

Configure Maximo to populate the ownergroup field for service requests

Slide 1

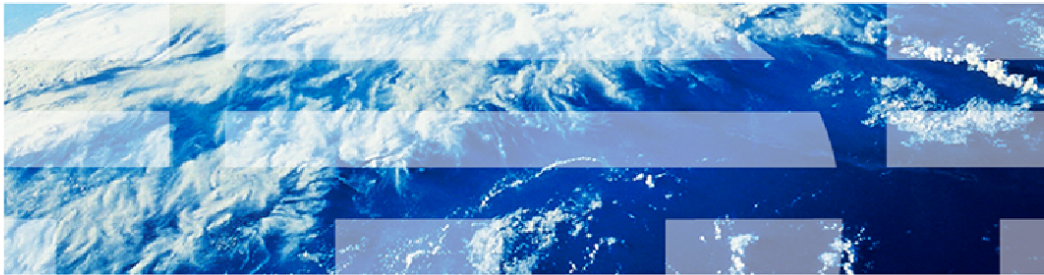
Tivoli

IBM

IBM Maximo Asset Management V7.5



Configure Maximo to populate the ownergroup field for service requests



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Slide 2



Objectives:

After completing this training module, you can accomplish these tasks:

- Create a crossover domain to set the value for the ASSIGNOWNERGROUP attribute based on the owner group selected
- Reference the crossover domain on the OWNERGROUP attribute
- Add the new attribute to the Service Requests application screen using the Application Designer

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Slide 3



Introduction

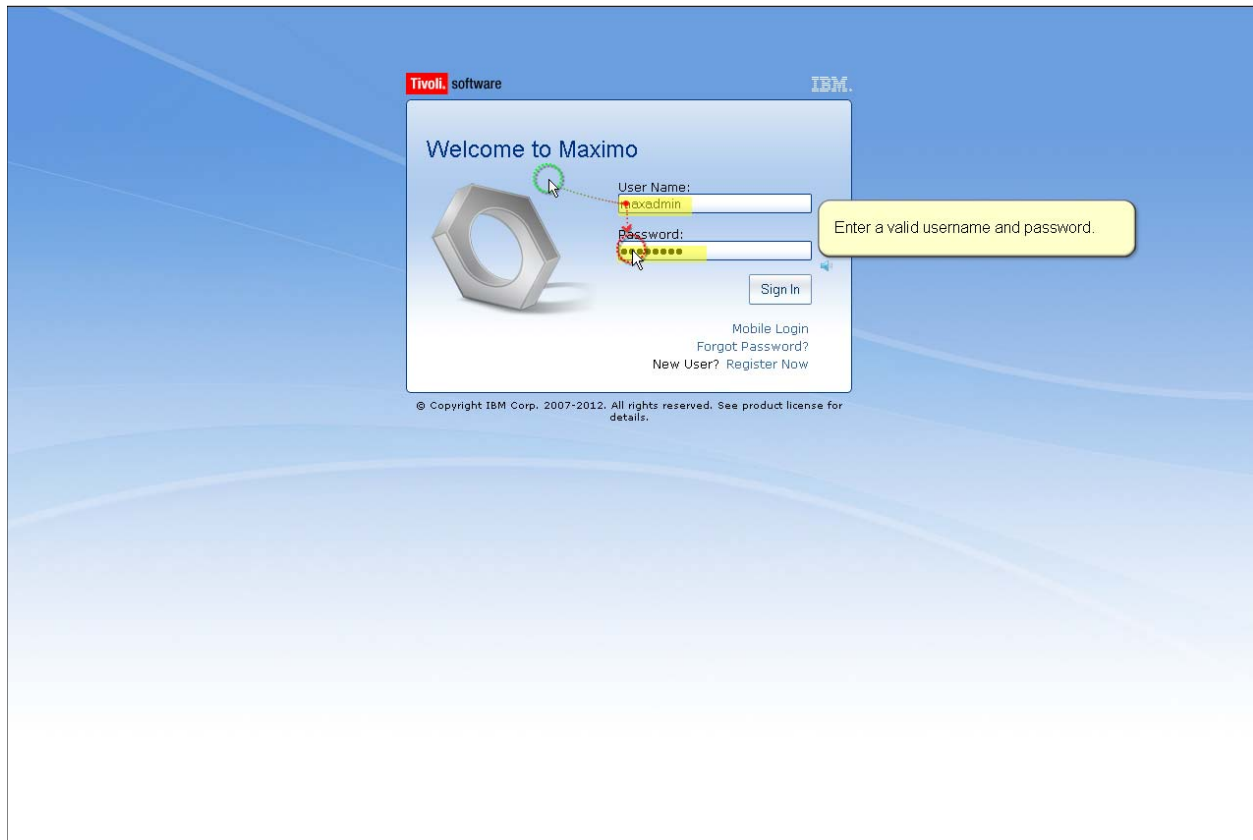
In the Service Request Ticket application, a ticket can have either an owner or an ownergroup. When an owner has been assigned to a ticket, the **Ownergroup** field is cleared.

System users sometimes need know the ownergroup associated with the ticket, but the Ownergroup field is cleared when the owner is assigned to the ticket.

It is possible to configure Maximo to track the ownergroup of a ticket for reporting purposes.

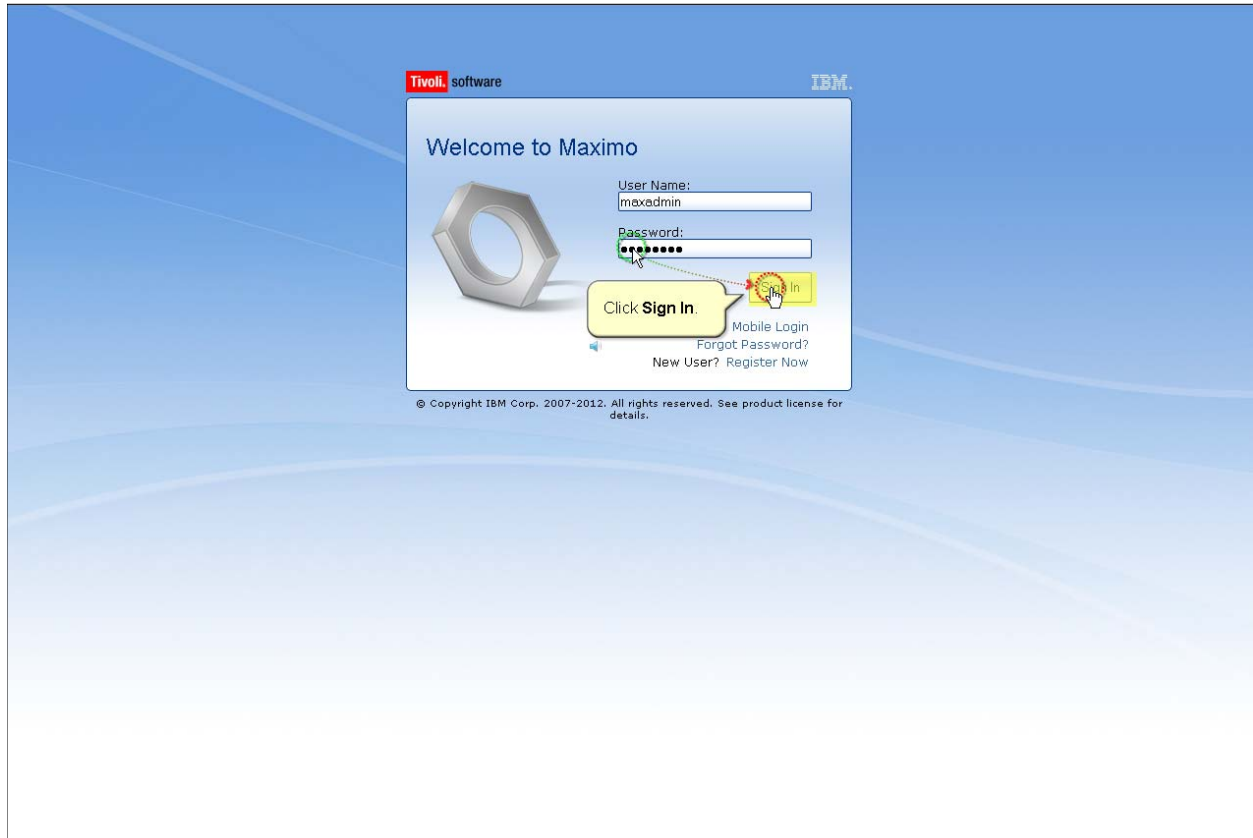
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Slide 5



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Slide 6

The screenshot displays the Maximo user interface with a callout box containing the following text: "Move to the Service Request application. First, click Go To." A red circle highlights the "Go To" button in the top navigation bar, and a green arrow points from the callout box to this button.

The interface includes several panels:

- Administration / Inventory:** Navigation tabs.
- Quick Insert:** Buttons for "New Person" and "New User".
- Security, Users and Groups:** Links for "Users", "Security Groups", "People", and "Person Groups".
- Workflow Configuration:** Links for "Workflow Designer", "Roles", "Actions", "Communication Templates", "Workflow Administration", and "Escalations".
- Bulletin Board:** A table with columns: Subject, Message, Post Date, Expiration Date, Viewed. It contains the message: "There are currently no bulletin board messages to view."
- Inbox / Assignments:** A table with columns: Description, Due Date, Priority, Start Date, Route. It contains the message: "No Assignments found for MAXADMIN".
- KPI Graphs:** Three KPI graphs showing performance metrics with gauges and data tables.

Status	KPI	Actual	Target	Variance
Down	Current User Sessions	1	500	-499

Status	KPI	Actual	Target	Variance
Up	Current Number of Logged In Users	1	500	-499

Status	KPI	Actual	Target	Variance
Down	Registered User - Type 1	67	100	-33

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The screenshot shows the Maximo Administration console interface. The navigation menu on the right is open, highlighting the 'Service Desk' option. A yellow callout box with a red arrow points to the 'Service Desk' menu item, containing the text: "Click Service Desk and then click Service Request." The 'Service Request' sub-option is also highlighted in the dropdown menu.

The main content area displays several widgets:

- Quick Insert:** Includes 'New Person' and 'New User' buttons.
- Security, Users and Groups:** Lists 'Users', 'Security Groups', 'People', and 'Person Groups'.
- Workflow Configuration:** Lists 'Workflow Designer', 'Roles', 'Actions', 'Communication Templates', 'Workflow Administration', and 'Escalations'.
- Bulletin Board:** A table with columns for Subject, Message, and Post Date. A message below states: "There are currently no bulletin board messages."
- Inbox / Assignments:** A table with columns for Description, Due Date, and Priority.
- KPI Graph (Current User Sessions):** A gauge chart showing current user sessions. The needle is at approximately 450. The scale ranges from 0 to 1,000.
- KPI Graph (Current Number of Logged In Users):** A gauge chart showing current number of logged in users. The needle is at approximately 450. The scale ranges from 0 to 1,000.
- KPI Graph (Registered User - Type 1):** A table with columns for Status, KPI, Actual, Target, and Variance. The data row shows: Status: Green, KPI: Registered User - Type 1, Actual: 67, Target: 100, Variance: -33.

At the bottom of the screen, there is a JavaScript snippet: `javascript: menus.menuClick({"eventvalue": "SR", "id": "2..s", "value": "SR", "target": "mx45", "event": "changeapp"});`

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The screenshot shows the Maximo Service Requests interface. At the top, there is a navigation bar with 'Service Requests' highlighted. Below it is a toolbar with various icons. A yellow callout box with a red arrow points to the 'Service Request' tab in the toolbar, containing the text: "Click the Service Request tab." Below the toolbar is a search and filter area with fields for 'Find', 'Select Action', 'Priority', 'Status', 'Owner', and 'Owner Group'. A table header is visible with columns for 'Service Request', 'Reported By', 'Priority', 'Status', 'Owner', and 'Owner Group'. A green dotted line with a hand cursor icon points to a specific area in the table. At the bottom left, there is a small code snippet: `javascript: sendEvent('click','mx276','');`

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Slide 9

The screenshot displays the Maximo Service Request form. At the top, the 'Service Requests' tab is active. The main header shows 'Service Request: 1001', 'Owner: CALDONE', 'Owner Group: [empty]', and 'Status: DUEUED'. Below this, the form is divided into three main sections:

- Address Information:** Contains fields for 'Service Address', 'Formatted Address', 'Street Address', 'City', and 'State/Province'.
- User Information:** Contains fields for 'Reported By' (LCCRI) and 'Affected Person' (LCCRI). Both have sub-fields for 'Name' (Diane Liber), 'Phone' ((617) 555-903), and 'Email' (rlacino57@hotmail.com).
- Service Request Details:** Contains a 'Summary' field with a rich text editor (text: 'Request for OS upgrade to Windows XP'), a 'Classification' field, a 'Class Description' field, 'Repaired Priority' (2), 'Internal Priority' (4), 'Service Group' (FC), 'Service' (FC), and 'Vendor'.

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Slide 10

The screenshot displays the Maximo Service Request form. At the top, the title bar reads "Service Requests". Below it is a navigation menu with tabs for "List", "Service Request", "Related Records", "Log", "Specifications", "Service Address", and "Map". The main form area contains several sections:

- Service Request:** Includes fields for "Service Request" (1001), "Owner" (CALDONE), "Owner Group" (highlighted in yellow), and "Status" (DUEUED). There is also an "Attachments" link.
- Address Information:** Contains fields for "Service Address", "Formatted Address", "Street Address", "City", and "State/Province".
- User Information:** Divided into "Reported By" and "Affected Person", both showing "LCCRI" and "Diane Liber" with associated phone and email details.
- Service Request Details:** Features a "Summary" field with a rich text editor containing the text "Request for OS upgrade to Windows XP". To the right are fields for "Classification", "Class Description", "Repaired Priority" (2), "Internal Priority" (4), "Service Group", "Service" (FC), and "Vendor".

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Slide 11

The screenshot displays the Maximo Service Requests application interface. At the top, the title bar reads "Service Requests". Below it, a navigation bar includes "List", "Service Request", "Related Records", "Log", "Specifications", "Service Address", and "Map". The main content area shows the following details:

- Service Request:** 1001
- Owner:** CALDONE
- Owner Group:** (highlighted in yellow)
- Status:** DUEUED
- Attachments:** (icon)

The **Address Information** section contains fields for Service Address, Formatted Address, and Street Address. A yellow callout box with the text "Configure Maximo to populate the Service Requests application Owner Group field based on the owner of the ticket." points to the Service Address field.

The **User Information** section is divided into "Reported By" and "Affected Person" sections, both containing fields for Name, Phone, and Email.

The **Service Request Details** section includes a Summary field (Request for OS upgrade to Windows XP), a rich text editor, and several metadata fields: Classification, Class Description, Reported Priority (2), Internal Priority (4), Service Group, Service (FC), and Vendor.

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First you move to the Domains application. To start moving to the Domains application click **Go To**.

The screenshot displays the Maximo Administration console interface. The top navigation bar includes 'Administration' and 'Inventory' tabs. A 'Go To' button is highlighted with a red circle and a callout box. Below the navigation bar, there are several panels: 'Quick Insert' with 'New Person' and 'New User' buttons; 'Security, Users and Groups' with links for 'Users', 'Security Groups', 'People', and 'Person Groups'; and 'Workflow Configuration' with links for 'Workflow Designer', 'Rules', 'Adapters', 'Communication Templates', 'Workflow Administration', and 'Escalations'. The main content area is divided into three sections: 'Bulletin Board' (empty), 'Index / Assignments' (empty), and two 'KPI Graph' panels. The first KPI Graph shows 'Current User Sessions' with a gauge and a table. The second KPI Graph shows 'Current Number of Logged In Users' with a gauge and a table.

Status	KPI	Actual	Target	Variance
↓	Current User Sessions	1	500	499

Status	KPI	Actual	Target	Variance
↑	Current Number of Logged In Users	1	500	499

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The screenshot displays the Maximo Administration console interface. On the left, there are navigation tabs for Administration and Inventory, and several panels: Quick Insert, Security, Users and Groups, and Workflow Configuration. The main area shows a Bulletin Board, Inboxes/Assignments, and two KPI Graphs. A context menu is open over the Administration tab, with 'System Configuration' highlighted. A yellow callout box points to this menu item with the text: "Click System Configuration, then click Platform Configuration".

Status	KPI	Actual	Target	Variance
↑	Current Number of Logged In Users	1	500	-400

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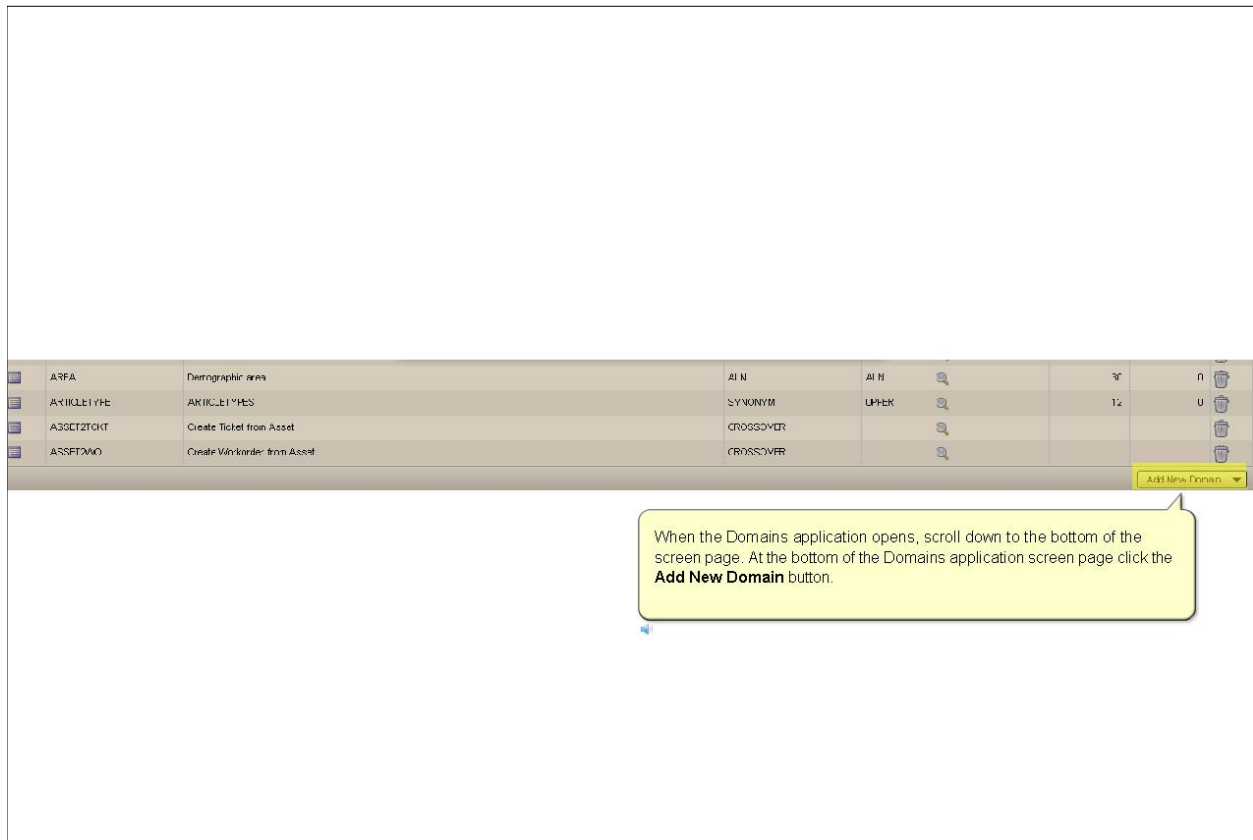
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The screenshot displays the Maximo Administration console interface. The top navigation bar includes 'Administration' and 'Inventory' tabs. A callout box with a yellow background and a red arrow points to the 'Domains' option in the 'Administration' dropdown menu, with the text 'Click Domains'. The interface is divided into several sections:

- Quick Insert:** Contains buttons for 'New Person' and 'New User'.
- Security, Users and Groups:** Includes links for 'Users', 'Security Groups', 'People', and 'Person Groups'.
- Workflow Configuration:** Includes links for 'Workflow Designer', 'Roles', 'Actions', 'Communication Templates', 'Workflow Administration', and 'Formations'.
- Bulletin Board:** A section for managing messages, currently showing 'There are currently no bulletin board inc...'. It includes a 'Filter' button and a search field.
- Inbox / Assignments:** A table for tracking assignments, currently showing 'No Assignments found for MA...'. It has columns for 'Description', 'Due Date', and 'Priority'.
- KPI Graph:** Two gauge charts showing 'Current User Sessions' and 'Current Number of Logged In Users'. The 'Current User Sessions' gauge has a scale from 0 to 1,000. The 'Current Number of Logged In Users' gauge has a scale from 0 to 600.
- Administration Menu:** A dropdown menu is open, showing options like 'System Properties', 'Localization', 'Database Configuration', 'Application Designer', 'Communication Templates', 'Activities', 'Roles', 'Escalation', 'Workflow Designer', 'Workflow Administration', 'Cron Task Setup', 'E-mail Listeners', 'Web Services Library', 'Launch in Context', 'Instant Messaging Configuration', 'Automation Scripts', 'Task Management', and 'Work Orders'. The 'Domains' option is highlighted in yellow.

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The screenshot displays the Maximo Domains application interface. At the bottom, there is a table with the following data:

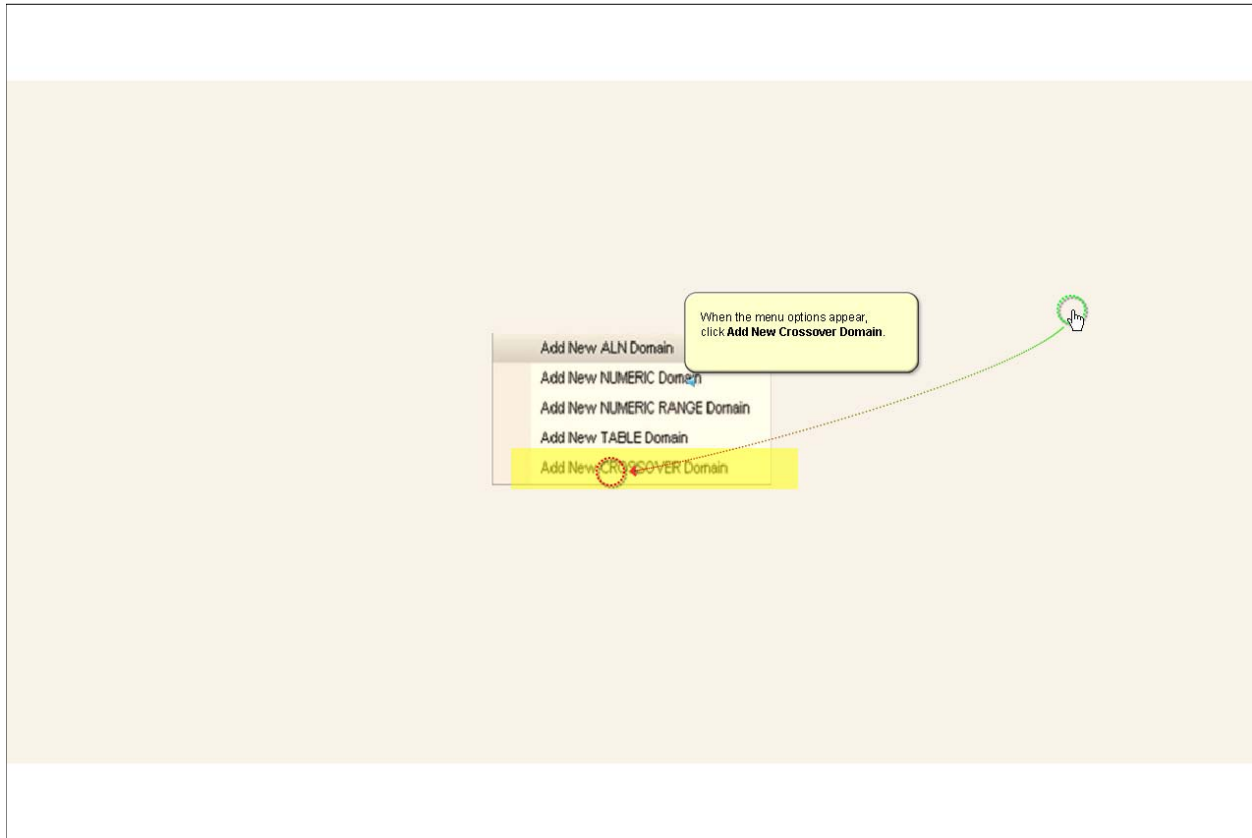
Code	Description	AI N	AI N	AI N	AI N	AI N	AI N
ARFA	Demographic Area	AI N	AI N	AI N	AI N	AI N	AI N
ARTICLETYPE	ARTICLETYPES	SYNONYM	UPPER	AI N	AI N	AI N	AI N
ASSETZTKT	Create Ticket from Asset	CROSSOVER	AI N	AI N	AI N	AI N	AI N
ASSETXMO	Create Workorder from Asset	CROSSOVER	AI N	AI N	AI N	AI N	AI N

Below the table, there is a yellow button labeled "Add New Domain" with a dropdown arrow.

When the Domains application opens, scroll down to the bottom of the screen page. At the bottom of the Domains application screen page click the **Add New Domain** button.

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The screenshot shows the Maximo Domains configuration interface. A table lists various domains with columns for Domain, Description, Domain Type, Data Type, Length, and Code. A dialog box titled "CROSSOVER Domain" is open, prompting the user to "Enter a domain name, for example, OWNERGROUP." The dialog includes a text input field with "OWNERGROUP" entered, a "New Row" button, and "OK" and "Cancel" buttons. A yellow callout bubble points to the input field with the text "Enter a domain name, for example, OWNERGROUP." Below the dialog, a JavaScript snippet is visible:

```
javascript: menuClick({id: "addomain_crossover", "text": "Add New Domain", "target": "domainadm_domainMain_menu", "event": "click});
```

Domain	Description	Domain Type	Data Type	Length	Code
ABCTYPE	ABC analysis types		UPPER	1	3
ACTIONTYPE	Types of action		UPPER	26	
ACTIONUSER	Where the action is accessible		UPPER	8	
ACTIVEUSER	Active maximo users		UPPER	30	3
ADAPTER	Adapter Type		UPPER	7	
AIRDUCTTYPE	Air Duct Type		UPPER	20	
ALIGN	ALIGN		UPPER	8	
ALLHANDS	All ALLY and SYNONYM domains		UPPER	2	
ALTYDCM	Alternate Keys		UPPER	22	
ARCHPOS	ARCHPOS		UPPER	255	
AMMOSTATE	WFO Status in Assignment Completion		UPPER	8	
ANDCOND	And/Or Conditions for Relation Rules Groups		UPPER	2	
APPACTON	Application Actions		UPPER	26	3
APPFILETYPE	Type of appenders		UPPER	30	3
APPNTISFAT	Applications that will make use of the Object St		UPPER	26	3
APPTYPES	Application Type		UPPER	30	3
ARCA	Demographic area	ALL	ALL	30	3
ARTICLETYPE	ARTICLETYPES	SYNONYM	UPPER	2	3
ASSETTCKT	Create Ticket from Asset	CROSSOVER			
ASSETMWO	Create Workorder from Asset	CROSSOVER			

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The screenshot shows the Maximo Domains configuration interface. A dialog box titled "CROSSOVER Domain" is open, showing a table for defining crossover rules. A yellow callout box points to the "New Row" button in the dialog, with the text: "Click the New Row button to add a row to the newly created OWNERGROUP crossover domain." The background table lists various domains with columns for Domain, Description, Domain Type, Data Type, Length, and Code.

Domain	Description	Domain Type	Data Type	Length	Code
ABCTYPE	ABC analysis types	ALN	UPPER	1	3
ACTIONTYPE	Types of action	CYNOGRAM	UPPER	26	
ACTIONUSER	Where the action is accessible		UPPER	8	
ACTIVEUSER	Active maximo users		UPPER	0	
ADAPTER	Adapter Type		UPPER	30	3
AIRDUCTTYPE	Air Duct Type		UPPER	7	
ALIGN	ALIGN		UPPER	20	
ALLHANDS	All ALLY and SYNONYM domains		UPPER	8	
ALTYDCM	Alternate Keys		UPPER	2	
ARCHPOS	W/O Status in Assignment Completion		UPPER	22	
AMMSTATE	And/Or Conditions for Relation Rules Groups		UPPER	255	
ANDCOND	Application (A-B) is		UPPER	8	
APPACTON	Type of appenders		UPPER	26	3
APPFILETY	Applications that will make use of the Object St		UPPER	30	3
APPTYPES	Application Type		UPPER	2	3
ARCA	Demographic area	ALN	UPPER	30	3
ARTCLETYPE	ARTCLETYPES	SYNONYM	UPPER	2	3
ASSET2TCKT	Create Ticket from Asset	CROSSOVER			
ASSET2WO	Create Workorder from Asset	CROSSOVER			

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The screenshot displays the Maximo configuration interface for the Crossover Domain. The main window is titled "CROSSOVER Domain" and shows the configuration for the "OWNERGROUP" domain. A yellow callout box highlights the "Object" field, which contains the value "PERSONGROUP". The text "Enter PERSONGROUP in the Object field." is written inside the callout box. The interface includes a left-hand navigation pane with a list of domains, a central configuration area with various fields like "Validation Where Clause", "List Where Clause", "Organization", and "Site", and a right-hand pane with a table of domain details. The "Crossover Fields" section at the bottom shows a table with columns for "Source Field", "Destination Field", "Accept NULL value?", "No Override?", and "Sequence".

Source Field	Destination Field	Accept NULL value?	No Override?	Sequence

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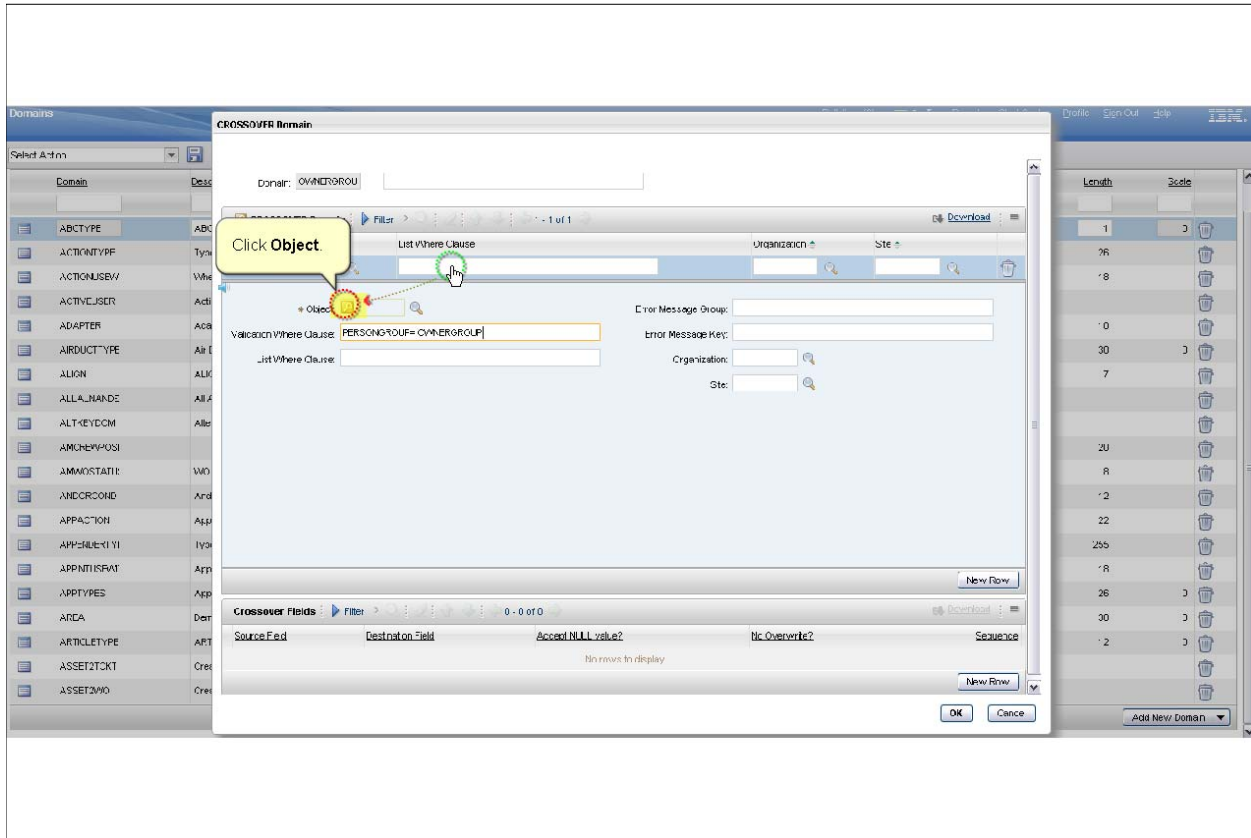
The screenshot shows the Maximo 'Domains' configuration interface. The main window is titled 'CROSSOVER Domain'. The 'Domain' field is set to 'OWNERGROUP'. The 'Validation Where Clause' field contains the text 'PERSONGROUP='. A yellow callout box points to this field with the text 'Type PERSONGROUP = OWNERGROUP.'. Below the main configuration area is a 'Crossover Fields' table.

Source Field	Destination Field	Accept NULL value?	Is Overwrite?	Sequence

Below the table, it says 'No rows to display'. At the bottom of the window are 'OK' and 'Cancel' buttons.

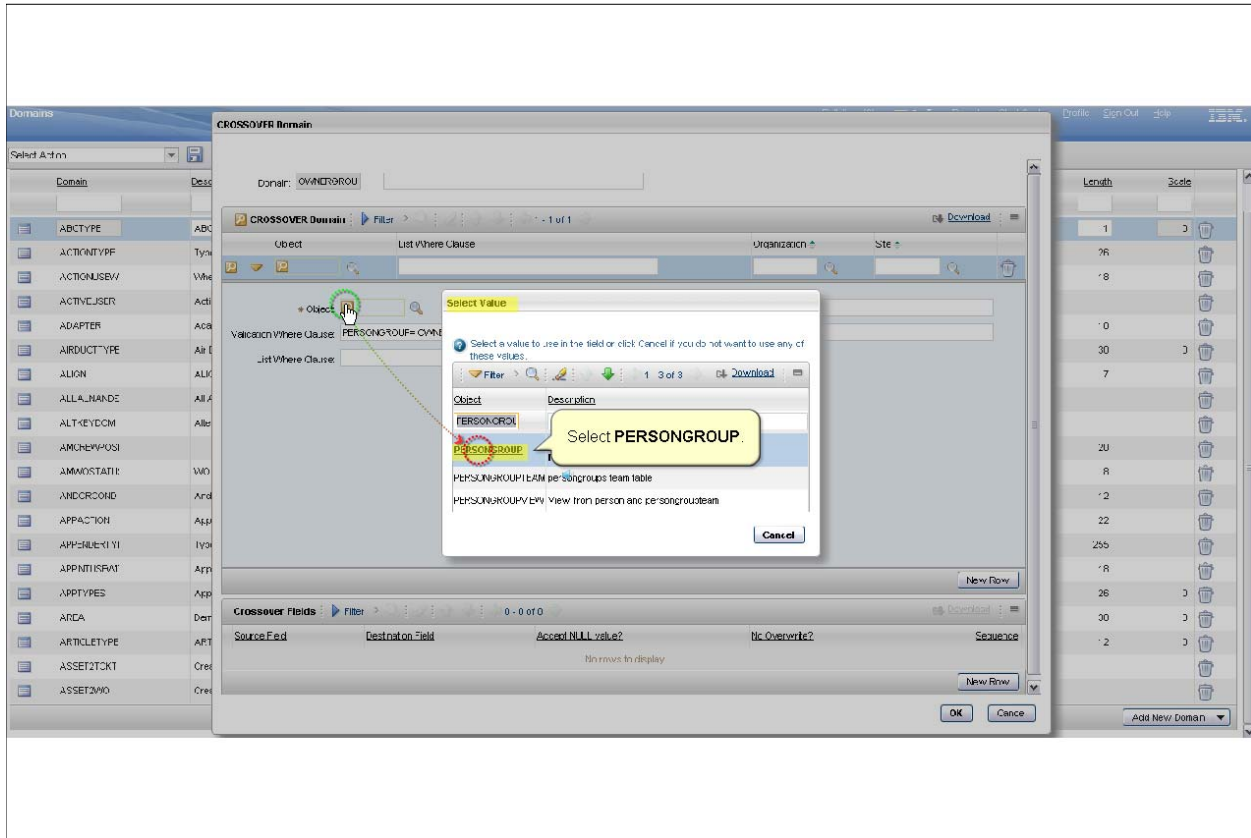
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The screenshot displays the Maximo configuration interface for the 'CROSSOVER' domain. The 'Object' field is populated with 'PERSONHOL' and the 'Validation Where Clause' is 'PERSONHOL=CROSSOVERGROUP'. A yellow callout box with a red arrow pointing to the 'New Row' button contains the following text:

Both the Object and the Validation Where Clause fields are now populated. Scroll down and click the second New Row button.

The interface also shows a table of 'Crossover Fields' with columns for Source Field, Destination Field, Access NULL value?, No Override?, and Sequence. The table is currently empty, showing '0 - 0 of 0' rows.

Source Field	Destination Field	Access NULL value?	No Override?	Sequence
No rows to display				

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The screenshot displays the Maximo configuration interface for the 'CROSSOVER Domain'. Two windows are open:

- List Where Clause:** Shows the configuration for the 'PERSONOROL' object. The 'Validation Where Clause' is set to 'PERSONGROUP=OWNERGROUP'. The 'List Where Clause' field is empty.
- Crossover Fields:** Shows the mapping between source and destination fields. The 'Source Field' is 'PERSONOROL' and the 'Destination Field' is 'ASSIGNEDOWNERGROUP'. There are checkboxes for 'Account NULL value?' and 'No Overwrite?'.

A yellow callout box with the text: "Enter PERSONGROUP in the Source Field and ASSIGNEDOWNERGROUP in the Destination field." is overlaid on the 'Crossover Fields' window.

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The screenshot displays the 'CROSSOVER Domain' configuration interface in Maximo. The main form is titled 'List Where Clause' and includes the following fields:

- Object: PERSONORGRP
- Validation Where Clause: PERSONORGRP=PERSONORGRP
- List Where Clause: (empty)
- Error Message Group: (empty)
- Error Message Key: (empty)
- Organization: (empty)
- Site: (empty)

A yellow callout box in the center of the form contains the text: "All of the fields required to create the crossover domain have now been populated. Click OK."

Below the main form, the 'Crossover Fields' section shows a table with the following entries:

Source Field	Destination Field	Accept NULL value?	No Overwrite?
PERSONORGRP	ASSIGNEDOWNERGRP	<input type="checkbox"/>	<input type="checkbox"/>

Additional fields for the crossover mapping include:

- Source Field: PERSONORGRP
- Destination Field: ASSIGNEDOWNERGRP
- Condition on Source: (empty)
- Condition on Destination: (empty)
- Accept NULL value?:
- Same as: (empty)

The interface also features a left-hand navigation pane with a list of domains and a right-hand pane with a table of domain details.

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The screenshot shows the Maximo application interface with a table of domains. A yellow callout box with a red border contains the text: "Start on the menu path to the Database Configuration application. Click **Go To**." A red circle highlights the 'Go To' button in the top navigation bar, and a green dashed arrow points from the callout box to the 'Go To' button. Another green dashed arrow points from the callout box to the magnifying glass icon in the 'Cronactmt' row of the table.

Domain	Description	ALN	UFFCR	Length	Scale
CROACTMTY	Crontask activities	ALN	UFFCR	10	
CREWID	Crew ID	ALN	ALN	12	0
DAYNAVC	Name of Day	EYNONYM	ALN	13	0
DISPTYPE	Maintenance type	ALN	UFFCR	15	0
DOMCF	Internal Use of Domain	EYNONYM	UFFCR	22	0
DOMTYPC	Domain Type	EYNONYM	UFFCR	23	0
DOWNCODE	Downtime Code	ALN	UFFCR	12	0
FREQUNT	Frequency Unit	EYNONYM	UFFCR	3	0
CLDATYPE	CL Data Type	EYNONYM	UFFCR	3	0
INVCXTYP	Invoice Transaction Type	EYNONYM	UFFCR	12	0
INVTYP	Invoice Type	EYNONYM	UFFCR	12	0
ISSUETYP	Issue Type	EYNONYM	UFFCR	23	0
ITTYC	Inventory Transaction Type	EYNONYM	UFFCR	13	0
IVSTATUS	Invoice Status	EYNONYM	UFFCR	13	0
LOCSTAT	Location status	EYNONYM	UFFCR	14	0
LOCTYPE	Location Type	EYNONYM	UFFCR	15	0
LOTTYPE	Lot Type	EYNONYM	UFFCR	15	0
LITYPE	Labor Reporting Type	EYNONYM	UFFCR	15	0
MAXTYPE	MAXIMO Data Type	ALN	UFFCR	3	0
BASEMETH	Entity Method	EYNONYM	UFFCR	12	0

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The screenshot shows the Maximo 'Domains' table. A callout box with the text 'Click System Configuration' points to the 'System Configuration' menu item in the top navigation bar. The table lists various domain types and their associated data types.

Domain	Description	Domain Type	Data Type
CROACTMTY	Crontask activities	ALN	UFFCR
CREWID	Crew ID	ALN	ALN
DAYNAVC	Name of Day	EYNONYM	ALN
DISPTYPE	Maintenance type	ALN	UFFCR
DOMCF	Internal Use of Domain	EYNONYM	UFFCR
DOMTYPE	Domain Type	EYNONYM	UFFCR
DOWNCODE	Downtime Code	ALN	UFFCR
FREQUNT	Frequency Unit	EYNONYM	UFFCR
CLDTYPE	CL Data Type	EYNONYM	UFFCR
INVCXTYP	Invoice Transaction Type	EYNONYM	UFFCR
INVTYP	Invoice Type	EYNONYM	UFFCR
ISSUETYP	Issue Type	EYNONYM	UFFCR
ITTYPE	Inventory Transaction Type	EYNONYM	UFFCR
IVSTATUS	Invoice Status	EYNONYM	UFFCR
LOCSTAT	Location status	EYNONYM	UFFCR
LOCATYPE	Location Type	EYNONYM	UFFCR
LOTTYPE	Lot Type	EYNONYM	UFFCR
LITYPE	Labor Reporting Type	EYNONYM	UFFCR
MAXTYPE	MAXIMO Data Type	ALN	UFFCR
BASEMETH	Entity Method	EYNONYM	UFFCR

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The screenshot shows the Maximo 'Domains' table. The table has columns for Domain, Description, Domain Type, and Data Type. A context menu is open over the 'Platform Configuration' option, with a yellow callout box pointing to it that says 'Click Platform Configuration.' The table contains the following data:

Domain	Description	Domain Type	Data Type
CRONACTMTY	Crontask activities	ALN	UFFCR
CREWID	Crew ID	ALN	ALN
DAYNAVC	Name of Day	EYNONYM	ALN
DISPTYPE	Maintenance type	ALN	UFFCR
DOMCF	Internal Use of Domain	EYNONYM	UFFCR
DOMTYP	Domain Type	EYNONYM	UFFCR
DOWNCODE	Downtime Code	ALN	UFFCR
FREQUNT	Frequency Unit	EYNONYM	UFFCR
CLDTYPE	CL Data Type	EYNONYM	UFFCR
INVTXTP	Invoice Transaction Type	EYNONYM	UFFCR
INVTYP	Invoice Type	EYNONYM	UFFCR
ISSUETYP	Issue Type	EYNONYM	UFFCR
ITTYPE	Inventory Transaction Type	EYNONYM	UFFCR
IVSTATUS	Invoice Status	EYNONYM	UFFCR
LOCSTAT	Location status	EYNONYM	UFFCR
LOCATYP	Location Type	EYNONYM	UFFCR
LOTTYPE	Lot Type	EYNONYM	UFFCR
LITYPE	Labor Reporting Type	EYNONYM	UFFCR
MAXTYP	MAXIMO Data Type	ALN	UFFCR
BASEMETH	Entity Method	EYNONYM	UFFCR

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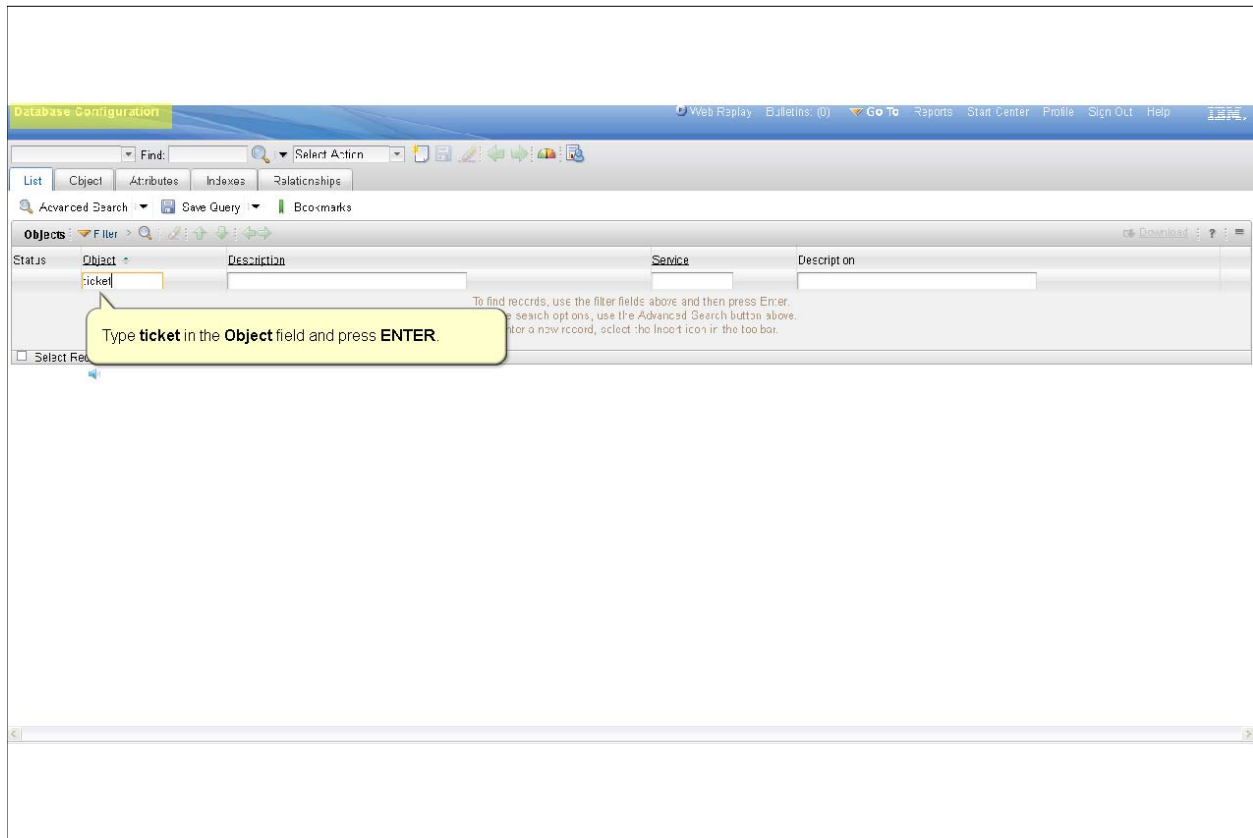
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The screenshot shows the Maximo 'Domains' table. A context menu is open over the 'Database Configuration' option, which is highlighted with a red circle. A yellow callout box points to this option with the text 'Click Database Configuration.' The table lists various domain types such as CROACTIVITY, CREWID, DAYNAME, etc.

Domain	Description	ALN	UFFCR	Scale
CROACTIVITY	Crontask activities	ALN	UFFCR	0
CREWID	Crew ID	ALN	ALN	0
DAYNAME	Name of Day	EYNONYM	ALN	0
DISPTYPE	Maintenance type	ALN	UFFCR	0
DOMCF	Internal Use of Domain	EYNONYM	UFFCR	0
DOMTYPE	Domain Type	EYNONYM	UFFCR	0
DOWNCODE	Downtime Code	ALN	UFFCR	0
FREQUNT	Frequency Unit	EYNONYM	UFFCR	0
CLDATE	CL Date Type	EYNONYM	UFFCR	0
INVTTYPE	Invoice Transaction Type	EYNONYM	UFFCR	0
INVTTYPE	Invoice Type	EYNONYM	UFFCR	0
ISSUETYPE	Issue Type	EYNONYM	UFFCR	0
ITTYPE	Inventory Transaction Type	EYNONYM	UFFCR	0
IVSTATUS	Invoice Status	EYNONYM	UFFCR	0
LOCSTAT	Location status	EYNONYM	UFFCR	14
LOCATYPE	Location Type	EYNONYM	UFFCR	15
LOTTYPE	Lot Type	EYNONYM	UFFCR	15
LITYPE	Labor Reporting Type	EYNONYM	UFFCR	15
MAXTYPE	MAXIMO Data Type	ALN	UFFCR	3
BASETYPE	Entity Method	EYNONYM	UFFCR	15

Configure Maximo to populate the ownergroup field for service requests

Slide 30



The screenshot displays the Maximo Database Configuration interface. At the top, there is a navigation bar with options like 'Web Replay', 'Bulletins: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this is a search bar with 'Find:' and a 'Select Action' dropdown. The main area is titled 'Objects' and contains a table with columns for 'Status', 'Object', 'Description', 'Service', and 'Description'. The 'Object' column has 'ticket' entered. A yellow callout box points to the 'Object' field with the text: 'Type ticket in the Object field and press ENTER.' Below the table, there is a 'Select Fields' checkbox and a scroll bar at the bottom.

Status	Object	Description	Service	Description
	ticket			

To find records, use the filter fields above and then press Enter.
To find records using search options, use the Advanced Search button above.
To enter a new record, select the Insert icon in the toolbar.

Select Fields

Configure Maximo to populate the ownergroup field for service requests

Slide 31

The screenshot shows the Maximo Database Configuration interface. At the top, there is a navigation bar with options like 'Web Replay', 'Bulletins: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this is a search bar with 'Find:' and 'Select Action' dropdowns. A toolbar contains icons for 'List', 'Object', 'Attributes', 'Indexes', and 'Relationships'. Below the toolbar are 'Advanced Search', 'Save Query', and 'Bookmarks' options. The main area is titled 'Objects' and contains a table with columns: 'Status', 'Object', 'Description', 'Service2', and 'Description'. The table lists several objects, with 'TICKET' highlighted in blue. A yellow callout box with the text 'Select Ticket.' points to the 'TICKET' row. At the bottom left of the table area, there is a checkbox labeled 'Select Records'.

Status	Object	Description	Service2	Description
	ticket			
	TICKET	the Ticket table	TICKET	Ticket
	TICKET-HIER	new Hierarchy Island Intals	TICKET	Ticket
	TICKETSPEC	the TicketSpec table	TICKET	Ticket
	TICKETTOTAL	Totals	TICKET	Ticket

Configure Maximo to populate the ownergroup field for service requests

Slide 32

The screenshot shows the Maximo Database Configuration interface. At the top, a navigation bar includes 'Database Configuration', 'Web Replay', 'Bulletins: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this is a toolbar with icons for search, save, and other actions. The main interface is divided into several sections:

- Navigation:** 'List', 'Object', 'Attributes', 'Indexes', 'Relationships'. A callout bubble points to the 'Attributes' tab with the text 'Click the Attributes tab.'
- Object Selection:** 'My Object: TICKET' and 'The Ticket: table'.
- Details Panel:**
 - Service: TICKET
 - Description: Ticket
 - Entity: TICKET
 - Class: org.apache.ticket.TicketSo
 - Extends Object:
 - Level: SYSTEM
 - Text Direction:
 - Main Object?
 - Persisted?
 - User Defined?
 - Imported?
 - Internal?
- Table Panel:**
 - Storage Partition: MAXDATA
 - Unique Column: TICKETUID
 - Language Table:
 - Language Column: LANGCODE
 - Alternate Index:
 - Trigger Rule: TICKET
 - Add Rowstamp?
 - Is Language Table?
 - Is Audit Table?
 - Text Search Enabled?
- View Panel:**
 - View?
 - View Where:
 - Join to Object:
 - View Select:
 - Automatically Select?
 - View From:
- Audit Panel:**
 - Audit Enabled?
 - Audit Table:
 - Audit Filter:
 - Signature Filter:

At the bottom left, there is a small text snippet: 'javascript: tabClick(mx2021);'.

Configure Maximo to populate the ownergroup field for service requests

Slide 33

The screenshot shows the Maximo Database Configuration interface. The 'Attributes' tab is selected for the 'TICKET' table. A callout box with a red arrow points to the 'Filter' icon in the 'Attributes' header, with the text 'Click Filter.' The table below lists various attributes with their descriptions, types, lengths, scales, and required flags.

Status	Attribute Name	Description	Type	Length	Scale	Required	Actions
▶	ACCUMULATEDHOLDTIME	Field that accumulates the amount of time the	DURATION	8	0	<input type="checkbox"/>	🔍 🗑️ 📄
▶	ACCUMULATESLAHOLDTIME	SLA applied to the ticket :ha: acds the securit	YORN	1	0	<input type="checkbox"/>	🔍 🗑️ 📄
▶	ACT_LABCOST	Acua Labor Cos:	AMOUNT	13	2	<input checked="" type="checkbox"/>	🔍 🗑️ 📄
▶	ACT_LABHRS	Acua Labor Hours	DURATION	3	0	<input checked="" type="checkbox"/>	🔍 🗑️ 📄
▶	ACTJALCONTACTDATE	Acua contact date	DATE TIME	13	0	<input type="checkbox"/>	🔍 🗑️ 📄
▶	ACTJALFINISH	Acua Finish Date	DATE TIME	13	0	<input type="checkbox"/>	🔍 🗑️ 📄
▶	ACTJALSTART	Acua Start Date	DATE TIME	13	0	<input type="checkbox"/>	🔍 🗑️ 📄
▶	ADJUSTEDTARGETCONTACTTIME	Target Contact + Accumulated Hold Time : Dyr	DATE TIME	13	0	<input type="checkbox"/>	🔍 🗑️ 📄
▶	ADJUSTEDTARGETRESOLUTIONTIME	Target Resolution + Accumulated Hold Time : C	DATE TIME	13	0	<input type="checkbox"/>	🔍 🗑️ 📄
▶	ADJUSTEDTARGETRESPONSETIME	Target Response + Accumulated Hold Time : C	DATE TIME	13	0	<input type="checkbox"/>	🔍 🗑️ 📄

[New Row](#)

Configure Maximo to populate the ownergroup field for service requests

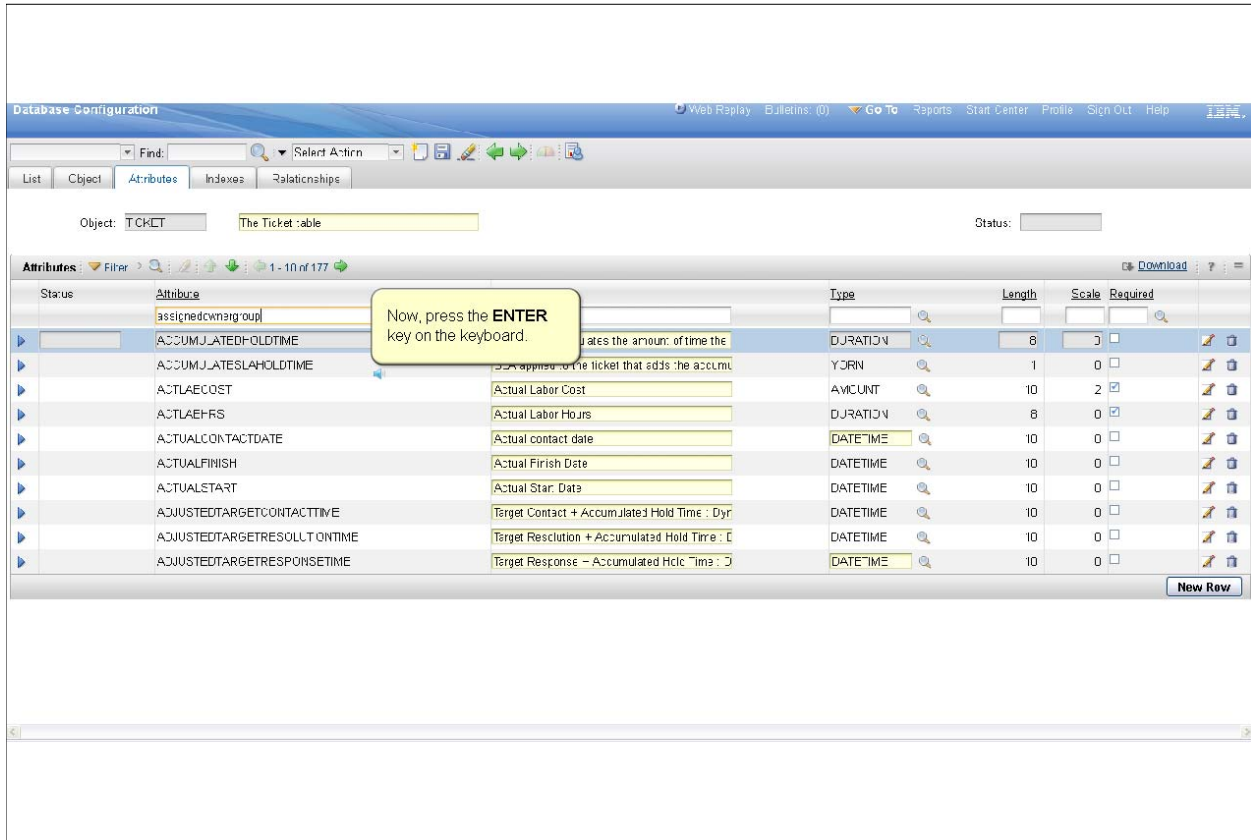
Slide 34

The screenshot shows the 'Database Configuration' interface for the 'TICKET' table. The 'Attributes' tab is active, displaying a list of 177 attributes. A tooltip is visible over the 'Type' column of the first attribute, stating: 'Type assignedownergroup in the Attribute field.'

Status	Attribute	Description	Type	Length	Scale	Required
	ACTUALDURATION	Field that accumulates the amount of time the	DURATION	8	0	<input type="checkbox"/>
	ACTUALDURATION	S_A applied to the ticket that adds the accumu	YDRN	1	0	<input type="checkbox"/>
	ACTUALLABORCOST	Actual Labor Cost	AMOUNT	10	2	<input checked="" type="checkbox"/>
	ACTUALLABORHOURS	Actual Labor Hours	DURATION	8	0	<input checked="" type="checkbox"/>
	ACTUALCONTACTDATE	Actual contact date	DATE TIME	10	0	<input type="checkbox"/>
	ACTUALFINISH	Actual Finish Date	DATE TIME	10	0	<input type="checkbox"/>
	ACTUALSTART	Actual Start Date	DATE TIME	10	0	<input type="checkbox"/>
	ADJUSTEDTARGETCONTACTTIME	Target Contact + Accumulated Hold Time : Dyr	DATE TIME	10	0	<input type="checkbox"/>
	ADJUSTEDTARGETRESOLUTIONTIME	Target Resolution + Accumulated Hold Time : D	DATE TIME	10	0	<input type="checkbox"/>
	ADJUSTEDTARGETRESPONSETIME	Target Response + Accumulated Hold Time : D	DATE TIME	10	0	<input type="checkbox"/>

Configure Maximo to populate the ownergroup field for service requests

Slide 35



The screenshot shows the 'Database Configuration' window in Maximo. The 'Object' is set to 'TICKET' and the 'Table' is 'The Ticket table'. The 'Attributes' tab is active, displaying a list of attributes for the table. A yellow callout box highlights the 'assignedcwgroupl' attribute with the text: 'Now, press the ENTER key on the keyboard.'

Status	Attribute	Description	Type	Length	Scale	Required	
	assignedcwgroupl						
	ACCUMULATEDHOLDTIME	Calculates the amount of time the	DURATION	8	0	<input type="checkbox"/>	
	ACCUMULATESLAHOLDTIME	Calculates the amount of time the	DURATION	1	0	<input type="checkbox"/>	
	ACTLAECCOST	Actual Labor Cost	AMOUNT	10	2	<input type="checkbox"/>	
	ACTLAEHRS	Actual Labor Hours	DURATION	8	0	<input type="checkbox"/>	
	ACTUALCONTACTDATE	Actual contact date	DATE TIME	10	0	<input type="checkbox"/>	
	ACTUALFINISH	Actual Finish Date	DATE TIME	10	0	<input type="checkbox"/>	
	ACTUALSTART	Actual Start Date	DATE TIME	10	0	<input type="checkbox"/>	
	ADJUSTEDTARGETCONTACTTIME	Target Contact + Accumulated Hold Time : Dyr	DATE TIME	10	0	<input type="checkbox"/>	
	ADJUSTEDTARGETRESOLUTONTIME	Target Resclution + Accumulated Hold Time : D	DATE TIME	10	0	<input type="checkbox"/>	
	ADJUSTEDTARGETRESPONSETIME	Target Response + Accumulated Hcld Time : D	DATE TIME	10	0	<input type="checkbox"/>	

[New Row](#)

Configure Maximo to populate the ownergroup field for service requests

Slide 36

The screenshot shows the Maximo Database Configuration interface. At the top, the 'Database Configuration' header is visible. Below it, the 'Object' is set to 'TICKET' and the table is 'The Ticket table'. The 'Attributes' section is expanded to show a table with the following data:

Status	Attribute	Description	Type	Length	Scale	Required
	assignedownergroup					
	ASSIGNEDOWNERGROUP	Assigned Owner Group of the ticket record. Thi	UPPER	8	0	<input type="checkbox"/>

A yellow callout box with a play button icon and a red dashed arrow pointing to the 'assignedownergroup' attribute contains the text: 'Click the arrow to expand the table window.'

At the bottom of the interface, there is a status bar with the text 'javascript: void(0);'.

Configure Maximo to populate the ownergroup field for service requests

Slide 37

The screenshot shows the Maximo Database Configuration interface. At the top, the 'Database Configuration' title bar is visible. Below it, there are navigation tabs for 'List', 'Object', 'Attributes', 'Indexes', and 'Relationships'. The 'Attributes' tab is selected, showing a list of attributes for the 'TICKET' object. The attribute 'ASSIGNEDOWNERGROUP' is highlighted. A callout box points to the 'Domain' field in the 'Details' section, with the text 'Type ownergroup in the Domain field.' The 'Advanced' section at the bottom contains various configuration options for the attribute, such as 'Entity', 'Column', 'Persistent?', and 'Audit Enabled?'. The 'Domain' field is currently empty, and the callout box indicates that the value 'ownergroup' should be entered there.

Status	Attribute	Description	Type	Length	Scale	Required
	assignedownergroup					
	ASSIGNEDOWNERGROUP	Assigned Owner Group of the ticket record. Thi	UPPER	8	0	<input type="checkbox"/>

Details

Attribute: ASSIGNEDOWNERGROUP

Description: Assigned Owner Group of the ticket record. Thi

Type: UPPER

Length: 8

Scale: 0

Required:

Title: Assigned Owner Group

Class:

Domain:

Default Value:

Alias: ASSIGNEDOWNERGROUP

Status:

Advanced

Entity: TICKET

Column: ASSIGNEDOW

Same as Object: PERSONGROUP

Same as Attribute: PERSONGROUP

Autonumber:

Persistent?

Must Be?

Positive?

User Defined?

Can Autounumber?

Audit Enabled?

Multilanguage Supported?

Multilanguage in Use?

Signature Enabled?

Primary Column:

Configure Maximo to populate the ownergroup field for service requests

Slide 38

The screenshot shows the Maximo Database Configuration interface. At the top, the 'Database Configuration' title bar is visible. Below it, the 'Object' is set to 'TICKET' and the 'Attribute' is 'ASSIGNEDOWNERGROUP'. The 'Details' section is expanded, showing the following configuration:

- Attribute: ASSIGNEDOWNERGROUP
- Description: Assigned Owner Group of the ticket record. This
- Type: UPPER
- Length: 8
- Scale: 0
- Required:
- Title: Assigned Owner Group
- Class:
- Domain: ownergroup
- Default Value:
- Alias: ASSIGNEDOWNERGROUP
- Status:

The 'Advanced' section contains the following options:

- Entity: TICKET
- Column: ASSIGNEDOW
- Same as Object: PERSONGROUP
- Same as Attribute: PERSONGROUP
- Autonumber:
- Persistent?
- Must Be?
- Positive?
- User Defined?
- Can Autocreate?
- Audit Enabled?
- Multilanguage Supported?
- Multilanguage in Use?
- Signature Enabled?
- Primary Column:

A yellow callout box with a speech bubble icon is positioned over the 'Class' field, containing the text: "Press the Tab key on the keyboard to move down to the next field."

Configure Maximo to populate the ownergroup field for service requests

Slide 39

The screenshot displays the Maximo Database Configuration application interface. At the top, the 'Database Configuration' title bar is visible, along with navigation options like 'Web Replay', 'Bulletins: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below the title bar, there are tabs for 'List', 'Object', 'Attributes', 'Indexes', and 'Relationships'. The 'Attributes' tab is active, showing a table of attributes for the 'TICKET' object. A yellow callout box points to the 'Save Object' button (CTRL+ALT+S) in the top toolbar, with the text: 'From the Database Configuration application screen click Save'. The table below shows the following attribute configuration:

Status	Attribute	Description	Type	Length	Scale	Required
Change	ASSIGNEDOWNERGROUP	Assigned Owner Group of the ticket record. Thi	UPPER	8	0	<input type="checkbox"/>

Below the table, the 'Details' section for the 'ASSIGNEDOWNERGROUP' attribute is shown. It includes fields for: Attribute (ASSIGNEDOWNERGROUP), Description (Assigned Owner Group of the ticket record. Thi), Type (UPPER), Length (8), Scale (0), and Required (checkbox). On the right side of the details, there are fields for Title (Assigned Owner Group), Class, Domain (OWNERGROUP), Default Value (1), Alias (ASSIGNEDOWNERGROUP), and Status (Change). A green circle highlights the 'Default Value' field. The 'Advanced' section at the bottom contains various options such as Entity (TICKET), Column (ASSIGNEDOW), Same as Object (PERSONGROUP), Autnumber, Persistent?, Must Be?, Positive?, User Defined?, Can Autnumber?, Audit Enabled?, Multilanguage Supported?, Multilanguage in Use?, and Signature Enabled?.

Configure Maximo to populate the ownergroup field for service requests

Slide 40

The screenshot shows the Maximo Database Configuration interface. At the top, there is a navigation bar with options like 'Web Replay', 'Bulletins: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this, a search bar contains 'The Ticket: taals' and a status indicator says 'Record has been saved.'. The main area is divided into several sections:

- Attributes:** A table listing attributes. The selected attribute is 'ASSIGNEDOWNERGROUP' with a description 'Assigned Owner Group of the ticket record. Th' and a type of 'UPPER'. The table has columns for Status, Attribute, Description, Type, Length, Scale, and Required.
- Details:** A form for configuring the attribute. Fields include: Attribute: ASSIGNEDOWNERGROUP, Title: Assigned Owner Group, Description: Assigned Owner Group of the ticket record. Th, Type: UPPER, Length: 8, Scale: 0, Required: , Class: (empty), Domain: OWNERGFLU, Default Value: (empty), Alias: ASSIGNEDOWNERGROUP, and Status: Change.
- Advanced:** A section for advanced settings. Fields include: Entity: TICKET, Persistent: , Audit Enabled: , Column: ASSIGNEDOW, Must Be: , Multilanguage Supported: , Same as Object: PERSONGROUP, Fostive: , Multilanguage in Use: , Same as Attribute: PERSONGROUP, User Defined: , Signature Enabled: , Autnumber: (empty), Can Autnumber: , and Primary Column: (empty).

Configure Maximo to populate the ownergroup field for service requests

Slide 41

The screenshot shows the Maximo Database Configuration interface. At the top, there is a navigation bar with options like 'Web Replay', 'Bulletins: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this is a search bar with 'Find:' and a 'Select Action' dropdown menu. A yellow callout box points to the 'Select Action' dropdown with the text 'Click the Select Action drop-down menu.' The main area displays a table of objects with columns for 'Status', 'Object', 'Description', 'Service', and 'Description'. The table is filtered to show objects with a status of 'To Be Changed'. The objects listed are 'TICKET', 'TICKET-HANDLING', 'TICKETSPEC', and 'TICKETTOTAL'. The 'TICKET' object is highlighted, and its 'Service' is 'TICKET' and its 'Description' is 'Ticket'. A 'Select Records' checkbox is visible at the bottom left of the table area.

Status	Object	Description	Service	Description
To Be Changed	TICKET	The Ticket table	TICKET	Ticket
	TICKET-HANDLING	View Hierarchy (Grant Totals)	TICKET	Ticket
	TICKETSPEC	The TicketSpec table	TICKET	Ticket
	TICKETTOTAL	Totals	TICKET	Ticket

Configure Maximo to populate the ownergroup field for service requests

Slide 42

The screenshot shows the Maximo Database Configuration interface. The 'Objects' list on the left includes 'TICKET'. A context menu is open over the 'TICKET' table in the main view. A yellow callout box with the text 'Select Manage Admin Mode' points to the 'Manage Admin Mode' option in the context menu. The table view shows columns for 'Service' and 'Description' with rows for 'TICKET', 'TICKET-I', 'TICKET', and 'TICKET'.

Service	Description
TICKET	Ticket
TICKET-I	Ticket
TICKET	Ticket
TICKET	Ticket

Configure Maximo to populate the ownergroup field for service requests

Slide 43

The screenshot shows the Maximo Database Configuration tool interface. A dialog box titled "Turn Admin Mode OFF" is open in the center. The dialog contains the following text:

All servers are currently in Admin Mode. Click the button below to turn Admin Mode OFF.

Turn Admin Mode OFF

Status:

Click **Turn Admin Mode OFF**, then click **Close**.

Refresh Status

Close

The background interface shows a table with columns "Status", "Object", and "Description". The "To Be Changed" section is highlighted, showing the following data:

Status	Object	Description
To Be Changed	TICKET	The Ticket
	TICKETHANDL OIPL	View Hierar
	TICKETSPEC	The TicketSp
	TICKETTOTAL	Totals

Configure Maximo to populate the ownergroup field for service requests

Slide 44

The screenshot shows the Maximo Database Configuration tool interface. At the top, there is a navigation bar with options like 'Web Replay', 'Bulletins: (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. Below this is a toolbar with various icons, including a 'Select Action' icon which is circled in red. A yellow callout box with the text 'Click the Select Action menu.' points to this icon. The main area displays a table titled 'Objects' with the following data:

Status	Object	Description	Service	Description
	ticket			
To Be Changed	TICKET	The Ticket table	TICKET	Ticket
	TICKET-HANDLING	View Hierarchy (Grant Info)	TICKET-I	Ticket
	TICKETSPEC	The TicketSpec table	TICKET	Ticket
	TICKETTOTAL	Totals	TICKET	Ticket

At the bottom left of the table, there is a checkbox labeled 'Select Records'. A green circle with a hand icon is positioned at the bottom right of the table area, with a green arrow pointing from it to the 'Select Action' icon in the toolbar.

Configure Maximo to populate the ownergroup field for service requests

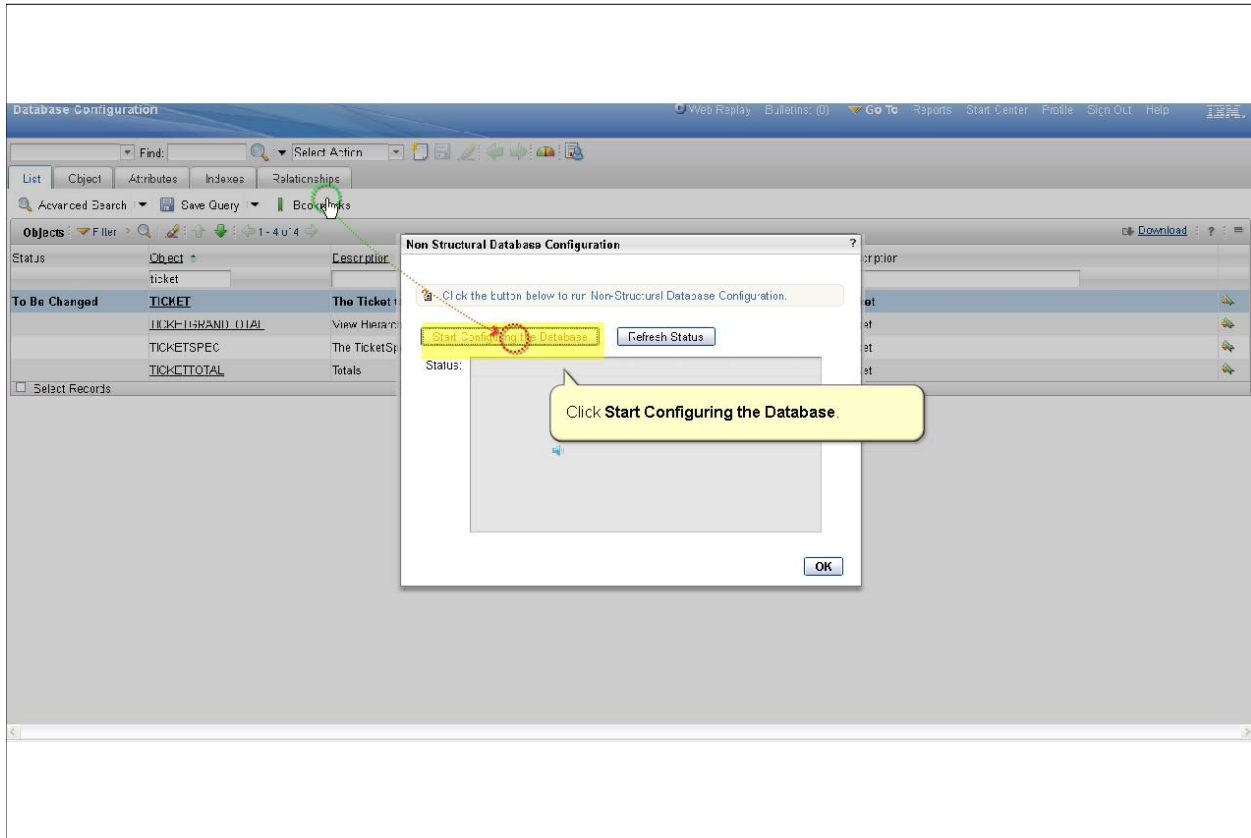
Slide 45

The screenshot shows the Maximo Database Configuration interface. The 'Apply Configuration Changes' menu option is highlighted in red. A yellow callout box with the text 'Click Apply Configuration Changes.' points to this option. The table below shows the following records:

Status	Object	Service	Description
To Be Changed	TICKET		
	TICKET-HANDLING	TICKET-H	Ticket
	TICKETSPEC	TICKET	Ticket
	TICKETTOTAL	TICKET	Ticket

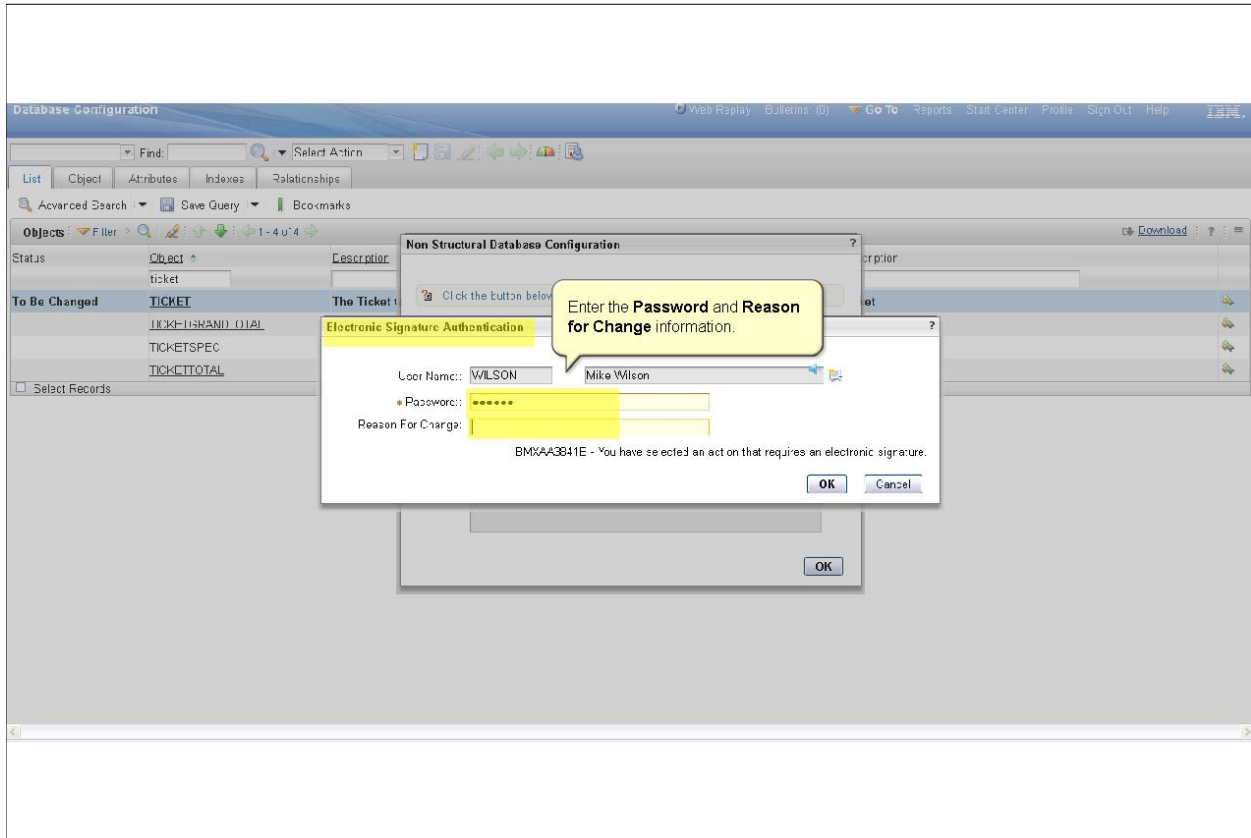
Configure Maximo to populate the ownergroup field for service requests

Slide 46



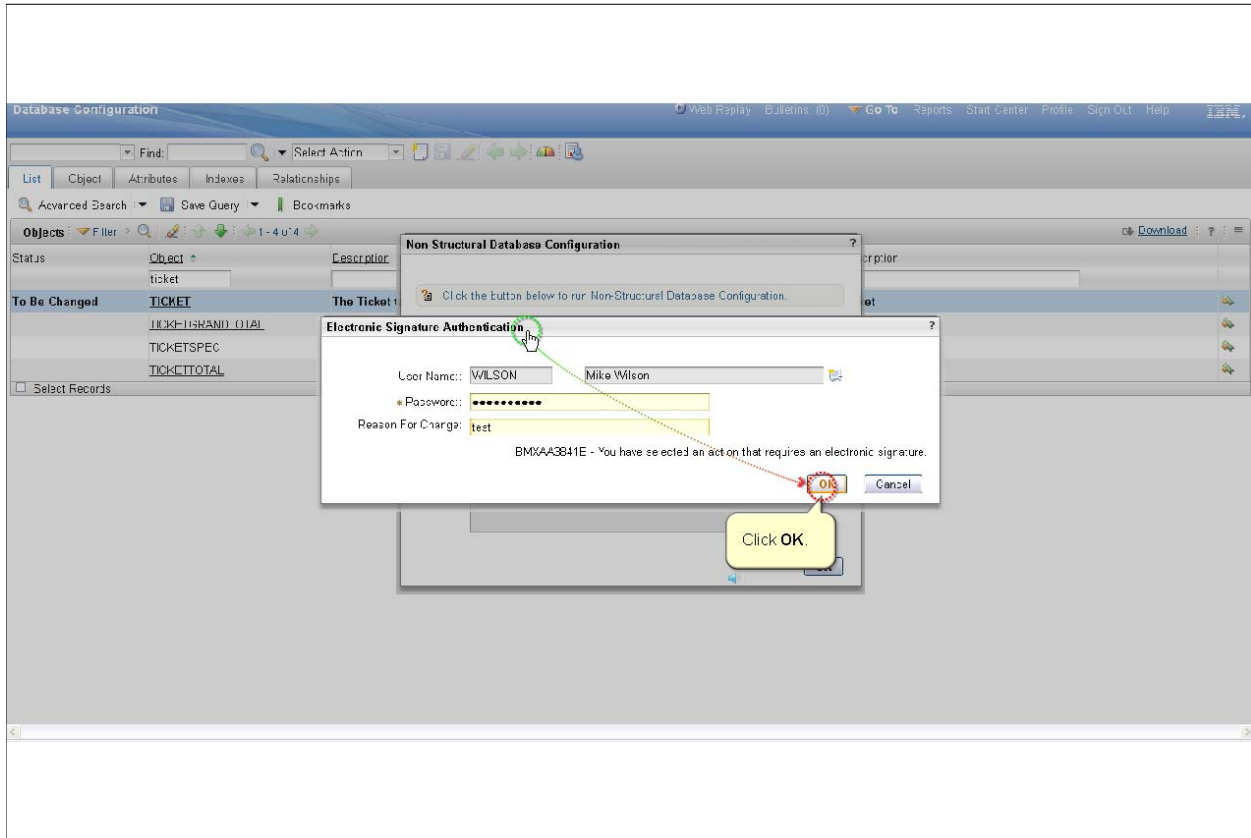
Configure Maximo to populate the ownergroup field for service requests

Slide 47



Configure Maximo to populate the ownergroup field for service requests

Slide 48



Configure Maximo to populate the ownergroup field for service requests

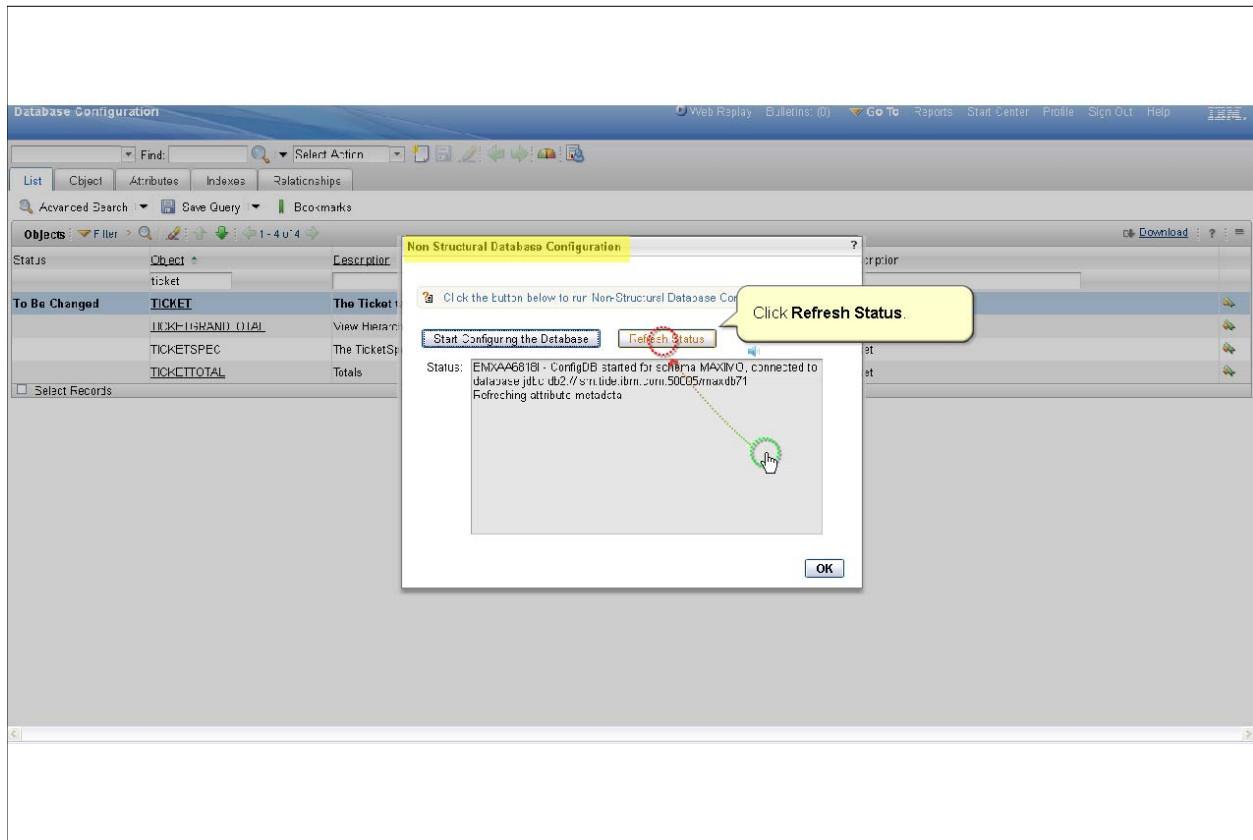
Slide 49

The screenshot displays the Maximo Database Configuration interface. The main window shows a table of objects with columns for Status, Object, and Description. The 'To Be Changed' section is highlighted, showing objects like TICKET, TICKET-HANDLING, TICKETSPEC, and TICKETTOTAL. A dialog box titled 'Non Structural Database Configuration' is open, containing a 'Start Configuring the Database' button and a 'Refresh Status' button. A 'System Message' pop-up is also visible, displaying the message: 'BMXAAJ675I - You started the database configurator. You can click Refresh Status at any time to see the latest status.' A yellow callout bubble points to the 'OK' button in the System Message dialog, with the text 'Review the System Message and click OK.' The background interface includes a menu bar with options like 'Web Replay', 'Baselines (0)', 'Go To', 'Reports', 'Start Center', 'Profile', 'Sign Out', and 'Help'. There is also a search bar and a 'Select Action' dropdown.

Status	Object	Description
	ticket	
To Be Changed	TICKET	The Ticket
	TICKET-HANDLING	View Hierar
	TICKETSPEC	The TicketSp
	TICKETTOTAL	Totals

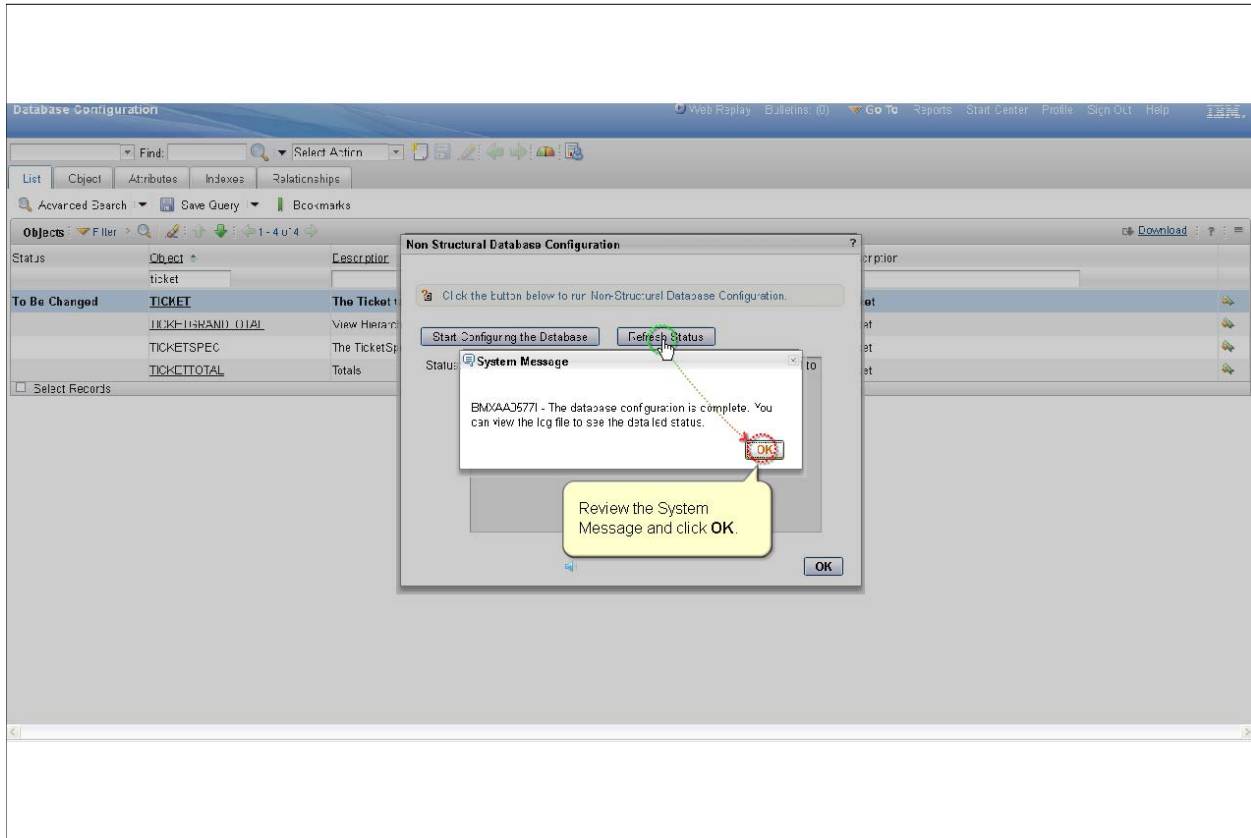
Configure Maximo to populate the ownergroup field for service requests

Slide 50



Configure Maximo to populate the ownergroup field for service requests

Slide 51



Configure Maximo to populate the ownergroup field for service requests

Slide 52

The screenshot displays the Maximo Database Configuration interface. A modal window titled "Non Structural Database Configuration" is open, showing the results of a configuration process. The window contains the following text:

Click the button below to run Non-Structural Database Configuration.

Status: ENXA46818I - ConfigDB started for schema MAXIMO, connected to database jdbc:db2://s.r.ride.ibm.com:50005/maxdb71
-refreshing attribute metadata
-refreshing object metadata
ENXA46820I - ConfigDB completed without errors.

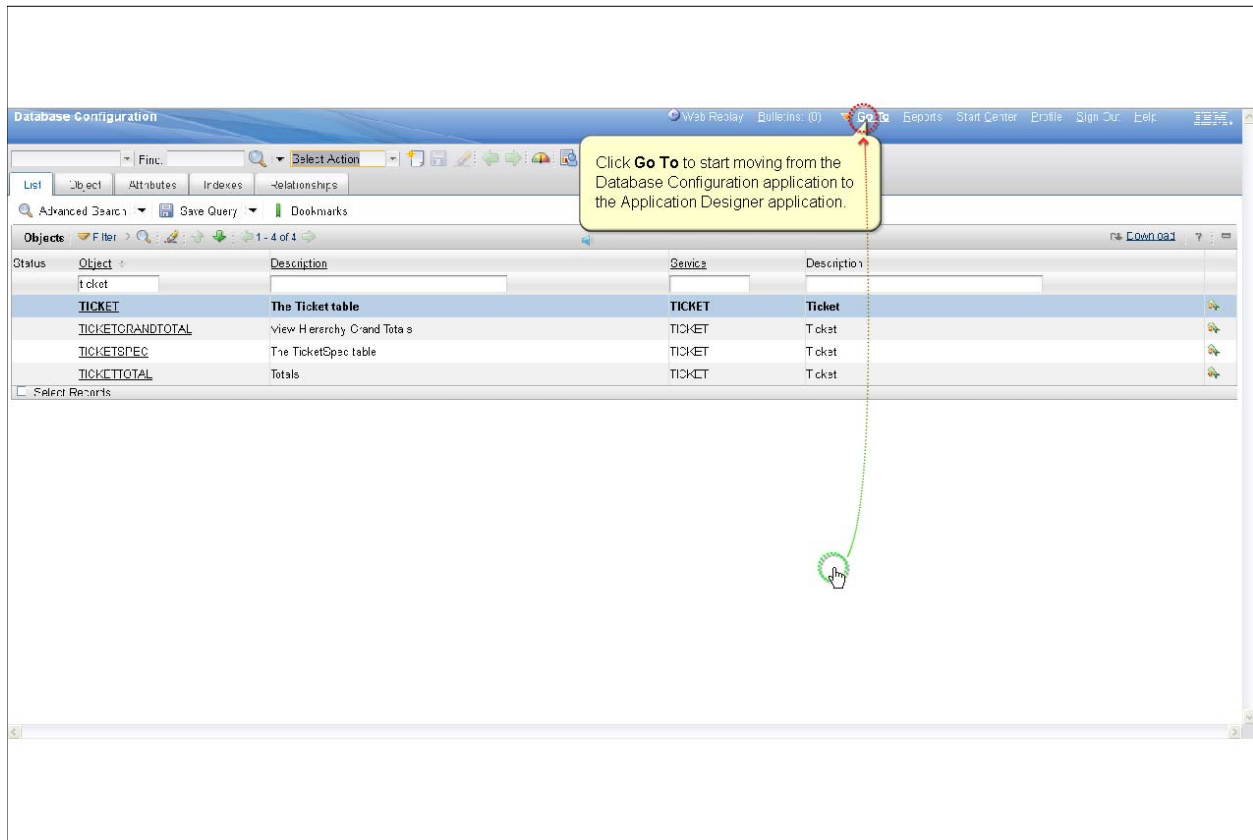
A yellow callout box with the text "Click OK." points to the "OK" button in the bottom right corner of the modal window.

The background interface shows a table with the following columns: Status, Object, and Description. The table contains the following rows:

Status	Object	Description
To Be Changed	TICKET	The Ticket
	TICKET-HANDLING	View Hierar...
	TICKETSPEC	The TicketSp...
	TICKETTOTAL	Totals

Configure Maximo to populate the ownergroup field for service requests

Slide 53



The screenshot shows the Database Configuration application interface. A yellow callout box points to the 'Go To' button in the top right corner, with the text: "Click Go To to start moving from the Database Configuration application to the Application Designer application." The main window displays a table of objects with columns for Object, Description, Service, and Description.

Status	Object	Description	Service	Description
	ticket			
	TICKET	The Ticket table	TICKET	Ticket
	<u>TICKETGRANDTOTAL</u>	View Hierarchy Grand Totals	TICKET	Ticket
	<u>TICKETSPEC</u>	The TicketSpec table	TICKET	Ticket
	<u>TICKETTOTAL</u>	Totals	TICKET	Ticket

Configure Maximo to populate the ownergroup field for service requests

Slide 54

The screenshot shows the Maximo Database Configuration interface. The main table displays the following data:

Status	Object	Description	Service	Description
	ticket			
	TICKET	The Ticket table	TICKET	Ticket
	TICKETGRANDTOTAL	View Hierarchy Grand Totals	TICKET	Ticket
	TICKETSPEC	The TicketSpec table	TICKET	Ticket
	TICKETTOTAL	Totals	TICKET	Ticket

A yellow callout box with the text "Click System Configuration." points to the "System Configuration" option in the right-hand navigation menu. The menu also includes options like Administration, Assets, Change, Contracts, Financial, Infrastructure, Integration, Inventory, Planning, Training and Scheduling, Preventive Maintenance, Purchasing, Release, Script Management, Security, Self Service, Service Desk, Service Level, Service Provider (SP), Service Request Manager Catalog, Task Management, and Work Orders. The "System Configuration" option is highlighted with a red circle.

Configure Maximo to populate the ownergroup field for service requests

Slide 55

The screenshot shows the Maximo Database Configuration interface. The main window displays a table of database objects related to the TICKET service. The table has columns for Status, Object, Description, Service, and Description. The objects listed are:

Status	Object	Description	Service	Description
	TICKET	The Ticket table	TICKET	Ticket
	TICKETGRANDTOTAL	View Hierarchy Grand Totals	TICKET	Ticket
	TICKETSPEC	The TicketSpec table	TICKET	Ticket
	TICKETTOTAL	Totals	TICKET	Ticket

A navigation menu is open on the right side of the screen, listing various system components. A yellow callout box with the text "Click Platform Configuration." points to the "Platform Configuration" option in the menu. The menu items include: Administration, Assets, System Properties, Logging, Lomains, Database Configuration, Application Design, Communication Templates, Actions, Roles, Escalations, Workflow Designer, Workflow Designer (Advanced), Workflow Administration, Workflow Administration (Advanced), Workflow Launcher, Cron Task Setup, Email, Web Services, Launch, Escalation, Comins (SEE), Instant Messaging Configuration, Task Management, Work Orders, Platform Configuration, Migration, and ISM Content Installer.

Configure Maximo to populate the ownergroup field for service requests

Slide 56

The screenshot shows the Maximo Database Configuration interface. A table lists database objects related to the TICKET table. A yellow callout box points to the 'Application Designer' option in the right-hand navigation menu.

Status	Object	Description	TICKET	Ticket
	TICKET	The Ticket table	TICKET	Ticket
	TICKETGRANDTOTAL	View Hierarchy Grand Totals	TICKET	Ticket
	TICKETSPEC	The TicketSpec table	TICKET	Ticket
	TICKETTOTAL	Totals	TICKET	Ticket

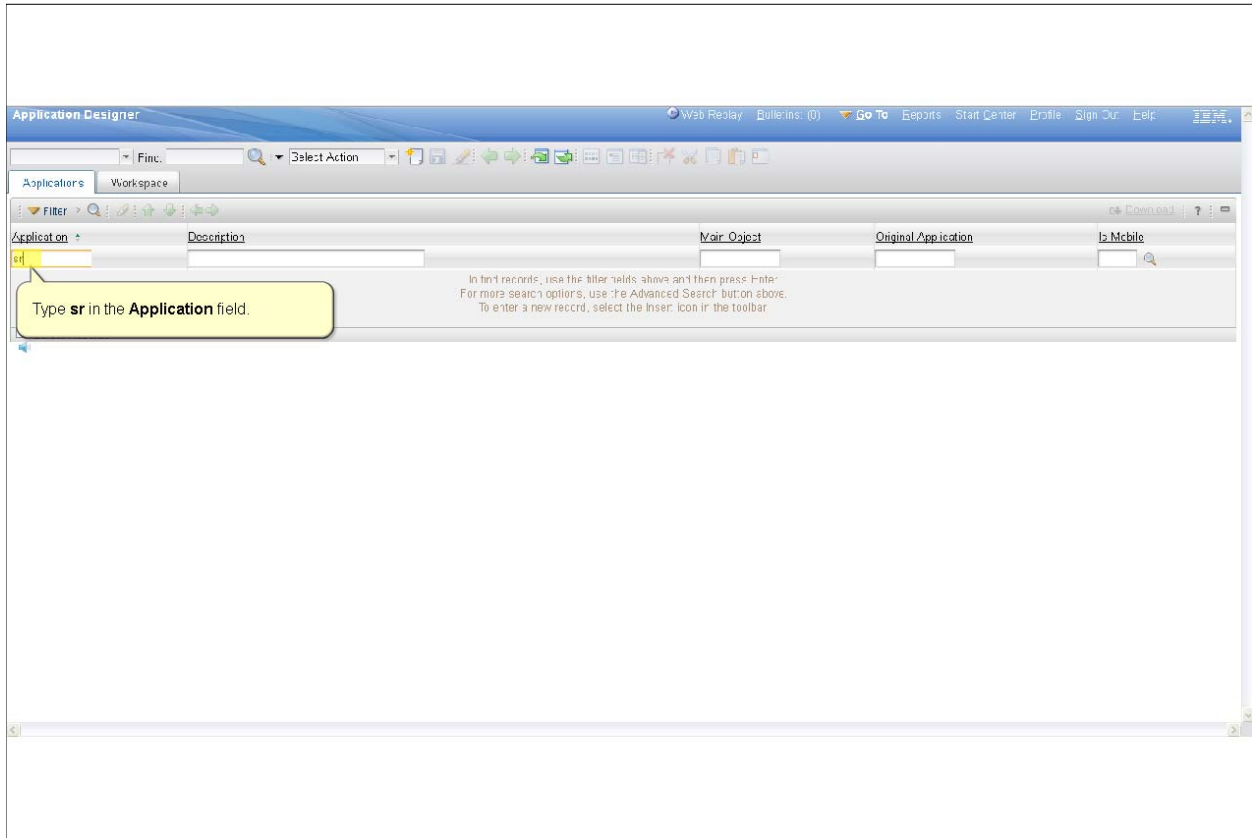
Navigation Menu (Right):

- Administration
- Assets
- System Properties
- Logging
- Logins
- Database Configuration
- Application Designer
- Communication Templates
- Actions
- Foles
- Escalations
- Workflow Designer
- Workflow Designer (Advanced)
- Workflow Administration
- Workflow Administration (Advanced)
- Workflow Launcher
- Cron Task Setup
- Email Lists
- Web Services Library
- Launch in Context
- Escalations (SF)
- Comins (SF)
- Instant Messaging Configuration
- Task Management
- Work Orders
- Migration
- ISM Content Installer

Callout: Click Application Designer.

Configure Maximo to populate the ownergroup field for service requests

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Configure Maximo to populate the ownergroup field for service requests

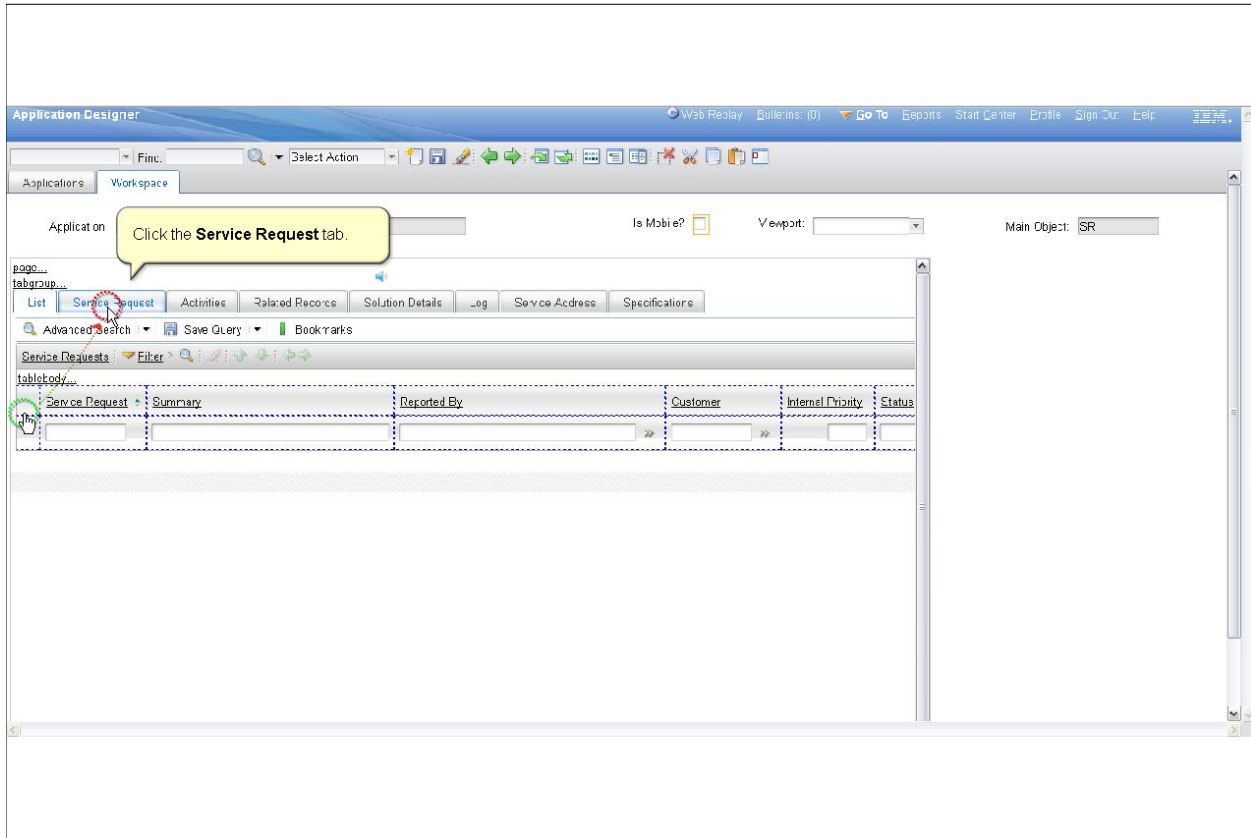
Slide 58

The screenshot shows the Maximo Application Designer interface. A table lists various applications and their objects. The 'Original Application' column for the 'SR' object is highlighted with a green circle, and a callout box points to it with the text 'Select SR.'.

Application	Description	Your Object	Original Application	Is Mobile
SR				
CREATESR	Create Service Request	SR		<input type="checkbox"/>
INTSRV	Enterprise Services	VAXFACEIN		<input type="checkbox"/>
PLUSDSR	Service Requests (EF)	SR	SR	<input type="checkbox"/>
PLUSDSRV	Service Address (EF)	PLUS*SERVADDR		<input type="checkbox"/>
PLUSDSRVIT	Service Items (GP)	SERVICEITEMS	SERVITEM	<input type="checkbox"/>
PMCDYCR	Process Requests	PMCOMSR		<input type="checkbox"/>
SR	Service Requests	SR		<input type="checkbox"/>
SRM3T	Service Request Manager Search	OBJECTSEARCH1		<input type="checkbox"/>
SRMSSR	Self Service Center	SR		<input type="checkbox"/>
SRVCOMMOD	Service Groups	COMMODITIES		<input type="checkbox"/>
SRVITEM	Service Items	SERVICEITEMS		<input type="checkbox"/>
SR_EV	Service Requests (Everyplace)	SR	SR	<input checked="" type="checkbox"/>
VIEWAPPRSR	View Approval Service Requests	SR	VIEWSR	<input type="checkbox"/>
VIEWSR	View Service Requests	SR		<input type="checkbox"/>
WSREGISTR*	Web Services Library	VAXWSREGSTRY		<input type="checkbox"/>

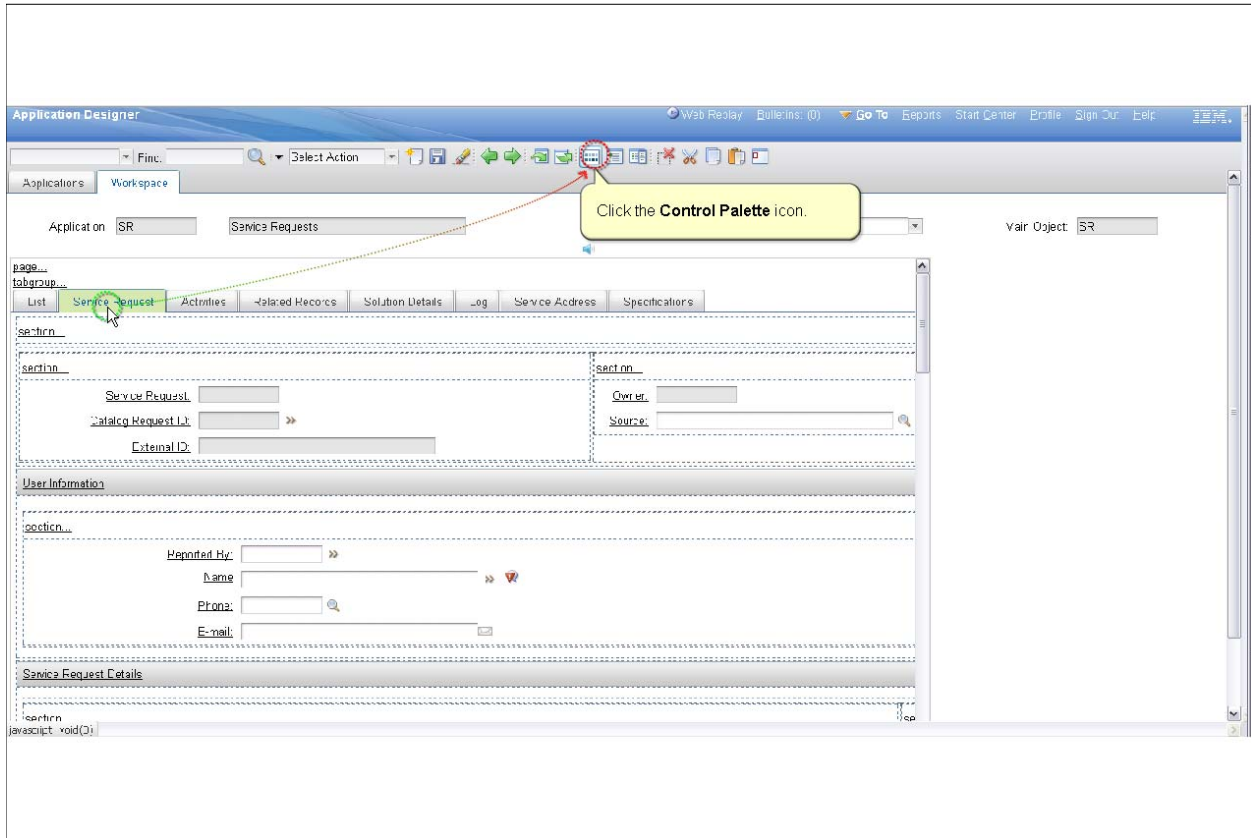
Configure Maximo to populate the ownergroup field for service requests

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Configure Maximo to populate the ownergroup field for service requests

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Configure Maximo to populate the ownergroup field for service requests

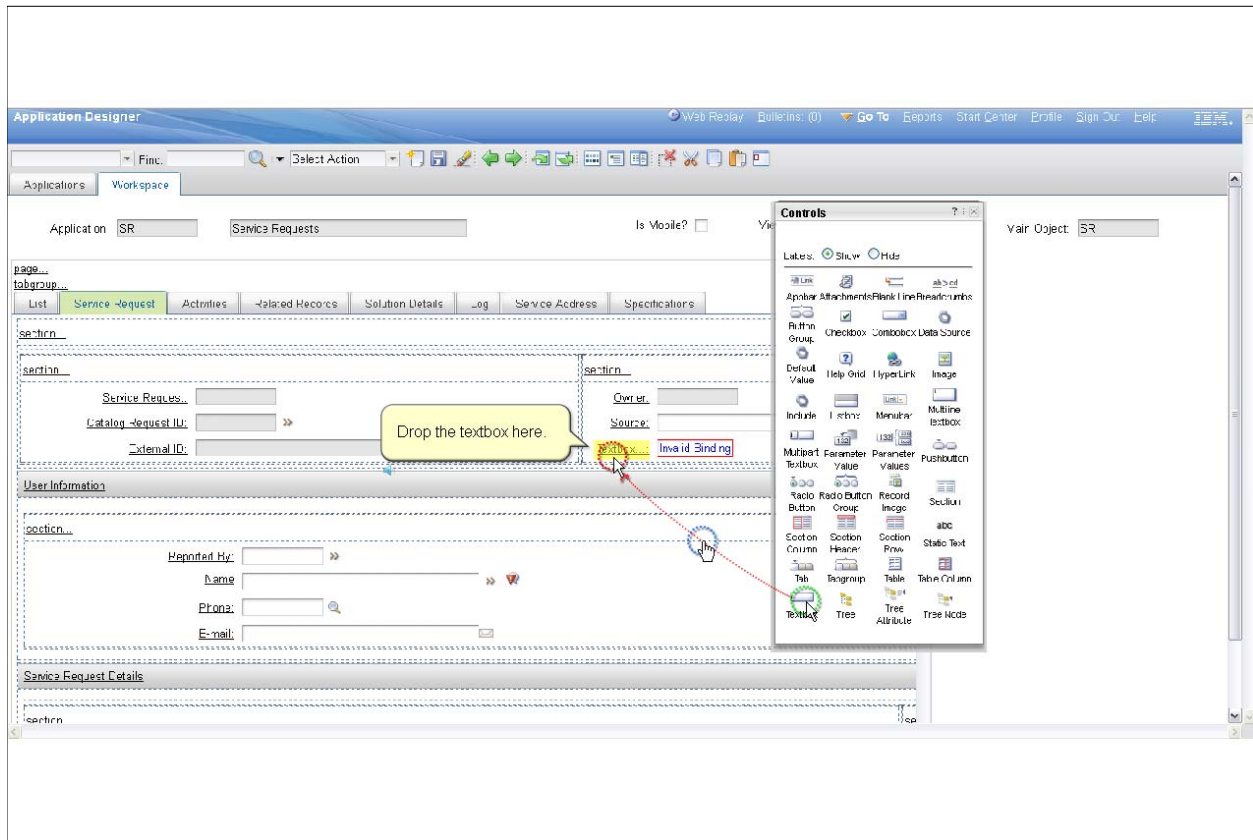
Slide 61

The screenshot displays the Maximo Application Designer interface for configuring a form. The main workspace shows a form for 'Service Requests' with fields for 'Service Request', 'Catalog Request ID', 'External ID', 'User Information', and 'Service Request Details'. A 'Source' field is highlighted in yellow. A 'Controls' palette is open on the right, showing various control types. A red arrow points from the 'Textbox' icon in the palette to the 'Source' field. A yellow callout box contains the following text:

First, drag and drop the **Control Palette** down into the **Source** field. The Controls screen now becomes visible with all of its available application design options. Next, you want to add a textbox to this design. Search for and click the **Textbox** icon.

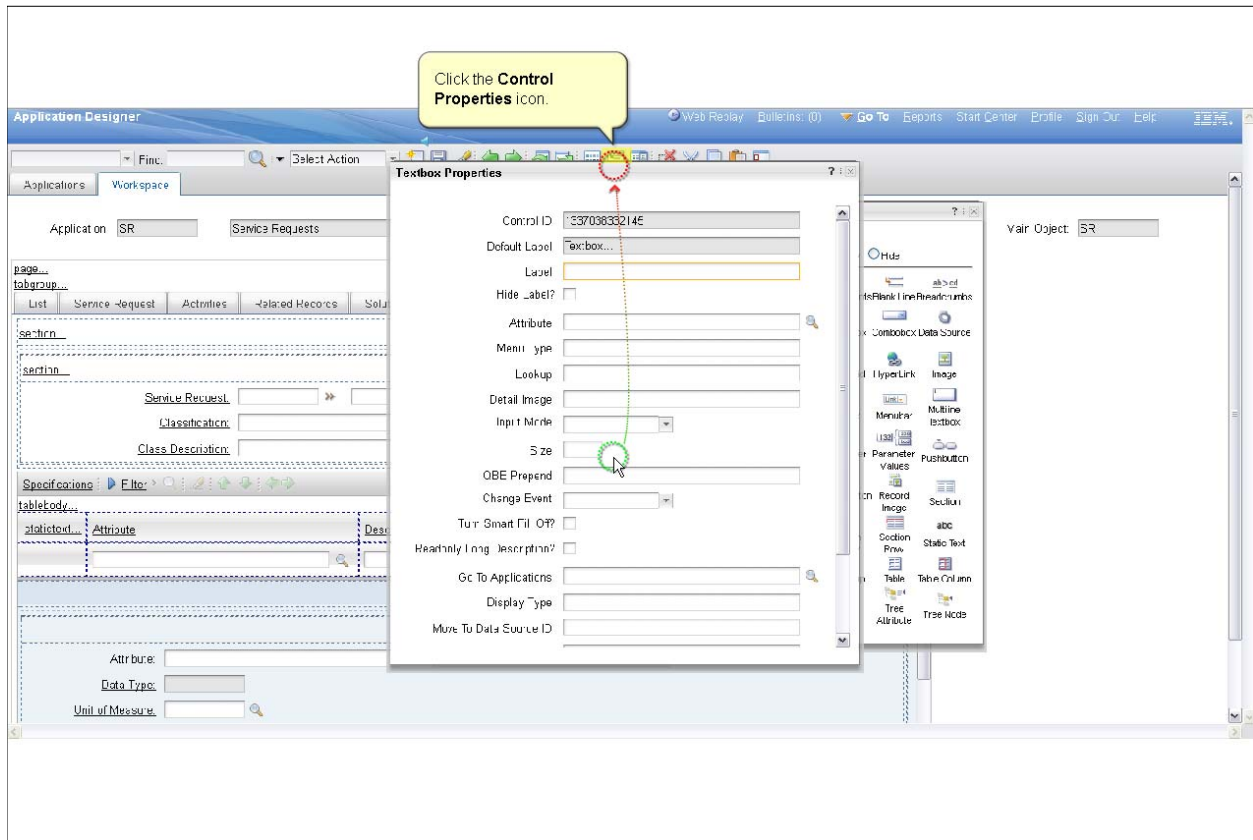
Configure Maximo to populate the ownergroup field for service requests

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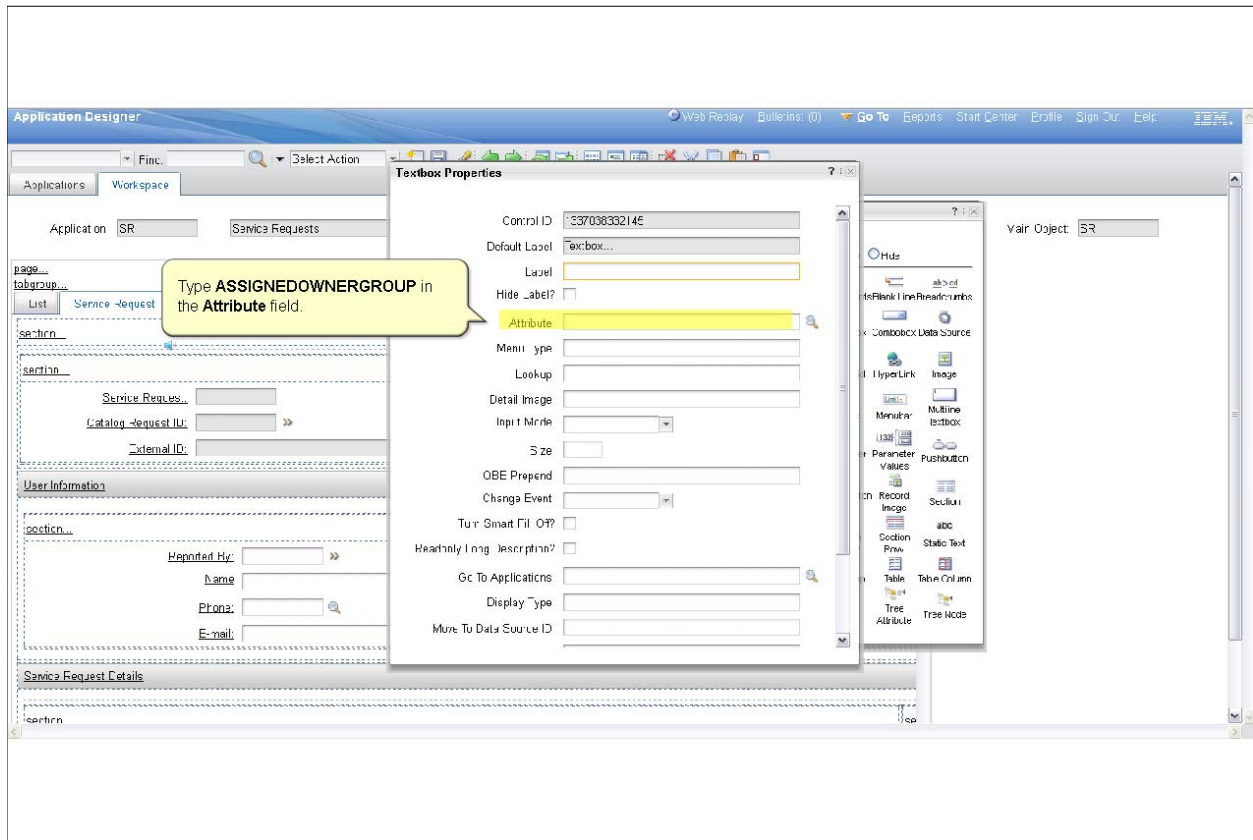
Configure Maximo to populate the ownergroup field for service requests

Slide 63



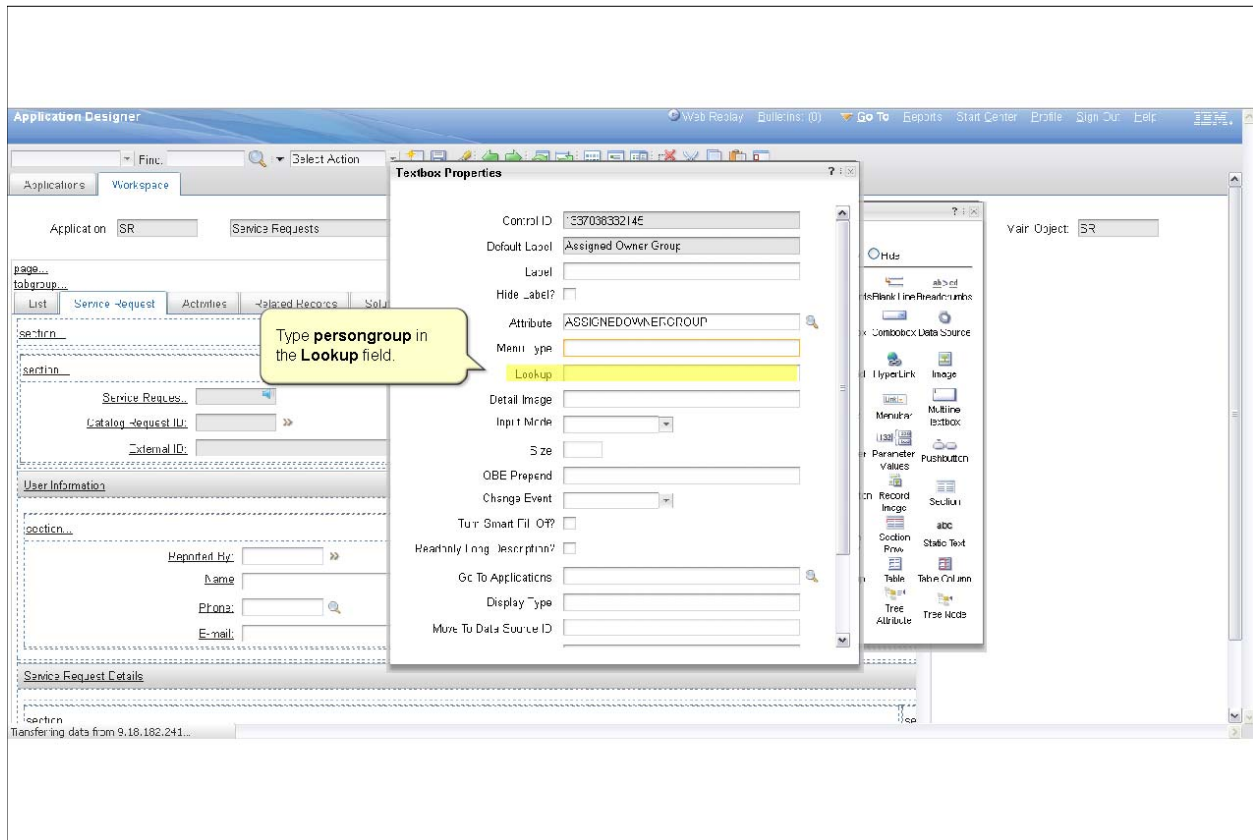
Configure Maximo to populate the ownergroup field for service requests

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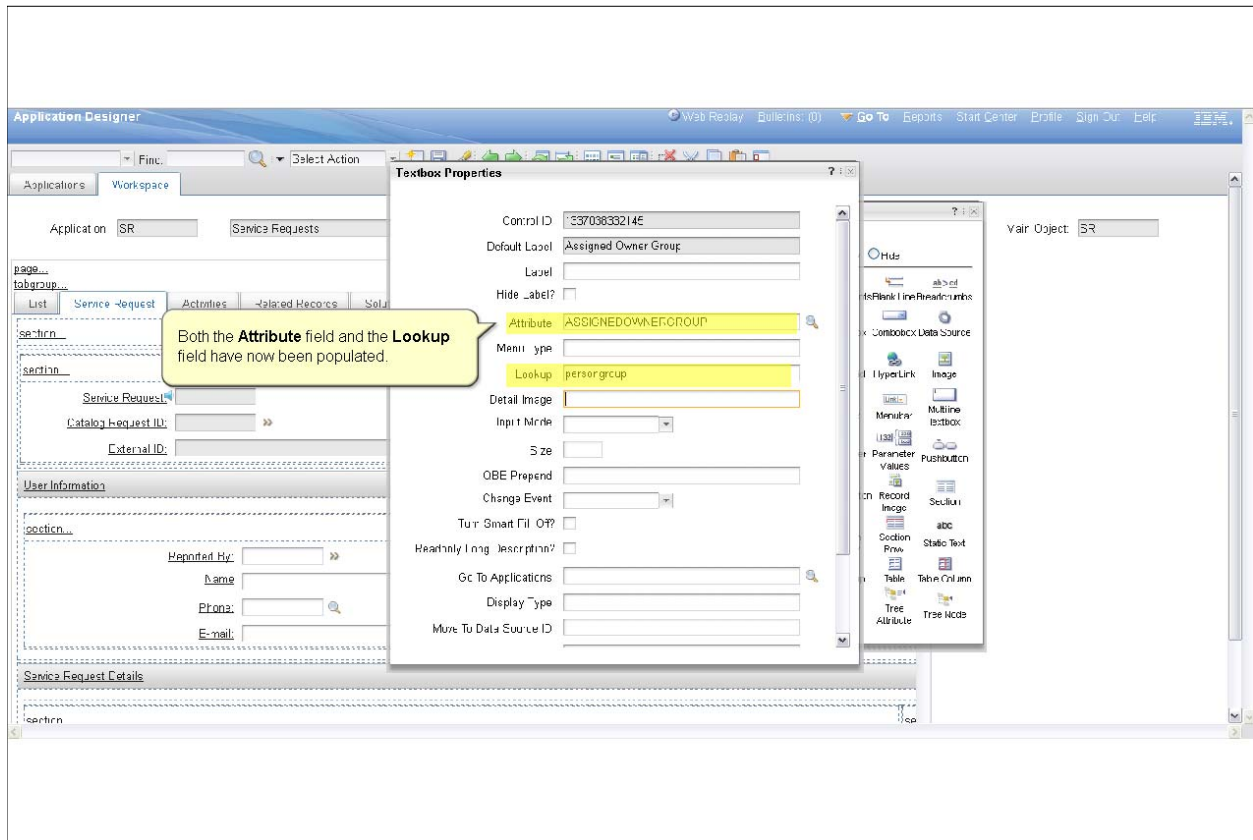
Configure Maximo to populate the ownergroup field for service requests

Slide 65



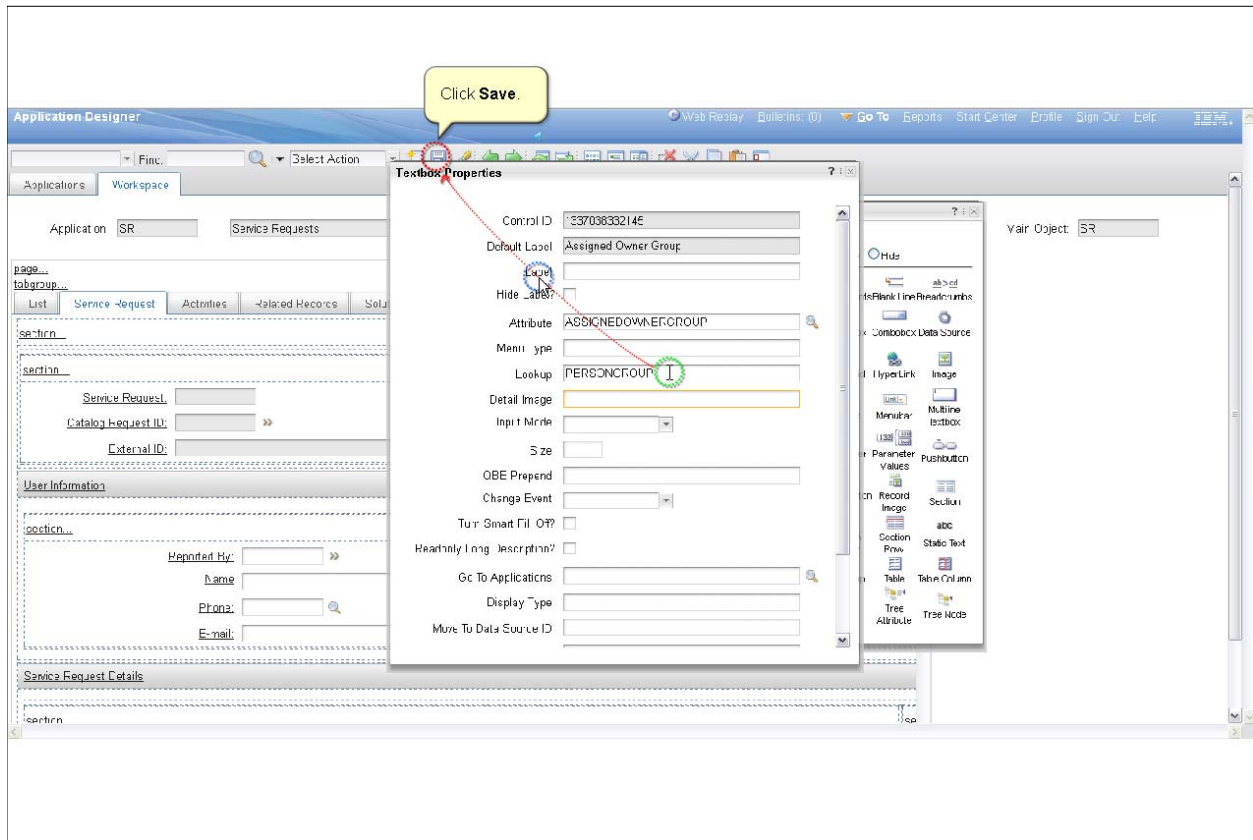
Configure Maximo to populate the ownergroup field for service requests

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Configure Maximo to populate the ownergroup field for service requests

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Configure Maximo to populate the ownergroup field for service requests

Slide 68

The screenshot displays the Maximo Application Designer interface. The main workspace shows a form for 'Service Requests' with sections for 'User Information' and 'Service Request Details'. A 'Textbox Properties' dialog box is open, showing the configuration for a field with 'Control ID: 1:3/11/08:44214F'. The 'Attribute' is set to 'ASSIGNEDOWNERGROUP' and the 'Menu Type' is 'PERSONGROUP'. A yellow callout box points to the 'Go To' button in the top toolbar, with the text: 'Begin moving from the Application Designer to the Service Request application. Click Go To.'

Application Designer

Web Replay | Bulletins: (0) | **Go To** | Reports | Start Center | Profile | Sign Out | Help

BMX/VM2051 | Record has been saved.

Applications | Workspace

Application: SR | Service Requests

page...
tabgroup...

List | Service Request | Activities | Related Records | Solids

section...

Service Request: []
Catalog Request ID: [] »
External ID: []

User Information

Reported By: [] »
Name: []
Phone: []
E-mail: []

Service Request Details

section...

Textbox Properties

Control ID: 1:3/11/08:44214F

Default Label: Assigned Owner Group

Label: []

Hide Label?

Attribute: ASSIGNEDOWNERGROUP

Menu Type: []

Linkup: PERSONGROUP

Default Image: []

Input Mode: []

Size: []

QBE Frequent: []

Change Event: []

Turn Smart Fill Off?

ReadOnly Long Description?

Grid Applications: []

Display Type: []

Move To Data Source ID: []

Go To

Begin moving from the Application Designer to the Service Request application. Click Go To.

HyperLink | Image | Multiline Textbox | Menu Item | Pushbutton | Parameter Values | Record Image | Section Preview | Table | Tree | Tree Attribute

Configure Maximo to populate the ownergroup field for service requests

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The screenshot shows the Maximo Application Designer interface. The main workspace displays a form for 'Service Requests' with sections for 'tabgroup...', 'section...', 'User Information', and 'Service Request Details'. A 'Textbox Properties' dialog box is open, showing the following configuration:

- Control ID: 1:3/118:49214F
- Default Label: Assigned Owner Group
- Label: (empty)
- Hide Label?:
- Attribute: ASSIGNEDOWNERGROUP
- Menu Type: (empty)
- Linkup: PERSONGROUP
- Default Image: (empty)
- Input Mode: (dropdown)
- Size: (empty)
- Readonly:
- Applications: (empty)
- Display Type: (empty)
- Move To Data Source ID: (empty)

A yellow callout box points to the 'Service Request' menu item in the application menu, with the text: "Open the Service Request Manager Catalog menu and click Service Request." The application menu is open, showing a tree view of the system structure, with 'Service Request Manager Catalog' selected.

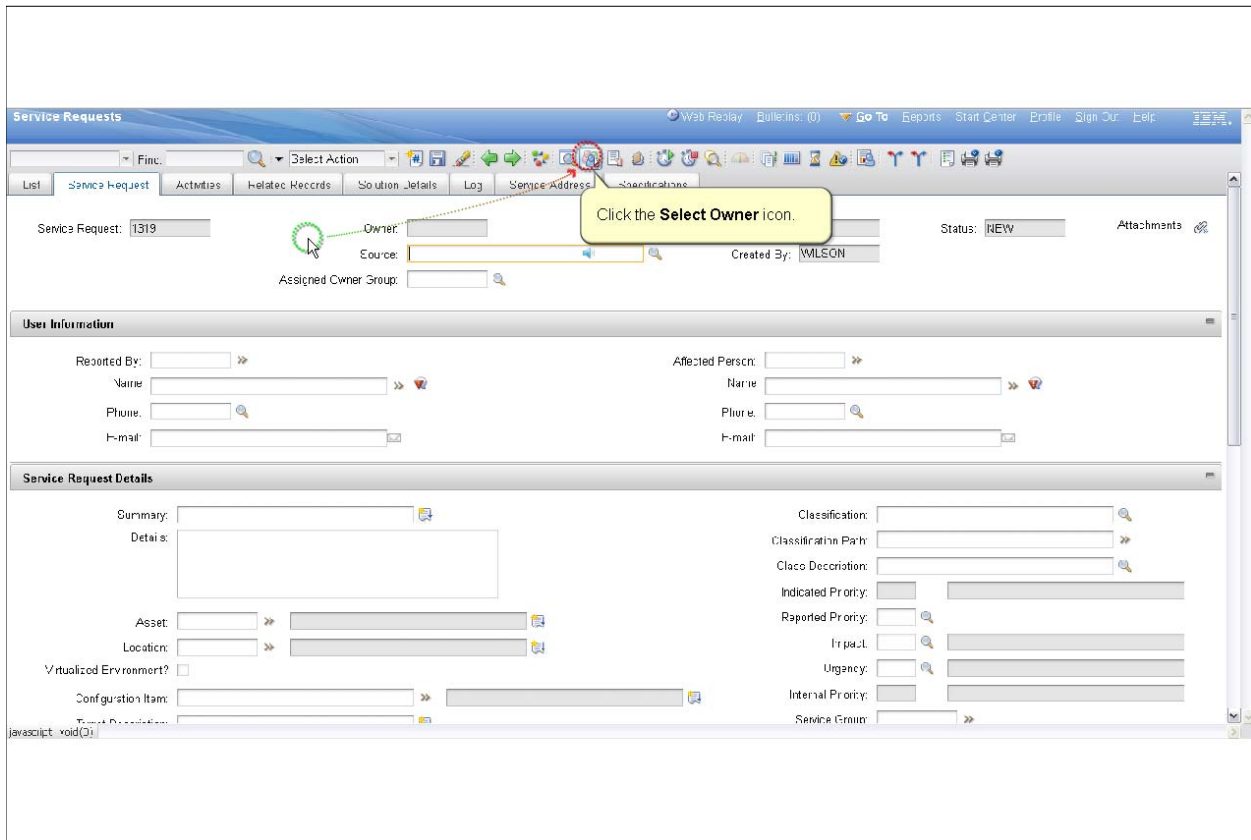
Configure Maximo to populate the ownergroup field for service requests

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The screenshot shows the Maximo Service Requests interface. A yellow callout box with a red border contains the text: "To test the new **Owner Group** field, click the **New** icon to create a new service request record." The callout box points to a red circular icon with a plus sign in the toolbar. Below the callout box, a green circular icon with a plus sign and a hand cursor is positioned over the 'New' icon in the toolbar. The interface includes a search bar, a 'Select Action' dropdown, and a table with columns: Reported By, Customer, Internal Priority, Status, Owner, and Owner Group. A 'Select Records' checkbox is located at the bottom left of the table area. A small text box at the bottom of the table area reads: "To find records, use the filter fields above and then press Enter. For more search options, use the Advanced Search button above. To enter a new record, select the Insert icon in the toolbar." The browser address bar shows "javascript:void(0)".

Configure Maximo to populate the ownergroup field for service requests

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Configure Maximo to populate the ownergroup field for service requests

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The screenshot displays the Maximo Service Requests interface. A 'Select Owner' dialog box is open, showing a table of available persons. The table has the following columns: Person Group, Person, Name, Shift, and Open Work. The 'MILLER' entry is highlighted in yellow. A callout box with a yellow background and black text points to the 'MILLER' entry, stating: 'In this example MILLER is selected. Click MILLER.'

Person Group	Person	Name	Shift	Open Work
1001	MILLER	Steve Miller	DAY	0
CO1	GOFMLEY	Jay Gofmley	DAV	0
CO1	WILSON	Milo Wilson	DAV	2
CAB	AVAN	Aaron White		0
CAB	MILLER	Steve Miller	DAV	0
CAB	KAZMIER	Tom Kazmier	EVENING	0
CAB	ROGERS	Fred Rogers	EVENING	0
CAB	LOU	Andy Lou		0
CATERING	SMITHERS	Julie Smithers		0
CUSTODIA	WATTERS	Ray Watters		0
EMAIL	ROWLANDS	Steven Rowlands		1
ENG	SCHAFFER	Warren Schaffer	DAV	0
ENG	ROGERS	Fred Rogers	EVENING	0
ENV	MILLER			0
ERP	REY	MILLER		1

Configure Maximo to populate the ownergroup field for service requests

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The screenshot displays the Maximo Service Request form. At the top, the 'Service Request' header shows the request number '1319', Owner 'MILLER', Owner Group (empty), Status 'QUEUED', and Created By 'WILSON'. Below this, the 'Assigned Owner Group' is set to 'ENV'. A yellow callout box points to this field with the text: 'The Assigned Owner Group field has been populated. The Person Owner showed that the ENV group is responsible for the ticket.' The form is divided into sections: 'User Information' (Reported By, Name, Phone, E-mail, Affected Person, Name, Phone, E-mail) and 'Service Request Details' (Summary, Details, Asset, Location, Configuration Item, Classification, Classification Path, Class Decoration, Indicated Priority, Reported Priority, Impact, Urgency, Internal Priority, Service Group).

Configure Maximo to populate the ownergroup field for service requests

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Summary:



Now that you have completed this training module, you can accomplish these tasks:

- Create a crossover domain to set the value for the ASSIGNOWNERGROUP attribute based on the ownergroup selected
- Reference the crossover domain on the Ownergroup attribute
- Add the new attribute to the Service Requests application screen using the Application Designer application

Configure Maximo to populate the ownergroup field for service requests

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