Washington Users Meeting

March 27, 2014 at 2:00pm Eastern, 11:00am Pacific

Presenters: Chris Benefield

The meeting began at 2:00pm Eastern, 11:00am Pacific.

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 Washington Sponsors: CenturyLink, Frontier Communications, PacifiCorp, and Puget Sound Energy

- Washington History: Joined NJUNS in 2000
    - First tickets created in August/September 2000

- 2013 Yearly Numbers for the state of Washington:
    - 3,857 created tickets
    - 12,512 tickets with steps completed
    - 4,258 tickets closed

- Prior to 2013:
    - 38,000 tickets created
    - 30,000 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.
  - Washington Forum: Board of Director/Sponsor information
    - Meeting minutes for today's meeting will be placed in the Washington 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. Can you add a remark when updating a step?
   a. The pole owner or step member can add remarks to the step at any time.
2. How do I add a file attachment?
   a. Click on the file attachment tab, add new instance and upload your attachment. Save when finished.
3. How do I set up auto-close?
   a. Pole owners can request auto close for the member code by contacting staff.

4. Will this presentation be available?
    a. We will post meeting minutes of the meeting to the NJUNS forum.
5. Who can close a ticket?
    a. The creator or pole owner can close a ticket.
6. Can the number of comments show for PA?
    a. To see comments, click on the comments tab and you will see the comments. If there are more than 20 comments on the ticket you will have to use the arrows. You can sort the comments to see most recent.
7. Will spell check ever be offered?
    a. No plans to implement spell check, but some browsers offer it.
8. Can you highlight what has changed on the actual ticket?
    a. The email highlights what the change was. Audit history highlights the change also, but the ticket itself does not highlight what changes were last made.

The next Washington State Users Meeting will be held on September 29, 2014.

The meeting ended at approximately 3:22pm Eastern; 12:22pm Pacific.

Attendees:

Sue Lippincott
Terri Adams
Marita Bond
Terri Coe
Lori Deter
Heather Frymire
Monica Gorman
Lori Graber
George Hatland
Ryan Hennessey
Jack Johnson
Susan Kaploski
Linda Moorcroft
Jason Nemjo
Shannon Parr
Chris Peterson
Juliane Sampaio
Brian Schneidmiller
Tina Seymour
Eric Shafer
Toni Southard
Karen Stoddard
Dean Dupris
Lee Roberts