Maintenance and Material Management System (M3)

Oral Update for March 2007 EMC Committee

Metro

TIGER TEAM - REDUX

OPERATIONAL ASSESSMENT

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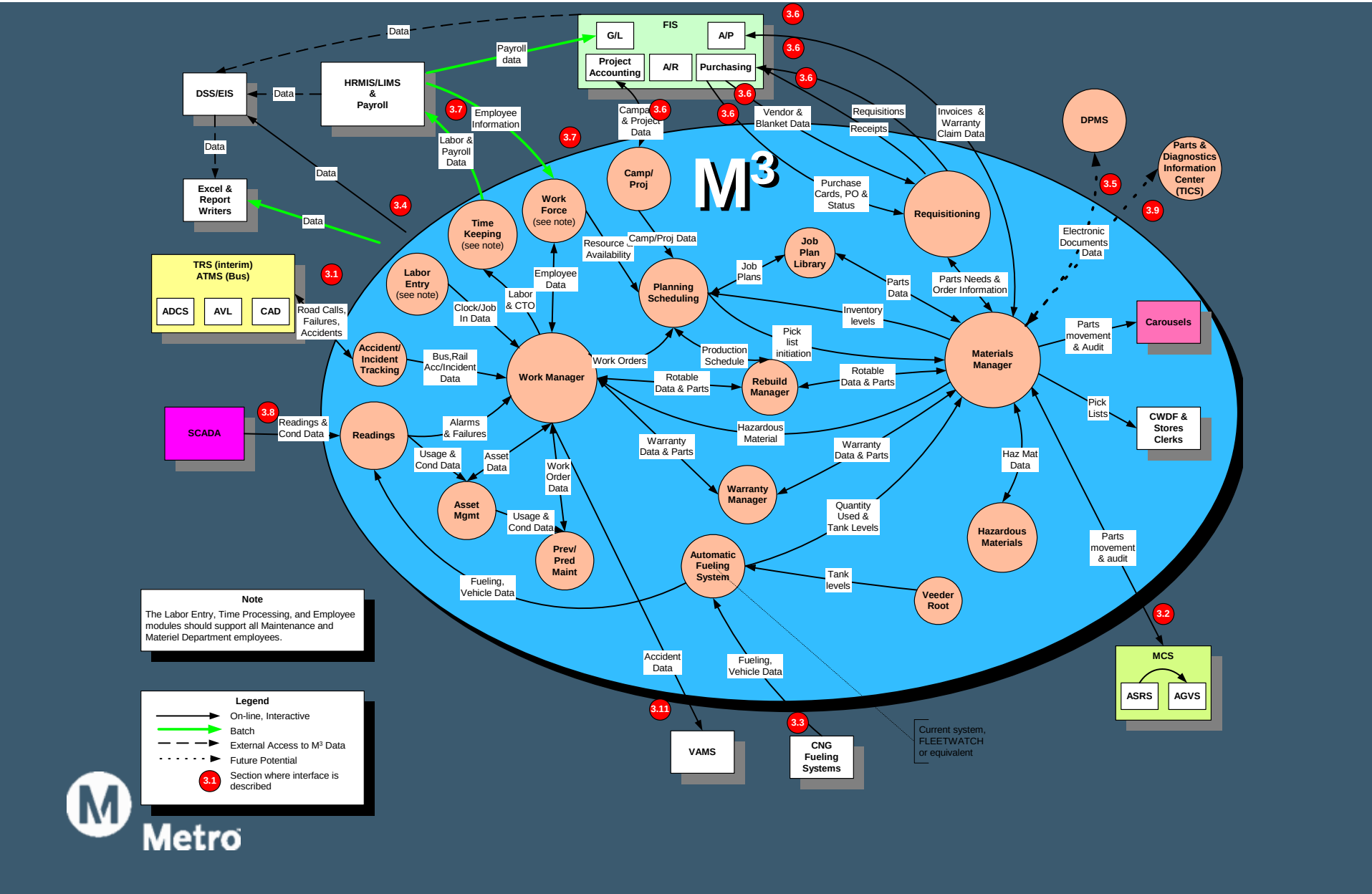
EMC Item # 19
15 MARCH 2007

SYSTEM DIAGRAM



OPERATIONAL ASSESSMENT SUMMARY

CHARTER: DETERMINE IF M3 IS WORKING.

SUMMARY:

- M3 IS WORKING.
- TERMINAL RESPONSE TIME SLOW BUT IMPROVING.
- TIMEKEEPING BURDENSOME.
- HAND HELDS COMPLIANT BUT LIMITED USEFULNESS.

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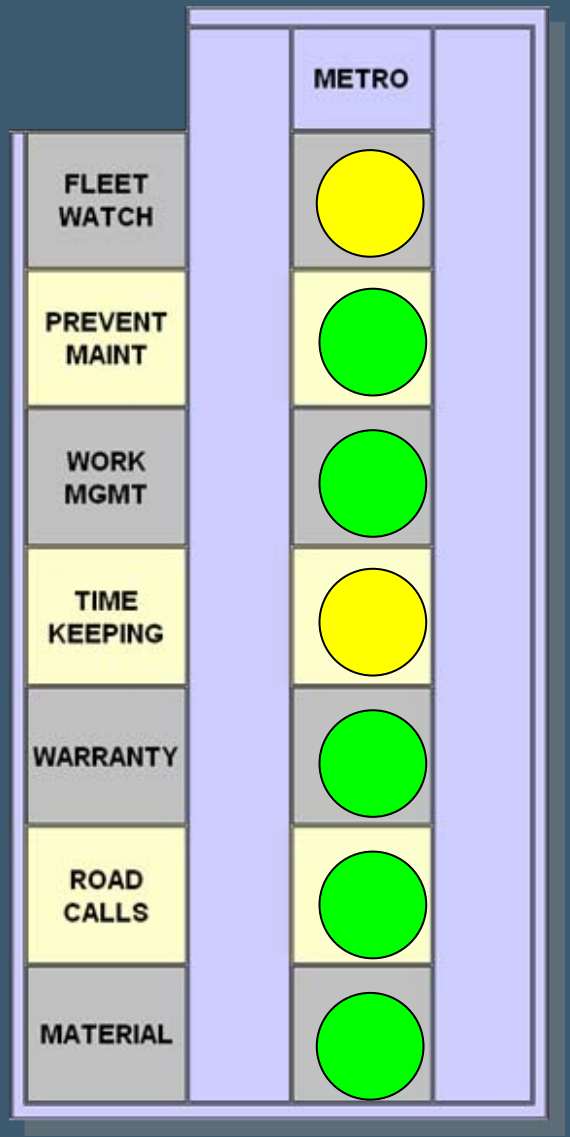
M3 SYSTEM ASSESSMENT



LEGEND

WORKING – NO ISSUES
WORKING – MINOR ISSUES
NOT WORKING

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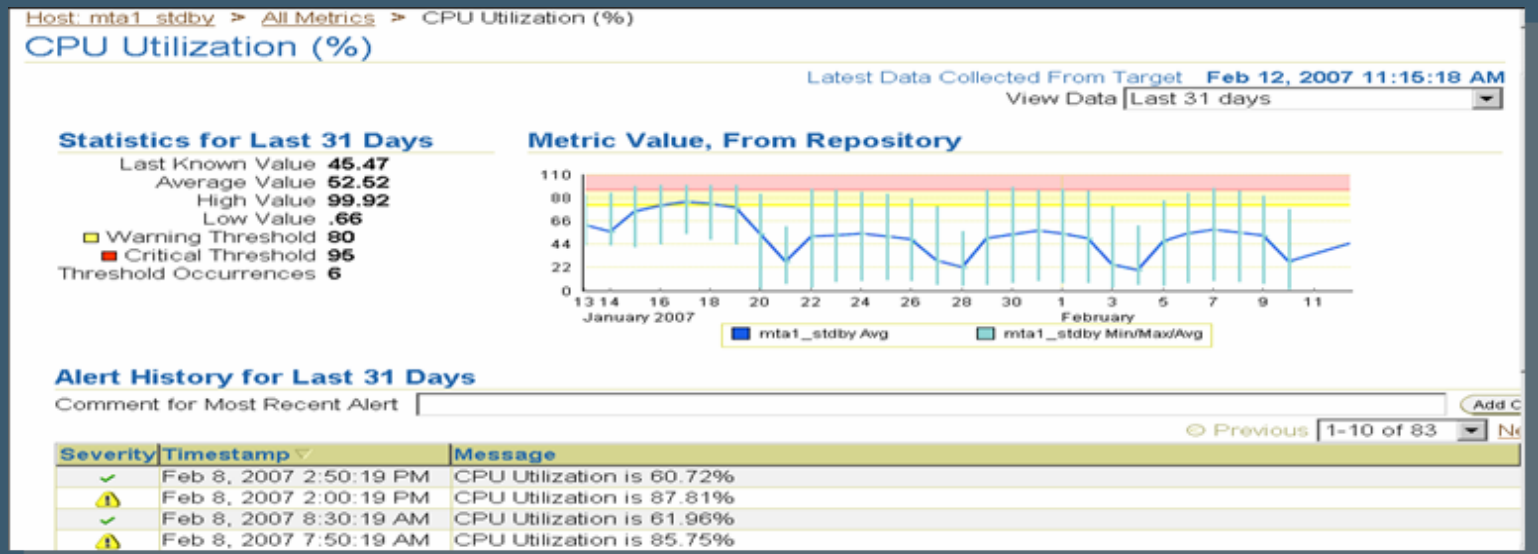
SYSTEM RESPONSIVENESS

AVERAGE KIOSK TRANSACTION TIME

Date	2:15PM Interval	2:20PM Interval	2:30PM Interval
BEFORE PERFORMANCE CHANGE			
January 18, 2007	52.5 sec	30 sec	25 sec
AFTER PERFORMANCE CHANGE			
January 22, 2007	12.33 sec	8.66 sec	12.33 sec
January 23, 2007	12.33 sec	8.66 sec	12.33 sec
February 26, 2007	11.50 sec	9.00 sec	7.00 sec

M3 CPU UTILIZATION



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HAND HELDS

- CONTRACTED FUNCTIONALITY FOR BAR CODE SCANNING.
- STAFFS' EXPECTED FUNCTIONALITY EXCEEDS CONTRACTED FUNCTIONALITY.
- FUTURE USE BY STOREKEEPERS.

TIMEKEEPING

WORKING BUT AT A COST

- 1 MILLION TIME SHEETS PROCESSED
- NO MAJOR PAYROLL ISSUES (i.e., LAUSD)

PROBLEMS IN TWO AREAS:

- MECHANICS / SERVICE ATTENDENTS
- MANAGERS / SUPERVISORS / TIMEKEEPERS (CLERKS)

PROBLEMS A FUNCTION OF:

- M3 ARCHITECTURE
- METRO PAY CODE COMPLEXITY

NO EASY SOLUTION

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