



## **Vermont Users Meeting**

*March 12, 2014 at 10:00am Eastern*

*Presenters: Chris Benefield & 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 Vermont Sponsor: Fairpoint Communications
- Vermont Director: Jeffrey Austin – Fairpoint Communications
- Vermont History: Joined NJUNS in 2008
  - First tickets created in May 2009 – Fairpoint, Vermont Electric, & Green Mountain Power
- 2013 Yearly Numbers for the state of Vermont:
  - 3,199 created tickets
  - 8,698 tickets with steps completed
  - 3,611 tickets closed
- Prior to 2013:
  - 32,000 tickets created
  - 16,000 tickets closed
- Demonstration Portion:
  - 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.
  - Vermont Forum: Board of Director/Sponsor information
    - Meeting minutes for today's meeting will be placed in the Vermont 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. Is there a report which shows tickets with pole removal complete yet an attachee step may not have completed their transfer step and therefore, ticket is not closed? (Richard Kent)
    - a. The PT+ Detail report gives you the best option to look at multiple steps. It returns all steps and then the user can utilize the filtering in Excel to only look at specific steps.
  2. A bit late to be asking but did this notice go out to Maureen Descoteaux and her group? They are the group that typically closes tickets. (Dee Krzynski)



3. Chris, are you doing this with GMP and VEC also? (Jeffrey Austin)
  - a. The meeting notice went out to all active users in the state of Vermont. Every user had the opportunity to join the state user meeting
4. To clean up the outstanding tickets to see Natalie from Comcast.....which report do we run and can you go through the steps for us to do this? (Natalie Humphries)
  - a. User can utilize either the PT Detail report of the PT Next to Go – Step Member report to pull this information. The PT+ Detail allows users to input step parameters for a pending step member. The NTG report will pull tickets where the step member is Next to Go
5. How do I make sure I am capturing all my companies' codes? (Natalie Humphries)
  - a. Go to [www.njuns.com](http://www.njuns.com). Click Members and under your state click Member Codes. This is a current list of all active codes in the state.
6. Can you also pull a Next To Go report? This is helpful for people to see so they can see what they have in their areas what is ready for FairPoint. Of course, the info is only as good as the companies entering the data. (Jeffrey Austin)
  - a. NJUNS did demo both the PT+ Next to Go – Step Member and Pole Owner reports.
7. How do I handle the fact that I can't close tickets when steps are pending? (Rhoda Kimble)
  - a. We suggest that you get in touch with the company that is not completing steps and NJUNS staff can provide training on how to update steps. The Pole Owner also has the rights to update the steps for the step member if the work in the field is done.
8. Is there a way I can work under all of my codes without changing the member code in the top right drop down? (Rhoda Kimble)
  - a. Unfortunately No. That is a security protocol that a user must be working under a code to update for that code.
9. Can Pole Number and Street Name fields be placed at the beginning of the report? (Michael Cole)
  - a. Unfortunately No. The reports are built for all parties in our 26 states.

The next Vermont State Users Meeting will be held on September 17, 2014 at 10:00am Eastern.

The meeting ended at approximately 10:52am Eastern.



**Attendees:**

Cynthia Aureli
Jeffrey Austin
Bruce Bowser
Jason Butterfield
Michael Cole
Duane Couture
Tim Dent
Caryn Gorton
Susan Haskins
Bill Humphrey
Natalie Humphries
Richard Kent
Rhoda Kimble
Dee Krzynski
Dawn Lamson
April Laurencelle
Kate McClallen
Kathi McGrath
Dannielle Mumma
Rebecca St George
Mark Tessier
Amber Thibeault
Corey Chase

