

# **NORTH CAROLINA STATE UNIVERSITY**



## **FACILITIES OPERATIONS**

### **AiM STANDARD OPERATING PROCEDURES**

Revised 8/4/2015

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## Introduction

This document was developed to reflect the standing operating procedures for the daily operation of AiM at North Carolina State University. The contents within are the result of much hard work from the implementation focus team, and facilities staff who contributed many hours and ideas for improving existing processes and procedures.

## Using the AiM™environment

### Adding AiM to your Desktop

- Type in Path in Web Browser, then drag icon to Desktop

 <https://aim.oit.ncsu.edu/fmax/>

### Logging On to AiM (Path should be bookmarked)

<https://aim.oit.ncsu.edu/fmax/login>



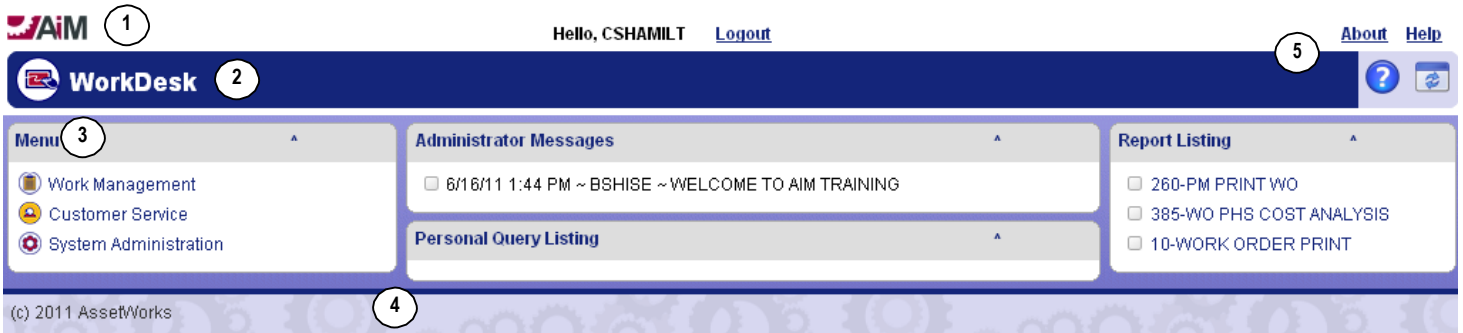
1. **User Name** - Enter your Unity ID.
2. **Password** - Enter your Password just like Web Leave.
3. **Login** - Click the login button.
4. **Pop Ups** – You must allow pop ups from this website in order to use the Zoom Search

Function 

# WORK DESK





**NOTE:** Your WorkDesk in AiM is currently locked down during Go-Live – this feature will be opened up as users become accustomed to maneuvering in the system. The WorkDesk in AiM pushes out the necessary items you need to see. We will open this up for more individual customization as training issues subside.

## AiM™ WorkDesk



1. **AiM™ Program Title Bar** – from left to right: 'AiM™' title – clicking on this title will return you to the WorkDesk from any screen.
  - a. Greeting – displays a greeting to the logged on user.
  - b. 'Logout' link – clicking on this link will log the current user out of AiM™.
2. **Main Title Bar:**
  - a. Module name (or 'WorkDesk')
  - b. Clicking the icon returns you to the module menu.
3. **Menus:** Shows the menus available for the active Module.
  - a. Each menu item opens to its own WorkDesk with sub menus displayed.
4. **WorkDesk body:** The body of the WorkDesk screen will contain 'channels', or blocks, based upon 'Personal Queries' defined by the user. Content may contain:
  - a. Administrator Messages: global informational messages.
  - b. Personal Query Listing: personal queries linking user to transactions.
5. **Icon Bar:** displays all AiM™ icons that apply to the WorkDesk. Mouse/hover over icon to provide description of icon function.

## AiM™ Navigation icons

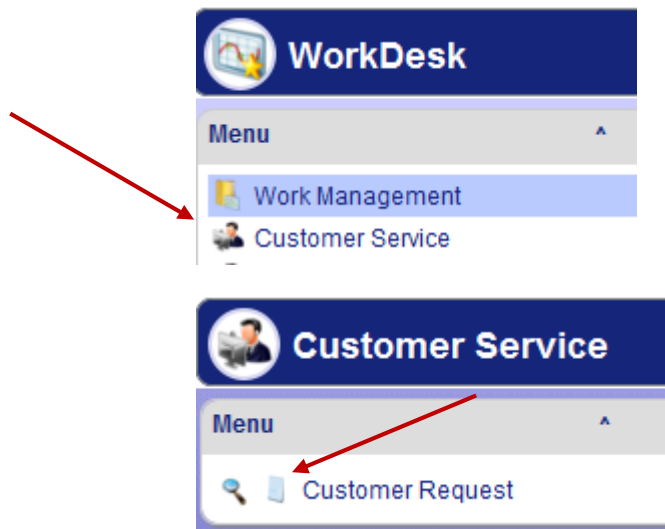
										
Execute Search	Search	Back to Browse	Reset	Zoom	Print	Email Record	Page Navigation-previous/next page	Page Navigation-first/last page	Add Personal Query	Delete Personal Query
										
New	Edit	Save	Add Detail Record	Delete Detail Record	Copy Record	Done	Add New	Generate /Delete PMS, Auto-Reorder, Physical Count	Cancel	Go
										
Load Rapid Time Card	Load New External Charge	Refresh	Viewfinder	Calendar	Error Log	Attachment	Export to Excel	Create New Material Request		


## REQUESTING A WORK ORDER

### Customer Service Module

The Customer Request screen enables customers and in-house employees, to electronically submit requests for work that are processed by the Customer Service Center. Once a request is submitted, the CSC can review it and generate a work order.

- Click on the **CUSTOMER SERVICE** Link on your WorkDesk from your Menu on the left.



- Then click on the **CUSTOMER REQUEST** Link to submit a request.
- To insert a request click on the **blank page of paper** icon in the top right  beside the edit button.
- The Description line should start with Building Name then a description of work to be accomplished using key words for easy search capabilities later.
- Account Information should be typed into the Description Field for billable work

The screenshot shows the 'Customer Request' form. The form is titled 'Customer Request' and has a 'View: Select' dropdown. The form is divided into several sections:

- Transaction:** 1245
- Editor:** CSHAMILT
- Edit Date:** Jun 24, 2011 02:32 PM
- Request Status:** REQUESTED
- Description:** WITHERS HALL REPAIR LIGHT
- Requestor:** HUMANITIES SOCIAL SCI-1
- Location:** NCSU, MAIN CAMPUS, 043
- Request Details:** Request Category, Desired Date, Reference, Created By (CSHAMILT), Date Created (Jun 24, 2011)

**Institution / Department / Organization / Requestor** – these have been simplified i.e.,

NCSU / Campus Enterprises / Campus Enterprises-47 / Dining & Catering Ops

- Use the Zoom if necessary to locate your Organization

Organization	Property	Classification
Organization: <input type="text" value="CAMPUS ENTERPRISES-47"/>	Region: <input type="text"/>	Request Category: <input type="text"/>
Requestor: <input type="text" value="DINING &amp; CATERING OPS"/>	Facility: <input type="text"/>	Type: <input type="text"/>
Contact: <input type="text"/>	Property: <input type="text"/>	Category: <input type="text"/>
Contact Phone: <input type="text"/>		
Contact Email: <input type="text"/>		

**NOTE:** Your Organization and Requestor will default based on your login information. The Property information will default per request to the CSC. The Contact person should be who is requesting the work.

**Region / Facility / Property / Location** - remained the same

NCSU / Main Campus / 003 / 00100 for Holladay Hall (matching Aeres property #'s)

- Available Room Location – this table will automatically pop up, and is “preferred” when the problem is in a specific location, but is not required when the work does not involve one location.
- Use the Zoom if necessary to locate your building number or your room information.

Customer Request		View: <input type="text" value="Select"/>
Transaction: <b>1245</b>	Editor: CSHAMILT	Request Status: <input type="text" value="REQUESTED"/>
Description: <input type="text" value="WITHERS HALL REPAIR LIGHT"/>	Edit Date: Jun 24, 2011 02:32 PM	
Requestor: <input type="text" value="HUMANITIES SOCIAL SCI-1"/>	Location: <input type="text" value="NCSU"/>	Request Details: <input type="text"/>
Contact: <input type="text"/>	Facility: <input type="text" value="MAIN CAMPUS"/>	Desired Date: <input type="text"/>
Contact Phone: <input type="text"/>	Property: <input type="text" value="043"/>	Reference: <input type="text"/>
Contact Email: <input type="text"/>	Location: <input type="text"/>	Created By: CSHAMILT
		Date Created: Jun 24, 2011

**NOTE:** Non-buildings Main Campus Grounds = 000, courtyards, the fountain, etc. most have property numbers assigned to track work. (If you do not see the property you need; question if the facility is correct or use 000.)

**Customer Request** View: Select

Transaction: **1245** Editor: CSHAMILT  
 Description: WITHERS HALL REPAIR LIGHT Edit Date: Jun 24, 2011 02:32 PM  
 Request Status: REQUESTED

**Requestor**  
 Organization: HUMANITIES SOCIAL SCI-1  
 Requestor: HISTORY  
 Contact: [Redacted]  
 Contact Phone: [Redacted]  
 Contact Email: [Redacted]


**Location**  
 Region: NCSU  
 Facility: MAIN CAMPUS  
 Property: 043  
 Location: WITHERS HALL

**Request Details**  
 Request Category: [Redacted]  
 Desired Date: [Redacted]  
 Reference: [Redacted]  
 Created By: CSHAMILT  
 Date Created: Jun 24, 2011

### Request Category

- Select a code that will specify the category of work you would like for the CSC to use when classifying your work. The first two options are for Facilities Liaisons to use. All others are specifically for Facilities Operations.

Request Category ↓	Description
<u>CUST REPAIR</u>	ROUTINE MAINTENANCE OR REPAIR. I.E. TOO HOT/COLD, PLUMBING, ELECTRICAL
<u>CUST REQUEST</u>	ADDITIONAL SERVICES OUTSIDE OF THE SCOPE OF NORMAL MAINTENANCE OR REPAIRS. I.E. ESTIMATES, KEYS/LOCKS, MOVING
<u>FAC CALL BACK</u>	OVERNIGHT CALLS RECEIVED BY FACILITIES STEAM PLANT
<u>FAC IMPROVEMENT</u>	FACILITIES OPERATIONS PROJECT (NON-R&R)
<u>FAC PLAN REPAIR</u>	PLANNED REPAIR FOR FACILITIES OPERATIONS
<u>FAC PM</u>	FACILITIES PM REQUEST
<u>FAC REPAIR</u>	MINOR REPAIRS GENERATED FROM FACILITIES OPERATIONS
<u>FAC REQUEST</u>	FACILITIES REQUEST FOR WORK FROM ANOTHER FACILITIES SHOP
<u>FAC RR PROJECT</u>	IMPROVEMENTS AND ADAPTATIONS PERFORMED BY REPAIR AND RENOVATION UNIT.
<u>SUPPORT CI NONR</u>	SUPPORTING CAPITAL PROJECTS - NON-REIMBURSABLE
<u>SUPPORT CI REIM</u>	SUPPORTING CAPITAL PROJECTS - REIMBURSABLE
<u>WARRANTY ISSUE</u>	WARRANTY ISSUE RELATED TO NEW BUILDING OR EQUIPMENT

- New Item
- Select a Desired Date
  - Put a personal Reference # in if you like
  - Click Save 



## Attaching Related Documents to Customer Requests

- Once all required fields have been entered on the Customer Request, click the drop down menu under the View/Select
- Click on Related Documents

**Customer Request**

Transaction: **1245** Editor: CSHAMILT  
 Edit Date: Jun 24, 2011 02:32 PM Request Status: REQUESTED

Description: WITHERS HALL REPAIR LIGHT

**Requestor**  
 Organization: HUMANITIES SOCIAL SCI-1  
 Requestor: HISTORY  
 Contact: [Redacted]  
 Contact Phone: [Redacted]  
 Contact Email: [Redacted]

**Location**  
 Region: NCSU  
 Facility: MAIN CAMPUS  
 Property: 043  
 Location: WITHERS HALL

**Request Details**  
 Request Category: [Redacted]  
 Desired Date: [Redacted]  
 Reference: [Redacted]  
 Created By: CSHAMILT  
 Date Created: Jun 24, 2011

- Click on the second icon from the left: White Page with Green Plus

**Related Documents**

Transaction: **89091** Editor: DMWITHE2  
 Date Created: Aug 04, 2015 10:30 AM

Description: ELECTRICIAN TO WORK ON A LIGHT BANK IN AN INCUBATOR AND TO INSTALL SWITCHED IN A GROWN CHAMBER

**Document Listing**

Thumbnail	Title	Current Version	Document Type	Extra Description	Related On
Add New Document					

- Click "Choose Files" and browse through your files to find the document you want to select
- Click the Green Arrow to continue

**New Document**

Steps: Upload File(s), Add Meta Data, Add Attributes, Add Permissions

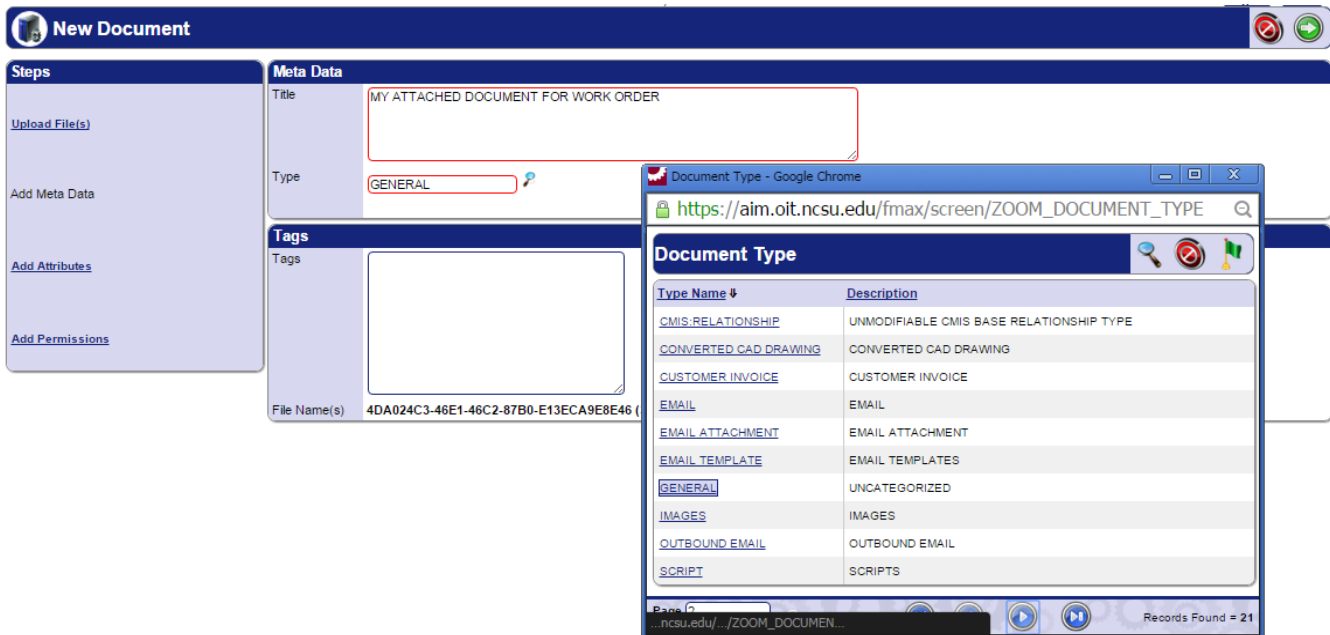
Please select document(s) to load:  
 Choose Files | No file chosen

**Open** (David Witherington - Downloads)

Name	Date modified	Type	Size
fax00098043	5/28/2013 2:42 PM	File folder	
4DA024C3-46E1-46C2-87B0-E13ECA9E8E46...	1/28/2015 2:37 PM	Adobe Acrobat Doc...	2 KB
4DA024C3-46E1-46C2-87B0-E13ECA9E8E46...	7/6/2015 9:55 AM	Adobe Acrobat Doc...	4 KB
4DA024C3-46E1-46C2-87B0-E13ECA9E8E46...	7/6/2015 2:32 PM	Adobe Acrobat Doc...	3 KB
4DA024C3-46E1-46C2-87B0-E13ECA9E8E46...	1/28/2015 2:22 PM	Adobe Acrobat Doc...	2 KB
4E55.tmp	5/15/2015 3:00 PM	TMP File	3 KB
A5600ED7-6FF6-4E2D-8799-EEC9E61FE5FE ...	5/30/2013 11:06 AM	Adobe Acrobat Doc...	3 KB
A5600ED7-6FF6-4E2D-8799-EEC9E61FE5FE ...	5/30/2013 11:06 AM	Adobe Acrobat Doc...	4 KB
A5600ED7-6FF6-4E2D-8799-EEC9E61FE5FE ...	5/30/2013 3:26 PM	Adobe Acrobat Doc...	5 KB
A5600ED7-6FF6-4E2D-8799-EEC9E61FE5FE ...	5/30/2013 3:27 PM	Adobe Acrobat Doc...	5 KB

File name: document.doc | All Files | Open | Cancel

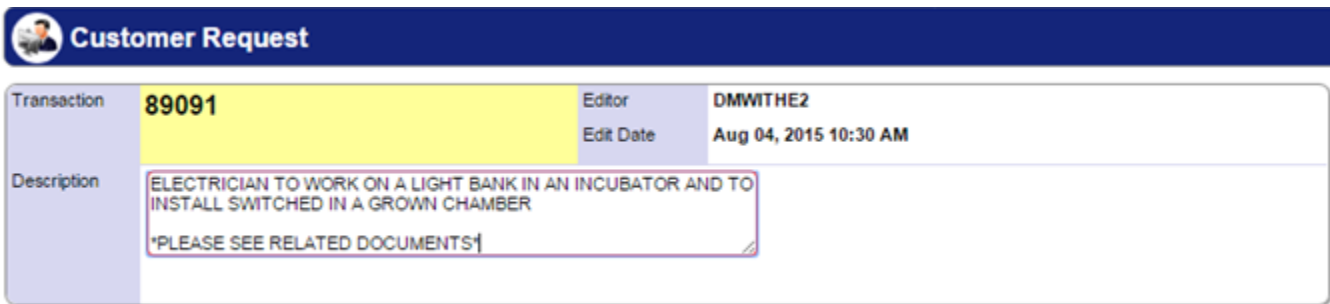
- In the Document Profile Screen, give the document a Title and a Type
  - o The type can be selected by clicking the Zoom Function to make a selection
    - Select General, Image or Email (all others are system related)



- Click the Green Flag/Green Arrow to get back to the Related Documents page, you should now see your document attached under Document Listing.

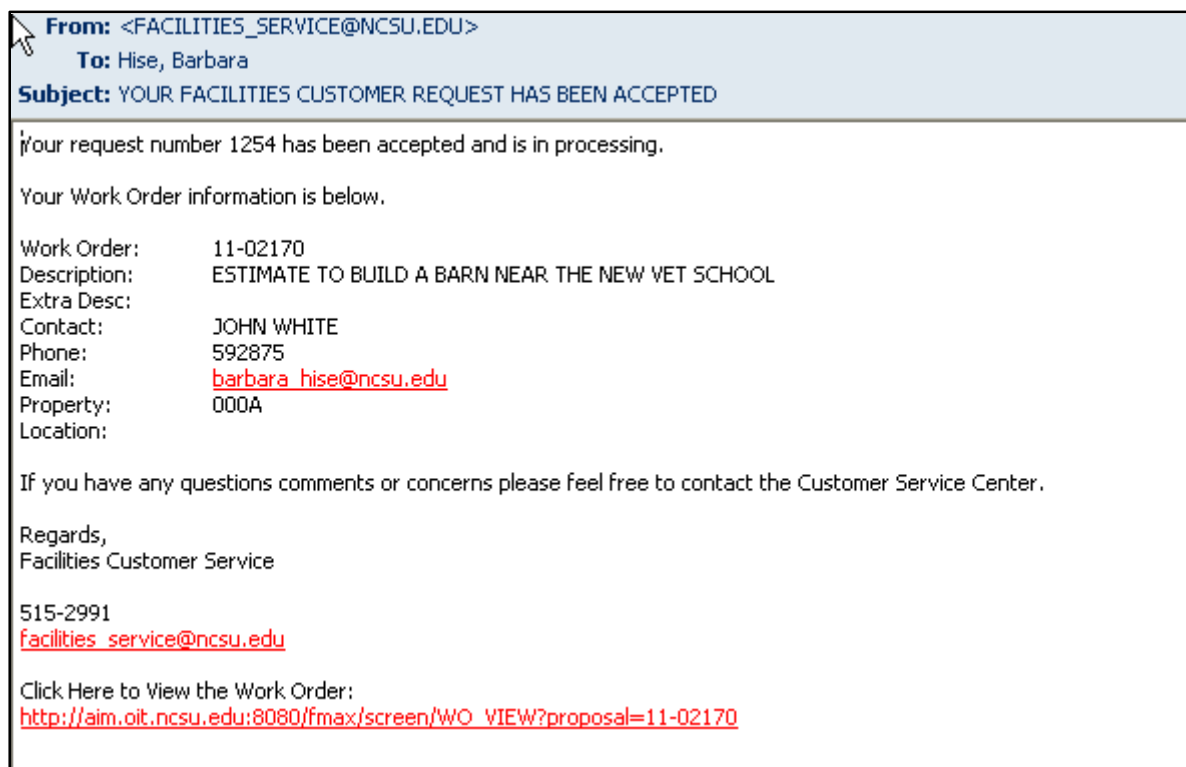
Thumbnail	Title	Current Version	Document Type	Extra Description	Related On
	<a href="#">4DA024C3-46E1-46C2-87B0-E13ECA9E8E46 (3).PDF</a>	1.0	GENERAL		Aug 04, 2015

- Click the Green Flag to go back to the Customer Request
- Make sure that in the description there is a note stating to “See Related Documents”



- Then click the SAVE icon to save the whole record

**Note:** Once your work request has been reviewed by the Customer Service Center and approved you will receive an automatic email with a link to your newly created Work Order.

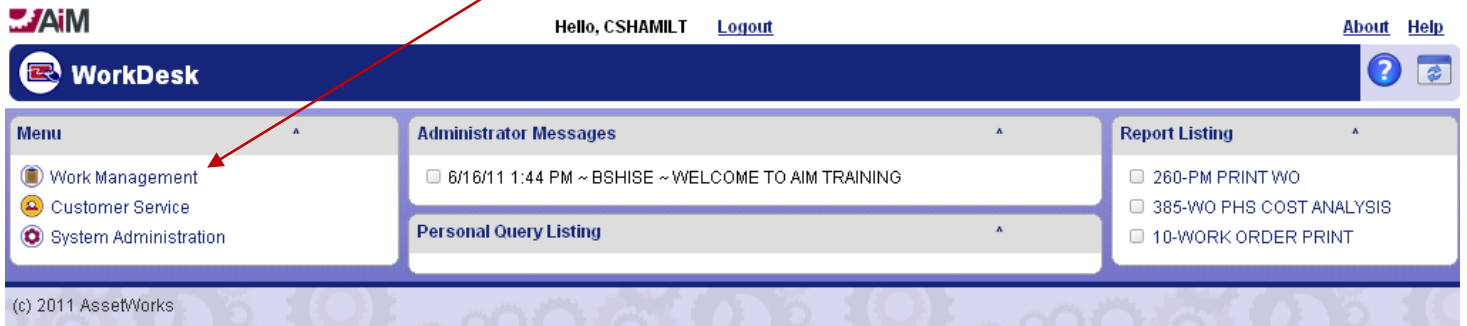


**Note:** Also, once all phases for all shops on a work order have been completed, an automatic email notification will be sent to the Contact Email to inform them that the work has been completed.

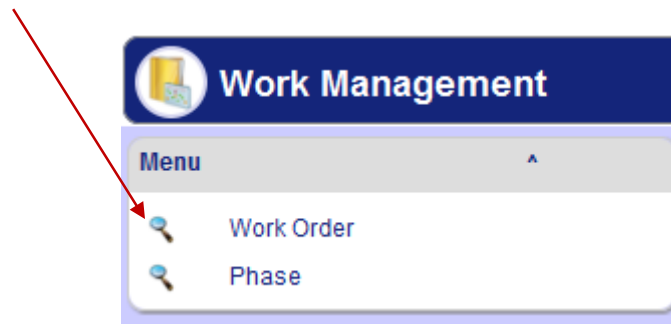
# PERFORMING SEARCHES

From the WorkDesk

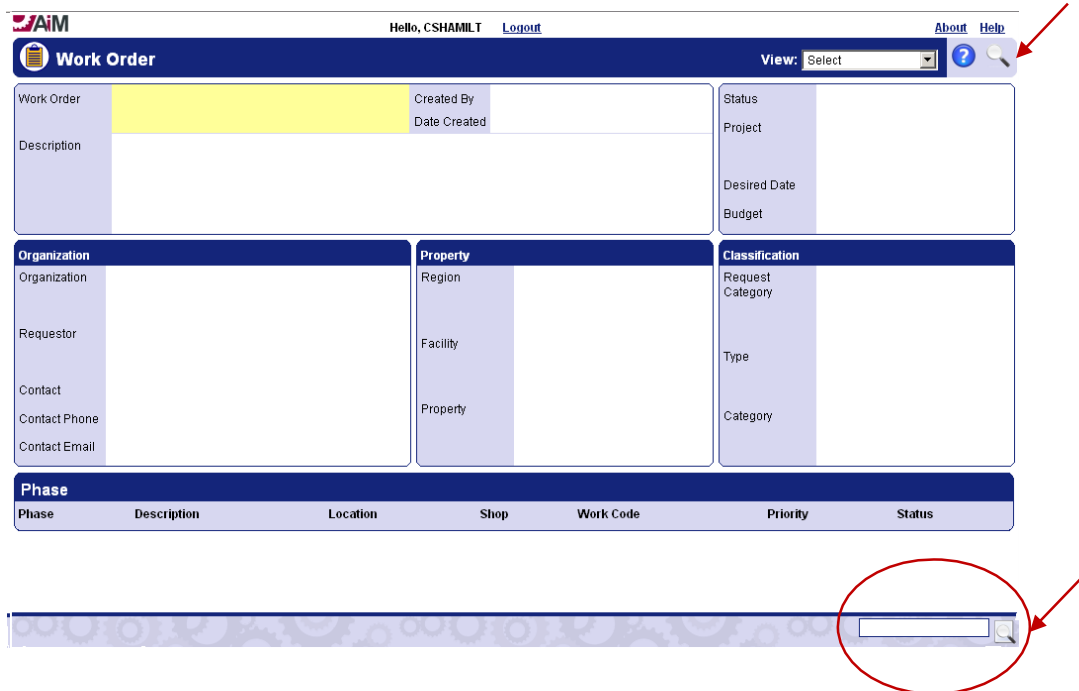
- Click the **WORK MANAGEMENT** module to search using a work order number

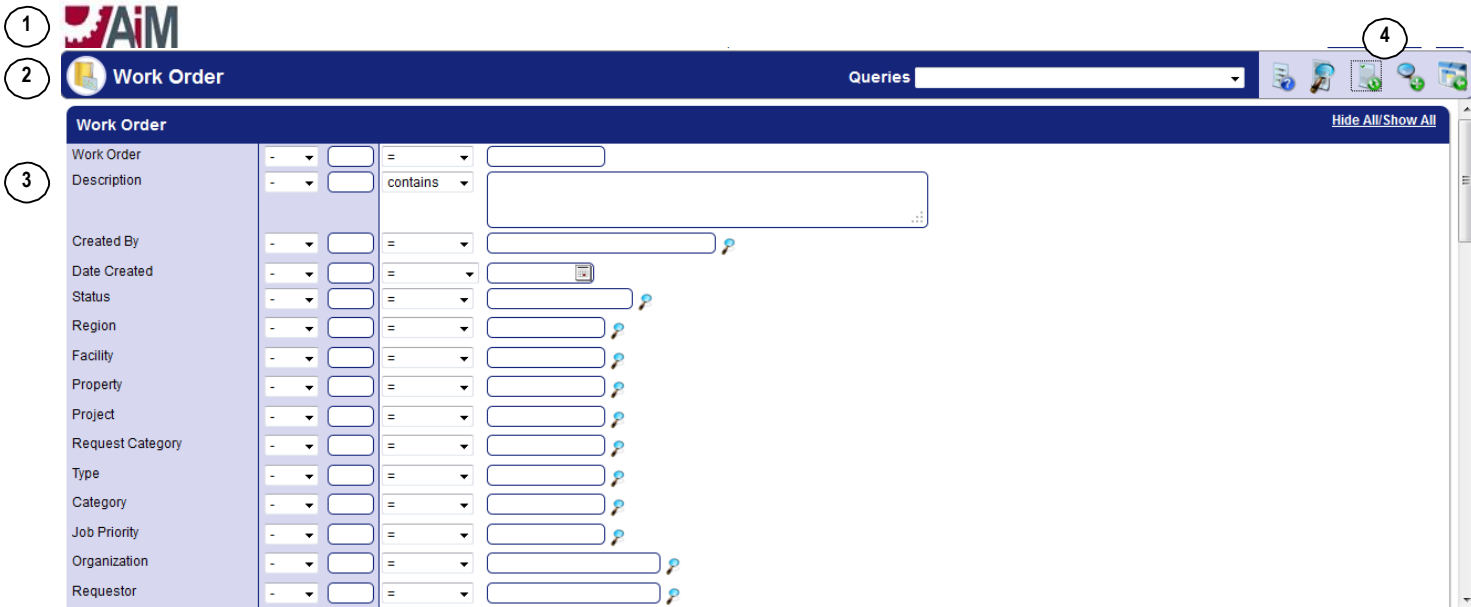


- Click the Zoom icon next to the type of search



- The **WORK ORDER SCREEN** will appear , click on the SEARCH ICON or type in the exact WORK ORDER NUMBER in bottom search box and click the search icon





1. **AiM™ Program Title Bar** – Clicking the AiM logo takes user back to WorkDesk.
2. **Module Title Bar:** Clicking the module icon returns user to the module menu.
3. **Search body:** The body of the search screen contains criteria for fields pertinent to the data being searched.
  - Operator dropdown box:
  - Standard operators: =, >, <, >=, <=, <>
    - Starts with/Ends with: starts or ends with the string entered
    - Contains: contains the string entered anywhere in the field.
    - Note: % is a wildcard and can be used effectively here.  
For example “white%paint” will find “**white paint, latex**”, “**white, enamel paint**”, and “**white, painter’s coveralls**”
  - Null/not null: must contain a value/must NOT contain a value (0’s and spaces are not a null value.)
  - In/Not in: lists items to include/omit
  - Between: Dates only; fill in as required
  - Within: Dates only; fill in as required
  - Criteria field: enter data or use the **Zoom** icon to search for the appropriate selection.
4. **Icon Bar:** displays all AiM™ icons that apply to the WorkDesk. Mouse/hover over icon to provide description of icon function.

## Screen Type: Working with Data (results of a search)

Work Order #	Description	Status	Type	Category	Region	Facility	Property	Date Created
<a href="#">13-37011</a>	MERC / 720A. ORDER FUEL FROM GREAT LAKES PETROLEUM TO TOP OFF FUEL TANK. (#2 FUEL) APPROX. 2500 GALLONS.	OPEN	A	PLANNED REPAIR	NCSU	CENTENNIAL	720A	Jan 04, 2013 02:25 PM
<a href="#">13-37010</a>	SULLIVAN III -ROOM 1105 -PLEASE HAVE DANIEL COME AND SET UP & INSTALL ERIN'S PRINTER. ALSO PLEASE BRING SPLITTER TO HOOK UP A SECOND MONITOR.	OPEN	O	TECH SUPPORT	NCSU	MAIN CAMPUS	124A	Jan 04, 2013 02:17 PM
<a href="#">13-37009</a>	NELSON - MAIN ELEVATOR DOORS WOINT OPEN ON ALL OF THE FLOORS. CALLED PAUL	OPEN	A	REPAIR	NCSU	MAIN CAMPUS	078	Jan 04, 2013 02:01 PM
<a href="#">13-37008</a>	MRC 327A -- BLINDS TO HANG WE NEEDED TO REPLACE A SET OF BLINDS IN 327A.MRC. AS INSTRUCTED, WE'VE ORDERED THE REPLACEMENT BLINDS AND THEY'RE NOW IN THE ROOM. ACCT: 201473	OPEN	R	REQUEST	NCSU	CENTENNIAL	720A	Jan 04, 2013 01:58 PM
<a href="#">13-37007</a>	JORDAN HALL - FIRST FLOOR MAIN ENTRANCE SOMEONE STUCK IN ELEVATOR PAGED TOMMY.	OPEN	A	REPAIR	NCSU	MAIN CAMPUS	058	Jan 04, 2013 01:57 PM
<a href="#">13-37006</a>	ADMIN III - NAMEPLATE WITH STAND FOR C. STEPHEN BAXLEY & A CUBICLE NAMEPLATE - PLEASE DELIVER TO ME AS HE WILL BE TEMPORARILY HOUSED IN ADMIN. III UNTIL HIS CUBICLE IS COMPLETED IN EB 1 LATER IN THE MONTH. PLEASE CHARGE TO 224780	OPEN	R	REQUEST	NCSU	MAIN CAMPUS	215	Jan 04, 2013 01:56 PM
<a href="#">13-37005</a>	CARMICHAEL RECREATION REPLACE ROLL DOWN DOOR CONTROLLER BATTERY	OPEN	R	REPAIR	NCSU	MAIN CAMPUS	101C	Jan 04, 2013 01:48 PM
<a href="#">13-37004</a>	PULP AND PAPER OUTSIDE DOORS FIRST FLOOR THE AIR HANDLER IS WORKING AT SUCH A HIGH RATE THAT IT IS VERY HARD TO OPEN THE OUTSIDE DOOR AND THEY ARE SLAMMING SHUT WHEN YOU DO GO THROUGH THEM.	OPEN	A	REPAIR	NCSU	MAIN CAMPUS	113B	Jan 04, 2013 01:39 PM

Page 1 of 5    Display: 25 50 100    Records Found = 112

5. **Column Headings:** Shows column/field names for dataset displayed in body of screen. Clicking on column headings will sort data by that column.
6. **Data List:** displays data listing for module process or setup table selected. First column will contain an underlined link to select a data item.
7. **Page Navigation by page number:** Type a page number in the box and click the **GO** icon
8. **Page Navigation by arrow icon:** Click the single arrow icons to go forward/backward one page; click the double arrow icons to move to the beginning/end of the list.
9. **Record Count:** displays the total number of records found for the search selection.
10. **Icon Bar:** displays all AiM™ icons that apply to the current screen. Mouse/hover over icon to provide description of icon function.
  - Select the work order you want from the screen by clicking the work order number, if you do not see one you want you may need to page over see example below.

**AiM** Hello, ADRIENNE Logout About Help

**Work Order** View: Select




Work Order	<b>12-07050</b>	Created By	ALALLEN3	Status	OPEN
		Date Created	Jul 12, 2011 11:27 AM	Project	
Description	TELECOM ROOMS LOCK CORE CHANGES CHANGE TELECOM ROOM LOCK CORES IN SUPPORT OF THE ITRACS PROJECT. SEE DAVE LYONS/GAIL PROPER FOR DETAILS. PLEASE CHARGE TO CONST-12125-1. 372803			Desired Date	
				Budget	\$0.00

<b>Organization</b>	<b>Property</b>	<b>Classification</b>
Organization: <a href="#">INFORMATION TECHNOLOGY-51</a> INFORMATION TECHNOLOGY-51	Region: <a href="#">NCSU</a> NCSU	Request Category
Requestor: <a href="#">OIT COMM TECH</a> OIT COMM TECH	Facility: <a href="#">MAIN CAMPUS</a> NORTH, CENTRAL, WEST CAMPUS	Type: <a href="#">R</a> CUSTOMER RECIEPT FUNDED
[label.contact]: <a href="#">ALVIN GILMORE</a>	Property: <a href="#">000</a> CAMPUS (NON BLDG)	Category: <a href="#">REQUEST</a> NOT MAINTENANCE EX SIGNS, LOCKS,
Contact Phone: 5-0002		Job Priority
Contact Email: <a href="mailto:alvin_gilmore@ncsu.edu">alvin_gilmore@ncsu.edu</a>		

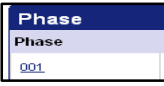
Phase	Description	Location	Shop	Work Code	Priority	Status
<a href="#">001</a>	TELECOM ROOMS LOCK CORE CHANGES CHANGE TELECOM ROOM LOCK CORES IN SUPPORT OF THE ITRACS PROJECT. SEE DAVE LYONS/GAIL PROPER FOR DETAILS. PLEASE CHARGE TO CONST-12125-1. 372803		RR LOCK SHOP	RR LOCKS/KEYS	4-SCHED	ASSIGNED
<a href="#">002</a>	TELECOM ROOMS LOCK CORE CHANGES CHANGE TELECOM ROOM LOCK CORES IN SUPPORT OF THE ITRACS PROJECT. SEE DAVE LYONS/GAIL PROPER FOR DETAILS. PLEASE CHARGE TO CONST-12125-1. 372803		RR PAINT SHOP	RR PAINTING INTERIOR	3-ROUTINE	NEW

Record  of 204

**Search retrieved 1 of 540 records / video buttons to go back or forward / Quick Lookup Field**

- Back to your WORKDESK – click  at the top left of the screen
- Back to Work Management Module – click  at the top left of the screen
- Back to Browse for all 540 work orders – click  at the top right of your screen
- Print this Work Order – click  the printer icon at the top right of the screen.

**The Shop/s, Priority and Status are at the Work Order level but where are phase details?**

- Click on the [001](#) Phase link under the Phase dark blue bar 

## How to see the phase details

- Click on the Phase [001](#) or other Phase # to open the appropriate Shop's phase

The screenshot shows the AiM software interface. At the top left, the AiM logo is visible. The user is logged in as ADRIENNE. The main header area contains a 'Phase' tab (circled in red) and a 'View: Select' dropdown menu. The main content area is divided into several sections:

<b>Phase</b> 001	Created By DCALDRO	Status NEW
Description PUBLIC SAFETY REPAINT OFFICE 115C 201550	Date Created May 20, 2011 03:04 PM	Work Order 11-02101
		Budget Location
<b>Shop</b> RR PAINT SHOP PAINT SHOP	<b>Estimated Dates</b> Start: May 20, 2011 End: Nov 16, 2011	<b>Classification</b> Funding Method: Work Order Work Code Group: C3000 Work Code: RR PAINTING INTERIOR PAINTING INTERIOR Request Method
Primary Person		
Priority 4-SCHED		
<b>Equipment/Asset</b> Type: Asset	<b>Capital Project</b> Capital Project Component Group	<b>Contractor</b> Type
Asset		
Asset Type		

- Top Section includes Phase #, who created the phase, date created, and a description of the work to be accomplished. To the right is the Status, Work Order #, Budget, and Room Location.
- The middle section includes the Shop, Primary person assigned, Priority, Estimated Start and End Dates.
- The Equipment Asset section is used to associate Equipment to the work request if the problems are to be captured to each unit/system.

## Phase Extra Details

- Use the View Dropdown to see additional information

A close-up of the 'View: Select' dropdown menu. The dropdown is currently set to 'Select'. To the right of the dropdown is a blue circular button with a white question mark.



- Grayed out text has not been populated yet, but they can still be used by Facilities for more information.



## Personal Query Process

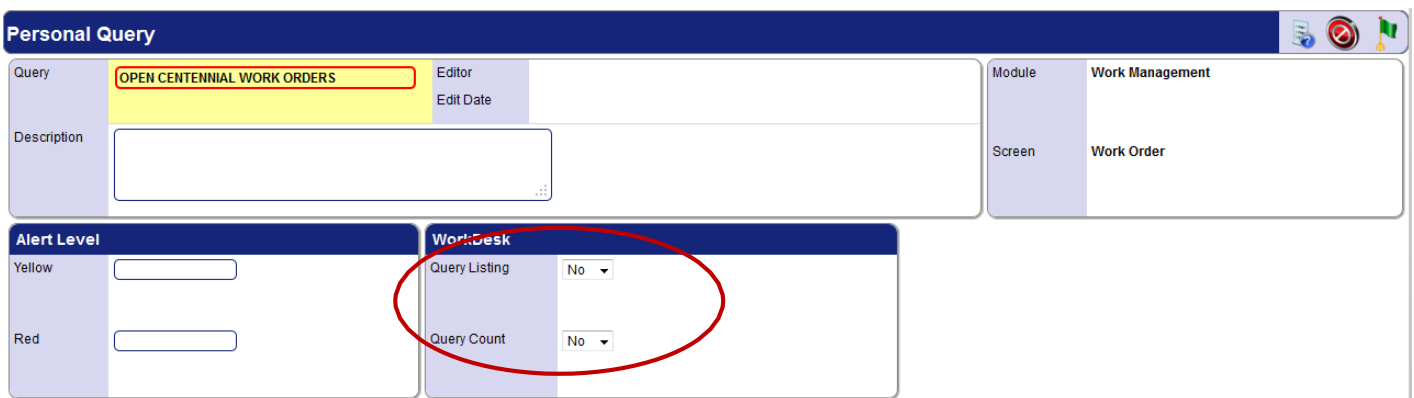
'Personal queries' are links to data listings that can be added to your desktop. They are defined by each user to provide relevant and required data at the click of a link.


### Create Personal Queries

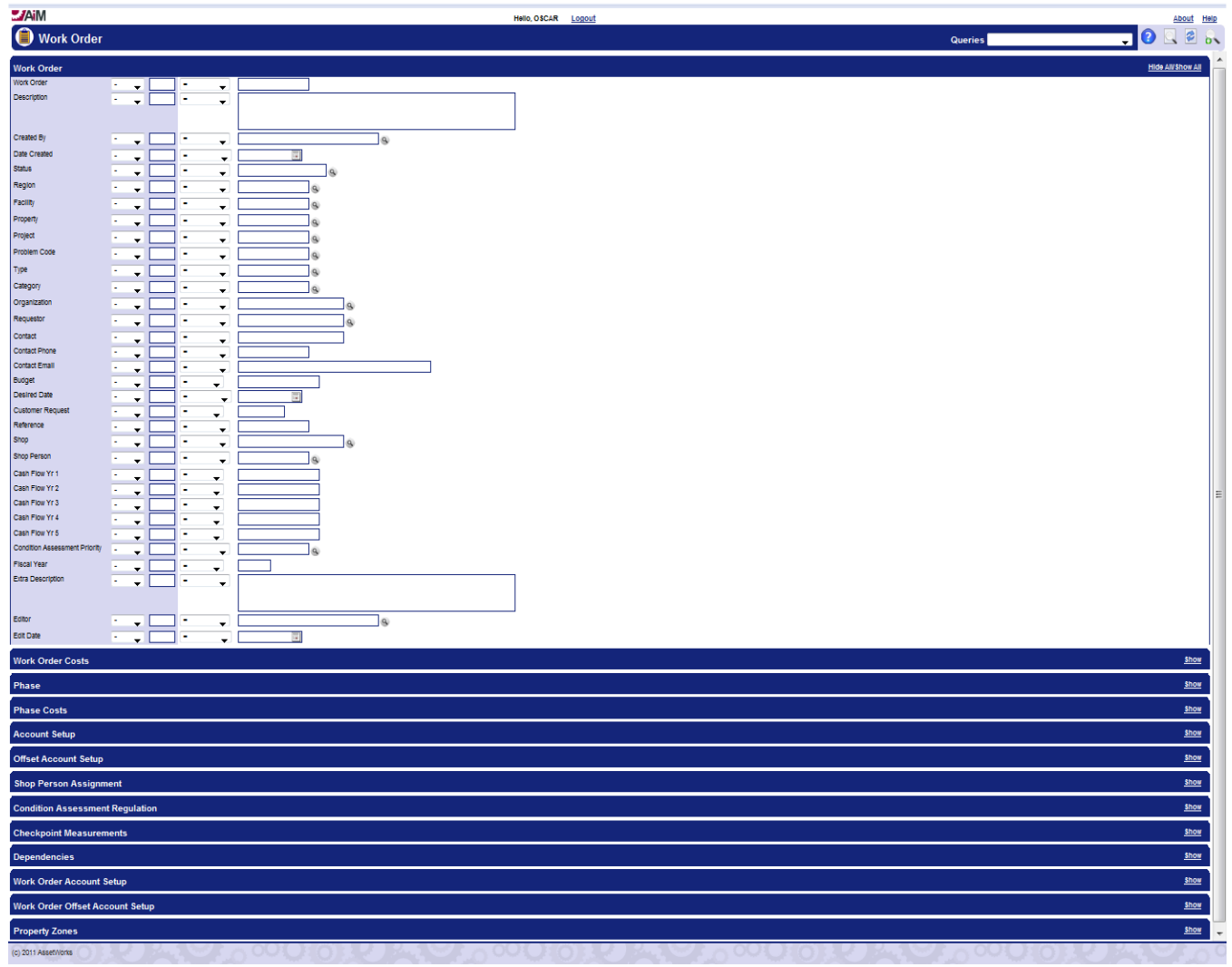
- On your Work Desk Menu, select the module, then select the screen to search
- Click the **Search**  within that screen
- Click the **Add Personal Query** icon 



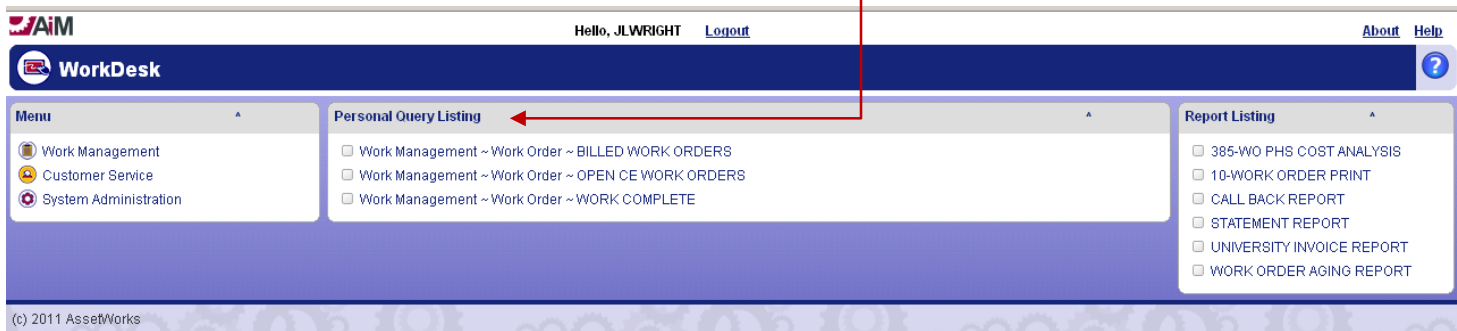
- Add a descriptive '**Name**' that identifies the query


A screenshot of the 'Personal Query' configuration form. The form has a blue header with the title 'Personal Query'. Below the header, there are several sections: 'Query' with a text field containing 'OPEN CENTENNIAL WORK ORDERS', 'Editor' and 'Edit Date' fields, 'Module' set to 'Work Management', and 'Screen' set to 'Work Order'. Below these are 'Alert Level' sections for 'Yellow' and 'Red', each with a text input field. To the right of the alert levels is a 'WorkDesk' section with 'Query Listing' and 'Query Count' dropdown menus, both currently set to 'No'. A red circle highlights the 'Query Listing' dropdown. In the top right corner of the form, there are three icons: a magnifying glass, a green plus sign, and a green flag.

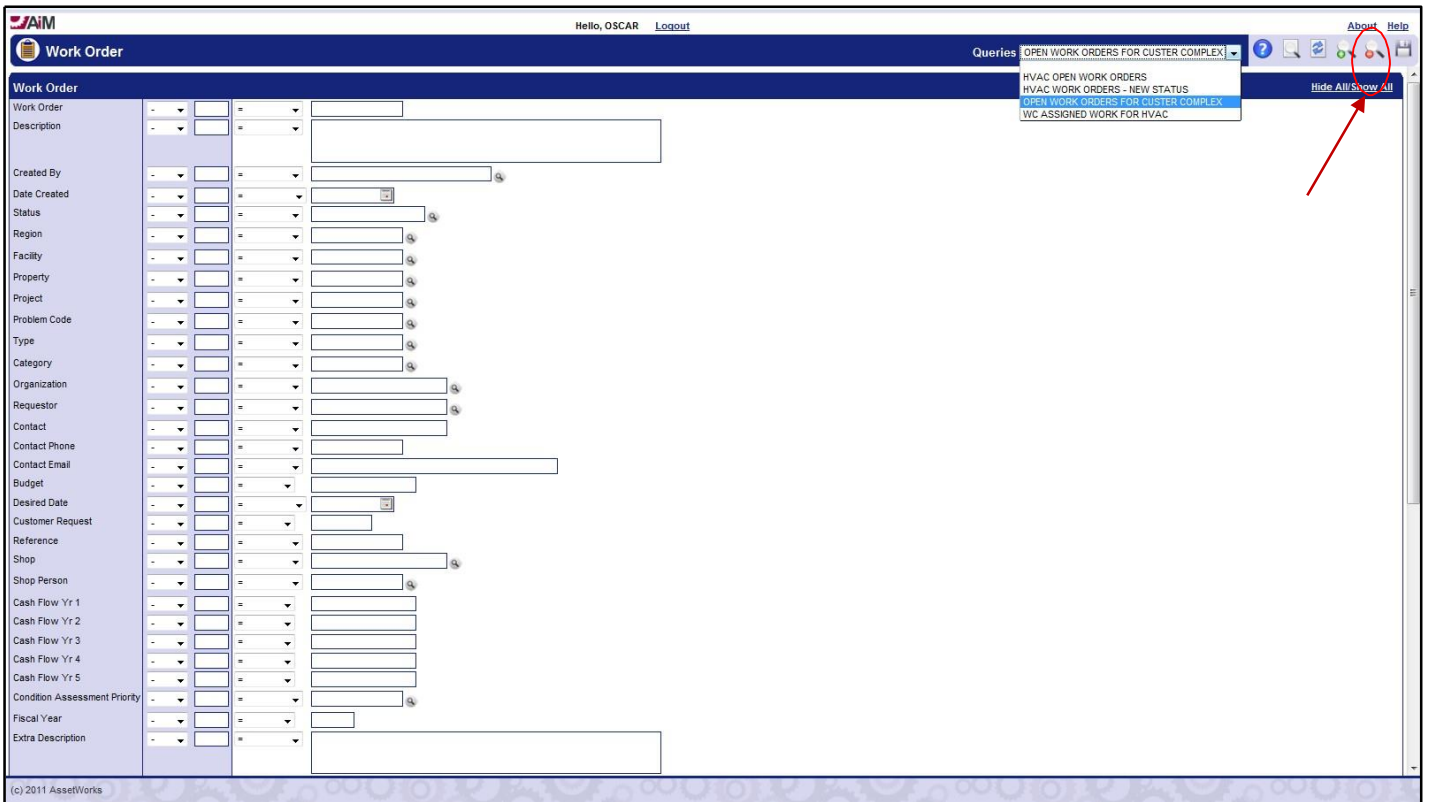
- Under the Work Desk box, change '**Query Listing**' to YES so that the query will appear on the Work Desk
- Click the Green Done Flag in the upper right hand corner, which will bring back the search fields
- Enter the search criteria that needs to be included in the query
  - o Remember that there are 2 main screens to enter search criteria which are the Work Order screen and the Phase screen
    - o Key fields to search are :
      - Work Order Status or Phase Status
      - Date(s)
      - Property Number
      - Organization and/or Requestor
- Click the '**Save**' icon  in the upper right hand corner once all criteria has been entered




- Once saved, the Work Desk will display your Query under Personal Query Listing
- Clicking on the Work Desk link will take you directly to the search results












- To delete the query, go to the module in which it was created
- Select it from the 'Queries' dropdown box
- Click 'Delete Query' icon  and it will be removed from the Module and Work Desk















## BIRT Printing

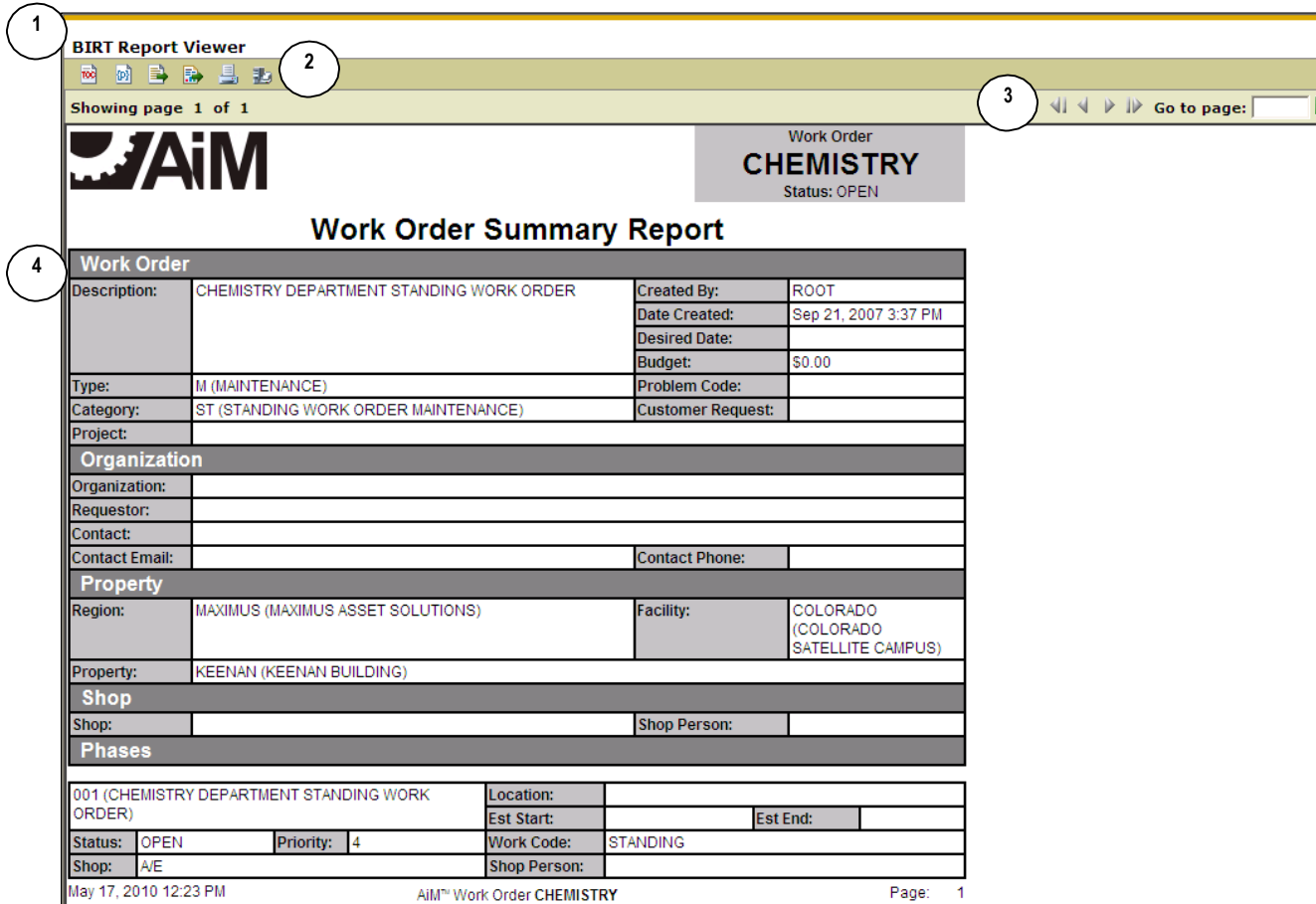
Throughout the system there are screens having the print icon . Click on the print icon and a list of the available BIRT print reports will be displayed. Click to select the desired report to run. After selecting the report a new internet browser window or tab will open and display the print report.

### BIRT Icons

								
Toggle Table of Contents	Run Report	Export Data	Export Report	Print Report (PDF/HTML)	Print Report on the Server	Page Navigation-previous/next page	Page Navigation-first/last page	Go

-   Toggle Table of Contents – Reports may have a table of contents. This icon is used to show or hide the table of contents for a report.
-   Run Report – This icon is used to run or re-run the current report.
-   Export Data - This icon is used to export the data in the current report (CSV).
-   Export Report - This icon is used to export the current report (EXCEL, Word, PDF, PowerPoint, and Post Script).
-   Prints Report - This icon is used to print the current report locally. The current report is converted to a PDF or HTML to print.
-   Print Report on the Server - This is a default icon in BIRT and currently has no functionality within the AiM system.

## AiM™ Screen Type: Printing



**1** BIRT Report Viewer

**2** Showing page 1 of 1





**3** Go to page:

**4** Work Order Summary Report

Work Order  
**CHEMISTRY**  
Status: OPEN

<b>Work Order</b>			
Description:	CHEMISTRY DEPARTMENT STANDING WORK ORDER	Created By:	ROOT
		Date Created:	Sep 21, 2007 3:37 PM
		Desired Date:	
		Budget:	\$0.00
Type:	M (MAINTENANCE)	Problem Code:	
Category:	ST (STANDING WORK ORDER MAINTENANCE)	Customer Request:	
Project:			
<b>Organization</b>			
Organization:			
Requestor:			
Contact:			
Contact Email:		Contact Phone:	
<b>Property</b>			
Region:	MAXIMUS (MAXIMUS ASSET SOLUTIONS)	Facility:	COLORADO (COLORADO SATELLITE CAMPUS)
Property:	KEENAN (KEENAN BUILDING)		
<b>Shop</b>			
Shop:		Shop Person:	
<b>Phases</b>			
001 (CHEMISTRY DEPARTMENT STANDING WORK ORDER)	Location:		
	Est Start:		Est End:
Status: OPEN	Priority: 4	Work Code: STANDING	
Shop: A/E	Shop Person:		

May 17, 2010 12:23 PM      AiM™ Work Order CHEMISTRY      Page: 1

- 1. BIRT Report Viewer Title Bar** – Identifies that the current internet browser Tab or Window is not in the AiM system.
- 2. Report Bar:** The report bar contains icons used for viewing, running, exporting, and printing reports.
- 3. Page Bar:** This bar displays the page information and is used to navigate through the pages
  - Page Information – Displays the current page number and the total number of pages for the report.
  - Page Navigation by Arrow Icon – Click the single arrow icons  to go forward/backward one page; click the double arrow icons   to move to the beginning/end of the list.
  - Page Navigation by Page Number - Type a page number in the Go to Page box  and click the **GO** icon .
- 4. Report Body:** The body of the report contains and displays all of the information for the report selected.