

MainBoss Advanced 3.4 Configuration Quick-Start

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Introduction

Welcome to MainBoss Advanced

This guide provides a quick introduction to setting up MainBoss Advanced before putting the software into active service.

Note: Before you read this guide, please read *Getting Started* so you understand the fundamentals of how MainBoss is used.

- For information on installing the software, see the *Installation and Administration Guide*
- For complete details of MainBoss set-up, see the full *Configuration* guide.
- For information about day-to-day use, see *Operations Quick-Start* or the full *Operations* guide.

The Golden Rules of MainBoss Set-Up

Rule 1: Plan in advance for the things you need, and don't put in anything else.

Here's an example: every work order can be assigned a priority. However, MainBoss doesn't have a predefined set of priority classifications—you decide what priorities you want to use. For example, you might use a simple system like

High priority
Average
Low priority

or time-oriented priorities like

Immediately
By the end of the shift
Within 24 hours
Within a week
Whenever

Of course, your organization may already have an established set of priorities, in which case, you just use those.

It's up to you to choose what priority system will work best with your operations. However, if you aren't ready to decide, **don't use priorities at all**. Work orders don't *need* priorities...and it's better to use a system you have confidence in than something you make up without much thought. Changing your mind and reorganizing after the fact can be a lot of work.

If you don't use priorities to begin with, you can start using them later. Once you're comfortable with MainBoss, you can think about what priority system would be useful and relevant. You still don't have to assign priorities to every work order—just the ones that have higher or lower urgency than normal.

The same principle applies in everyday operations: don't use things you don't need. For example, MainBoss lets you record *access information* on a work order. This might indicate that you need to obtain someone's permission before taking equipment offline or that repairs are only allowed at certain times of day. However, if there are no special restrictions on a particular job, don't fill in the "**Access Code**" field. Leave the field blank in normal situations, so that when you *do* fill it in, workers are more likely to notice that this job has special circumstances.

Rule 2: Choose useful categories and codes

MainBoss offers the option of defining categories and information codes for various types of data. For example, you can assign categories and/or codes to your work orders, your requests, your suppliers, and so on.

Your organization may already have categories and codes for this kind of information. If not, you might create work-order categories like

- Plumbing
- Electrical
- Mechanical
- Inspection
- Clean-up

Using such categories can be helpful in getting a clear picture of your operations. Do we spend more on plumbing than electrical jobs? How much time do we actually put in on clean-up? How many inspections has Joe done in the last month?

As for codes, MainBoss lets you define closing codes to be assigned to work orders after the job is finished. Many organizations use these codes to specify the original source of the problem, such as

- Operator error
- Accidental breakage
- Poor lubrication
- Normal wear
- Vandalism

By labeling each work order with an appropriate code, you can later get detailed reports on how common each type of problem is and the cost associated with each problem class.

One of the most important functions of MainBoss is to provide answers to questions—not just your own questions, but questions asked by customers, upper management, and other people outside the maintenance department. When setting up MainBoss, it's important to think about the questions you'll need to answer and to record information from which the answers can be extracted—you can't change what you can't measure.

MainBoss can answer questions easily if you attach categories and codes to your records.

- You might choose to figure out categories and codes *before* you enter any other data. This provides a structured way of thinking about your operations: you come up with an organization plan before you put in detailed information about jobs, equipment, work materials, etc.
- You might decide on categories and codes *after* you've used MainBoss for a while. You can then draw on your experience with the software to decide which categories and codes will be useful.

Either way can work. If you're already familiar with computerized maintenance management, you may have an existing set of categories and codes you like to use. If not, you may prefer to wait until you're more comfortable with MainBoss.

Whether you start with categories and codes or add them later, you have to think about what will actually be useful to you. If, for example, your company's budgeting process breaks down expenses in a certain way, then you'd better use the same approach in MainBoss. Otherwise, you'll end up with headaches trying to deal with differences.

Even if you don't have to worry about external factors, you still should think through what categories and codes you want to track. Otherwise, just omit categories and codes from work orders until you have time to decide what would be useful. Choosing a set of categories and codes that *don't* work for you (or don't give you the whole picture) will be more trouble than it's worth.

Rule 3: Make a phase-in plan

If you've never used computerized maintenance management before, we recommend that you phase in MainBoss a little at a time. Trying to computerize your entire operation in one fell swoop will be a daunting job. Furthermore, you'll be making decisions before you have a chance to get some experience with the software.

As an example of phase-in, you might begin with just tracking work requests (problem reports). Once you're comfortable with that, you might move on to work orders and the scheduling of planned maintenance. After that, you add inventory tracking...and so on.

The point is to *have* a plan: know what you want to get working first and what steps to take to reach your goals. What information do you have to collect and record? What decisions do you have to make? Who has to be trained to use the software?

Don't just start entering data and hope for the best.

- Think ahead
- Take manageable steps
- Only start with what you know you need; add extras later

Rule 4: Be Consistent

Before you begin entering *any* information, make sure you have a coding policy that will be followed by everyone who uses MainBoss. Stick to the policy with absolute consistency. This is particularly important in large organizations—you have to make sure every MainBoss user is taking the same approach.

For example, consider the names by which you identify your equipment. You might decide on names like this:

```
Air conditioner 1  
Air conditioner 2  
Air conditioner 3
```

If someone then uses the name

AC 4

it will throw off the consistency of your records. In a list of equipment sorted in alphabetical order, the inconsistent one won't be sorted with the other air conditioners. It will be harder to find the unit you want when you're visually searching the list; the unit may also slip between the cracks when you're printing off reports about your equipment.

The same applies to all other types of information in your database. **Names must be consistent: similar things should have similar names.** In particular, you should choose the format of names so that similar things appear together when sorted in alphabetical order.

Decide on standard name formats *before* you start entering data. This decision affects how much benefit MainBoss can provide. A haphazard naming scheme reduces the software's ability to organize and analyze data in effective ways.

Rule 5: Be Safe

SQL Server has facilities for backing up and restoring data. **We strongly recommend that you make regular backups of your MainBoss database and store copies in a safe place.** Crashes happen, and you can't recover what you haven't saved.

We also recommend that you *mirror* your disks, so that you don't put all your eggs in one basket. For more information, see

<http://www.mainboss.com/english/resources/tips/mirror.shtml>

Basic Principles of MainBoss Advanced

Unit:

A unit is anything that might require maintenance.

This includes equipment, vehicles, and places. In a factory, for example, your units will mostly be pieces of manufacturing equipment. In a shopping mall, each store might be considered a separate unit, with additional units for washrooms, the parking lot, and so on.

Sub-Unit:

A sub-unit is part of a unit.

For example, you might sub-divide complex equipment into smaller sub-units so that you can track the maintenance record of each piece.

Similarly, in a shopping mall, you might subdivide large areas into smaller ones (e.g. “Department store, north section”, “Department store, east section”, and so on) so that workers have a clearer idea of where to go when they’re sent to fix a problem.

There is no clear dividing line between what is a sub-unit and what is simply a spare part. For example, if a piece of equipment has a self-contained motor, do you treat the motor as a sub-unit or simply a spare part? The answer depends on whether or not you want to track the motor’s maintenance independently from the containing equipment. If you’re likely to move such motors from one unit to another and if you care about the motor’s past maintenance history, then you should treat the motor as a sub-unit. Otherwise, the motor doesn’t have to be treated as a sub-unit.

Request:

A request (or work request) reports a problem.

Requests are often based on complaints from people outside the maintenance department. Requests provide preliminary information about the problem such as the location of the problem, the name of the person reporting it, the date/time the report was received, and a brief description of the problem itself.

Since problems may be reported by non-maintenance personnel, requests are designed to be simple enough that anybody can fill one out.

Work order: A work order is a detailed description of work to be done.

Work orders are designed to be filled out by maintenance personnel. In many organizations, work orders are written up by the maintenance dispatcher, then issued to the people who'll do the actual work.

Work orders are more detailed than work requests. For example, a work order may specify the amount of time the job is expected to take, the materials to be used, and so on. Such details are not present in a work request.

General Principle: Requests describe *problems* while work orders describe *solutions*.

Items: **Items are materials used in the course of your maintenance work.**

Items include spare parts, tools, lubricants, and anything else whose use you wish to track. MainBoss can report on your materials inventory, including how much of an item you have on hand, where particular items are stored, and when you need to re-order more stock.

When setting up inventory records, start with the most important items in your inventory, such as expensive or vital spare parts. Tracking simple items like nails or 60-watt light bulbs is often more trouble than it's worth...but if your operations depend on certain materials, those are the ones you should track.

Note that MainBoss's records depend on physical inventory control. If anyone can go into a storeroom and take out materials without recording the fact in MainBoss, then you can't expect MainBoss's data to be accurate.

Task: **A description of work to be done during planned maintenance or in some other standard maintenance job.**

For example, you might have a task record describing a standard oil change and inspection on a vehicle. Task records often contain step-by-step instructions or check-lists of actions to be done during the work.

Unit Maintenance Plan: A complete description of a planned maintenance job.

This includes the unit that should be serviced, the task that should be done, and the timing for doing that work.

For example, a unit maintenance plan might describe regular oil changes on a car. The unit is the car whose oil needs to be changed; the task might be a check-list of what should be done in each oil change; the timing might be “every three months or 3000 miles”.

MainBoss uses your unit maintenance plans to create actual work orders. For example, when the time comes for an oil change on a particular vehicle, MainBoss will create a work order for the job using information from the unit maintenance plan record.

Maintenance Organization: A collection of data describing the operations of a single maintenance organization. Each maintenance organization you have corresponds to a separate database.

While many MainBoss customers will only have one maintenance organization, some may have more. For example, consider a property management company that maintains properties for several different clients. The company may choose to keep each client’s data separate from the others, or may decide to have a single database combining data from all clients.

You must have a separate unique set of license keys for each maintenance organization database you maintain.

Storeroom: A place where you store spare parts and other materials.

For each storeroom, you create *storeroom assignments* which specify what items the storeroom should contain and the maximum/minimum quantities for each item.

Note that a storeroom doesn’t have to be a normal room. For example, if you have service trucks that each are supposed to contain certain quantities of standard work materials, you can treat each truck as a storeroom and can track the contents to make sure the truck has everything it needs.

Expense Category: A way to label costs on a work order.

For example, you might have separate categories for inside labor (your own personnel), outside labor (done by hired contractors), electrical supplies, plumbing supplies, spare parts, and so on. You assign an expense category to each cost on a work order so that you can track and categorize your expenses.

Expense Model: A list of what expense categories are allowed on a particular work order.

For example, a property management company may have a separate expense model for each tenant. This makes it possible to associate different expense categories with different tenants.

Cost Center: A way of associating MainBoss costs with your organization's actual accounting system.

Typically, each cost center corresponds to a single general ledger account in your accounting system. However, you can create multiple cost centers which are all associated with the same general ledger account, if you want to break down your costs in more detail than your ledger accounts allow.

Purchase Order: Information on materials or labor you wish to purchase from a specific supplier or contractor.

In addition to listing the materials or services you wish to purchase, the purchase order can specify such information as where each item should be delivered, how goods should be shipped, and when materials are needed. Purchase orders may contain *miscellaneous items*, which are expenses beyond goods and services (e.g. surcharges for quick delivery).

Receipt: A record that lists materials and labor received in response to a purchase order.

When all specified goods and services are received, the purchase order is closed.

Assignment: An indication that a request, work order or purchase order is of interest to a particular person.

You can assign requests, work orders, or purchase orders to any number of people. If the assignees are MainBoss users, MainBoss makes it easy for them to find their assignments by listing them in the **Assigned to current user** section of the control panel.

Typically, you assign a work order to the workers who'll do the job, their supervisor, and anyone else with an interest in the work. You might assign a request to the requestor and to anyone else with an interest in seeing the request is honored (e.g. the person at the help-desk who received the initial call). You might assign a purchase order to the person who created the purchase order, the person who authorized it, and the receiving clerk who's expected to receive the purchased goods.

In order to assign a request, work order or purchase order to someone, that person has to be entered into the list of authorized assignees:

Requests | Assignees, Work Orders | Assignees, or Purchase Orders | Assignees.

Notifications: E-mail messages that MainBoss can send to people under various circumstances. (In order for notifications to occur, you must have licensed the MainBoss Service module.)

Notifications may be sent in connection with requests, work orders, and/or purchase orders. In order to be notified, you must be assigned to the request/work order/purchase order; by default, all assignees receive any notifications sent out, but specific assignees can be set up so that they do not receive notifications.

Notifications are sent whenever a request, work order or purchase order changes state (e.g. when a work order goes from **Draft** to **Open** or from **Open** to **Closed**). They are also sent when someone adds a new comment to the request, work order or purchase order. This means that adding such a comment can be used to broadcast a message to all assignees.

Security Role: Settings that determine what you can and can't do with MainBoss.

Your MainBoss administrator assigns security roles to you. These determine what operations you can perform inside MainBoss.

Licensed Module: A collection of related operations in MainBoss.

The operations that are available in MainBoss are determined by which modules your organization has licensed. If you don't have a particular license, you will not see various entries related to that module.

Important: Your licenses and your security roles determine what you can and can't see in MainBoss. For example, if you haven't licensed a particular module, information related to that module won't be displayed in MainBoss windows. If you do not have a particular set of security permissions, some types of information may be hidden from you and some operations may be disabled. Therefore, what you see on your screen may differ from the pictures displayed in this guide.

Getting the Most Out of MainBoss

Before you begin configuring MainBoss, it's useful to think about some basic principles of computerized maintenance.

1. This is your institutional history: The information in your MainBoss database is what remains after employees leave the company. It's what you can put on the table when upper management asks you to justify your expenses. It's the records you can produce if someone tries to sue you for negligence. It's the repair-cost comparisons you can make when you have complete maintenance histories on similar pieces of equipment. It's the overview you get on suppliers and equipment and downtime and who did what when.

So the start of MainBoss configuration is deciding what information you need to preserve and how your maintenance department will use MainBoss to preserve it.

- Nothing In, Nothing Out:** If you don't use MainBoss, it can't help you. If your people don't make an effort to record the information you need, your records will give an incomplete and distorted picture of your operations.
- Garbage In, Garbage Out:** If your people do record information in MainBoss, but do so in an inconsistent manner, you'll still have difficulty getting a return on your investment.

2. Know what you want out of your system, and record the information you need: Establish clear policies for what will be recorded and who will do the recording. For example, when a work order is completed, various information should be recorded as part of the closing process. Who records that information?

- Workers? They know the most about what happened on a job, but the more time they spend on the computer, the less time they spend with their tools.

- Clerical assistants? They're likely more adept with computers, but they have no direct knowledge of what happens at job sites and they may not be knowledgeable about maintenance in general.
- Maintenance managers? They know maintenance and they may like to be hands-on about what gets entered as MainBoss data, but their time may be too valuable to spend on data entry.

There is no universal answer. Typically, workers will be responsible for entering some types of information, clerical assistants will be responsible for other data, and various levels of management will choose to do some jobs themselves. Different organizations will make different decisions, but thinking things through and establishing clear policies is vital.

3. Don't ask people to record information they don't know: If you give someone the responsibility of recording a certain type of information, make sure that person has a good clear way of determining the situation.

For example, consider a car mechanic who performs oil changes. In some organizations, different vehicles are associated with different accounting codes, and the cost of the oil change should be assigned to different accounts depending on the vehicle. If mechanics are required to keep track of these different accounts, they should have an easy way to determine which account is associated with which car; otherwise, they'll make mistakes and the information in your database will become less useful (garbage in, garbage out).

As another example, suppose a plumber has to rip out part of a wall during a plumbing job and then repair the wall afterward. Do your policies say that this whole operation should be categorized as plumbing, or do you write it up some other way (e.g. two separate work orders)? Whoever writes up the job should have a clear understanding of what your policies say and how to decide tricky situations. In addition, your procedures should ensure that the person who writes up the work order has the information he or she needs in order to understand what was actually done.

4. Assign a scrutineer: Someone has to be responsible for the way MainBoss is used at your site. This person should ensure that others are using the software according to your policies. We call this person the scrutineer.

For example, suppose your maintenance department has decided that workers will enter closing information on work orders. If some worker isn't recording such information or is doing so inconsistently, the scrutineer should tell the worker what's required. If the worker still doesn't provide the required comments, the scrutineer should inform someone with the authority to enforce that the worker follows policy.

Similarly, the scrutineer should ensure consistent use of MainBoss features, including consistency in the format used for entering information. Haphazard record-keeping can cause just as much trouble as no record-keeping at all.

As noted earlier, your MainBoss data is your institutional memory. If the right information doesn't go in, or is entered in an unusable form, something important may have been lost.

Security Roles

In order to use MainBoss, users need to be assigned one or more security roles. The available roles are listed in **Administration | Security Roles**. The comments provided in each role record indicate what permissions that role provides.

Security roles affect what a user sees: if a user doesn't have permission to see a particular type of information, that information will be blanked out or missing entirely from MainBoss windows. Security roles also affect what a user can do; for example, if a user has permission to view work orders (`WorkOrderView`) but not to close them, the **Close Work Order** button will be disabled for that user.

Important: When information is blank because you don't have appropriate permissions, move the cursor to the blank; MainBoss will tell you what security roles will give you permission to see that information. Similarly, if a button is disabled, move the cursor to the button; MainBoss will tell you what security roles will allow you to use that button. Note, however, that in some cases, information will disappear entirely (e.g. sections of records just won't be displayed); in this case, you may not even know that something is missing.

To assign security roles to a user, you use the **Security Roles** section of a user record (**Administration | Users**). In order to decide what roles an individual user should be granted, you must consider what that user is expected to do in his/her job. For example, consider someone working on a help-desk and receiving problem reports from clients outside the maintenance department. What does that person need to do?

- He or she will need to create work requests describing problems; that requires `Request` permission.
- Help-desk personnel also need a small amount of information on work orders (so that they can tell a client, "Your work has been scheduled for Thursday"). This suggests the `WorkOrderSummary` security role.
- The `UnitSummary` role might also be useful. It gives help-desk personnel enough information about units to make sure they understand which unit the client is talking about.

Other roles may also be appropriate, depending on what help-desk personnel are expected to do, and on your organization's policies.

The ***Division of Duties*** chapter in this guide offers suggestions on which security roles are appropriate for various duties within a maintenance organization.

Related Security Roles: Security roles tend to come in related groupings; for example, WorkOrder, WorkOrderView, WorkOrderFulfillment and WorkOrderSummary are all roles related to work orders.

In such a grouping, some roles automatically include others. For example:

- WorkOrder automatically includes all the other roles in the grouping.
- WorkOrderView automatically includes WorkOrderSummary.

For this reason, there's no point in giving someone both WorkOrder and WorkOrderView (for example), because WorkOrder automatically includes all the permissions of WorkOrderView.

In general, a View role automatically includes the related Summary role and a role with a simple name automatically includes roles of the same name with extra words (e.g. PurchaseOrder automatically includes PurchaseOrderView, PurchaseOrderSummary, and PurchaseOrderReceive).

Testing Security Roles

It can be difficult to figure out the effects of various security roles, especially when a user has several different roles combined. To test what a particular user can and can't do, you can use the **Evaluate Security As** button in **Administration | Users**. (You must have the Administration security role to use **Evaluate Security As**.)

If you select a user in the **Users** table, then click **Evaluate Security As**, your MainBoss session changes to have the same security permissions as the selected user. If certain types of data are invisible to that user, they'll become invisible to you too; if certain buttons are disabled, they'll be disabled for you too.

In this way, **Evaluate Security As** lets you see all the consequences of a user's security roles. Once you've examined what the user can and can't do, you can return to your own security roles by going to the **Session** menu and clicking **Reset to user YOURNAME security**.

Note: **Evaluate Security As** gives you the same security roles as the selected user, but it does *not* change who you are. In particular, you keep your own set of assigned requests, work orders and purchase orders.

Coding Definitions

MainBoss set-up is done in the **Coding Definitions** section of the control panel. Basically, you decide which parts of the program you want to use, then fill out the corresponding subsections. For example, if you want to use MainBoss to process work orders, you fill out entries in **Coding Definitions | Work Orders**. If you want to use

MainBoss for planned maintenance, you fill out **Coding Definitions | Unit Maintenance Plans**.

As noted in *The Golden Rules of MainBoss Set-Up*, you don't have to fill out every possible table—just the ones that you'll find useful. You can always expand your use of MainBoss later.

MainBoss Modules: **Coding Definitions** will only show entries that are relevant to the modules you have licensed. For example, if you haven't licensed the **Purchasing** module, you won't see the section **Coding Definitions | Purchase Orders**.

Getting Help: Remember, you can press the <F1> function key at any time to get online help for whatever window you're looking at.

Recommended Set-Up Order

In order to configure MainBoss, you need the `CodingDefinitions` security role. For information related to accounting, you also need the `Accounting` role. For setting up the table of authorized users, you need the `Administration` role. To set up units, you need the `Unit` role and to set up inventory information, you need the `Item` role.

The order in which you set up your coding definitions depends on which features you'll be using. However, the following list should help you map out how to proceed.

This list doesn't cover everything you might want to set up: just the basics used by most maintenance departments. For more details on set-up, see the full *Configuration* guide.

General Tables

The following tables are relevant to all aspects of MainBoss use:

Coding Definitions | Users: Record the login names of people who'll be allowed to use MainBoss.

Coding Definitions | Locations: Record *postal address* information for all the postal addresses where you perform maintenance work.

Record *sub location* information for separate buildings, if you have multiple buildings at the same postal address.

Note: Specific rooms within your buildings should be represented by unit records, not location or sub location records. This is because MainBoss work orders specify jobs in terms of units, not locations. In order to create a work order like, "Paint Room 101," Room 101 should be a unit, not a location.

The **Locations** table is used to store *every* postal address you use, including the addresses of your employees, suppliers and other contacts. However, we recommend that you start with only the addresses of the buildings you maintain. You can add other addresses "on the fly" as necessary; for example, when you are entering information about your employees, you can add employee addresses in the process of creating employee records.

Coding Definitions | Contacts: Record contact information for employees, suppliers, and other people you might wish to contact during your work.

Remember, you don't have to record everything all at once. For example, you don't have to record full contact information on every person relevant to your operations. If you cover the ones you use most often, you can go back and add others as the opportunity arises during day-to-day operations.

Coding Definitions | Cost Centers: If you have licensed the MainBoss Accounting module, you should use **Coding Definitions | Cost Centers** to record the general ledger accounts you use for accounting. These are used in a variety of contexts through MainBoss.

If you do not have an **Accounting** license key, you will not see cost centers anywhere in the software—MainBoss hides any information that is not relevant to the licenses you have.

Suppliers and Contractors

Vendors information covers those you do business with outside your organization: suppliers and contractors. This information is used by the **Inventory**, **MainBoss**, and **Planned Maintenance** modules.

Coding Definitions | Vendors | Categories: Define categories for classifying your suppliers.

Coding Definitions | Vendors: Record information about your vendors including addresses and contact people. The **Vendors** list should also include outside contractors (e.g. plumbers and other independent tradespeople) whom you occasionally hire.

Unit Information

Unit information describes the equipment and places you maintain. This information is used by the **MainBoss**, **MainBoss Requests**, and **Planned Maintenance** modules.

Coding Definitions | Access Codes: List any special restrictions relating to access that may affect your work. For example, if some pieces of equipment can only be serviced in off-shift hours, you might create an OFF-SHIFT access code. (Access codes are used in unit records and on work orders to describe when jobs can or can't be done.)

Coding Definitions | Units | Usage Classifications: Defines broad classifications for your units, e.g. distinguishing equipment from places.

Coding Definitions | Units | Categories: Define categories for grouping your units.

Coding Definitions | Units | Systems: Define any major *systems* whose maintenance you want to track. (A system is made up of units that are related or linked to each other in some sense, e.g. your HVAC system or your fire/security system: something where a problem with one unit may well affect the whole system. Contrast this with, say, company vehicles, where a problem with one vehicle usually has no effect on others. Vehicles is typically a unit category; HVAC is typically a system.)

Coding Definitions | Units: Record basic information on the units you'll be maintaining, especially their locations (and associated contact people, if useful). Also record access codes, categories and systems, if applicable, and the **Value** section of the unit record (which records purchase and replacement price, if applicable).

Coding Definitions | Units of Measure (often abbreviated UOM): List the various units of measurement that you use (e.g. pounds and feet or kilograms and meters). These units are used in equipment meters and in measuring quantities of work materials. For indivisible items (e.g. light bulbs), MainBoss traditionally uses the UOM EA standing for EACH.

Coding Definitions | Units | Meter Classes: Types of meters that you'll be tracking (e.g. odometers, kilowatt-hours) and the units of measure each type of meter uses.

Coding Definitions | Units | Meters: The actual meters whose readings you'll record. For each meter, you state its class and the unit where the meter is found.

Coding Definitions | Units | Service Contracts: Service contracts that cover one or more units. Note that equipment warranties can be written up like service contracts with the manufacturers; therefore the **Service Contracts** table covers both service contracts and warranties.

Inventory Information

Inventory information describes the materials you use in your work, e.g. spare parts and lubricants. This information is relevant to the **Inventory**, **MainBoss** and **Planned Maintenance** modules.

Coding Definitions | Items | Categories: Define categories for your spare parts and work materials.

Coding Definitions | Items | Storerooms: Specify where you store your materials.

Coding Definitions | Items: Record basic information on your spare parts and materials.

Coding Definitions | Units | Parts: Record which items serve as spare parts for which units.

Coding Definitions | Items | Storeroom Assignments: Record which items are stored where. For each item in each storeroom, you record the maximum quantity allowed in the storeroom and a minimum quantity below which you want to restock the item (i.e. purchase more from a supplier).

Coding Definitions | Items | Adjustment Codes: Adjustment codes are used to record changes to inventory records. While you may define multiple adjustment codes for all the reasons you may need to adjust your inventory, at this point, all you need is one for *physical counts*—recording how much of an item is actually in inventory.

Record physical inventory: At this point, you’re ready to record what’s in your materials inventory. To do this, go to your list of storeroom assignments (**Coding Definitions | Items | Storeroom Assignments**). For each record, click Edit, then go to the record’s Activity section and click New Physical Count. At the same time, you can record the value of each item.

Request Information

Request information let you create work requests. This information is used in connection with the **MainBoss Requests** module.

Coding Definitions | Requests | Priorities: If you wish to assign priorities to requests, record your priority classes.

Coding Definitions | Requests | Requestors: If you will only accept requests from certain people (especially in connection with the **MainBoss Service** module), list the names and e-mail addresses of the authorized requestors. (Alternatively, you can set up MainBoss Service so that it adds people to the list of authorized requestors as you receive e-mail from them. However, your license may only allow a limited number of requestors, and if you reach this number, requests from new e-mail addresses will be rejected.)

In a **Requestors** record, you specify an entry in the **Contacts** table. The **Contacts** record should contain the person’s e-mail address *in the format that is used when that person sends out e-mail*. (In some organizations, a person might have multiple aliases that all go to the same mailbox. Mail sent from that box is always sent from a specific e-mail address; that’s the address which should go into the **Contacts** table.)

Coding Definitions | Requests | Assignees: If you wish to assign people to requests, you must list which people are authorized for such assignments.

Coding Definitions | Requests | Status: Codes that might be assigned to requests to indicate that they require special attention from someone. For example, some organizations require that a problem be verified by maintenance personnel before any request is actually accepted. In this case, you might define a status code `Waiting for verification` to indicate that someone should go and check to make sure that the problem actually exists.

Work Order Information

Work order information let you create work orders. This information is used in connection with the **MainBoss** module.

Coding Definitions | Work Orders | Priorities: If you wish to assign priorities to work orders, record your priority classes.

Coding Definitions | Work Orders | Work Categories: Define categories for your work orders.

Coding Definitions | Work Orders | Closing Codes: Define codes to be used when marking a work order as closed. Many companies use these codes to specify the original reason for the work (e.g. normal wear and tear, planned maintenance, operator error, vandalism, etc.). For a deeper discussion of the value of closing codes, see the *Configuration* guide.

Coding Definitions | Work Orders | Labor | Trades: List your employee classes (if any).

Coding Definitions | Work Orders | Labor | Employees: List your employees. (Each employee record contains a reference to the employee's information in the **Contacts** table.)

Coding Definitions | Work Orders | Labor | Hourly Inside: Record how much you charge per hour for work by each employee. In most cases, there will only be one hourly inside record for each worker. However, some organizations may pay different rates depending on what the worker does, and may also have special rates for overtime, holidays, etc. For example, Joe Smith may have two different hourly inside records: `Joe Smith Regular` and `Joe Smith Time-and-a-Half Overtime`.

Coding Definitions | Work Orders | Labor | Per Job Inside: This is like hourly inside except for situations where workers are paid by the job rather than by the hour. For example, you might hire a car mechanic to do oil changes and pay by the car rather than by the time taken. Record any such arrangements.

Coding Definitions | Work Orders | Labor | Hourly Outside: This is like hourly inside but the records state hourly rates for outside contractors. (Often, you record this information as needed each time you hire a contractor for a job, but if

you have a standing price arrangement, you can create a standard hourly outside record ahead of time.)

Coding Definitions | Work Orders | Labor | Per Job Outside: This is like hourly outside but for cases where you pay by the job. Again, you usually record this information on the fly, but you can create an appropriate record ahead of time if you have a standing arrangement with some contractor.

Coding Definitions | Work Orders | Assignees: If you wish to assign people to work orders, you must list which people are authorized for such assignments.

Coding Definitions | Work Orders | Status: Codes that might be assigned to work orders to indicate that they require special attention from someone. For example, you might define status codes like Waiting for approval or Waiting for customer sign-off to indicate that someone has to okay the work order before you can proceed with normal processing.

Planned Maintenance Information

Planned maintenance information let you schedule inspections and other types of preventive maintenance. This information is used in connection with the **Planned Maintenance** module.

Coding Definitions | Unit Maintenance Plans | Tasks: Create descriptions of what should be done in a standard planned maintenance job (e.g. a standard oil change or a standard HVAC inspection). Your task list can also include descriptions of standard jobs that aren't done on a specific schedule, e.g. a standard muffler replacement; you can then use the task description to produce a quick muffler work order if needed.

Coding Definitions | Unit Maintenance Plans | Maintenance Timing: Create schedules for planned maintenance jobs, either by date ("every three months"), by meter ("every 3000 miles"), or both.

Coding Definitions | Unit Maintenance Plans: Create plans that say which units will be serviced with which tasks on which timing schedules.

Select Scheduling Basis: In order to start a unit maintenance plan, you have to give it a starting date or meter reading. For example, in order to start scheduling oil changes on a car, you have to tell MainBoss when the car last got an oil change. MainBoss can then figure out when the next oil change should be. In order to set this basis, go through your list of unit maintenance plans (**Coding Definitions | Unit Maintenance Plans**) and click New Select Scheduling Basis for each.

Coding Definitions | Unit Maintenance Plans | Purchase Order Templates: Purchase order templates are used when a planned maintenance work order

should have an associated purchase order to pay for materials or labor. For more information, see *Purchasing Information* on page 22.

The above list should help you get started with the basic functions of MainBoss. You can add more as time goes on. For example, you can use **Coding Definitions | Units | Service Contracts** to record service contract information on your units; however, you start using MainBoss productively without recording service contract information.

Purchasing Information

Purchasing information is used in the preparation of purchase orders. The information is used in connection with the **Purchasing** module.

Coding Definitions | Purchase Orders | Payment Terms: List the payment terms that may be used on purchase orders (e.g. payment in advance, cash on demand, payment net 30, etc.).

Coding Definitions | Purchase Orders | Shipping Modes: List ways in which goods may be sent to you (e.g. regular post, expedited overnight, hold for pick-up, etc.).

Coding Definitions | Purchase Orders | Assignees: If you wish to assign people to purchase orders, you must list which people are authorized for such assignments.

Coding Definitions | Unit Maintenance Plans | Purchase Order Templates: Sometimes you want to associate a purchase order with a work order. For example, if the job will be done by an outside contractor, MainBoss lets you link the work order to a purchase order paying for the contractor's services. As another example, if a job requires the purchase of specific materials, MainBoss lets you link the work order to a purchase order paying for the materials.

Just as a purchase order can be associated with a work order, a purchase order template can be associated with a task. Whenever a work order is generated from a task, a purchase order will be generated from any associated templates. In other words, a purchase order template provides information for generating a future purchase order, in connection with a generated work order.

Coding Definitions | Purchase Orders | Status: Codes that might be assigned to purchase orders to indicate that they require special attention from someone. For example, you might define the status code Waiting for authorization to indicate that the purchase order is waiting for management approval.

Division of Duties

In order to use MainBoss, you have to decide who does what: which maintenance personnel will be responsible for recording different types of information.

To help you make this decision, this chapter lists a number of *roles* that should be filled in order to use MainBoss productively. In most maintenance departments, one person will likely fill several roles; in a small maintenance department, a single person might do everything; in large departments, on the other hand, several people might all do the same role. Furthermore, there is no precise dividing line between roles. Even so, it is still useful to recognize the possible divisions of labor between personnel.

The roles are:

Implementation Committee: Decides how MainBoss will be used at your site and lays the ground rules (e.g. what naming conventions you'll use). The committee should establish a phase-in plan and get buy-in from everyone who has a stake in the outcome (management, workers, customers, etc.).

SQL Server Specialist: Ensures that SQL Server is installed and configured correctly for use by MainBoss. This person will also ensure the ongoing correctness of the configuration and ensure that regular backups of the MainBoss database are made.

Installer: Installs MainBoss software on all the computers where it will be needed and creates an initial database. This person must have Windows Administrator privileges in order to install the software.

The Installer is the only person who needs Windows Administrator privileges. Other MainBoss users need no special Windows privileges.

Administrator: Records license keys for the database and makes sure that the Configuration Specialist (described next) is in the **Users** table. [Uses MainBoss's **Administration** features. Recommended security roles: Administration]

Configuration Specialist: Creates the initial MainBoss set-up. This person should be very familiar with all aspects of MainBoss, and with the policies of your maintenance department. Once the initial configuration is finished, this person's job is done (except for occasional tweaks to the system). [Only uses the **Coding Definitions** section of the control panel. Recommended security roles: CodingDefinitions plus any others related to the data you will be entering. For example, if you are recording information on inventory items, you will also

need Item and if you are recording information about accounting information, you will need Accounting.]

Technical Advisor for Configuration: Advises the Configuration Specialist on technical matters, particularly on planned maintenance tasks. This person should have extensive expertise in maintenance so that the task descriptions properly describe what's required for your existing units. [Advises Configuration Specialist on **Coding Definitions**, especially **Unit Maintenance Plans**. Recommended security roles: Unit and UnitMaintenancePlans, plus ItemSummary.]

Configuration requires knowledge of MainBoss and knowledge of maintenance. We've split these into two separate roles because they're two different types of expertise.

Equipment Specialist: Records information about units, or advises someone who actually types in the information. This person will be significantly involved in the configuration process, deciding what information should be recorded about each unit and gathering that information—specifications, spare part lists, warranty information, and so on. Someone must continue to fill this role after configuration, as new equipment is purchased and old equipment is retired. In particular, the equipment specialist should record planned maintenance procedures for new equipment and put those procedures into the schedule. [Uses **Units** and **Coding Definitions** | **Units**. Recommended security roles: CodingDefinitionsView, Unit, UnitMaintenancePlans, and ItemSummary.]

Inventory Specialist: Records information about inventory items, or advises someone who actually types in the information. [Uses **Items** and **Coding Definitions** | **Items**. Recommended security roles: CodingDefinitionsView and Item. If the person will enter item costs too, Accounting is needed.]

Help-desk: Receives problem reports and creates requests based on the information. Help-desk personnel don't need much expertise in maintenance or MainBoss use—just enough to ask relevant questions about the problem and to write an understandable description of what's gone wrong. [Only uses the **Requests** section of the control panel. Recommended security roles: Request, UnitSummary, WorkOrderSummary, possibly Contact.]

Dispatcher: Creates work orders from requests. This may require obtaining more information about the problem, assigning personnel, reserving materials, and so on. The dispatcher generally needs a good knowledge of maintenance and of MainBoss. [Only uses **Work Orders**. Recommended security roles: WorkOrder, AccountingWorkOrder, UnitSummary, ItemSummary, RequestView, RequestFulfillment, CodingDefinitionsView, UnitMaintenancePlansView. If the Dispatcher will be linking work orders to purchase orders, PurchaseOrderSummary is also needed. If the Dispatcher

will be recording the transfer of materials to some temporary location near the work site, ItemFulfillment is also needed. Finally, if the Dispatcher will be generating preventive work orders, UnitMaintenancePlansFulfillment is needed.]

Workers: Report back information from the job site; either they enter the information into MainBoss themselves, or they write out the information by hand for someone else to transcribe. Workers must know what information they're expected to record (e.g. time spent, materials used, closing codes, etc.). If they're asked to use MainBoss directly, they must have a basic familiarity with the software. [Only use the **Work Orders** section of the control panel.
Recommended security roles: WorkOrderFulfillment, UnitSummary, ItemSummary.]

Chargeback Administrator: Writes up chargebacks after a job is finished. This person must be familiar with contract agreements between your maintenance department and the chargeback customer—what the customer should and shouldn't be charged for, as well as the applicable rates. [Only uses **Work Orders** and **Coding Definitions** | **Work Orders** | **Billable Requestors**.]

Recommended security roles: AccountingView, AccountingWorkOrder, WorkOrder, RequestView, CodingDefinitionsView.]

Storeroom Personnel: Record the use of materials, take physical inventory, and ensure that supplies are restocked as required. [Only uses the **Items** section of the control panel. Recommended security roles: ItemView, ItemFulfillment, WorkOrderView.]

Purchaser: Determines what goods and services need to be purchased and prepares appropriate purchase orders. [Uses the **Items** and **Purchase Orders** sections of the control panel. Recommended security roles: PurchaseOrder, ItemSummary, WorkOrderSummary.]

Receiver: Records the receipt of materials and arranges for them to be delivered to the correct storerooms. [Only uses **Purchase Orders** | **Receipts**. Recommended security roles: PurchaseOrderReceive, ItemView.]

Analyst: Prepares reports on various aspects of your maintenance operations. This person is usually a manager or a manager's assistant. [Uses **Reports** in various sections of the control panel. Recommended security roles: View versions of all relevant sections. For example, if the analyst is only concerned with work orders, then WorkOrderView is sufficient.]

Scrutineer: Maintains the consistency of the database and advises all other MainBoss users on use of the software. [May use any part of the software.
Recommended security roles: AccountingView, AdministrationView, CodingDefinitionsView, ItemView, PurchaseOrderView, UnitView, UnitMaintenancePlansView, WorkOrderView.]