



Northeast Maximo User Group - Spring 2026

Con Edison's Maximo Change Request Application

Speakers



Bob Fyke

Bob has been working with Maximo at Con Ed and O&R for >20 years. He has managed the Maximo Business Admin Team, and numerous Maximo projects. He is an EAM champion, always looking for the best way to drive compliance, reliability, safety and excellence.



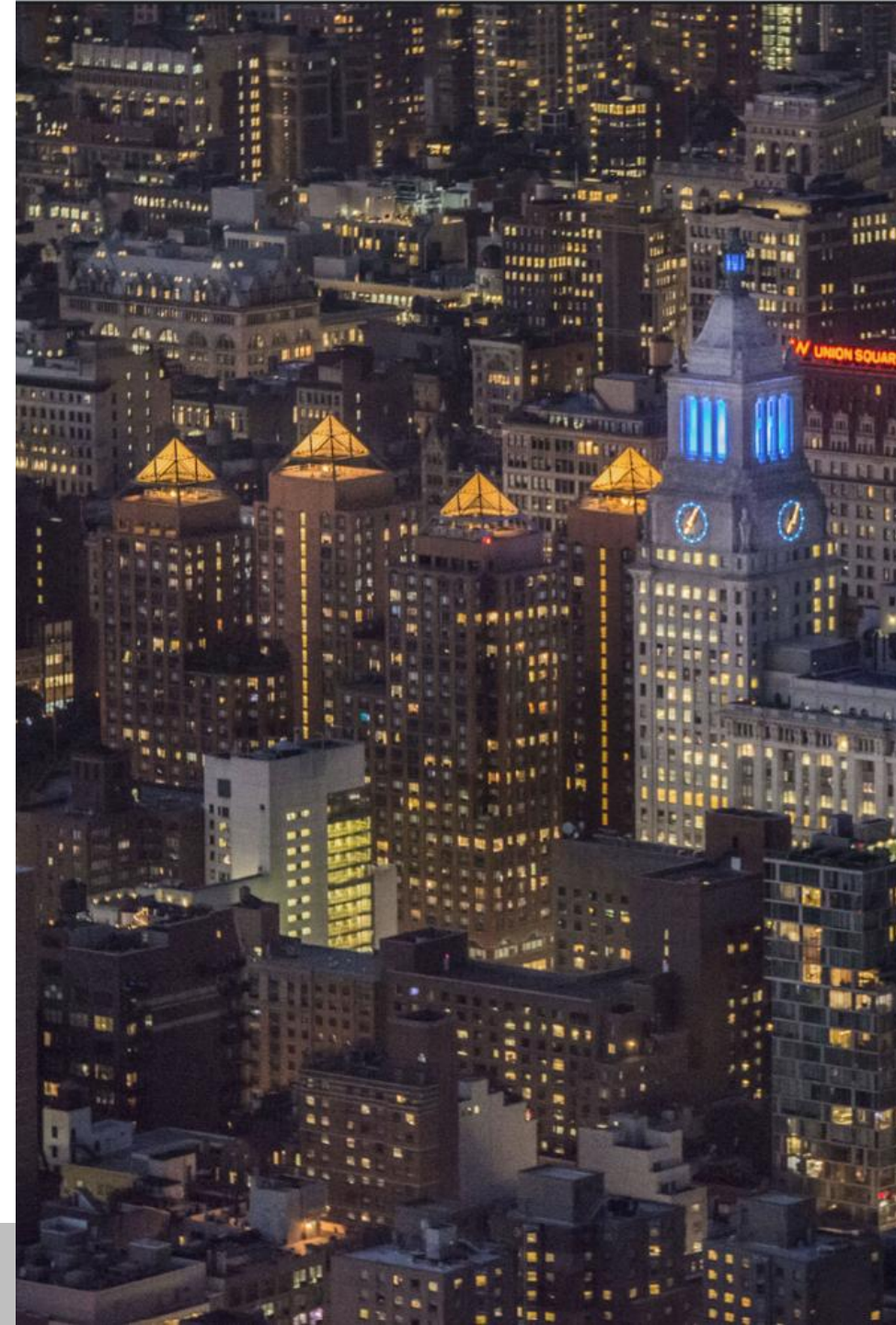
Rachita Bhatia

Rachita is an experienced enterprise asset management professional with Cohesive, her areas of expertise include technical solution architecture and project management for IBM Maximo implementations.

Her work centers on driving continuous improvement, enabling data-driven decisions, and helping clients realize the full potential of their Maximo implementation.

Agenda

- ❑ Consolidated Edison - Maximo Stats
- ❑ Users & Use Cases at Con Edison
 - Maximo Business Admins
- ❑ Maximo Change Request
 - The Problem / Need
 - Overview
 - Demo
- ❑ Benefits
 - (Did we Solve the Problem?)





Maximo Stats

- 18,748 Active User Records
- 6,533 Labor Records
- 25 Maximo Sites
- 23 Departments
- >200 Security Groups
- 27 Years Using Maximo
- 20 Million Work Orders
- 16 Active Maximo Projects
- 2000 Inspections / week
- \$5 bil / year contractor payments
- Many Varied Use Cases

Users & Use Cases at Con Edison

- T&D Substations
- Generation
- Facilities
- Transmission Overhead & Underground
- Supply Chain – Dist. Transformers
- Water Treatment
- Steam Distribution
- Numerous Support Groups – Service Requests
- MOC
- Construction (Contractor Management)



Maximo Business Admins at Con Edison

- They know the business and the business knows them.
- Liaison between the business and IT, and guide users to succeed in their use of Maximo.
- The Admins are advocates for, and protectors of, the continuity of Maximo.
- Admins promote best practices through active participation in staff meetings, useful communication, training, etc.
- Maintain records for assets, preventative maintenance, job plans, labor, users, etc.
- Admins assist with driving and documenting compliance.



The Problem

- Varied channels for end user requests
- Poor visibility of change backlog
- Incomplete details for requested changes
- Poor documentation of change history
- Ever-expanding Maximo use cases
- Difficult awareness of change status
- No digital approval method



Solution: Maximo Change Request Application

Ticketing system for Maximo Business Admins to support End-User requests related to Maximo master data setup, security changes, access etc.

IBM Maximo Application SuiteManage

New Default TemplateIncident Reporting SystemMaximo Change Request AdminsMaximo Change RequestorMy EHS InformationNYISO NotificationsService RequestsSubstation Operator

Favorite Applications

Maximo Change Request

Change Request Assigned To/Owned By Me

Change Req	Description	Status	Priority	Type	Requested Date
152435	FIRE PUMP NOT ACCEPTED	INFOREQ		Inspection	12/23/24 14:25
152500	CREATE NEW PMS AND MODIFY EXISTING PMS FOR FOX HILLS	INPRG		PM	12/31/24 06:41
152530	PLEASE REMOVE FAREED ABASSI (84130) FROM CTSEOS	COMPFLD		User	1/3/25 09:45
152549	ADD LAUREN ALPHIN (21029) TO CTSEOS (READ ONLY)	COMPFLD		User	1/6/25 09:58
152657	ADD RAYMOND RUIZ (16170) TO CTSEOS (READ ONLY)	COMPFLD		User	1/13/25 13:00
152692	PLEASE ADD JEAN CANTAVE (48917) TO CTSEOS (READ ONLY)	COMPFLD		User	1/14/25 14:09
152856	EAST 63RD ST- CUBICLE INSPECTION 112	COMPFLD		Accounts	1/23/25 14:48
152864	CANCEL MONTHLY COMPLIANCE SEE LONG DESCRIPTION	COMPFLD		DEFERRAL	1/24/25 06:51
153259	E36 CUBICLE INSPECTION 3TE	COMPFLD		PM	2/24/25 17:53
153260	E36 CUBICLE INSPECTION 3TW	COMPFLD		PM	2/24/25 17:56

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Change Requests Pending My Approval

Change Req	Description	Entered By	Owner	Status Date
No Data Found.				

New Change Requests W/O Owner

Change Req	Description	Type	Requested Date	Site
105263	WATER COOLERS-FILTER REPLACEMENT BY VENDOR	Inspection	4/2/24 13:31	FQ
105301	WATER COOLERS-FILTER REPLACEMENT BY VENDOR	Inspection	4/2/24 13:55	FQ
105410	WATER COOLERS-FILTER REPLACEMENT BY VENDOR	Inspection	4/2/24 13:57	FQ
107630	ASSIGN MECHANIC TO CLEAR THREE PITS EACH MONTH ON THE COLLEGE POINT SITE	Inspection	4/9/24 09:08	FQ
136785	COLLEGE POINT-INSPECT SPILL CONTROL AND CLEANUP EQUIPMENT PER SPCC PLAN	Inspection	7/22/24 16:52	FQ
151371	EMAIL WITH COMPLETION DETAILS	GENERAL	10/10/24 12:41	FW
151425	MAXIMO VCV ADMIN RIGHTS	Accounts	10/15/24 07:58	CAPT
151850	UPDATE ASSET DESCRIPTION, ADD (3) ASSETS	Asset	11/8/24 11:17	FQ
152070	VCV COORDINATOR REQUEST	User	11/22/24 12:07	CAPT
152327	WATER COOLER-CHANGE FILTERS	PM	12/12/24 08:46	FQ

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(INFOREQ) Change Requests I Own Sent for More Info

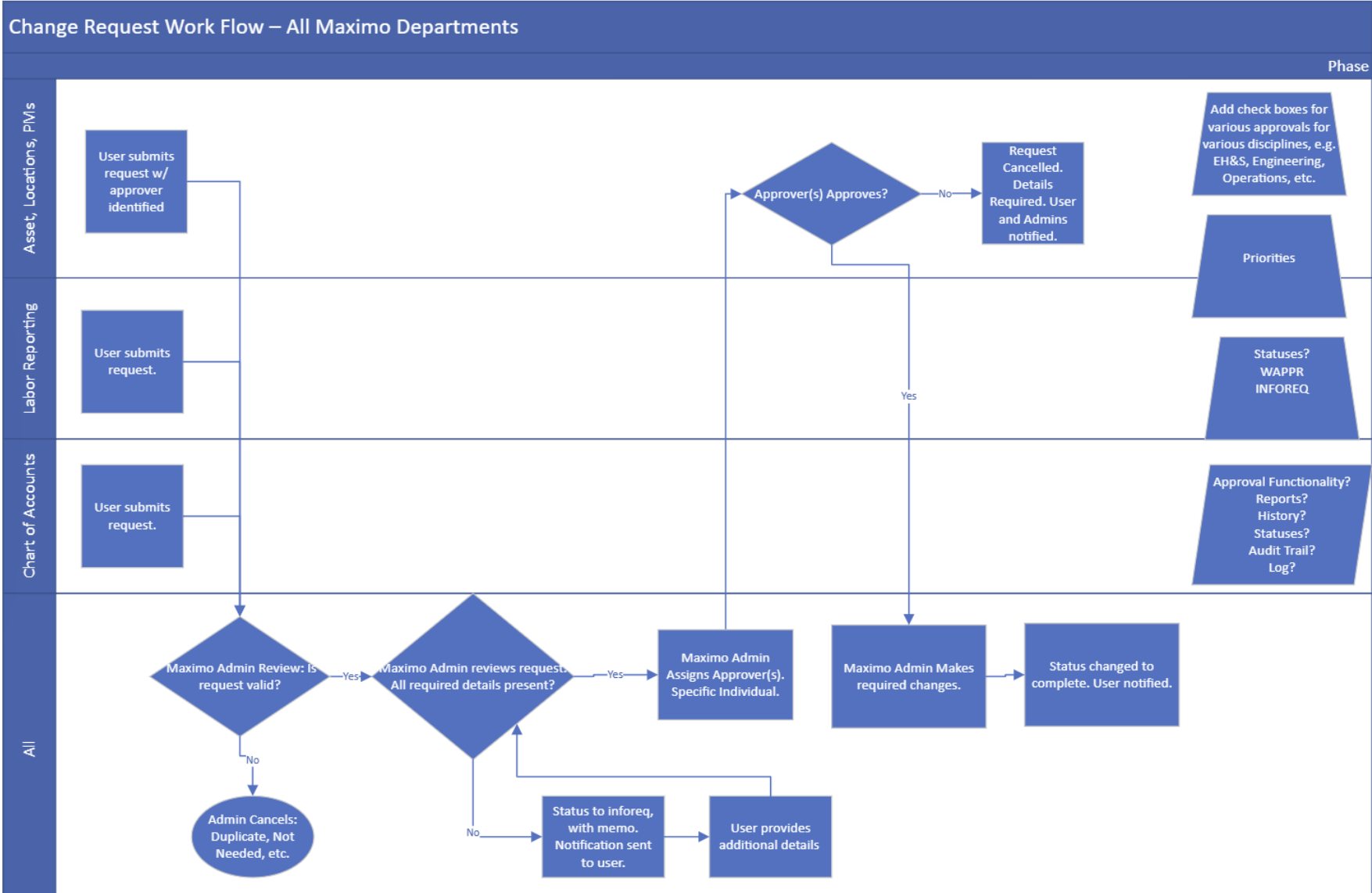
Change Req	Description	Type	Status Date	Reported BY
152435	FIRE PUMP NOT ACCEPTED	Inspection	12/26/24 14:15	12244
153955	19085154	Workorder	4/16/25 12:57	23094

Set Chart Options1 - 2 of 2

(WAPPR) Change Requests I Own Sent for Approval

Change Req	Description	Type	Status Date	Reported By
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Maximo Change Requests – Process Flows



Maximo Change Requests – Technical Implementation

Configuration Elements



Simplified MOC Request Application, Screen Design



Scripts and Security configurations to enhance usability



Use of Maximo Workflow

The screenshot displays the 'Maximo Change Request' form within the IBM Maximo Application Suite. The form is titled 'Change Request' and includes a 'Related Records' tab. A warning message states: 'WARNING: Please press ROUTE WORKFLOW button at the top after saving to submit the Change Request before leaving this page'. The form fields include: Change Request No (61848), Details of Change (Font: serif, Size: small, Format: None), Requestor Name (Fyke, William R. Fyke), Requestor (C1884), Requested Date (1/23/24 9:50 AM), and Status (NEW). The form also includes a 'Change Type' dropdown, a 'Change Priority' dropdown, a 'Department' dropdown, and a 'Station/Facility' dropdown. The 'Attachments' section shows a list of attachments with columns for Name, Person's Location, Person's Site, Status, Approved?, and Sign Off Date.

This screenshot shows the 'Approver' table and the 'Asset Details' section of the 'Maximo Change Request' form. The 'Approver' table has columns for Approver, Name, Person's Location, Person's Site, Status, Approved?, and Sign Off Date. Below the table, there is a 'Select People' button and a 'New Row' button. The 'Asset Details' section includes a warning message: 'Make selection and save to open details section'. The 'Asset Options' section has radio buttons for 'Add', 'Modify', 'Delete', and 'Multiple Asset'.

Maximo Change Requests – Technical Implementation

Configuration Elements - Workflow

Approach

- Use of "Start / Stop" Workflow.
- All workflow is driven by status changes and queries to check for user access.
- Each status does the following steps:
 - *Can the logged in user do anything in this status? (Condition node)*
 - *Pick action (Input node)*
 - *Validate action (Condition node)*
 - *Change status*
 - *Display Message about the action taken, or alternatively display errors related to missed validations*

Benefits:

- ✓ Easier to manage reassigning records
- ✓ More dynamic and flexible
- ✓ Fewer "stuck" records
- ✓ Implementing new revisions is seamless
- ✓ Workflow Administration is easier

Demo Topics / Functionality

- Start Centers
- Security Groups
- MOC Clone
- Change Types
- Conditional Fields
- Business-Specific Functions / Fields
- Acceptance Letter (*clever*) Solution
- E-Mail Notifications
- Biz-Admin Flexibility and Oversight Approach
- Workflow
- Approvals
- Living / growing uses
- Conditional fields

Maximo Change Requests – Demo

IBM Maximo Application Suite

Manage

Take a tour

Find Change Request x

Select Action

Change Request

Related Records

Log

Change Request No

61527

PLEASE GRANT MAXIMO ACCESS SAME AS TOMMY

Details of Change

Font serif

Size small

Format None

same as knfkgjgrheklhh

Requestor Name

Fyke, William R. Fyke

Requestor

C1884

Requested Date

10/16/23 12:14 PM

Phone No#

917-418-6385

Justification

Sarah said so

Status

ACCEPTED

Status Date

10/16/23 12:21 PM

Change Type

User

Change Priority

Department

ENVO

Station/Facility

Memo Description

Attachments

Site

SD

Owner

C1884

Work Order Number

Changed By

MXINTADM

Changed Date

10/16/23 12:36 PM

conEdison

Cohesive

The Problems – Solved?

- ✓ Varied channels for end user requests
- ✓ Poor visibility of change backlog
- ✓ Incomplete details for requested changes
- ✓ Poor documentation of change history
- ✓ Ever-expanding Maximo use cases
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Questions?

Thank you