New SR Status, “Waiting on Charges” (WOC)

What is the problem we are trying to solve?
Sometimes a Service Request (SR) requires an activity such as compliance documentation or a contractual transaction that may not be completed until well after the service has been provided. Because these activities often appear as a Work Order (WO) on the original SR, their continuing status of In Progress will keep entire SR in a status of In Progress although the actual work or service has been completed. This makes the number of Maximo SRs in In Progress status greater than the number of SRs where work is actually still being performed, and hampers effective management, scheduling, and reporting.

Solution
A new SR status will be implemented, called Waiting on Charges (WOC). This will create a way to separate the SRs that are unresolved because they are waiting on charges from SRs that are unresolved due to work being performed.

How will it work?
When there are open WOs associated to a SR with any of the Work Groups, ASBES, CNTAS, CNTRF, CNTRT, ELEV, MMGMT, PEST, PURCH, TXFR, or VASCO, and all other WOs are in Completed, Cancelled, or Closed status, the SR will change to WOC. (WOs with the Work Groups listed above in red are typically used for activities related to compliance documentation or contractual transactions.) When all WOs change to Completed, Cancelled, or Closed status, the SR will then change to Resolved status within an hour.

Example:

A
SR is INPROG, because some WOs are INPRG (as it works now).

B
SR is WOC: 3 WOs for the Endowed Zone, Engineering, & Estimating are “Complete”, & there are 2 open WOs to accept charges (for Contracts & Asbestos).

C
SR is RESOLVED: all WOs are “Complete” (as it works now).