DPAS M&U Work Order Overview – Post Session Report

In this online session, DPAS Subject Matter Experts guided participants through processes used in maintaining Work Orders within the DPAS M&U module and answered questions in real-time chat! Work plans and their details, scheduling preventive maintenance and using work orders were among the topics discussed.

Presented by:

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Q&A:

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Recording Location:

DCO: N/A

DPAS Support: http://dpassupport.golearnportal.org
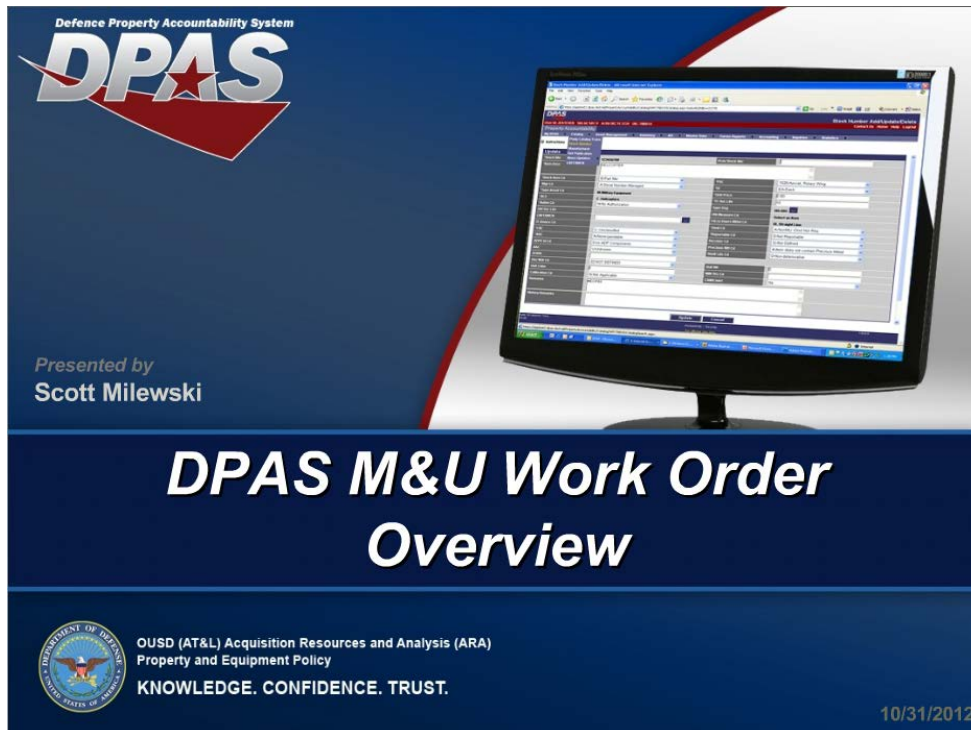   Open **Training / Webinar Archive** and find the webinar under the Maintenance & Utilization (M&U) subject heading or search for the webinar title.
(note: this link will only play the newest webinar on this topic)

Screenshot:

Session Statistics:

Session Date	October 31, 2012
Number of Registered Attendees	56
Number of Internal Attendees	7

Poll Results:

Did you find the content in this webinar useful? – 20 Responses

Answer	Percent
Extremely Useful – I learned a useful technique or tip	45%
Somewhat Useful – This content was not new for me but is useful	55%
Not Useful – I did not learn anything new	0%
Other – I am providing a detailed answer in the chat pod	0%

How would you rate the presentation? i.e. Speaker, Format – 20 Responses

Answer	Percent
Excellent – I would highly recommend this presentation to others	20%
Good - I enjoyed this format and the interaction	70%
Okay - The presentation needed some improvement	5%
Poor - The presentation underperformed for me	0%
Other – I am providing a detailed answer in the chat pod	5%

What topic would you be most interested in for a future webinar? – 21 Responses

Answer	Percent
Asset Dispositions	24%
Asset Receiving	19%
Asset Transfers	14%
Asset Updates	19%
Inventory Basics/Advanced	24%
Inventory Reconciliation	24%
Government Furnished Property (GFP)	19%
Improvements	0%
CIP	0%
Real Property	10%
Reports and Forms	29%
Inquiries	24%
Warranty	19%
M&U Work Orders	14%
M&U Dispatch	29%
RFID Basics	5%
WAWF	19%
IUID – in Depth	10%
DPAS Security/Roles	5%

Participant Questions and Comments:

Question: If you already have a Maint Group Id and you update the information to call it something different, will that automatically update everything already established?

Answer: If the Maintenance Group Id information is changed, this update is automatic and is seen through the system.

Question: What is the benefit of estimating cost/labor, etc? Why would we want to do this?

Answer: When you have determined that there are "expected" result for your team to use as a guideline, this is where you can put this information. That information can then be used for estimating.

Question: We manage the equipment and ensure it receives required Preventive Maintenance (PM) (annual, semi-annual, etc.), we don't perform the maintenance.

Answer: You can give those who complete the maintenance the M&U Specialist role so they can enter a Work Plan and the ability to manage the Work Orders as well.

Question: I have an asset with a history of one closed work order. When I try to add a new work order DPAS tells me the asset does not exist. What could cause this conflicting message?

Answer: Verify the link from the PA side to Maint Activity is still connected. If so, verify that the asset is profiled correctly on the Maint Asset Master and that it has not been disposed.

Question: When I checked the asset in Maint Asset Master it does not exist also.

Answer: Ensure the asset is still on your property book. Verify the Stock Number has a Maint Grp Id assigned. If so, verify the Maint Management Assignment is to your Maint Activity.

Question: We had the PM Schedule created in Legacy DPAS; however, it doesn't appear in Web DPAS. Is there a way to capture and update or do we have to reenter one by one for all equipment?

Answer: A Maintenance Activity was setup for you and it has your Work Order history. Only Work Order information was brought over from legacy and is available by inquiry. No PM information was converted. You will need to setup each asset in the new web-based Scheduled PM.

Question: Scheduled Work Orders are created automatically even if the vehicle is not available for repair?

Answer: If by "not available for repair", you mean dispatched, deselect the "If Asset Not In Use" option within the Schedule PM process, Work Orders will continue to be created for the asset.

Question: Can you record when the asset arrives for repair, or the work begins, other than through a labor entry?

Answer: The Work Order offers various date fields to track this information such as Available date, Receipt Date and Service Start Date.

Question: If not on the Property Accountability module, how does the equipment come onto the "search" list to select?

Answer: If an asset is not in the Property Accountability module, it will not appear in the Asset Id browse. You can still create a Work Order without specifying an Asset Id.

Question: Are the changes to the Work Order State Code captured in a timeline or available for downtime reporting?

Answer: Yes. There is history for the Work Order transactions as the Work Order moves through various states.

Question: When generating a Work Order for purpose of a requesting services call on a particular Asset Id - can DPAS generate an Email to the Maintenance Contractor of record?

Answer: We currently do not have emailing functionality in place. But you will see the system generated order come up and you can contact the Contractor at that time.

Question: Is there anything that requires that Actual Labor Hours, Labor Cost, or other cost be entered in order to close a Work Order?

Answer: No. You can have zero cost.

Question: Do voided work orders remain in the system? Will it have to be regenerated if we decide it should have not been voided?

Answer: Voided Work Orders remain in DPAS and can be found using the Inquiry process. You cannot reopen a Voided Work Order.

Question: How are recurring Work Orders generated? We have submitted a Schedule PM by date and should have auto generated for November, but thus far, nothing.

Answer: We can look at how you have setup your recurring Work Order. The system should generate a Work Order, provided utilization updates have been kept current or dates have elapsed.

Question: How can we get or print the "Equipment Utilization Form" for Web DPAS?

Answer: You can go into Forms-Reports > Schedule Reports

Question: Where do we go to find out about purchasing the scanners?

Answer: Please visit http://dpassupport.golearnportal.org/ and navigate to Support > Software and Hardware. If you scroll down there is a heading for General Purpose USB/Tethered Bar Code Scanner.

Question: Can you retrieve work order once it has been closed?

Answer: A Closed Work Order can be reopened within the Work Order process or can be found using the Work Order inquiry.