

The **Basics of Maximo Process Support & Automation** training empowers attendees to leverage Maximo's configuration tools to effectively support key business processes, covering the following topics:

- Approaches to customization and configuration
- Interface configuration (using Maximo tools to refine existing functionality):
 - Security, groups, and roles
 - Leveraging database configuration and auditing to meet business-unique data requirements
 - How application designer and conditional user interface can be used to streamline and refine Maximo application screens
 - E-mail communication templates as a tool for communication from the Maximo system
- Programmatic configuration (using Maximo tools to create new functionality):
 - Processing incoming e-mails with the e-mail listener
 - Creating escalations to perform repeated tasks
 - Workflow designer and its capabilities
 - Using automation scripting to design and implement business requirements in the Maximo system
- The training will also briefly address other topics and will include a selection of in-application demonstrations

You will gain an understanding of Maximo's ability to automate and support your business processes—you will learn not only WHAT Maximo can do, but also HOW you can leverage those capabilities to enhance your Maximo implementation.

While the training takes a process-agnostic approach, the provided tools and techniques can be applied to any Maximo process domain. Attendees will learn how to configure and enhance core Maximo capabilities (like work and asset management) and how to implement use cases unique to their business.

During the morning session, we will discuss the meaning of Maximo configuration and then explore various options to configure the Maximo interface, including using database configuration and application designer.

The afternoon session will progress to learning about programmatic configurations using escalations, automation scripting, and other tools.

Other related topics and content will also be presented throughout the training.

This training will benefit technical AND non-technical users—though we will discuss some of the technical aspects of Maximo, the content is appropriate for any user who helps to support their Maximo environment, ranging from Maximo administrators to business power users. This training highlights the many ways Maximo can automate business processes and provide a starting point for you to enhance your Maximo environment.