



Together,
we create a different kind of energy.

Join a global leader and maximize your potential.

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Methanex Corporation is the world's
largest producer and supplier of methanol.

The Power of Agility™ is our competitive advantage and how our global team of employees
deliver on our brand promise everyday.

- We are Methanex: the world's largest producer and supplier of methanol to major international markets in North America, Asia Pacific, Europe and South America.
- Headquartered in Vancouver, Canada, Methanex currently operates production sites in Canada, Chile, Egypt, New Zealand, the United States and Trinidad & Tobago. We are growing our production base in the United States and have relocated two methanol plants from Chile to Geismar, Louisiana. The first plant, Geismar 1, began operations in January of 2015, and the second plant, Geismar 2, is targeted to be operational in late 2015.
- Our global operations are supported by an extensive global supply chain of terminals, storage facilities and the world's largest dedicated fleet of methanol ocean tankers.
- [The Power of Agility™](#) is our competitive advantage. It is how our global team of approximately 1,100 employees safely and reliably delivers on our brand promise everyday by quickly adapting and responding to our customers' needs and creating and capitalizing on opportunities in the marketplace. At Methanex, [Responsible Care](#) is the foundation of everything we do and is a key element of our [global culture](#).

- As the global methanol leader, our strategy is simple and clearly defined – global leadership, operational excellence and low cost.
- Our vision for global methanol industry leadership is to continue to grow our production capacity, maintain the highest reliability of our operations, provide world-class customer service, be a global leader in Responsible Care and live and exemplify our core values of trust, respect, professionalism and integrity everyday. As we strive towards this vision, our ability to attract, retain and develop a global team of talented and engaged leaders is critical to our success.





Methanex Maximo Governance model



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- Maximo Governance Teams
 - Business Stakeholders
 - Subject Matter Experts
 - Service Delivery
 - AMS
 - Change Control
- Processes
 - Day to day support
 - Changes / Enhancements
 - Development and Deployment of changes
 - User Acceptance Testing (UAT)
 - Training
 - Change Control (CC)
 - Problem Management
 - Incident Management

- Governance teams and roles
 - Business Stakeholder Teams (GxxT)
 - Maximo SME Teams
 - Maximo Service Delivery Team
 - Application Management Services (AMS)
 - Change Control Committee

- Governance teams and roles
 - Business Stakeholder Teams
 - Global Teams
 - GMT, GMMT, GET, GRT, GFT, GTT
 - Activities
 - Develop global manufacturing business strategy
 - Define global KPIs and reporting
 - Global Data Standardization
 - Project Sponsorship

Business Stakeholder Teams



Vancouver



Medicine Hat



Egypt



Geismar



Trinidad



New Zealand



Chile

Global Teams

- GMT, GMMT, GET, GRT, GTT

Activities

- Global manufacturing business strategy
- Define global KPIs and reporting
- Global Data Standardization
- Project Sponsorship

- Governance teams and roles
 - Maximo SME Teams
 - Cross site functional teams
 - Technical
 - Work order management, PM, Job Plans, Scheduling
 - Inventory Warehouse
 - Procurement / Contracts
 - Finance - Invoicing / accounts payable
 - Dedicated Business Analyst (Rotate every 6 months)
 - Activities - Cross site functional team (6 -10 hrs/month)
 - Standardize on Methanex industry best practices across the sites
 - Align processes with manufacturing business strategy
 - Collaborate with Business Analyst for process improvements
 - Discuss/resolve regional operational issues and challenges
 - Improve management reporting

Cross Site Subject Matter Experts Teams



Cross site SME teams

Members

- Finance, Procurement
- Inventory, Maintenance, Technical
- Business Analyst

Activities

- Standardize on industry best practices
- Align processes with business strategy
- Process improvements
- Report issues and problems

Finance



Procurement



Inventory



Maintenance



Technical



New Zealand



Vancouver



Medicine Hat



Geismar



Chile



Trinidad



Egypt

- Governance teams and roles
 - Maximo Service Delivery Team
 - Team members:
 - Global Manufacturing IT Manager
 - Global Business Analyst
 - Regional Business Analysts
 - Application Maintenance Service Provider (Interloc)
 - Infrastructure Systems Engineer
 - Interface SME (PeopleSoft / Meridian)
 - Activities
 - Business Process Mapping
 - Continuous process improvements
 - Ongoing training
 - Demand management & Project Management
 - Vendor management
 - ITIL - Change Control, Incident Management, Problem Management

Maximo Service Delivery Team



Finance



Procurement



Inventory



Maintenance



Technical



Maximo Service Delivery Team

- Members
 - M&M manager, Global Maximo Analyst, Site Business Analyst, AMS provider
- Activities
 - Business Process Mapping
 - Continuous process improvements
 - Ongoing training
 - Demand management, & Project Management
 - Vendor management
 - ITIL - Change Control, Incident Management, Problem Management

- Governance teams and roles
 - AMS Team (Service Provider) - Interloc
 - What is Application Management Services (AMS)
 - Application Support
 - Application Maintenance
 - Application Enhancements
 - Application Evolution
 - Service Provider Capabilities
 - Maximo maintenance and support is their core business
 - Day to day support and maintenance
 - System Upgrades and patches
 - System enhancements
 - Project management for major upgrades

- Governance teams and roles
 - AMS Team - continued...
 - Activities
 - Service ticket resolution (Incidents & Enhancements)
 - Version, Patch and Release Management
 - Testing
 - Demand management
 - Project Management

Application Management Services Team



Methanex Maximo Service Team



Partnership



3rd Party Maximo Service Provider



AMS Team

- Members
 - 3rd Party Service Provider - Interloc
 - Service Delivery Team
- Activities
 - Service ticket resolution
 - Version, Patch and Release Management
 - Testing
 - Demand management
 - Project Management

- Governance teams and roles
 - Maximo Change Control Committee
 - Team Members
 - A lead from each Maximo SME team
 - Maximo Service Delivery Team
 - Activities
 - Periodic change control meetings to review, approve, deny, or put on hold outstanding change control requests
 - Ad-hoc meetings to manage emergency change control requests
 - Communication to user community of changes being implemented with business impact and outage window

Change Control Committee



Finance



Procurement



Inventory



Maintenance



Technical



Change Control Committee

- **Members**
 - A lead from each Maximo SME team
 - Maximo Service Delivery Team
- **Activities**
 - Periodic change control meetings to review, approve, deny, or put on hold outstanding change control requests
 - Ad-hoc meetings to manage emergency change control requests
 - Communication to user community of changes being implemented with business impact and outage window

Maximo Service Delivery Team



- Processes
 - Day to day support
 - Process / system enhancements
 - Development and Deployment of changes – Maximo Environments
 - User Acceptance Testing (UAT)
 - Training
 - Change Control (CC)
 - Problem Management
 - Incident Management

- Processes
 - Day to day support
 - End users report problems to local regional help desk
 - Help desk technician logs and categorizes the ticket as a Maximo ticket and assigns it to the site business analyst
 - Site business analyst contacts the users and gets a clear understanding of the issues and further categorizes the tickets and gathers any additional information
 - Site business analyst coordinates the resolution of support tickets by ensuring the proper resources are contacted and coordinated to fix the problem, and ensures SLA's are met.

- Processes
 - Process / system enhancements
 - Maximo SME teams and business analysts collaborating to develop needed enhancements to the system
 - Enhancements are scoped by business analysts and a SOW is produced
 - Scoped enhancements are approved and prioritized by the business technically validated, and checked against any compliance (i.e. Sox)
 - SOW is provided to AMS service provider for execution
 - Enhancements are tested and approved for production
 - Any required training is scheduled and delivered
 - Enhancements approved for production are submitted to change control for release

- Processes
 - Development and Deployment of changes
 - Methanex will have a Maximo DEV, TEST, TRAIN, & PROD, environment to facilitate changes & enhancements, testing & training, and production rollout
 - Maximo Migration Manager will be used to develop packages for system changes and enhancements that will be pushed to the TEST environment for UAT
 - After UAT testing the package will be pushed to the TRAIN environment for any required training to be done prior to implementation
 - After UAT and any required training is completed a change control ticket will be issued
 - After the change control ticket is approved the package will be scheduled for release to the Production environment

- Processes
 - User Acceptance and Regression Testing
 - Methanex provides for a Maximo Test Environment for the purposes of testing changes and enhancements of system prior to publishing changes to the production environment
 - Users will be required to test any changes prior to being published to production
 - A user acceptance form will be required to be filled out prior to the change being implemented

- Processes
 - Training
 - Methanex provides for a Maximo Training Environment for the purposes of training new users to Maximo and also for any new enhancements that may require training
 - New users will be required to be trained in the use of Maximo for the functional area in which they will use the software prior to being granted a user account in Maximo
 - Also for enhancements that will require training to fully utilize the new functionality, training of those persons will be required before the enhancements are implemented

- Processes
 - Change Control
 - Changes to the system are derived from day-to-day support issues and approved system enhancements and must go through their respective processes
 - Help desk generated ticket for bugs and fixes
 - Enhancements are approved, SOW is executed
 - UAT and any Training required is complete
 - Changes are then logged in the Change Control module of SD plus
 - Business impact and roll back plans are identified
 - Change control committee meets to review outstanding Change Control requests to approve, reject, or put on hold
 - Communication to users of change impact, and outage window
 - Emergency Change Control will be required as needed – changes in this situation will allow for email approval by change control board to implement emergency change

- Processes
 - Problem Management (Proactive)
 - Maximo Service Management team will periodically meet to review KPI's from SD+ (service tickets, incidents) and other sources (hardware and software performance) to determine Maximo Service performance
 - KPI's should indicate trends of service performance and identify potential systemic issues
 - Any identified problems are logged in SD+ and managed through the Day-to-day support or Process / System Enhancement processes as previously described

- Processes
 - Incident Management (Reactive)
 - Incident Manager - site business analyst or the global Maximo business analyst
 - Communication - inform the users of the issue and status, and any subsequent changes in the status of the incident
 - Service Restoration – contact the correct resources to resolve the outage as soon as possible
 - Incident Tracking – log the incident in SD+, update the ticket with the status as it changes and the restoration activities used to restore service
 - Incident Investigation – after service restoration a root cause analysis must be done to determine cause of outage
 - Preventative actions – preventative actions identified and put in place to prevent any future outages.
 - Preventative actions are logged in SD+ and managed through the Day-to-day support or Process / System Enhancement processes as described above
 - Lessons learned from Incidents are communicated



Questions?

Thank You



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