

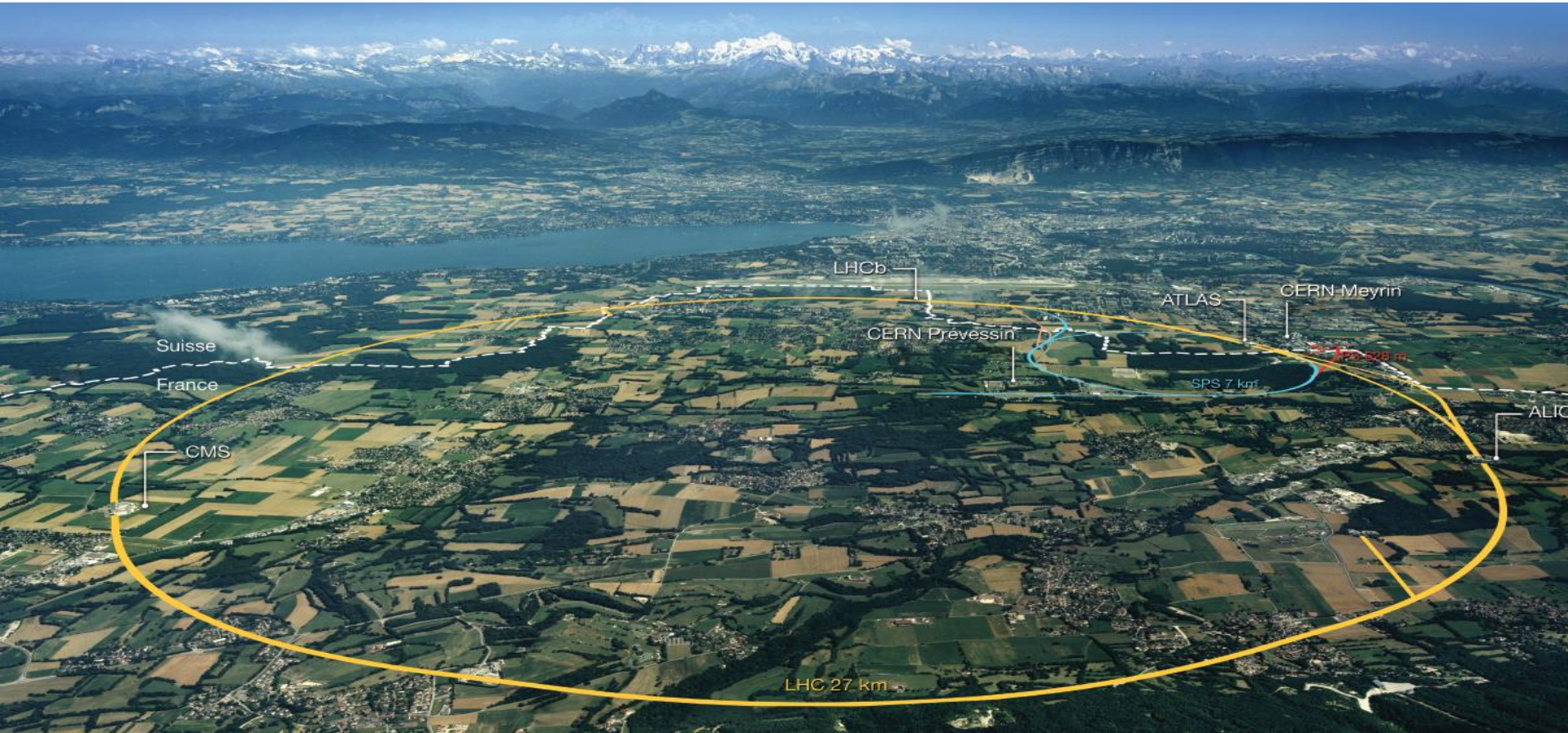
Research Organization User Group Meeting

# Infor EAM @ CERN – An update

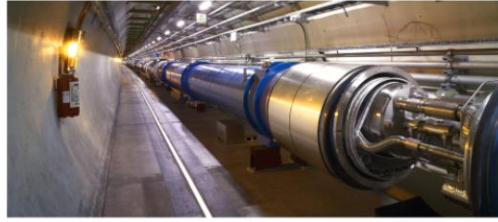
David Widegren  
Asset & Maintenance Management  
CERN, Engineering Department



# The Large Hadron Collider - LHC



# Infor EAM: Used CERN-wide



# Infor EAM at CERN: Offering

**Infor EAM**  
Full / Expert Web Interface



**EAM Light**  
Simplified Web Interface



**Infor EAM Mobile**  
Offline Tablet Application



## User Interfaces

### Equip. Management

- Technical Characteristics
- Structures & Relations
- Asset Inventory
- Equipment Configuration
- Meter Readings
- Warranty Management
- Linear Equipment
- Operator Checklists
- Financial Depreciation (PPE)
- Costs Management
- Replacement Forecasting
- History Log
- Etc...

### Work Management

- Correction Maintenance
- Preventive Maintenance
- Predictive Maintenance
- Resource Management
- Inspections & Checklists
- Deferred Maintenance
- Reliability Calculations
- Scheduling & Load Balancing
- Project Management
- Maintenance Campaigns
- Contract/Rental Management

### Part Management

- Materials Management
- Store Management
- Stock Replenishment
- Store Issues & Returns
- Physical inventory Count
- Goods Receipt & Return
- Associated Material Lists
- Pick lists Generation
- Kit Management
- Material Analysis
- Purchase Order Generation
- Requisition Generation

### Business Intelligence

- PDF Report Generation
- Interactive Reports
- KPI Calculations
- Dashboards
- Data Warehouse
- Alerts & Warnings
- Filtered Inboxes
- Performance Analysis
- Data mining
- Planning & Forecasting
- Compliance documents

### System Integrations

- GIS & CERN Locations
- CCC/TI & Service-Desk
- Layout DB
- TREC & RADOS
- MTF
- SCADA / PVSS
- IMPACT & Planbook
- EDH & AIS Foundation
- BAAN
- ADAMS
- SAILOR
- GESMAR
- EPAK

## Document Management

- Leveraging the full EDMS/CDD Functionality & Data
- Equipment Documentation (Specifications, Drawings, Photos,...)
- Work Order Documentation (Reports, Measurements, Photos, Videos,...)
- Parts Documentation (Datasheets, Drawings, Specifications, Photos,...)

# Growing usage: “The LS2 effect”

May 2019 **22k**  
Work Orders  
Completed

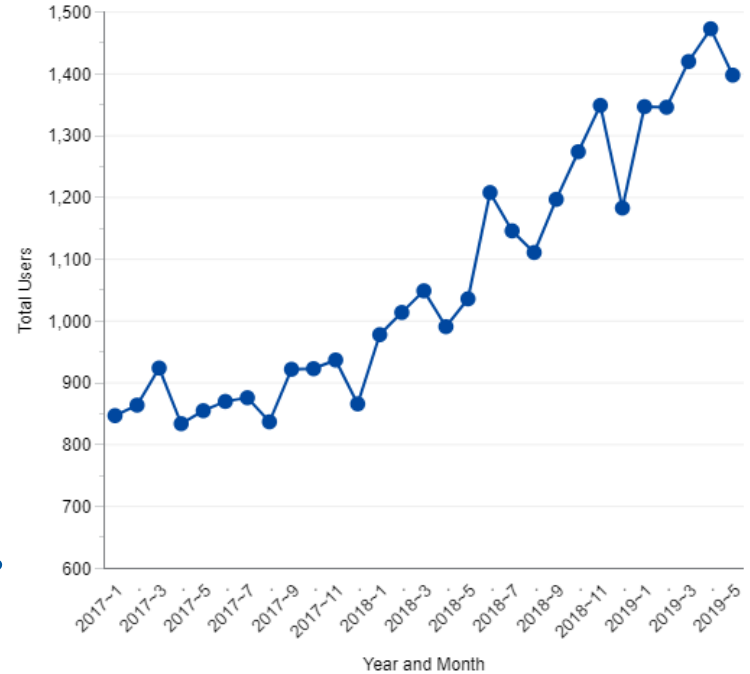
**1400**  
Different Users

May 2018 **10k**  
Work Orders  
Completed

**1000**  
Different Users

*Average: 1000 WO  
closed per day!*

*Already 2600 users  
in total in 2019!*



# Infor EAM at CERN: In numbers

**2.4 M**

Equipment

**>200 k**

Work Orders / year

**5000**

Check List Items / day

**92 k**

Part References

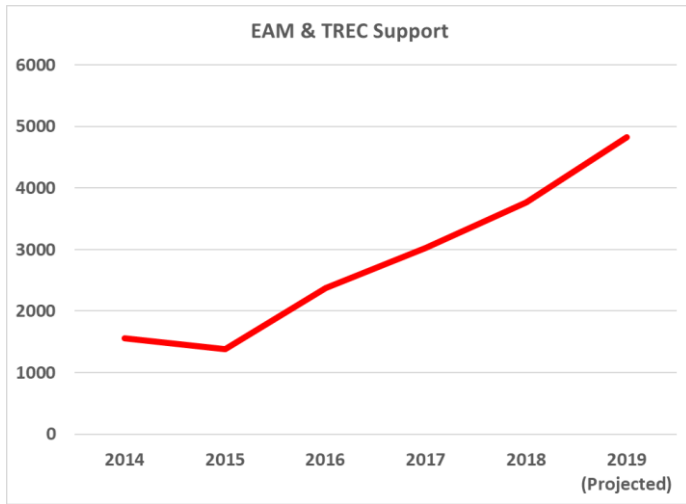
**1 M**

Attached Documents

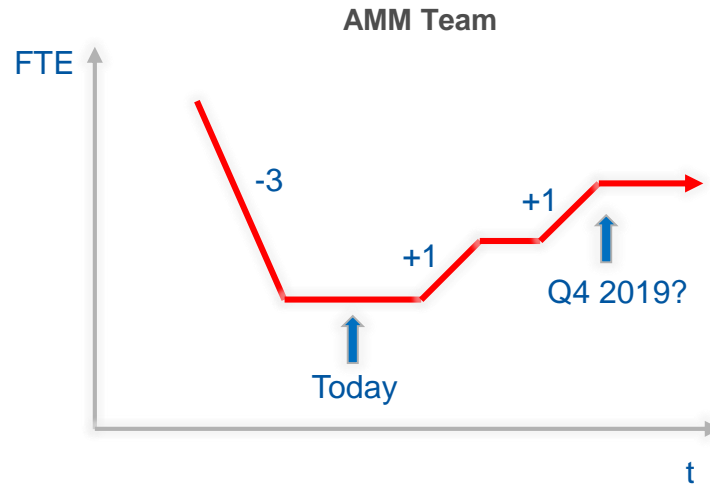
**2800**

Users

# Support Tickets vs Team..



- A growing number of support tickets.



- The support team is not growing...

**We are doing our best but please bare with us until reinforcement is in place...**

# Local Administration Tools

- We will start asking you for names of local administrators in each group / service.
- Training will be provided by us and a list of local admins will be provided on the CMMS Service page. ([www.cern.ch/cmms-service](http://www.cern.ch/cmms-service))
- The goal is to make you more autonomous for tasks where we currently just are slowing you down and our added value is limited.
- Examples of administration tasks:
  - User group management
  - Dataspy management
  - Asset creation
  - Barcode printing
  - Etc...



# User Management (in Prod)

Who?

Can manage..

System administrator



all users

Local administrator



all users in the same department and group

Standard users



nothing

The screenshot shows the 'User ID' page for 'CGONCALV Consuelo GONCALVES PEREZ' in the 'infor EAM' system. The interface includes a navigation bar with 'Work', 'Materials', 'Equipment', 'Purchasing', 'Operations', and 'Administration'. Below the navigation bar, there are tabs for 'Record View', 'Comments', 'Department Security', and 'User Departments'. The main content area is divided into several sections:

- User Details:** Includes fields for 'User Group' (LHC), 'E-mail Address' (consuelo.goncalves.perez@...), 'Class', 'Department' (MTF1), 'Success Msg. Timeout' (Until Closed), 'First Screen', 'Screen Designer', 'Allow Screen Cache Setup', 'Allow Viewing Audit Trail', and 'Enable Screen Cache Deck'.
- User Limits:** Includes fields for 'Requisition', 'Requisition Approval', 'Invoice Approval', 'Non-PO Inv. Approval', 'Purchase Order', 'PO Approval', and 'Pick Ticket Approval'.
- User Defined Fields:** Includes fields for 'Default Work Order Screen', 'Default Asset Screen', 'Default Part Screen', and 'Default Position Screen'.

# Dataspy Management (in Prod)

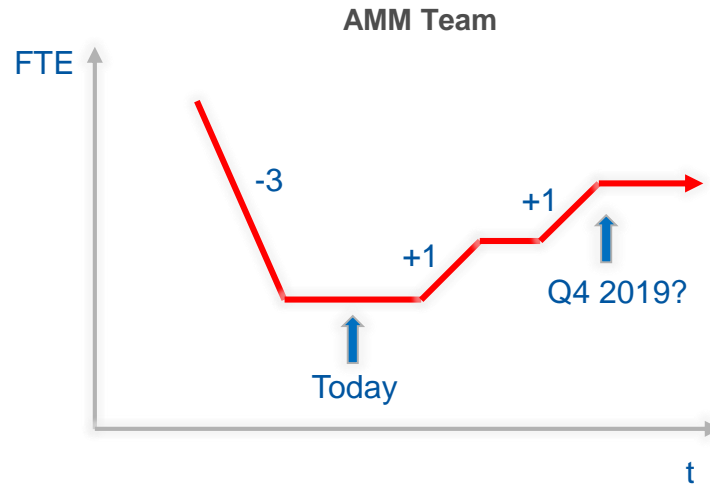
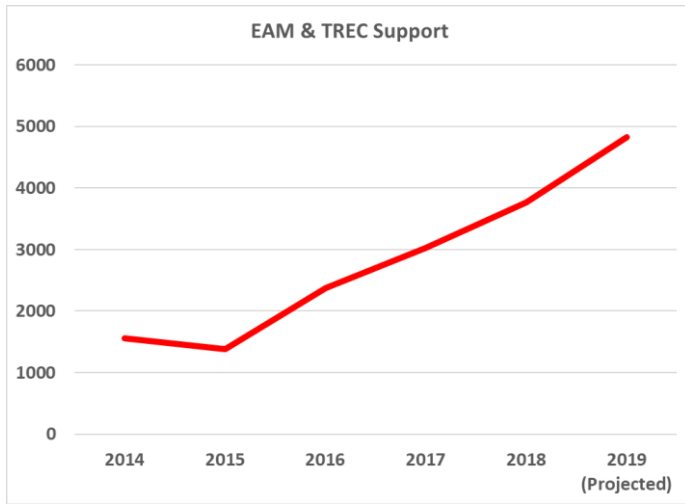
The screenshot displays the Dataspy Management interface. At the top, there is a navigation bar with menus for CERN, Work, Materials, Equipment, Purchasing, Operations, and Administration. The current user is identified as 'TEST - Group: R5 - User: GPE'. The main interface shows a 'Screen' tab for 'WSJOBS' and 'Work Orders'. A 'Users' dialog box is open, prompting the user to select one or more user records to receive a copy of the selected Dataspy. The dialog box contains the following fields:

- Dataspy Name: WOs on GP-A-008
- Screen Code: WSJOBS
- Tab Code: HDR

The dialog box also features a table of users with the following columns: Select, User Code, User Description, Set as Default, User Group, Class, Locale, and Depart. The table contains 15 records, with the first two records highlighted in blue. The 'Add users' button in the background interface is highlighted with a red box.

Select	User Code	User Description	Set as Default	User Group	Class	Locale	Depart
<input type="checkbox"/>	OPIROTTE	Olivier PIROTTE	<input type="checkbox"/>	QCSM-1			QCR
<input type="checkbox"/>	MOULEYRE	Jeremy MOULEYRE	<input type="checkbox"/>	QCSM-1			
<input type="checkbox"/>	PCHAMBOU2	Pascal Chambouvet	<input type="checkbox"/>	QCSM-1	*INA		
<input type="checkbox"/>	LANDRECY	Marc LANDRECY	<input type="checkbox"/>	QCSM-1	*INA		
<input type="checkbox"/>	LSTEWART	Laura STEWART	<input type="checkbox"/>	QCSM-1			QCR
<input type="checkbox"/>	KGJERRES	Kristian Andersen	<input type="checkbox"/>	QCSM-1	*INA	AMERICA	
<input type="checkbox"/>	ALEES	ANDREW JOHN LEES	<input type="checkbox"/>	QCSM-1			MTF
<input type="checkbox"/>	JDERKING	JAN HENDRIK DERKING	<input type="checkbox"/>	QCSM-1			

# Support Tickets vs Team..



- A growing number of support tickets.

- The support team is not growing...

**We are doing our best but please bare with us until reinforcement is in place...**

# Materials/Part management

## Constant increase use of Part management

- Large groups use full capabilities. (Picklists, forecasting, etc.)
- Smaller groups focus on issue/return transactions.

## Kiosks for self-service store rooms

- Based on our EAM Light platform.
- Introduced in 20+ stores.
- ***Issue a part should be easier than the self-check-out at the local supermarket.***



# Work Planning & Scheduling

Project FCV-00004 Projet cooling ventilationbât. 107

Record View | Comments | Budgets | Work Orders | **Active Gantt** ×

Weekly ▾ | Open ▾ | Save | Print (PDF) | drag Activities with WO

+/- WO-Activities relationship: FREE | Start Date: 26-SEP-2015 | End Date: 25-SEP-2017 | Refresh

	September 2016			October 2016				Novemb
	Week #37	Week #38	Week #39	Week #40	Week #41	Week #42	Week #43	Week #44
Open	Open							
23651121	23651121							
23651124			23651124					
23651136					23651136			
23651182				23651182				
23651203							23651203	
23861925			23861925					

# EAM Logbook

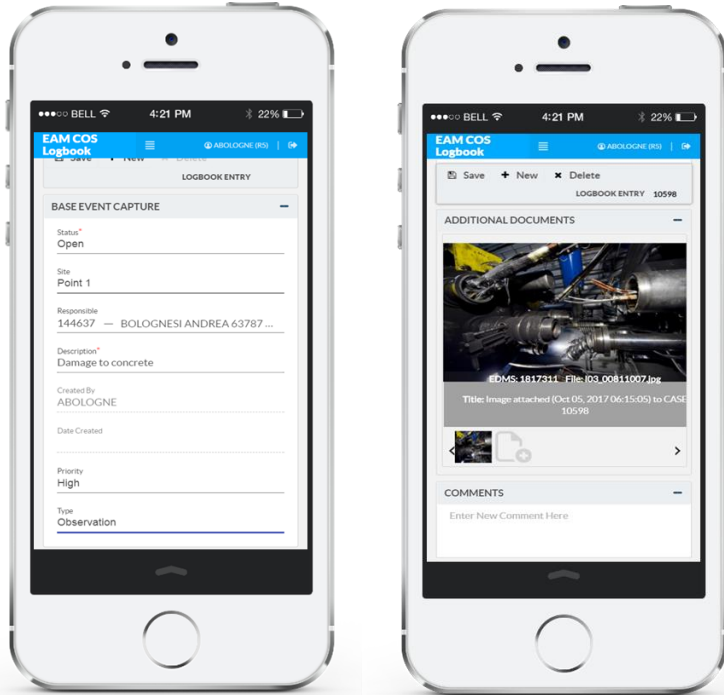
## What is a Logbook?

- A possibility to log events, observations, issues that are not (or not necessarily) corresponding to interventions/repairs (Work Orders).
- An entry in a logbook does not have to be associated to a precise equipment, but can be of a more general nature.
- Is supported since the last version in Infor EAM.

The screenshot displays a web-based form for logging events in the EAM system. At the top, there are three buttons: 'Save' (with a floppy disk icon), '+ New', and 'Delete' (with a trash can icon). Below these buttons, the form is organized into several sections, each with a header and a collapse/expand icon:

- BASE EVENT CAPTURE** (collapsed):
  - Type: Fault
  - Description\*: Cryo instabilities
  - Date Requested: 10-AUG-2017 14:30
  - Event Source: \_\_\_\_\_
  - Created By: WIDEGREN
- LOCATION CAPTURE** (expanded):
- FAULT CAPTURE** (collapsed):
  - Fault Type: General operation
  - Event Start Date: 01-AUG-2017 04:06
  - Event End Date: \_\_\_\_\_
  - Fault Description: \_\_\_\_\_
- ACTIVITY CAPTURE** (expanded):

# EAM Logbook



**EAM COS Logbook** | ABOLOGNE (IMPACT-WS)

Select Datspy: All Records Run

Filter: All

(1 of 1) < >

Date	Case	Type	Priority	Description	St
25-Sep-17	10589	Problem	High	Damage to concrete	Open
03-Sep-17	10596	Observation	Medium	Refection béton mur + étanchéité	Close
01-Sep-17	10590	Observation	Low	Création évacuation perpendiculaire radier	Open
12-Aug-17	10594	Problem	Medium	Displacement of a huge magnet	Open
21-Jun-17	10595	Observation		Peinture au sol pour ODH	Open
04-Nov-08	10597	Observation		Changement caillebotis	Open
01-Aug-08	10599	Problem	Low	Damage to LHC magnets	Close
01-Aug-08	10598	Problem		Visible damage to LHC magnets	Close

Records: 8 of 8 Export to CSV

7/3/2019





[www.cern.ch](http://www.cern.ch)