



Kentucky Users Meeting

April 10, 2014 at 10:00am Eastern

Presenters: Chris Benefield and Corinne Harper

The meeting began at 10:00am Eastern.

The following topics were discussed, as well as a PowerPoint was presented:

- What is NJUNS? Non-profit, owned and ran by our membership states with a board of directors and executive counsel
- NJUNS Kentucky Sponsors: AT&T, AEP, LGE/KU, Shelby Electric Coop, and Windstream
- Kentucky Directors: Joel Warren – AT&T
- Kentucky History: Joined NJUNS in 2013
 - First tickets created in May 2013
 - Kentucky Training Sessions were offered in Summer and November 2013
- 2013 Yearly Numbers for the state of Kentucky (May-December):
 - 695 created tickets
 - 177 tickets with steps completed
 - 29 tickets closed
- Demonstration Portion:
 - Creating Tickets:
 - Demonstrated the process of how user creates a ticket. Created an example ticket with two steps. Opened the ticket to show the difference between a draft ticket and an open ticket.
 - Emphasized on which member code should be in the pole owner field.
 - Closing/Updating Tickets:
 - Updates – Demonstrated the process of how user updates steps from changing Pending to Complete and Saving the step. This was demonstrated several times to the attendees. A user can update and notify others on an update in around 10 seconds.
 - Close – Demonstrated the process of how user closes a ticket by changing the ticket status from Open to Close after all steps are complete. This was demonstrated several times to the attendees. The more steps being completed the most tickets that need to be closed.
 - Re-Open – Demonstrated the process of how users can re-open a ticket after it has been closed by changing the status from closed to open. The instance reason will state that the ticket has been re-opened.



- Auto Close – Demonstrated how pole owner member codes can turn on the auto close feature. This feature allows tickets to auto close after the last step is completed. If a Pole Owner would like this turned on, please contact staff.
- User Forum/Website:
 - Training Videos: Updated interactive training videos
 - Gives users a visual way of learning the system and is readily available at all times.
 - Users Guides
 - Gives users a different way to learn the system and is readily available at all times.
 - Kentucky Forum: Board of Director/Sponsor information
 - Meeting minutes for today's meeting will be placed in the Kentucky User Forum.
 - Utilize State Forums for open topics within the state
- Reports:
 - PT+ Detail Report:
 - This report lets you input many different parameters and it returns all ticket information. This report is like a data dump.
 - Data is in a normalized format so it is flexible to users. Users can apply auto-filters, pivot tables, graphs and more to make the data fit their needs.
 - This report offers most parameters to input information and returns the most information.
 - PT+ Close Report:
 - This report lets you input your member code and it shows all tickets that are ready to be closed. All steps on the ticket are completed and the ticket is ready to be changed from open to close.
 - Close Report shows statistics of count by pole owner member code.
 - PT+ Next To Go Reports:
 - PT+ Next To Go – Pole Owner:
 - Shows Next To Go tickets as the pole owner
 - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.
 - PT+ Next To Go – Step Member:
 - Shows Next To Go tickets for a member code
 - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.



- Questions/Feedback:
 1. Have priority codes been established for Kentucky yet?
 - a. No, they have not. We will get with sponsors in the state to establish priority codes soon.
 2. Can you clone a ticket?
 - a. Yes, a ticket can be copied or cloned. The difference is that copying a ticket only copies the ticket header, whereas cloning a ticket will copy over the ticket header and the steps. We demonstrated how to clone and copy a ticket, but clicking on the appropriate icon.
 3. How long are closed tickets kept in the system?
 - a. We keep all tickets in the system.
 4. How is priority determined?
 - a. Until priority codes are established for your state, you will just pick a number 0-9.
 5. Can we create tickets for another pole owner?
 - a. Yes, in most cases the creator and the pole owner are the same, but they do not have to be. The first screen that appears when creating a pole transfer ticket will ask for the pole owners member code.
 6. When creating a ticket, can I attach a file?
 - a. Yes, under the file attachments tab you may attach a file to the ticket.
 7. How do I update my step?
 - a. As shown earlier, update your step by changing the status from pending to complete.
 8. Can I create a map or attach a map?
 - a. We offer a map feature on the ticket where you can create a map or you can attach one by using the file attachment tab.

The next Kentucky State Users Meeting will be held on October 21, 2014 at 10:00am Eastern.

The meeting ended at approximately 11:05am Eastern.



Attendees:

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