.EDU.SA

Site: RIYADH

Asset:

Building Number: 20

Floor Number: 1

Room Number: 5

Reported Date: 2019/04/28 1:18 PM

Request Description: Please enter a summary and a more detailed description of your Service Request. Summary:

Classify: Click the detail menu to classify your Service Request. Classification:

Λ- Put issue classification you can select from search option

Service Request: 141063

Reported By: 268128

Phone: 72900

E-mail: neffatosman.c@KSU.EDU.SA

Affected Person: 268128

Affected Name: Nader Effat Osman

Affected Person Phone:

Primary Phone: 72900

Affected Email: neffatosman.c@KSU.EDU.SA

Site: RIYADH

Asset:

Building Number:

Classify:

- S01.MECHANICAL - الميكانيك
- S0101.HVAC - التكييف والتبريد والتدفئة
- S0102.HYDRAULIC AND UTILITY - الهيدروليكية والمرافق
- S010201.CENTRIFUGAL WATER CHILLERS - مسدود الماء
- S010202.RADIATOR - التدفئة الحرارية
- S010203.PUMP - المضخات
- S01020301.PUMP NOT OPERATIONAL - المضخة لا تعمل
- S01020302.EXCESSIVE NOISE OR VIBRATION - اهتزاز - ارجاع
- S01020303.PUMP REVOLVES IN WRONG DIRECTION - المضخة تعمل باتجاه معكس
- S01020304.PUMP RUNS BUT DUTY VERY LOW - المضخة تعمل لكن ببناء منخفض
- S01020305.PUMP BEARINGS OVERHEATING - البنية ساخنة
- S01020306.EXCESSIVE DRIPPING FROM PUMP SEAL - تساقط المياه بكثافة من عمود المضخة

Request Description: Please enter a summary and a more detailed description of your Service Request. Summary:

Classify: Click the detail menu to classify your Service Request. Classification: S010203.PUMP

Class Description:

9- Write full problem details in description box

Create Service Request

Not secure | cmmms.ksu.edu.sa/maximo/ui/?event=loadapp&value=creates&additionalEvent=insert&additionalEventValue=templateid=&uisessionid=634&csrftoken=qki6f3e6g...

Create Service Request

Reported Date: 2019/04/28 1:18 PM

Nader Effat Osman

Affected Person Phone:

Primary Phone: 72900

Affected Email: neffatosman.c@KSU.EDU.SA

Request Description

Please enter a summary and a more detailed description of your Service Request.

Summary:
MECHANICAL - الميكانيكية, HYDRAULIC AND UTILITY - والمرافق

Details:

Font Size: x-large Format: None

Write description here

Classify

Click the detail menu to classify your Service Request.

* Classification:
S01 \ S0102 \ S010203 \ S01020301

Class Description:
PUMP NOT OPERATIONAL - المضخة لا تعمل

Attachments: 0 - 0 of 0

Document	Description
There are no rows to display.	

Attach File Attach Web Page

)- Then click submit

Request Description

Please enter a summary and a more detailed description of your Service Request.

Summary:
MECHANICAL - الميكانيكية HYDRAULIC AND UTILITY - الهيدروليكي

Details:

Font: [Font] Size: X-large Format: None

Write description here

Classify

Click the detail menu to classify your Service Request.

*Classification:
S01 \ S0102 \ S010203 \ S01020301

Class Description:
PUMP NOT OPERATIONAL - المحطة لا تعمل

Attachments: 0 - 0 of 0

Document Description

There are no rows to display.

Attributes: Filter 0 - 0 of 0

Attribute	Description	Data Type	Alphanumeric Value	Numeric Value	Unit of Measure	Table Value
There are no rows to display.						

Submit Cancel

)- Service request summary

Welcome To KSU Maximo, Nader Effat Osman

EVERYONE

Change Content/Layout Display Settings Create New Template Modify Existing Template Update Start Cen

Quick Insert

- New Service Request
- New Service Request

Result Set Filter

Service Request	Summary	Location	Reported By	SR Group
141030	MECHANICAL - الميكانيكية HVAC - التهوية والتبريد والتكييف المبردة FAN - التبريد والتبريد والتكييف المبردة UNIT RUNNING BACKWARDS - تعمل الوحدة بشكل عكسي		268128	
140912	MECHANICAL - الميكانيكية		268128	

Set Chart Options Open Record 1 - 2 of

SR STATUS WISE

Last Run: 2019/04/28 11:05 AM

Status	KPI	Actual	Target	Variance
—	TOTAL SR IN PROGRESS	0	0	0
↓	TOTAL SR NEW WAITING FOR ACTION	1	0	1
—	TOTAL SR NEED MATERIALS OR MORE LABOR	0	0	0