



Texas Users Meeting

April 2, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 9:30am Central.

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

- **Texas 2012-2014 Usage:**

- 2012
 - Created: 3,749
 - Closed: 921
 - Tickets w/ Steps Completed: 2,797
- 2013
 - Created: 6,133
 - Closed: 1,831
 - Tickets w/ Steps Completed: 5,596
- 2014
 - Created: 8,151
 - Closed: 3,916
 - Tickets w/ Steps Completed: 9,164

- **Top Texas Users:**

1. Top Creators:
 - Austin Energy, Oncor Electric Delivery, AT&T
2. Top Updaters:
 - Time Warner Cable, AT&T, Oncor Electric Delivery

- **Demonstration:**

1. Disputes
 - Dispute Reason Added
 - Active Dispute Report
 - Step member and pole owner reports available
2. Best Practices in NJUNS
 - Copying Steps
 - Cloning Tickets
 - Creates replica of the ticket you cloned from, including ticket header and steps. Comments, File Attachments and Disputes do not clone over.
3. State Portfolios
 - Available under the Members tab



4. Other Website Updates

- Training
 - Users Guide and Training Videos on Website
- Member Code List
 - Ability to sort by County and Member
- New User Registration Form

• **Questions:**

1. You show many reports customized for specific entities. Why would we do that instead of just creating our reports on the fly? NJUNS users can't currently create reports on the fly. We have the ability to create custom reports in some cases.
2. You have reports for Admin editable - can those of us who are not staff use those reports as well or are they only for your use? The Admin reports are for staff only.
3. Will there be another session this afternoon? No this is the only session for this meeting until September 2015.
4. I don't see many disputes. Has Texas made a decision to not use the dispute process? Texas is currently using the Dispute process but not heavily. The reason it was included in the meeting today is to bring awareness to this process so that users will begin to use it more frequently. There is documentation available and a training video on our website with regards to disputes.
5. Can closed tickets be deleted? Tickets can't be deleted but can be canceled.
6. Will this also run on Firefox browser? NJUNS will work on any internet browser that will support Microsoft Silverlight.
7. Have you decided on Membership fees? If so how much will they be, and when will they start. The paying sponsor companies can be found on our website as well as the Directors for Texas. You should contact them for questions regarding fees.
8. If we put tickets in a project, can we still see them in the ticket list? Yes, you can still see tickets just like normal. They are just associated with a project but it does not change how they are displayed in the system.



9. I have several tickets in my list that I would like to remove. Some are from the learning curve. Is there a way I can get them out of the list? You can cancel the ticket and it will remove it from your tickets of interest or next to go lists.

10. On the Dashboard-Does the (Pole Transfer Project) include forced Relo- - include of trying to go thru each ticket to discover a LARGE PROJECT? The Pole Transfer Project shows every ticket in the project. Tickets can also be identified as being in a project by looking at the project tab located at the top of the ticket or by running a PT+ Detail and/or PT+ NextToGo report.

11. Is there advanced trained- I know we are going to look more into the Pole transfer project? We do not offer advanced Pole Transfer Project training, but if you have specific questions with the functionality of how it works within the NJUNS system you can email or call support.

12. How can contractors access member codes? Contractors must have a signed Non-disclosure agreement on file. After that, the company must give permission for the contractor to access their codes and then NJUNS staff can associate the companies codes to the contractor's profile.



Attendees:

Cathy	Arnett	Tina	Hunt
Hazel	Baker	Tyler	Hurt
Donna	Bauer	Jingle	Jones
Rosalinda	Benavides	Anthony	Michetich
Dean	Bertrand	Mark	Peters
Chad	Biels	Ken	Raney
Lucy	Cabading	Lavetta	Ritchey
Amalie	Chambers	Steve	Sanders
Gwen	Cleveland	Keri	Shay
Melissa	Cook	Beth	Shelton
Allen	Crawford	Karmen	Smith
Gary	Dilbeck	Marc	Suty
Carlos	Estrada	Lora	Thornton
ANITA	FRANK	Gary	Tilory
Gayle	Fiaccone	Loren	Washington
Karen	Flewharty	Scott	Westerman
Ramon	Flores	Terry	White
Steve	Gentry	lyle	bradley
LaDenna	Good	euel	colwell
Patricia	Grogan	alfred	lemon
Steve	Hennigan	Ryan	niemeier