

Searching for Solutions

It is advisable to search for common problem solutions through Maximo prior to creating a Service Request. If a solution is found, you may not need to create a Service Request.

1. From the Start Center, select **Search Solutions** under **Favorite Applications**.
2. To search by a keyword, enter a keyword in the **Solution Description** field and select **Find**. Results of the search will be displayed in the **View Solutions** portion of the screen.

Note: When searching by keyword, all text fields such as Description, Symptom, Cause and Resolution are searched.
3. If you are refining your search you have two **Type** options: Solution and FAQ.
4. To restrict the search to solutions enter Solution in the **Type** field.
5. To restrict the search to Frequently Asked Questions, enter FAQ in the **Type** field and select **Find**. Solutions marked as FAQ are designed to answer the most common questions.
6. To search by classification, select the Detail Menu icon next to the **Classification** field, and choose **Select Classification**.

The Select Classification dialog box will be displayed.

- Select the plus sign next to the classification desired.
- Continue to select the plus sign until the desired classification is found.
- Select the blue box next to the classification to select the code.

The classification and description information will be copied to the Search Solutions page in the appropriate field.

- Select the **Find** button to initiate the search.
 - Solutions matching the search are displayed in the View Solutions table.
5. To view a particular solution, click on the underlined solution number in the View Solutions table. Detailed information will be displayed.
 6. After finding the solution, answer the question at the bottom of the Solution Details fields: Did this solution help you resolve your issue?
 - Yes - takes you back to the Start Center.

- No, Create a Service Request - a new Service Request form will be displayed - ensure all fields are populated before submitting.
- No, Return to Solution Search - allows you to perform a new solutions search.

Logging Off

1. Select the **Sign-Out** link on the toolbar frame.
2. You will be returned to the Maximo Login screen.

Note: Before logging off, if you are working inside a record, a confirmation window will appear asking if you want to save your changes before continuing. Select the action you wish to take.

- **Yes** will save the changes and log you out.
- **No** will NOT save the changes and will log you out.
- **Cancel** will cancel the sign-out action and return to the request screen.



IBM Maximo Version 6.2

Self Service - Service Request

Quick Reference Guide



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Welcome to Maximo Self Service

When IT and telecom troubles arise, you can now submit an online Service Request using the Maximo tool (accessed via the GETS Portal). This Self Service alternative to calling the Consolidated Service Desk (1-877-GTA-3233) also gives you the ability to search an online database of problem solutions. Finding a solution there may eliminate the need to create a Service Request entirely. See details below.

Logging On to Maximo Self Service:

1. Login to the GETS Portal at:
<https://www.ibm.com/services/connection>
2. Enter your Login ID (xxx.xxxxx@xxx.ga.gov) and Password and select the **Submit** button.

Note: Your ID is case sensitive and must be typed exactly as shown above on the Portal sign-in page. Your password was created by you when you registered for the GETS Portal and is known only by you. If you do not remember your password, select the 'Forgot password' link on the Portal sign-in page.

3. On the GETS Portal, click the **Service Desk** navigation link.
4. On the Maximo Log-On page, enter your user name, (Login ID from Step 2 above).
5. In the **Password** field, enter your password.
6. Click the **Sign-In** button.

Note: If this is the first time logging into Maximo, you will be presented with a screen to change your password. Enter your desired password into the new **Password** field and ensure that it adheres to State of Georgia Password Standards (State of Georgia Password Standards: http://gta.georgia.gov/00/topic_index_channel/0,2092,1070969_40533560,00.html). Enter the desired password in the **Confirm Password** field and click OK. Please make note of the new password.

Maximo Tips

- Browser recommendations are:
 - Microsoft Internet Explorer 6.0 or higher
- Set display resolution to 1024x768 pixels per inch
- A field marked with an asterisk is required.
- Use the Maximo Toolbar buttons (such as **Previous Record**, **Next Record**, **New Record**, **Save Record**) instead of the browser's **Back** and **Forward** buttons.
- Maximo logs off a user who has not accessed the database for 60 minutes.
- Service Requests are identified with the prefix **SR**.
- To display the description of a field, place the cursor on a field, and press **ALT-I**.

- Follow the State of Georgia internal process for resetting and / or unlocking your ID and Password, or call the Consolidated Service Desk at **1-877-GTA-3233** (1-877-482-3233).

Start Center

The Start Center is the initial screen displayed after log-on. There is a Start Center link on the Welcome Bar that will always take you back to the Start Center.

The screen has four sections:

- **Quick Insert** provides a link to create a Service Request.
- **Favorite Applications** provides a set of links that allow quick navigation through Maximo to search Solutions and view your Service Requests.
- **Bulletin Boards** provides alerts related to issues (e.g., outages) that may be affecting your IT environment. Check the Bulletin Board to save yourself the trouble of submitting a Service Request for an issues that may have been identified already.
- **Result Set FAQs** provides answers to a collection of Frequently Asked Questions (FAQ) fielded by the Consolidated Service Desk. Information available here may help you resolve issues without needing to submit a Service Request.

Creating a Service Request

1. Log-on to Maximo tool as described in the **Logging On** section.
2. Select **Create Service Request** under the Quick Insert section of the Start Center .
3. Default information is populated in the **Reported By**, **Phone**, **Reported Date** and **Affected User** fields. Edit the information as required.
4. Complete the **Summary** field and the **Details** field with any required information.
5. If required, select the **Attach File** or **Attach Web Page** button to include additional information.
6. Select **Submit** when finished. A message appears with the **Service Request** number indicating the request has been saved. Note: It is helpful to record the Service Request number so it can be used when searching for the record.
7. **Return to Start Center** or **Create Another Service Request**.
8. A Consolidated Service Desk representative **will contact you** via the phone number provided in step 3.

Searching for Service Request

From the **Favorite Applications** section of the Start Center:

1. Select **View Service Requests**.
2. A Search for Service Request form will be displayed.
3. Enter a Service Request number in the **Service Request** field if known or add data to any of the following fields:
 - Status
 - Asset
 - Either of the Reported Date fields
 - Summary
 - Affected User
4. Select the **Find** button.
5. Any results matching the search will be displayed under the View Service Requests section of the screen.
6. To view a Service Request, select the Service Request number.