

240916 - TWX Priorities

Monday, 16 September 2024 14:19

Present

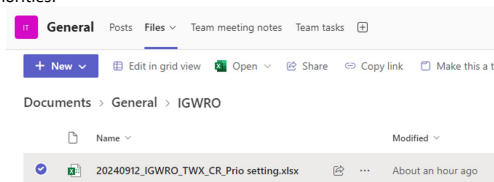
- ✓ - Nele Dely
- ✓ - Ionut Balta
- ✓ - Stijn Caroen

Actions

- Ionut reviews further change requests we did not manage to cover during the session to update on priority
- Stijn checks with digital team to review & provide target due dates for the set of approved change requests
- Stijn reminds Digital team
 - o Incidents = less typing, more calling - same message delivered by Nele
 - o When input is asked from business users, put request on state Info (further info requested) or UAT (testing by user needed)
- Nele reminds TWX business team
 - o Log everything via BIT4YOU with clear details (the more details with samples the better)
 - o Important to verify the request type & priority in line with reality
 - o No approval without effort estimate linked to it as way forward
- Stijn checks with Nicholas > can all TWX key users be defined as Technician? Is this foreseen?
- Stijn checks with Kalpesh on following topics
 - o Incident: "Send incorrect quantities from TWX to SAP" - was on Anton before
 - o Incident: "WindChill HT parameters"
 - o Change request: "Label QC contain HU" - no estimate on it

Notes

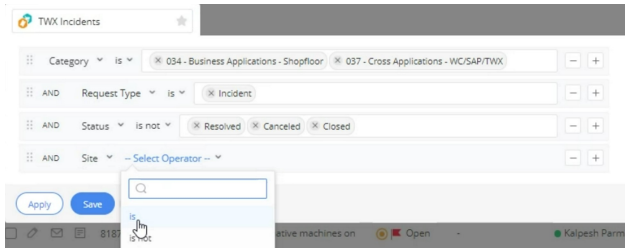
- Background
 - o Escalation path: end users escalate to Ionut locally & Ionut to Nele
 - o Practical: Nele granted access to the team "IGW TWX Implementation" to Kalpesh, Divy & myself
 - o Tool: all business requests are being logged in BIT4YOU, extract made by Nele to review on priorities:



- o Types of requests
 - Incidents = immediate action by IT (according to defined priority in the incident)
 - Service requests = there is a known procedure to handle the request with also immediate action by IT
 - Change Requests = new functionality for TWX, flows via a standardized approval flow
- o CN-impact
 - With the incident we had at IGW CN, our ThingWorx team has been mostly occupied with 'firefighting' this situation together with business which consumed quite some time & effort so far
 - Due to this, we did not have many capacity left to work on change requests in parallel - which should obviously be improving again now CN is more under control
 - We are still chasing after root cause analysis from base infrastructure point of view, in parallel from the start we organized actions to get guarantee this cannot happen for BE & RO and not any more in CN neither off course...
- o RO-general feedback
 - Hypercare period feels to be closed too fast, still some topics that must be tackled, does not feel to be in stable situation yet
 - Root cause analysis - is off course a topic we focus on in the Digital team to not only solve incidents but to verify if we can avoid from occurring again
 - Sometimes it requires extra analysis next to solving an incident which might lead to situations having the same issue reported several times

Incidents

- o Filters:



- o List of ongoing incidents:

BMT International SA

TXW Incidents

Nele technician PARK / Nicolas PARK status Release 3 Windchill Open topics All Requests Approval My requested Tickets

New Incident Edit Pick Up Merge Link Requests Assign

1 - 10 of 10

	ID	Subject	Status	Approval Status	Technician	Requester Name	Created Date	Priority	Estimated costs	Due by date	Project	Site	Category	Sub Category
	66167	Gear Analyzer not saving printouts	Park	-	Branden Ayers	Amr Radwan	Oct 18, 2023 09:46 PM	B	-	Feb 2, 2024 03:45 PM	-	AUS1	034 - Business Applica...	-
	75321	Thingworx request - re-locate part	Open	-	Wim Parmentier	Kurt Gielen	Apr 5, 2024 07:53 AM	B	-	-	-	-	034 - Business Applica...	02 - Thingworx/Kep...
	80786	Production order show as blank in TWX	Info	-	Malhari Maha...	Carol Shu	Aug 13, 2024 10:05 AM	B	-	Aug 14, 2024 10:05 AM	-	VCN1	034 - Business Applica...	02 - Thingworx/Kep...
	81026	Thingworx request - re-locate part	Open	Approved	Anton Konakov	Kurt Gielen	Aug 21, 2024 10:42 AM	B	-	-	-	WBE1	034 - Business Applica...	02 - Thingworx/Kep...
	81423	Processing of Production order	Info	-	Kalpesh Parmar	Malhari Mahadik	Sep 2, 2024 09:04 AM	C	-	Sep 5, 2024 09:04 AM	-	BIN2	034 - Business Applica...	02 - Thingworx/Kep...
	81877	Thingworx request - alternative machines on SAP	Open	-	Kalpesh Parmar	Andi Cazacu	Sep 12, 2024 01:55 PM	B	-	Sep 13, 2024 01:55 PM	-	WRO1	034 - Business Applica...	-
	81900	Thingworx request - serial number cannot be selected for deviation	Open	-	Kalpesh Parmar	Andi Cazacu	Sep 12, 2024 03:26 PM	B	-	Sep 13, 2024 03:26 PM	-	WRO1	034 - Business Applica...	-
	81980	Thingworx confirms incorrect quantities to SAP	Open	-	Anton Konakov	Ionut Marcel Balta	Sep 13, 2024 05:31 PM	C	-	Sep 19, 2024 07:00 AM	-	WRO1	034 - Business Applica...	02 - Thingworx/Kep...
	82002	Thingworx incident:	Info	-	Kalpesh Parmar	Kalpesh Parmar	Sep 16, 2024 08:00 AM	C	-	Sep 19, 2024 08:00 AM	-	BIN2	034 - Business Applica...	02 - Thingworx/Kep...
	82030	Thingworx - HT - Heat treatment parameters ar not visible in TWX	Open	-	Nele Dely	Nele Dely	Sep 16, 2024 12:59 PM	A	-	Sep 16, 2024 02:59 PM	-	WBE1	034 - Business Applica...	02 - Thingworx/Kep...

Specifics:

- Alternative machines on SAP - topic with Kalpesh
 - Feedback via Francis = resolved
 - Operation planned on 1 machine (standard routing) > goes to TWX > in TWX select alternative machine > result in CDS view showed the standard selected machine
 - CDS view has been updated by Sandeep Shelke to show resource consumed in actual confirmation = solved
- Serial nr cannot be selected for deviation - topic with Kalpesh
 - Waits from input from Andi
 - Attention point = update status of ticket when input from business user is needed (info / UAT)
- Incorrect quantities sent to SAP
 - Was set to Anton, verify with Kalpesh if he can take over before Anton his return
- HT parameters not visible in TWX:

Fw: HT parameters alignment ##80878## - Nele Dely - Outlook - Work - Microsoft Edge

about:blank

Delete

Archive

Report

Reply

Reply all

Forward

Zoom

Fw: HT parameters alignment ##80878##

HT Switch

Type

Status

H5771

C

Planned

QAD027

C

Started

H5798

C

Started

X18383

C

Planning busy

H5800

C

Planning busy

H5799

C

Planning busy

Unplanned orders

144 Rows Selected

Plan all

Plan

Ungroup

Production Order	Batch ID	Material	Material	Plan...	Order ...	Pr...	Total	To b...	Anal...	Plan...	Order...	Def...	Prog...	ENT1	ENT2	Weight	Wuth	I dim	O dim	Me
10009118-0200	24381837	6X154858	RING/Fam...	2024-09-1...	2024-09-1...	0	12.00	12.00	0.00	0.00	planned		Chambe...	0.00000	0.00000	0.00				
10009123-0400	24381841	1635438710	GEAR	2024-09-2...	2024-09-2...	1	178.00	178.00	0.00	0.00	planned			0.00000	0.00000	0.00	39.00	30	51.00	WI
10009124-0500	24381842	24397147R	collar	2024-09-1...	2024-09-1...	1	1.00	1.00	0.00	0.00	planned			0.00000	0.00000	0.00				WI
10009124-0500	24381842	24397147R	collar	2024-09-1...	2024-09-1...	1	1.00	1.00	0.00	0.00	planned			0.00000	0.00000	0.00				WI
10009124-0500	24381842	24397147R	collar	2024-09-1...	2024-09-1...	1	1.00	1.00	0.00	0.00	planned			0.00000	0.00000	0.00				WI
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10009124-0500	24381842	24397147R	collar	2024-09-1...	2024-09-1...	1	1.00	1.00	0.00	0.00	planned			0.00000	0.00					

bit4you.bmt.be/app/itdesk/ui/requests

BMT International SA

TWX Change requests

Nele technician PARK / Nicolas PARK status Release 3 Windchill Open topics All Requests Approval My requested Tickets

ID	Subject	Status	Approval Status	Technician	Requester Name	Created Date	Priority	Estimated costs	Due by date	Project	Site	Category	Sub Category
77795	PRIO - Thingworx request - Bulk load on first operation with 1 batch	In DEV		Anton Konakov	Andi Cazacu	May 29, 2024 08:41 AM	A	-	Sep 20, 2024 01:55 PM	IGW RO	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
80434	PRIO - QME - Bulk process "To Decide" in TWX	Open	Approved	Kalpesh Parmar	Bogdan Maxim	Aug 1, 2024 07:04 AM	A	7 days	Sep 30, 2024 01:09 PM	IGW RO	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
80841	PRIO - Thingworx request - HT Alternative workcenters	Open	Approved	Anton Konakov	Adrian Coconel	Aug 14, 2024 12:12 PM	A	-	Oct 1, 2024 02:42 PM	IGW RO	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
81440	PRIO - Thingworx request - add Batch_ID column to "Batch planning" menu	Available	Approved	Kalpesh Parmar	Bogdan Maxim	Sep 2, 2024 10:51 AM	A	-	Sep 13, 2024 03:12 PM	IGW RO	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
80876	Service Request ID # 81440	resolved		Anton Konakov	Adrian Coconel	Aug 16, 2024 08:27 AM	A	1 day WC + 3 days TWX	Sep 27, 2024 10:52 AM	IGW RO	WRO1	037 - Cross Applicatio...	03 - TWX
81233	Engine request - add Batch_ID column to "Batch planning" menu	resolved		Jan Leyman	Adrian Coconel	Aug 27, 2024 02:19 PM	A	5 hours	-	IGW RO	WRO1	037 - Cross Applicatio...	02 - WC
77540	QME - Dears, Please add in "Batch Planning" menu a column with "Batch_ID", right after the "Production Order" column.	resolved		Vijay Khataavkar	Nele Dely	May 23, 2024 10:44 AM	B	-	Sep 20, 2024 01:11 PM	IGW BE	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
78517	QME - Thingworx request: Quality Digitalisation: collect and evaluate quality data + connect TWX with middleware	Park		Nicolas Van Ack...	Romica Tatarasanu	Jun 13, 2024 07:23 PM	B	10 days	-	IGW BE	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
78874	QME - Certificate of conformity/CsCd_digitalization of quality documents	Park		Nicolas Van Ack...	Romica Tatarasanu	Jun 21, 2024 11:47 AM	B	10 days	-	IGW BE	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
80354	Thingworx request - PRIO: Filters to operator cockpit / Factory overview updates	Open	Approved	Anton Konakov	Andi Cazacu	Jul 30, 2024 02:33 PM	B	-	-	IGW RO	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
80400	Thingworx request - NPLF add machine column	Open	Approved	Anton Konakov	Andi Cazacu	Jul 31, 2024 12:39 PM	B	-	-	IGW RO	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
80948	Thingworx request - Default option in execution report	Open	Approved	Divy Bhatt	Andi Cazacu	Aug 19, 2024 01:00 PM	B	-	-	IGW RO	WRO1	034 - Business Applica...	02 - Thingworx/Ki...
80511	QME - Label QC contain HU	Info	Approved	Kalpesh Parmar	Dragos Popa	Aug 5, 2024 07:42 AM	B	-	-	IGW RO	WRO1	037 - Cross Applicatio...	03 - TWX
77547	Thineworx request: Document Visualisation:	Open	Approved	Anton Konakov	Nele Dely	May 23, 2024 11:16 AM	C	-	-	Release 3	WRO1	034 - Business Applica...	02 - Thineworx/Ki...

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o Specifics:

- Bulk load on first operation - remains highest prio, important to be present for CN (MCS phase-out by end of the year)
- Add batch ID
 - Should be shifted in status when business user input is needed - not done here
 - Question if TWX key users should all be defined as technician (as done in WindChill)
 - This particular request > can be put to resolved, it's done (but not providing a true gain)
- Label QC contain HU
 - Double check with Kalpesh, no estimate on it
 - Comes from SAP stream where it got approved without estimate