

Facilities Services Bureau Maximo Asset Management Implementation

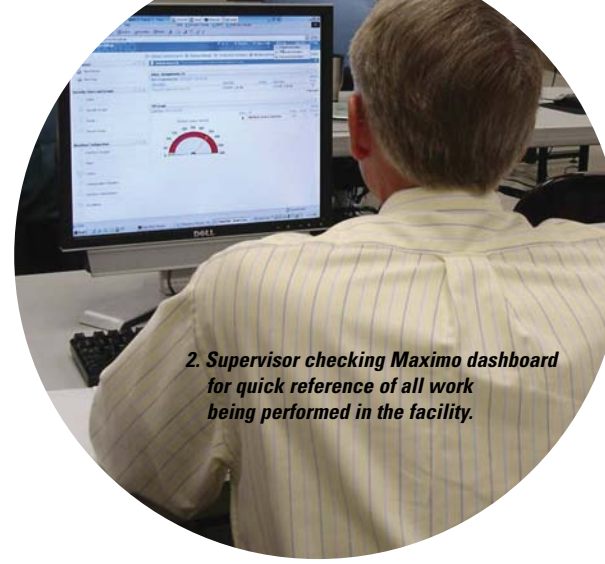
FACILITIES SERVICES BUREAU (FSB) WAS CREATED IN 1990 TO ADDRESS AND BETTER SERVE THE MAINTENANCE NEEDS OF THE DEPARTMENT'S FACILITIES. PRIOR TO 1990, THE COUNTY INTERNAL SERVICES DEPARTMENT HANDLED THE MAINTENANCE FOR ALL OF THE SHERIFF'S DEPARTMENT FACILITIES. FSB BEGAN WITH A STAFF OF 40 EMPLOYEES, AND HAS GROWN TO NEARLY 400 MAINTENANCE, CRAFT, AND SUPPORT PERSONNEL. FSB MAINTAINS SEVEN MILLION SQUARE FEET OF SPACE, INCLUDING CUSTODY FACILITIES, STATIONS, COURT LOCK-UPS, AND ADMINISTRATIVE OFFICES. FSB RESPONDS TO APPROXIMATELY 110,000 ANNUAL CALLS FOR SERVICE, AND PRIDES ITSELF IN EXCEPTIONAL CUSTOMER SERVICE AND ACCOUNTABILITY.

MAXIMO was adopted in direct response to the Department's greater need for detailed reports and accountability, and to streamline operational procedures for maximum efficiency. As a result, FSB embarked on a sizable endeavor to become fully automated and accountable for all labor and material expenditures by implementing the IBM-Maximo software.

Maximo software is a web based program, recognized as the global standard for maintenance, repair tracking, and

accountability. Maximo has enabled FSB to automate all aspects of its business operations, including the tracking of assets, equipment history, labor, and expenses. The system will automate preventive maintenance scheduling and work orders. Since the implementation of Maximo, FSB has been able to catalogue 55,000 room locations, 22,000 material item types, and 480 users. The cataloging is necessary for tracking repairs and job orders.

2. Supervisor checking Maximo dashboard for quick reference of all work being performed in the facility.



3. Elevator Technician writing a work order.



6. Digital Technician entering labor time.



Maximo has improved the way FSB conducts its operations. With the assistance of Data Systems Bureau, FSB also extended its wireless network. FSB equipped its staff with wireless tablet style computers, allowing the staff to receive and complete work orders in the field. These tablet style computers also have the basic business suite of programs making them the Mobile Digital Terminal (MDT) of the maintenance staff. These improvements will help us achieve our goal of providing service excellence.

real-time communication will also alert the Financial Programs Bureau's Budget Unit regarding the funding needed for any given project or emergency.

When fully operational, Maximo will also provide detailed ad hoc reports for each Division's expenditures. Unit Commanders will then have an effective tool to view all scheduled or in-progress maintenance and repair work within their facility. Maximo will also provide an accurate cost of ownership for each Facility, which will be useful to the Budget Unit and for contract negotiations with contract cities and the Federal Government.

FSB trained Custody Division to create and track work orders related to each jail facility. Maximo now provides custodial staff with real time reports regarding cell repairs and bed availability. Medical Services

4. Electrician checking work orders for all work to be done at the site.



Bureau will utilize Maximo in the future to more accurately track and archive maintenance and labor records and to document compliance with regulatory mandates and occupancy certifications. FSB will continue to train Department personnel until each Division is able to create their own work orders, run ad hoc reports, and manage their project priorities.

Maximo allowed the Department to integrate its procurement, labor, vendor services, and inventory management into one system. Employees are able to accurately account for current material inventories and identify parts and supplies needed for the facilities, which will result in reduced inventories. Historical usage and accurate inventories allow us to utilize a Just-In-Time (JIT) materials ordering model, which alerts each unit when particular supplies need to be ordered.

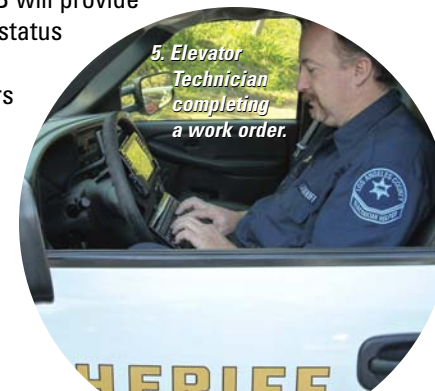
An effective preventive maintenance program is now being implemented Department-wide, beginning with the custody facilities. This program will cause a noticeable shift from reactive repairs to proactive maintenance. Repair costs will be reduced and the life of the equipment will be extended.

7. General Maintenance worker writing history on work order.

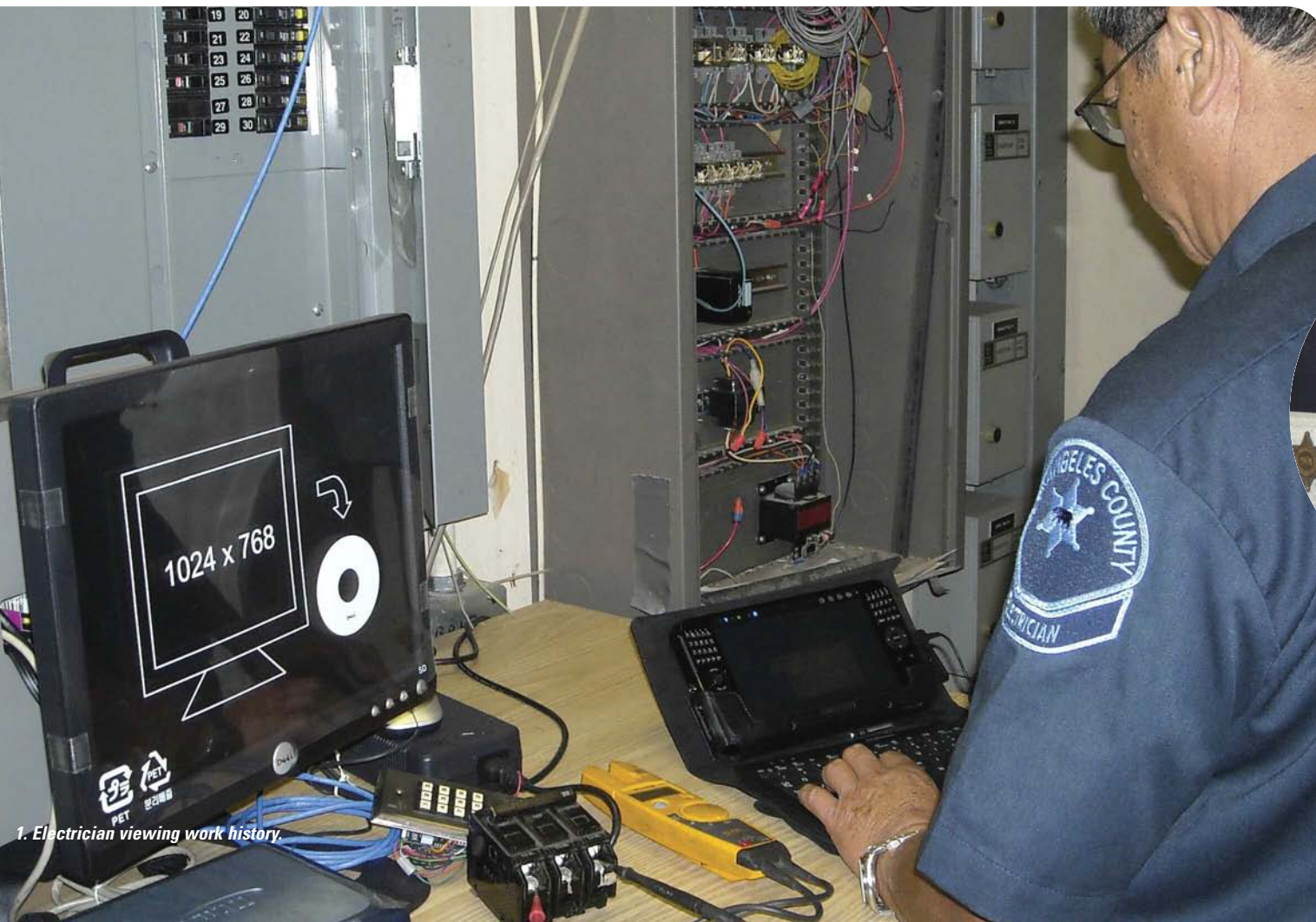


FSB will provide facility status reports to the Division Chiefs and Commanders to assist them in identifying and prioritizing their Division's critical needs. This increased

5. Elevator Technician completing a work order.



The architecture of Maximo is expandable to allow for the growing needs of the Department. Maximo has the ability to track any asset, including fleet vehicles, weapons, employee badges, and other assigned equipment. Maximo will ultimately be integrated with the new Countywide e-Caps timekeeping and purchasing programs.



1. Electrician viewing work history.