



28-29 July Sydney, Australia



Maximo for the Utilities Industry

Pete Karns, Industry Solutions Leader Jerry Miller, Lead Architect, Maximo for Utilities



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Maximo Utility Working Group – 3:30, Level 3

• Join us and be a part of the inaugural MUWG meeting for Australia and New Zealand

• Agenda

- Meet the Utility Community Welcome and Introductions
- Learn about the value of the MUWG community
- Listen to a Customer story Mighty River Power
- Shape the future of the MUWG



IBM in the Utility Industry

2004

2004

2005

IBM begins

Energy Hub

development of

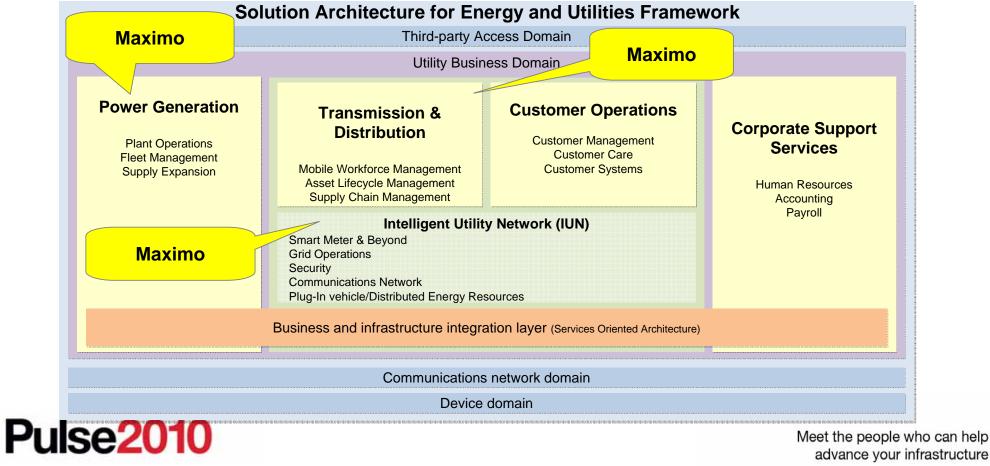
Launched e-SCADA

2009

IBM transferred ownership of Smart Grid Maturity Model to Carnegie Mellon Univ IBM launches SAFE in the marketplace IBM chairs GridWise Architecture Council Commissioned China E&U Solution Lab 2008 IBM acquired Cognos and iLog Built the IBM Center of Excellence for Nuclear Power in La Gaude, France The IBM Nuclear Power Advisory Council was formed 2007 IBM invests \$100M in Energy & Utilities Industry Growth Case IBM founded the Global Intelligent Utility Network Coalition Began development of the Smart Grid Maturity Model GridWeek launched IBM chairs GridWise Alliance 2006 IBM Innovation Jam identified IUN as "top idea" 2009 IBM acquired FileNet, MRO, ISS and Micromuse Commissioned Austin and LaGaude E&U Solution Labs IBM launched E&U Partner Industry Network 2008 2007 2006





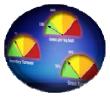


What Does This Mean for You?



Asset, Device and Service Monitoring

Visualize infrastructure availability and performance through device, event and usage data, providing real-time control and analysis to speed time to resolution.



Asset Lifecycle Management

Track, document and make decisions about the procurement, deployment, operation, maintenance, and disposal of generation plant, transmission or distribution field assets.

communication and providing consumers more

control of their of their energy sources and usage.



Informed Decision Making

Use data and information aggregated from business and operation systems to analyze events, develop insights, correlate reactions to change, to improve business flexibility and performance.



Business Process Automation

Model, manage, and optimize business processes resulting in faster time to market, increased customer satisfaction, and higher productivity.



Regulatory, Risk & Compliance Management

Improved Customer Experience Deliver convenient, personalized customer

experience, by enabling interactive

Manage large quantities of utility documents and processes to comply with government mandated regulations





Security Solutions

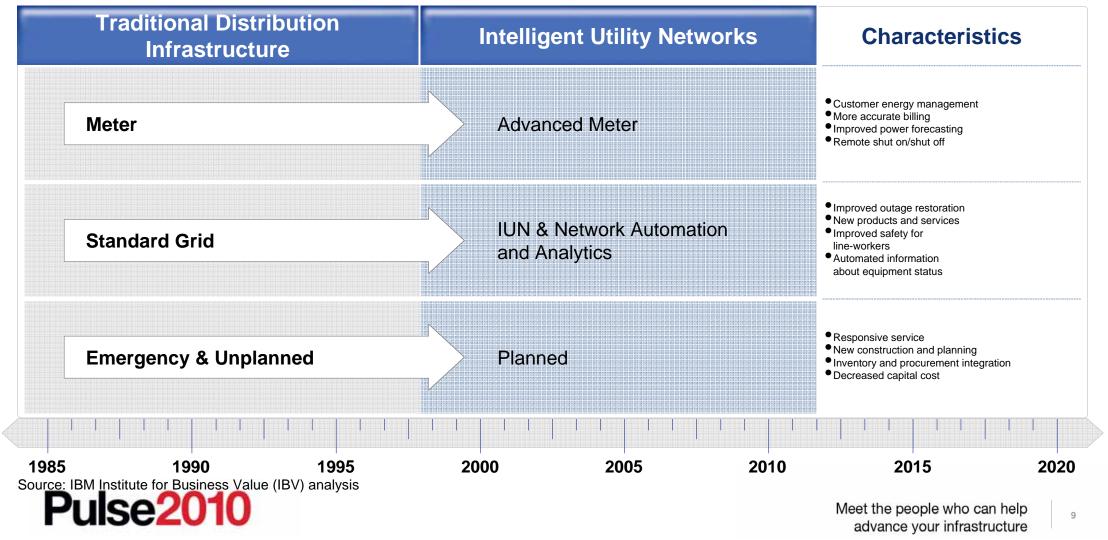
Comprehensively manage and prevent security risk across all business domains

Meet the people who can help advance your infrastructure

Maximo in the Utilities Industry



Trends in Transmission and Distribution Operations



Vision



Enhance Maximo to support Transmission and Distribution utility work process in Electric, Gas and Water.

Support the design, construction, and accounting for new utility infrastructure.

Further development is now focused on supporting IUN/ Smart Grid features for a smarter planet, future development will extend capabilities to gas and water segments as well as electric to maximize business operations with advancing technology

The Integration Framework supports the customer ecosystem of software products that support distribution management (OMS, DMS) and utility operations (GIS, CIS)

Only vendor in the leader's quadrant in Gartner's Analysis of Enterprise Asset Management for Transmission and Distribution



History

IBM developed and marketed Maximo CUE for Maximo v4

Maximo for Utilities v5.2 was released in 2004 with an initial focus on Compatible Unit Estimating and Crew Management was added in 2005 for v 6

Maximo for Utilities 6.1 added product GIS integration to ArcGIS server supporting geospatial management capabilities in an asset/work management system

Maximo for Utilities 7.1.1 is currently available adding **CPM for Crews and the Service Address application** supporting premise geo-coding

IBM Maximo for Utilities Supports DB2, Oracle and SQL Server.

Utility clients / development partners



Delivering More Than Power.

It's how we're all connected

MUWG – Maximo Utilities Working Group

Maximo for Utilities at a Glance (40+ Utilities Customers 100 + Spatial)

•Major Components:

- •CU (Compatible Unit) Library and Estimating Standards based estimating
- •Crews provide full support for crews (a collection of resources working together)
- Maximo Scheduler CPM for Crews
- TD Adapter downloadable from OPAL- extensions to the MEA Maximo Enterprise Adaptor (Integration Framework)
- Mobile Work Force Management
- •Graphical Design Tool
- •Fixed Assets
- •Maximo Spatial Asset Management GIS Integration to ESRI ArcGIS Server
- Added GIS Map Tab to Work Order, Asset, Location and Service Request Applications to Spatially enable these applications.
- Service Address Application supports Premise Geo-coding

Goal was to make GIS look like a natural part of Maximo

IBM Maximo for Utilities Overview

- Supports work and asset management for transmission and distribution in water, gas and electric utilities.
 - Helps increase asset and resources effectiveness by providing a platform to support all types of asset classes and all types of work in water, gas and electric utilities.
 - Create detailed estimates with Compatible Unit Estimating (CUE) and a multilevel compatible unit library
 - Manage crew type and crew makeup with enhanced crew management while tracking labor skills and certifications
 - Integrated with fixed-asset accounting, mobile workforce management and graphical design tools based on SOA
 - Includes Maximo Spatial to support map-based user interface built on ESRI ArcGIS technology.
 - Integrated work and asset management functionality on a modern, J2EE standards based platform including supply chain management, contact management, and SLA.



Magic Quadrant - EAM for Transmission & Distribution

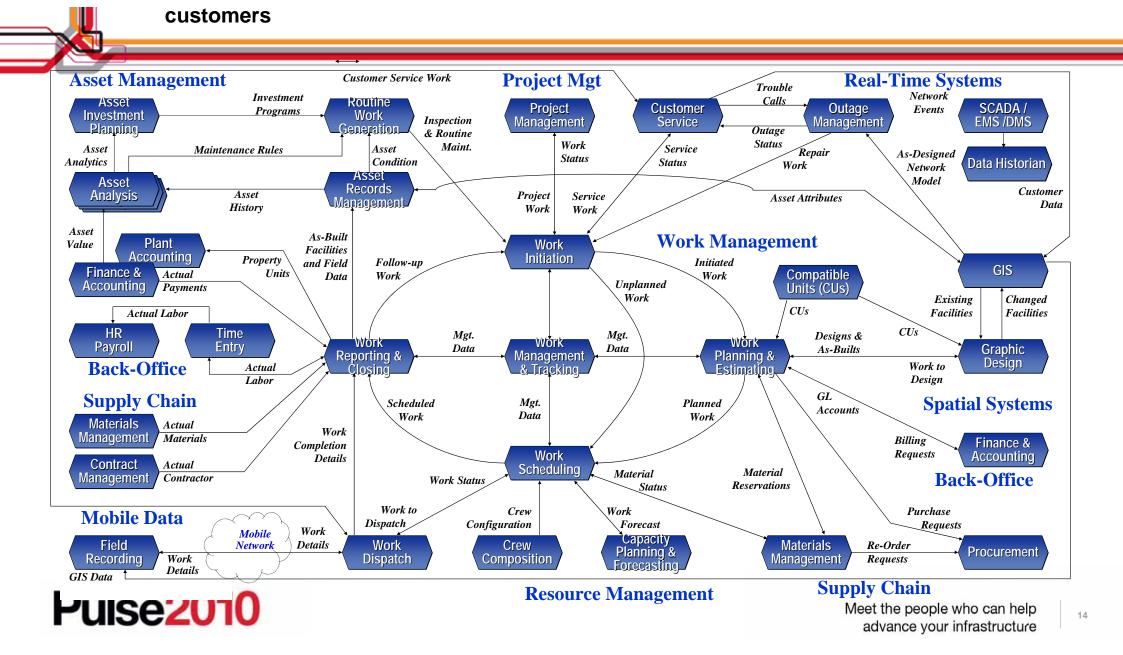


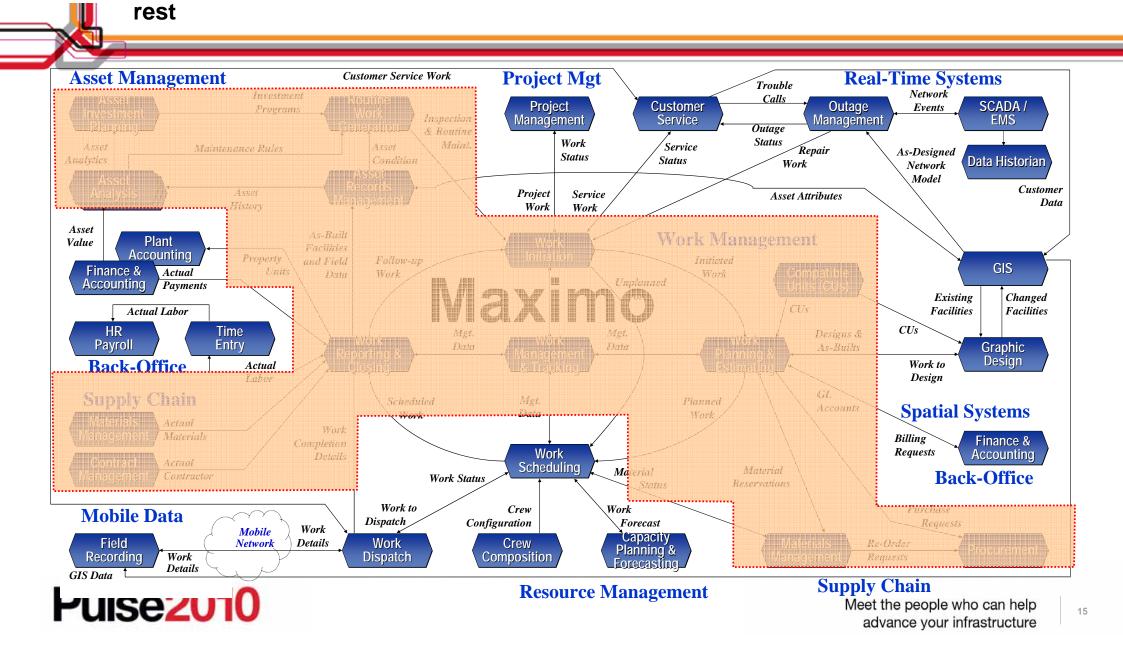
As of September 2009

Source: Gartner (September 2009)



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Maximo for Utilities 7.1.1 is currently available adding CPM for Crews and the Service Address application supporting premise geo-coding and Spatial 7.1.1 Supports ESRI 9.3.1 and is built

Release 7.1.1

- Enhance CUE Perform Acceptance
- UI Improvements
- Crew Gantt View
- Service Address Supports Geo-Coding *
- Auto Create, Auto Locate Work Orders & SRs *
- Polygon Selection Sets with defined Actions *
- Single Click Linking *
- Highlight linked Assets and Locations *
- GIS Synchronization *
- GIS Adm. Defines User Map Services by site *
- Support MultiGeo Databases*
- Supports ArcGIS Server 9.3.1 * Delivered through Spatial



using the Java Script REST API 1.5

Spatial 7.1.1.1 now available supporting ESRI 9.3.1 SP1



Product Discussion Disclaimer – General Product Direction



The information on the new product is for informational purposes only and may not be incorporated into any contract.

The information on the new product is not a commitment, promise, or legal obligation to deliver any material, code or functionality.

The development, release, and timing of any features or functionality described for our products remains at our sole discretion



Maximo for Utilities -- Roadmap

Released 6.3	Released 7.1	Release 7.1.1	Release 7.1.2
September 2007	December 2008	eGA Dec 2009	eGA Q4 2010
 Services for CUE Multi-site Support <u>GIS Spatial Release</u> Map Tab for: Work Order, SRs, Assets and Locations Link GIS Feature to Maximo Entity Expose GIS Controls via MBOs Supports Point, Line, Polygons Non-Version & Version Editing Layer Filtering Supports ESRI ArcGIS Server 9.2 	 Port to Maximo 7 Specific Spatial Install Map Tips Graphic interaction On Map between Feature & Result Set Spatial SigOption Security Variable OH Cost For CU's Associate CU's to Task Type Supports ESRI ArcGIS 	 Enhance CUE Perform Acceptance UI Improvements Scheduler for Crews Gantt View Service Address Supports Geo-Coding Auto Create, Auto Locate Work Orders & SRs Single Click Linking Highlight linked Assets and Locations GIS Synchronization ESRI ArcGIS Server 9.3.1 	 Work Order Pre-requisites Meter Asset Lifecycle Mgmt Bulk receipt Import meter data Meter Sampling Bulk Deploy Spatial Enhancements Own roadmap Future: Capital Work Planning and Forecasting, Dispatch and Routing Graphical Crew, WO Crediting & Unit Reporting
Maximo 6.2.3	Server 9.3 Maximo 7.1.1.4	Maximo 7.1.1.7	Maximo 7.1.2



All dates are estimates and specific content is subject to change. Meet the people who can help advance your infrastructure

Maximo for Utilities 7.1.1 Released December 18, 2009

Product Features for Utilities 7.1.1

• CU Estimating

- Performance Improvements
- Improve ease of use
- Improve integration to graphical design tools
- Work Order, Service Requests, Locations
 - Service Address Tab

Scheduler for Crews

- CPM Calculation
- Visualize resource requirements
- Drag and drop updating of start and end dates



Enhancement – Improve Performance

What is it?

 The Actions for Perform Estimate and Perform Acceptance within CU Estimating were re-designed to improve the speed of these actions. The user will continue to select these choices from the Action Menu.

Business Value

Customer will be able to work effectively with larger estimates.



Enhancement – Improve Ease of Use

List Estimate Request Stations			
Estimate Request 1006 Gas main extended Estimate Version 1	ension 100 crosby drive Bedford	Request Type JOB Estimate Type DESIGN	Request Status OPEN Version Status NEW
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- Within CU Estimating the Estimate Request tab and the Stations tab were redesigned.
 - Fields grouped more logically
 - More use of non-persistent fields
 - Reduce the need to manually create work set records
 - Allow user to see all CU's for an estimate version
 - Field level help and error messages were updated for the most common support questions.



Enhancement – Improve Integration for Graphical Design Tools

Estimate Request 1006 Gas main extension 100 crosby drive Bedford Request Type 108 Request Type 108 Estimate Version 1	List Estimate Request Stations					
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 The graphical design tools currently on the market do not support Maximo's concept of a Work Set.

This release will reduce the need for the user to manually create work sets and Maximo will create new work sets automatically.

By adding the logic to create work sets automatically, the integration with Graphical Design tools will be easier.



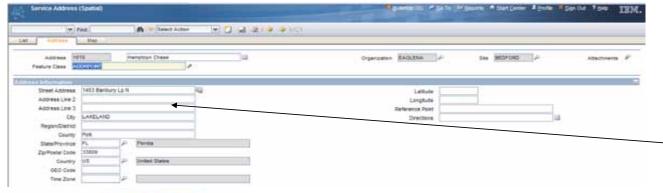
Service Address

NEW - Service Address App

- Problem need a common way to identify a physical locations
- Solution added Service Address to all spatial enabled applications
- Service Address fields added to Assets, Locations, Work Orders and Service Requests
- Enables search by address in Maximo Advanced Search
- Address fields can be exposed on application form using App Designer

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Enhancement – WO Track changes for Scheduler

Scheduling Information			
Target Start		Actual Start	
Target Finish		Actual Finish	
Scheduled Start	10/11/09 2:54 PM	Duration*	40:01
Scheduled Finish	10/17/09 6:54 AM	Time Remaining	
Start No Earlier Than		Predecessors	
Finish No Later Than		Include Tasks in Schedule?	\checkmark

• What is it?

- There are new scheduling fields on the WO Tracking application to display the critical path dates for the work order and the tasks. These fields are updated by the new Scheduler application.
- The work order can also be excluded from the Gantt view in the Scheduler application.
- Duration is calculated from the effort hours on the Plans tab.



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• What is it?

- A new application that allows the user to define a project of work orders and the resource pool that will perform the work.
- The application displays the project as a Gantt view, calculates CPM dates, allows the user to update due dates with the goal of levelizing resources.



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Business Value

- Will assist the user in planning the work to be done in the next week, month or quarter. This process will identify when overtime or contractors must be used to meet the work load demands. By matching work load with all available resources in a graphical format a better schedule can be created.
- Work List Displays all work orders and tasks that were defined for the project. Columns can be configured and dates can be manually updated.
- Gantt View Displays task dependencies, allows task dependencies to be edited, calculates critical path, supports drag and drop due dates and commits new due dates to work orders.



Resource View –

Displays a list of resources that are required on the selected work orders. Can also view additional resource pools that are not included as required for list of work orders.

Resource Demand –

Displays the number of resources required and allows the user to compare resources required with resources available for the time period.



Product Features for Base Maximo 7.1.1.6

- Base Maximo added new features in the 7.1 release which will now be supported by the Maximo for Utilities solution.
- Attribute searching for Classifications
 - Compatible units can be searched by any attribute or attribute value within the CU Library.
- Use Cases
 - A Gas Designer is looking for valve that fits a 4" cast iron main and uses the attribute search dialog to display all CU's that are for use on 4" cast iron pipe.
- Business Value
 - Will help Users quickly find the right CU within a large CU Library.

Enhancement – Base Maximo 7.1.1.6

New features not directly related to the Maximo for Utilities solution

- Web Services Interactions
- ITM for Maximo (Monitoring)
- Cognos Report Integration



Questions and Discussion?





Demonstration of Maximo for Utilities 7.1.2 – Beta – Revenue Meter Lifecycle Asset Management





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Meter Assets Application

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Supports meters as an asset record



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Supports test results	

Able to import an XML or text file from a third party testing application



Define Meter Templates

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Templates determine the number of meters that will be sampled depending on the population size. Both linear and non linear sampling templates can be defined.



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🛡 Define Meter Sampling G							□ ?	' I 🖂
					condition that should be used to select meter as	set records	i.	
Select the Exclude?	Flag if the Sampling Group is going to be	e tested on a periodic basis a	nd should be exc	clude	d from random sampling.			
Meter Sampling Groups	os 🏓 Filter > 🚲 🚍 🛧 🐥 👄 1 - 2 o	of 2 🧇				E) <u>Dov</u>	nload ?	
Sampling Group Nar	me Description	Population Size	Sampling Templ	ate	Condition	Exclu	de <u>Disabled</u>	
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2 Select the Sampling	Group record and then the Update Sam	pling Group button to update t	he Sampling Gro	up v	alue on the associated meter asset records. Se	elect the		
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oparto sumpling oroup		te records where Sampling G	roup is empty?		U	pdate Samp	ling Groups	
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- Homogeneous groups of meters that will be sampled according to the assigned sampling template.
- Supports the ability to define a sampling group by a SQL statement.
- Supports the ability to update the sampling group field for all asset records that match the SQL statement.
- Supports recalculating the population of assets assigned to a meter sampling group.



Generate Meter Sampling WO

🗣 Generate Meter Sampling Work Orders			
Select a sampling group and update the sample size and work order details. If additional testing is required, enter the number of meter sampling work orders in the Sample Size Adjustment field. Select Generate WO to schedule the creation of the meter sampling work orders.			
Meter Sampling Groups 🕨 Filter > 🚲 📴 👍 🐳 💠 1 - 2 of 2 👄 🔂 Download ? 📼			
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Last Date Generated	Priority	Storeroom Site	/
New Sampling Batch			
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Sample Size	0 Job Plan	GL Account	P
Sample Size Adjustment	Work Order Status	Storeroom	
Date to be Generated	Priority	Storeroom Site	BEDFORD 🥒
Generate WO Cancel			

- This dialog displays the last sampling batch details for reference.
- This dialog allows user to define the work order details for the sampling work orders that will be created.
- A cron job will create the work orders in the background after the user selects the Generate WO button.
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Questions?

Terry Saunders (terry.saunders@us.ibm.com) for general product questions

Gary Cooper (gcooper@us.ibm.com) for Maximo Spatial questions (GIS)

Jerry Miller (jerrym1@us.ibm.com) for Utilities T&D questions

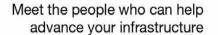
Ron Wallace (<u>ron.wallace@us.ibm.com</u>) Utilities & EAM Marketing

Dianne DePuy (ddepuy@us.ibm.com) Utilities Industry Leader

Kim Woodbury (<u>kwoodbur@us.ibm.com</u>) for commercial & product questions Don Fenhagen (<u>fenhagen@us.ibm.com</u>) for Spanal Implementation questions

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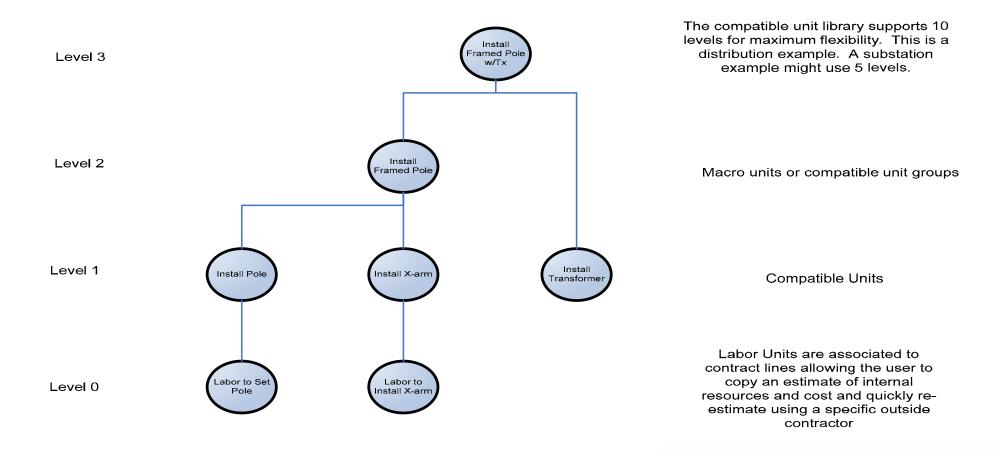
Maximo for Utilities CU Library Details

- Provide Designers and Engineers with a standards-based means to estimate labor, materials, services and tools to complete construction work.
- Capture costs of doing that work and the proper accounting.
- Filter concept supports the variables associated with site conditions.
- Supports 10 levels of parent child relationships.
- Recommended best practice is to align the top level CU's with the organizations construction standards.
- There can be one to many relationships among CUs
- Each CU is version controlled and only one version can be active at a time



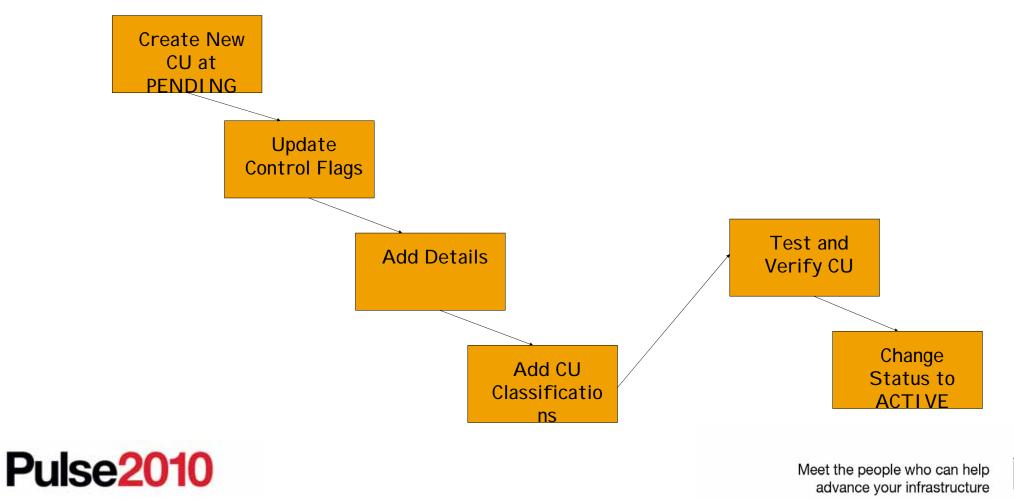
Maximo for Utilities CU Library Sample Hierarchy

Pulse2010

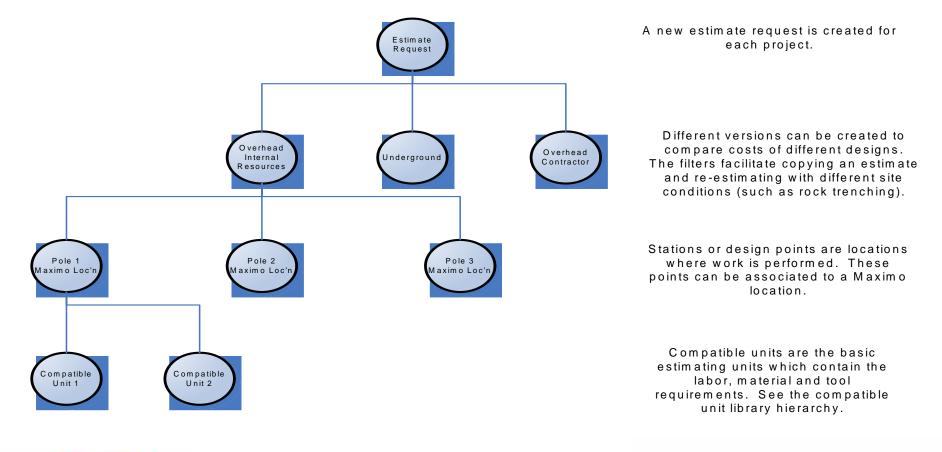


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Maximo for Utilities CU Library Business Process



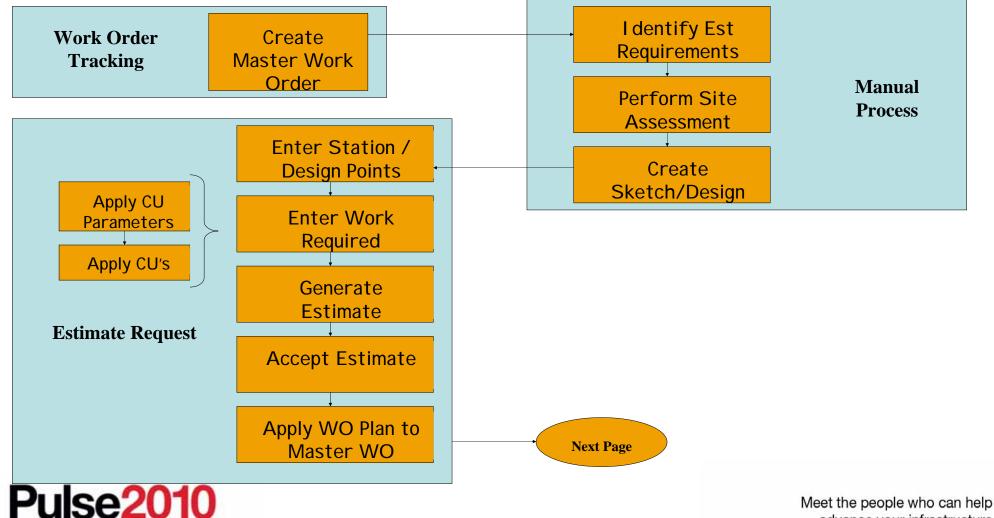
Maximo for Utilities CU Estimate Sample Hierarchy



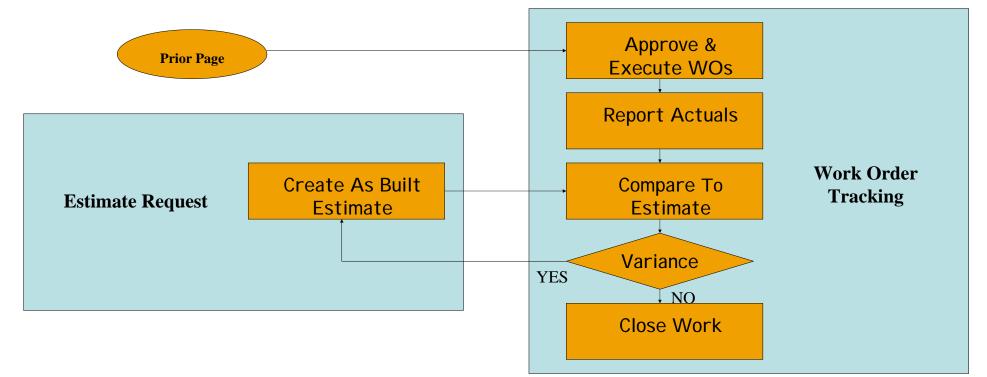
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Naximo for Utilities CU Estimate Business Process



Maximo for Utilities CU Estimate Process Cont.





CU Estimating – Tasks by Type

- Assignment Manager
- The Task Types are logical groupings for the way the work is going to be performed which is different from the way it is estimated. Task Type was added to the Advanced Search Screen and is displayed in the detail section of the work list.

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CU Estimating – Multi Site

- Support for Multi-site
 - Allow estimates to reserve materials from storerooms in another site (all changes for this application are shown below). This storeroom and site will be transferred to the target work order during Perform Acceptance.

CU Estimating (T&D)	the second se	and the second second		and the second se	A Gette	Sel Reports - Start (Center & Public	Sign Out. 7 H
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CU Estimating – Variable Overheads

- Added Variable Overheads
 - Allows more out of the box configuration of overheads
 - Record 9 is an overhead that will be applied when the user selects overhead type = commercial within the CU Estimating application If the Overhead Type field is null on this screen the overhead will be applied to all CU Estimates
- Business Value Can be used to change the overhead cost calculation for each Work Group.

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CU Estimating – CU Services

- Added CU Services
 - Supports Maximo's standard services on CU's for costs such as police details, tree trimming and road repairs after trenching

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Maximo for Utilities Crew Applications

- Planning/Crew Type
 - Define the basic crew template in terms of craft, qualifications and tools.
- Resources/Crew Management
 - Create actual crew record using Crew Type as a basis.
 - Assign labor and tools to the Crew
- Work Order/WO Tracking (T&D) & Planning/Job Plans (T&D)
 - Extended base solution to support Work Groups, Crew Types and Crews.
- Work Order/Assignment Manager (T&D)
 - Extended base solution to support assigning Crews to work orders and to filter by Work Group
- Labor Reporting (T&D) and Quick Reporting (T&D)
 - Extended base solution to support entering time by crew. This will create the labor and tool transactions for the resources assigned to that crew for the work date.



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