IBM Maximo Asset Performance Management V7.6.1 offers improved user experience, toolset innovations with new predictive models, enhanced health scoring, and condition-based maintenance

Overview

IBM® Maximo® Asset Performance Management is a set of solutions that enables reliability engineers and maintenance supervisors to gain a deeper understanding of the health of their assets, now and in the future, and leverages expert recommendations for resolving unexpected problems. This announcement includes new capabilities for:

- IBM Maximo APM - Asset Health Insights
- IBM Maximo APM - Predictive Maintenance Insights

Maximo APM - Asset Health Insights provides organizations with a consistent means of objectively prioritizing the maintenance of fleets of assets. Asset health is determined by a variety of factors which are modeled as scores that can include specific drivers from Maximo data such as asset age, remaining life, and work and failure history. They can also include drivers such as asset condition originating from real-time or historical sensor data, or data from manual inspections and readings. Using normalized health scores, the maintenance team can get a relative view of the health of their assets and compare across different asset classes. Maximo APM - Asset Health Insights provides a holistic view of asset health and helps users identify ailing assets and take the appropriate actions from a single view integrated with the Maximo system.

New capabilities of both on-premises and cloud offerings include:

- Condition-based-maintenance capability to create, view, and edit rules
- Enhanced scoring engine that enables an additional top level score, such as asset criticality
- Sample scoring methods and visualization that are ready for immediate use
- Comparison of scores with group average

Maximo APM - Predictive Maintenance Insights provides the capability to predict future failures based on statistical models and machine learning techniques. This enables the asset owner or reliability engineer to adjust the maintenance plan or strategy for that asset or group of assets. It also enables the maintenance team to reduce the risk of any problems before a costly outage.

New capabilities of the cloud offering include:
• Models covering:
  – Probability of failure within configurable time window
  – Identification of primary factors that contribute to next predicted failure
  – Detection of anomalous behavior for assets that might be operating abnormally
  – Failure probability curve of an asset
• Improved predictive maintenance asset configuration and model setup
• Capability to run custom predictive models developed through IBM Watson(R) Studio (delivered separately)

With Maximo Asset Performance Management V7.6.1, Maximo APM - Predictive Maintenance Insights SaaS includes and works seamlessly as one integrated solution with Maximo APM - Asset Health Insights so that results of asset health and predictive analytics are presented in a common user experience. This unified experience provides:

• Common-role-based authentication for both components
• Common UI and user experience with seamless navigation
• Data validation and data quality reporting to gain understanding about the quality of data that is needed to run the predictive models and health scoring methods

Key requirements

• Maximo APM - Asset Health Insights SaaS: Maximo SaaS Dedicated
• Maximo APM - Asset Health Insights On-Premises: Maximo EAM V7.6.0.9, or later
• Maximo APM - Predictive Maintenance Insights SaaS requires Maximo SaaS Dedicated V7.6.0.9

More information is available in IBM Knowledge Center.

Planned availability date

March 27, 2019

Description

**IBM Maximo APM - Asset Health Insights**

Maximo APM - Asset Health Insights provides a first step in managing the performance of critical assets. By capturing information from the asset itself, along with its age and maintenance history, organizations can quickly identify and understand those assets that are currently in poor health and need attention to prevent disruption. Maximo APM - Asset Health Insights leverages ready-to-use common scoring elements and knowledge from equipment and maintenance engineers. Data sources include any information in the asset record such as maintenance and age, weather information in which the asset has been operating, and operational data (such as SCADA, historians, MQTT, OPC, OSI, EAM, GIS, and IoT). In addition, version 7.6.1 of Maximo APM brings enhanced health scoring and a condition-based maintenance capability to Maximo APM - Asset Health Insights.

Maximo APM - Asset Health Insights provides the following business capabilities and offers extensible, platform capabilities for the creation of additional analytics and applications.

**Asset health scoring**
Maximo APM - Asset Health Insights provides the capability to select a group of assets that are scored similarly, and then select formulas from reusable scoring elements or define new scoring formulas by using any object in IBM Maximo Asset Management. It performs the scoring calculation based on any number of weighted drivers, which together provide a composite health score. This score is then mapped to a common set of ranges for all assets: for example, Good, Fair, Poor.

**Additional scores**

Maximo APM V7.6.1 provides the capability to create an additional multiple top level score associated with asset health. For example, calculated scores that are focused on criticality or risk, or short-term and long-term asset health.

**Mapping historical and real-time data to Maximo assets**

Maximo APM - Asset Health Insights enables users to identify the source system of condition data, by registering with services such as the IBM Watson IoT Platform, the AT&T Asset Management Operations Center, or a generic interface for other IoT data sources. It enables users to map assets and asset meters to sensors points.

**Asset health monitoring**

Maximo APM - Asset Health Insights displays asset health and location through the use of charts, maps, or asset hierarchy. Assets groupings can be defined for viewing, which include groups by type, by location, by organization, or by other custom criteria such as age or excessive maintenance cost. After the group of assets is selected, the assets are displayed with their health, bringing attention to the assets that are in poor condition and require attention. Assets can be investigated to understand asset details such as real-time trends, historical trends, and weather history, enabling context-based actions. Notifications can be defined based on the asset health. This capability can leverage text messages, email messages, and notifications in the Maximo APM - Asset Health Insights interface.

**Preventive maintenance optimization**

Maximo APM - Asset Health Insights optimizes preventive maintenance (PM) processes by highlighting inefficient PMs and flagging areas where emergency maintenance could have been prevented with more effective PMs. When purchased with IBM Maximo APM - Predictive Maintenance Insights, Maximo APM - Asset Health Insights shows the results of the predictive models in the asset detail view.

**Replacement planning**

Understanding asset health can also lead to more effective planning for capital replacement or refurbishment. Maximo APM - Asset Health Insights provides tools and process for leveraging asset health to build a replacement and refurbishment plan, and capturing estimated costs. This can be used to create a recommended plan for submission to the capital planning process.

Maximo APM - Asset Health Insights can be deployed as part of your Maximo instance either as a cloud service or an on-premises solution.

**IBM Maximo APM - Predictive Maintenance Insights**

Maximo APM - Predictive Maintenance Insights focuses on the needs of reliability engineers. This solution helps identify and manage asset reliability risks that could adversely affect plant or business operations. The solution enables organizations to apply machine learning and analytics to improve maintenance strategies, while minimizing cost of maintenance management by automating the steps to predict failure based on readily available operational data.

Maximo APM - Predictive Maintenance Insights is designed to enable reliability, manufacturing, operations, and maintenance personnel in asset-intensive industries to:
• Quickly assess performance of critical assets to help plan and prioritize maintenance needs
• Determine which assets are being over-maintained, under-maintained, or well-maintained and use prescriptive analysis to optimize maintenance practices
• Identify operational factors that positively and negatively affect asset performance; use this information to guide maintenance strategy
• Examine performance of assets, including attributes, risk factors, maintenance logs, and predicted time to failure; use detailed insight to prescribe maintenance strategies
• Obtain the probability of failure within configurable time window
• Identify the primary factors contributing to the next predicted failure
• Detect anomalous behavior for assets that might be operating abnormally
• Generate a failure probability curve of an asset

Maximo APM - Predictive Maintenance Insights SaaS is a multitenant, prebuilt application that provides a real-time analytical assessment of an asset’s health, the probable window of failure, and helps prescribe actions to resolve the problem. It offers asset insights capabilities to help manufacturers predict degradation and failure of critical manufacturing equipment earlier than traditional condition-based maintenance methods. Prescriptive recommendations can be generated to help optimize maintenance planning schedules.

Maximo APM - Predictive Maintenance Insights SaaS also has the capability to author custom predictive models with IBM Watson Studio. It includes predefined data analysis templates. These templates are configured and extended by using a notebook. The notebook environment is also used for ad hoc data loads, data exploration, and model training. Notebooks enable ad hoc interactive scoring and batch scheduling.

With Maximo Asset Performance Management V7.6.1, Maximo APM - Predictive Maintenance Insights SaaS also includes, and is much more tightly integrated with Maximo APM 7.6.1 Asset Health Insights so that results of asset health and predictive analytics will be presented in a common user experience.

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<tr>
<td>5737-I74</td>
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<td>IBM Maximo Asset Performance Management On-Premises</td>
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<tr>
<td>5737-I75</td>
<td>Cloud service</td>
<td>IBM Maximo Asset Performance Management SaaS</td>
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Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers can be found on the IBM Training and Skills website.

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

Offering Information

Product information is available on the IBM Offering Information website.

More information is also available on the Passport Advantage® and Passport Advantage Express® website.
Publications

English and national language product documentation can be accessed in IBM Knowledge Center for on-premises, or IBM Knowledge Center for SaaS, on the general availability date.

Services

Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services, contact your Lab Services Sales or Delivery Leader.

Technical information

Specified operating environment

Hardware requirements

Hardware and requirements are available through the Maximo Support Platform Matrix.

For further assistance, contact your IBM representative.

Hardware and Software requirements

Maximo APM - Asset Health Insights - SaaS and On-Premises

Software requirements are available through the Maximo Support Platform Matrix.

Maximo APM Predictive Maintenance Insights SaaS

- Maximo APM Predictive Maintenance Insights includes Maximo APM Asset Health Insights and requires Maximo SaaS Dedicated.
- Information about software requirements is available in IBM Knowledge Center.

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement. Read about the Electronic Support portfolio of tools on the IBM Electronic Support website.
You can also access the IBM Support Portal page and the online Service requests and PMRs tool for more support.

Planning information

Packaging
This offering is delivered as electronic download from Passport Advantage. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.

Ordering information

For ordering information, consult your IBM representative or authorized IBM Business Partner.

This product is only available through Passport Advantage. It is not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Channel Value Rewards.

More information can be found on the IBM Channel Value Rewards website.

To locate IBM Business Partners for Channel Value Rewards in your geography for a specific Channel Value Rewards portfolio, go to the Find a Business Partner page.

Passport Advantage

The following part numbers were previously announced. They are listed to assist in the ordering process.

**IBM Maximo Asset Performance Management On-Premises (5737-I74)**

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**IBM Maximo Asset Performance Management SaaS (5737-I75)**

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**Charge metric**

**Charge metric for licensed products**
The charge metrics for these licensed products can be found in the following License Information document:

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Select your language of choice and scroll down to the Charge Metrics section.

**Charge metric for cloud services**

Definitions of the charge metrics for these cloud services can be found in the following Service Description documents:

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**Terms and conditions**

**Terms and conditions for the licensed product**

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Program License Agreement, IBM International Passport Advantage Agreement, and the IBM Agreement for Acquisition of Software Maintenance.

This product is only available through Passport Advantage.

**Licensing**

IBM International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

**Software Maintenance**

Licenses under the IBM International Program License Agreement (IPLA) provide for support with ongoing access to releases and versions of the program. IBM includes one year of Software Subscription and Support (also referred to as Software Maintenance) with the initial license acquisition of each program acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available. Two charges apply: a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

**License Information number**

The following License Information document applies to the offerings in this announcement:

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Select your language of choice and scroll down to the Charge Metrics section. Follow-on releases, if any, may have updated terms. See the License Information documents website for more information.

**Limited warranty applies**
Yes

**Limited warranty**
IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, see the IBM Software Support Handbook.

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

**Program technical support**
Technical support of a program product version or release will be available for a minimum of three years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect.

This technical support allows you to obtain assistance (by telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, through an announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

For additional information on the IBM Software Support Lifecycle Policy, see the IBM Software Support Lifecycle Policy website.

**Money-back guarantee**
If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Volume orders (IVO)**
No

**Passport Advantage applies**
Yes, information is available on the Passport Advantage and Passport Advantage Express website.
**Software Subscription and Support applies**

Yes. Software Subscription and Support, also referred to as Software Maintenance, is included with licenses purchased through Passport Advantage and Passport Advantage Express. Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software, and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance by telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, see the IBM Software Support Handbook. Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

Unless specified otherwise in a written agreement with you, IBM does not provide support for third-party products that were not provided by IBM. Ensure that when contacting IBM for covered support, you follow problem determination and other instructions that IBM provides, including in the IBM Software Support Handbook.

For additional information about the International Passport Advantage Agreement and the IBM International Passport Advantage Express Agreement, go to the Passport Advantage and Passport Advantage Express website.

**IBM Operational Support Services - SoftwareXcel**

No

**Variable charges apply**

No

**Educational allowance available**

Not applicable.

**Terms and conditions for the cloud service**

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction for the acquisition of cloud services from IBM consist of either the IBM Cloud Services Agreement and the applicable offering Service Description or the IBM International Passport Advantage Agreement or the International Passport Advantage Express Agreement and the IBM Terms of Use - General Terms for Cloud Offerings and the applicable offering Service Description.

**Technical support**

Technical support is provided for cloud services and enabling software, as applicable, during the subscription period. Any enhancements, updates, and other materials provided by IBM as part of any such technical support are considered to be part of the cloud service, as applicable, and therefore governed by the applicable...
agreement as defined in Client's quote or transaction document. Technical support is included with the cloud service and is not available as a separate offering.

Additional technical support information for this cloud service offering may be found in the IBM Support Handbook or in service-specific documentation.

Service Description

The following service description documents apply to the offerings in this announcement.

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Limited warranty

See the warranty defined in the applicable agreement governing client's acquisition for this offering.

Money-back guarantee

No

Volume orders (IVO)

No

Passport Advantage applies

Yes, information is available on the Passport Advantage and Passport Advantage Express website.

Educational allowance available

No

Statement of good security practices

IT system security involves protecting systems and information through intrusion prevention, detection, and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a regulatory compliant, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

Important: IBM does not warrant that any systems, products, or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

IBM Electronic Services

Electronic Service Agent and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to organizations that have IBM Systems. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues,
and inventory. The Electronic Service Agent tool can help you stay focused on your company’s strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type smitty esa_main, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, go to the IBM Electronic Service Agent website.

The IBM Electronic Support portal is a single internet entry point that replaces the multiple entry points traditionally used to access IBM internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for organizations that are Electronic Service Agent tool-enabled to track system inventory and find pertinent fixes.

**Benefits**

**Increased uptime:** The Electronic Service Agent tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24 x 7 monitoring and reporting mean human intervention is not required to report errors.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either through the internet (HTTPS or VPN) or modem to provide organizations a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into an organization’s system.

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**More accurate reporting:** Because system information and error logs are automatically uploaded to the IBM Support Center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

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