

Work Order

Maintenance

Overview

The Work Order feature is an operational element that promotes internal organization of scheduling tasks and assignments.

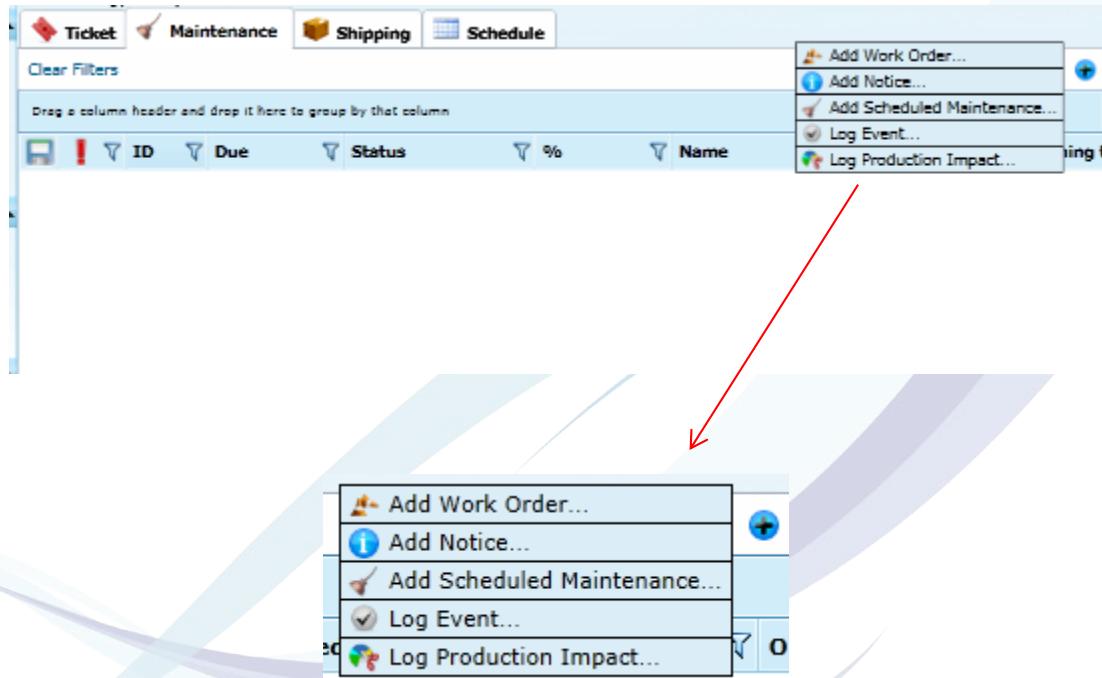
Customers can use this feature to track items such as what work is being performed, the estimated duration of the project, and the costs for material and labor. This feature will help customers to discover what site(s) from their attention and will allow them focus in on what the site is costing to maintain.

Getting Started

The Work Order feature is found in Operations under the PowerTrack™ Navigator. On this page will be a tab titled "Maintenance", which is where the customer can keep track of their project maintenance.



You can begin to add different tasks to keep the project on track with and up-to-date by choosing from any of the following:



A screenshot of the Maintenance screen. A context menu is open over a grid of items. The menu has a blue header with icons for Add Work Order..., Add Notice..., Add Scheduled Maintenance..., Log Event..., and Log Production Impact... . A red arrow points from the bottom menu to the top one, indicating they are the same.

Add Work Order...
Add Notice...
Add Scheduled Maintenance...
Log Event...
Log Production Impact...

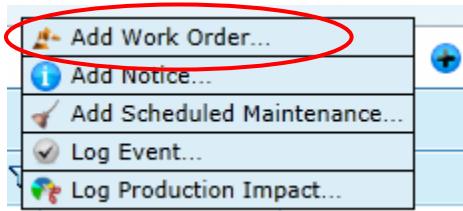
Work Order

Maintenance

Step by Step

1.) Add Work Order:

This feature include: due time, reminders and the total amount of money that is being used.



Add the "Name" of the project and fill in the remaining fields with details. The "Status" can be used to track the progress of the project. Change the "Dollars" to reflect the accurate currency or select "Auto Calculate" to use the expenses that are associated with a checklist (labor costs, part costs, expenses, etc.)

(New Ticket)

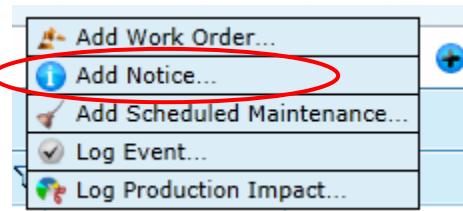
Work Order	Settings	Add Checklist...	
Name:	<input type="text"/>		
Pertaining to:	<input type="text"/> AE Test () () () ()		
Private to:	<input type="text"/> AlsoEnergy () () () ()		
Assigned to:	<input type="text"/> AlsoEnergy Demo () () () ()		
Waiting on:	<input type="text"/>		
Reason:	<input type="button" value="none"/>		
Status:	<input type="button" value="Begin work"/>		
Priority:	<input type="button" value="0"/>		
Due:	<input type="text"/> 11/21/2013 <input type="button" value="15"/> (in 1 day)		
Reminder:	<input type="button" value="0"/> days (no reminder)		
Total:	<input type="button" value="0.00"/> <input type="button" value="Dollars"/> <input type="checkbox"/> Auto-calculate		

Work Order

Maintenance

2.) Add Notice:

Similar to a ticket; however it cleans itself up. For instance, the customer decides that the site needs to be run at half power until they can get the site fixed. Once the site has been fixed, the notice disappears.



(New Ticket)

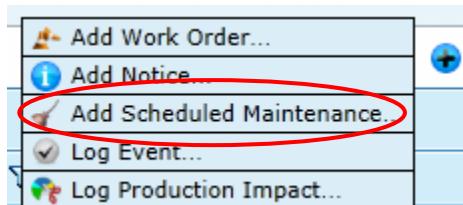
Maintenance Notice		Settings	Add Checklist...	
Name:	<input type="text"/>			
Pertaining to:		AE Test		
Private to:	<input type="text"/>			
Assigned to:		AlsoEnergy Demo		
Waiting on:	<input type="text"/>			
Category:	<input type="button" value="General"/>			
Status:		<input checked="" type="radio"/> Notice	<input type="radio"/> Expired	
Frequency:	<input checked="" type="radio"/> Once	<input type="radio"/> Recurring	<input type="radio"/> Repeat	
Notify:	<input type="text" value="11/21/2013"/>	<input type="button" value="15"/>	(in 1 day)	
Reminder:	<input type="button" value="0"/>	<input type="button" value="days"/>	(no reminder)	
Grace period:	<input type="button" value="7"/>	<input type="button" value="days"/>	(in 8 days)	

Work Order

Maintenance

3.) Add Scheduled Maintenance:

Similar to a Support Ticket where people can assign a task that is cycle-based and deem it as scheduled maintenance as opposed to a support function. This item has the ability to reschedule itself.



(New Ticket)

Scheduled Maintenance	Settings	Add Checklist...			
Name: <input type="text"/>					
Pertaining to:  AE Test 					
Private to: <input type="text"/>					
Assigned to: <input type="text"/>					
Waiting on: <input type="text"/>					
Category: <input type="button" value="General"/>					
Status: 	<input checked="" type="radio"/> Scheduled	<input type="radio"/> Cancelled	<input type="radio"/> Done	<input type="radio"/> Backlog	<input type="radio"/> On Hold
Frequency: <input checked="" type="radio"/> Once <input type="radio"/> Recurring <input type="radio"/> Repeat					
Due: <input type="text" value="11/21/2013"/> <input type="text" value="15"/> (in 1 day)					
Reminder: <input type="text" value="0"/> days (no reminder)					
Grace period: <input type="text" value="7"/> days (in 8 days)					

Work Order

Maintenance

4.) Log Event:

The history of the event can be tracked and categorized with detailed explanations as to what the status is.

(New Ticket)

Log Event **Settings** **Add Checklist...**

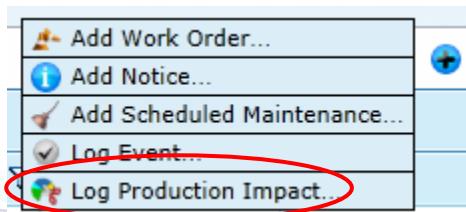
Name:			
Pertaining to:	AE Test		
Private to:			
Performed by:			
Category:	General		
Status:	<input checked="" type="radio"/> Log Event		
Occurred:	11/20/2013		(Today)
Created:	Today by: Stephanie Durbin		

Details:

Resolution:

5.) Log Production Impact:

The goal of this feature is to track the progress of an alert that occurred on the site and see how well the system is reporting if the production is not consistent.



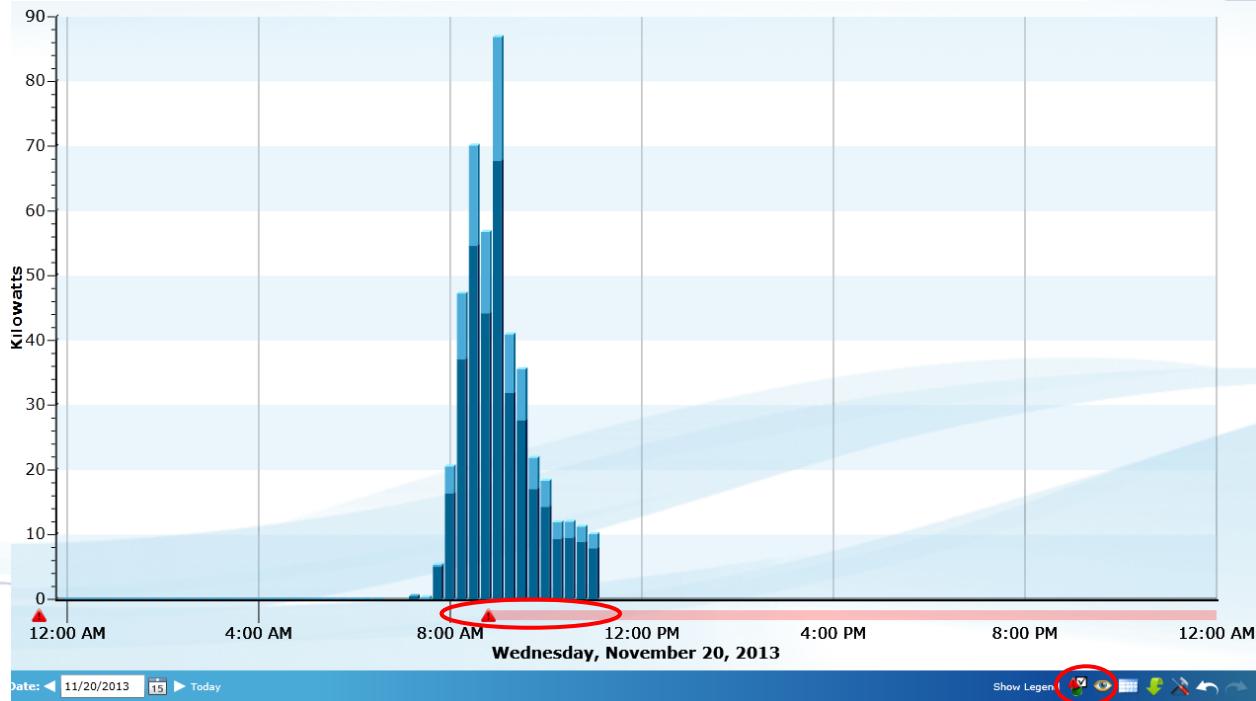
Work Order

Maintenance

(New Ticket)

Production Impact		Settings	Add Checklist...	
Name:	<input type="text"/>			
Pertaining to:	<input type="text"/> AE Test () () () () ()			
Private to:	<input type="text"/> () () () () ()			
Approved by:	<input type="text"/> () () () () ()			
Category:	<input type="text"/> (none)			
Production impact:	<input type="text"/> 100.00 %			
Start:	<input type="text"/> 11/19/2013 12:01 PM () (1 day ago)			
End:	<input type="text"/> 11/20/2013 12:01 PM () (Today)			
Created:	Today by: Stephanie Durbin			
Details: <div style="border: 1px solid #ccc; height: 100px;"></div>				
Resolution: <div style="border: 1px solid #ccc; height: 100px;"></div>				

Another option to create the Production Impact is to go to the site alert (Production), enable the chart to show "Events". Once the alert comes up, it can be viewed and you will be able to "log impact in maintenance history."



Work Order

Maintenance

1917565	<p>Pending</p> <p><input type="checkbox"/> Don't remind me <input type="checkbox"/> Acknowledged <input type="checkbox"/> Resolved</p>	<p>Event code: Site Comparison/345 Event occurred: 11/20/2013 8:48:13 AM Event resolved: Duration: 2:26 (h:m) Production impact: 0.0% Log impact in maintenance history...</p> <p>Level: Normal</p> <p>Assigned to: <input type="text"/></p>
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The event can be seen in live view to see when the alerts are occurring, which would appear alongside of the impact. The idea is that people can start reporting the causes of what is impacting the system's production.