Blank NJUNS Ticket

Tickets Poles/Assets Steps Projects	Members Run Reports Map Tools Help	cephen LaMora [njuns@garyleeandassociates.com] 👪
Ticket: Ticket/Pole Numbe \times PT4044771 \times		
Save and close Save Ø Cancel Open Tig	cket 🏟 Cancel Ticket 🤨 History 🕍 Reports 🦸 Actions 🛍 Ticket Map 🗊 Add Poles	
Ticket - PT4044771 - Transfer (PT) - PT:PT-Defau	lt	Wall Documentation
Ticket # 4044771 Creator DALLAS	NTG Member DALLAS Priority	R T ~
	Start Date 09-19-2019 🕮 Pole/Asset #	Stephen LaMora 09/18/2019 5:01 PM Y Ticket Created
Details Poles/Assets Associations Parties		7 Hoket Created
^ Details	^ Asset 1	
Work Requested Date	House number	
State Oregon ***	Street1	
County Polk ****	Cross street	
Place Dallas ×	Latitude	
Contact Name Stephen LaMora	Longitude	
Contact Phone (971) 701-6167	Zip code	
Contact Email stephen.lamora@garyleeand	Private property	
Reference Id	Pre existing	
Misc Id		
# of Poles/Assets 0		
Remarks Full Screen		

Blank NJUNS Ticket – Poles and Asset Page

ole/Asset*			+ >
🖺 Create 🔗 Cancel 📀 History 🛛 9 En	able Geocodi	ıg	
Pole/Asset			<u>^</u>
Pole/Asset # * Description			
^ Header		 Dynamic Attributes 	
Sequence 1			
Latitude			
Longitude			
House number			
Street1			
Cross street			
Zip code			
Pre existing			
Private property			
Installation date	<u> </u>		
Status			
Гуре			
Directions			
Reference id			
Alt asset id			
Reference point			
Response date	##		
Remarks			

NJUNS Legacy and Ongoing User Level Issues

> Address not populated, incomplete or missing.

City not indicated or incorrect.

➢ Poles/Asset Page not being utilized.

 Spreadsheets are still being used providing an inconclusive number of poles to visit to accommodate the ticket.

✓ Page 15 of the NJUNS2018 User Guide shows how to add Poles/Assets but not that you should. Post legacy NJUNS tickets should have Poles/Assets populated for every pole.

> Pole number not provided.

 \checkmark If provided, sometimes buried in step remarks or comments.

> Pole owners should never cancel a ticket created by one of their renters (unless requested).

 \checkmark The licensees may have more to do on the ticket or with their own internal processes.

> A PT ticket should never combine multiple job types.

✓ For example: tickets should never combine Pole Transfers, New Pole Sets and Vacate Requests. This makes the ticket very convoluted especially when there are multiple member codes listed. This has contributed to slower processing of NJUNS tickets.

NJUNS Job Types

APPROVAL	MODIFY	SELL POLE
ATTACH	NOTIFY	SET POLE
BILLING	OTHER	TEMPXFER
CORRECT	OWNERSHIP CHANGE	TOP POLE
CRP	PERMXFER	TRANSFER
DAMAGE	PULL POLE	UNAUTHORIZED ATTACHMENT
DN	RELOCATE	INSPECT
ESTIMATE	REMOVE	RESPONSE
FYI	REPLACE	

NJUNS Structural Issues

- The NJUNS 2018 User Guide is a comprehensive instruction manual on how to use NJUNS. However, it should also entail recommended procedures to ensure uniformity across all users.
 - ✓ All pole transfer tickets should have a mandatory Set Pole step. This will alleviate Next to Go responsibility if the pole is found to be not yet replaced.
 - \checkmark GPS should always be provided alongside obscure addresses.
 - \checkmark Both the ticket remarks and step remarks should always be populated and not left blank.
 - \checkmark Whenever possible, a map should be provided of the pole/s location.
 - \checkmark The Reference ID and Misc ID are too often altered by the Pole Owner.
 - There should be a box that the Ticket Creator can enter/edit only and a box for the Pole Owner to enter/edit only.

NJUNS Structural Issues

- The Remarks box in the ticket step needs to be much larger. Currently, it is too easy to miss pertinent information especially when there are multiple poles listed in one step.
- > The pole status in the Poles/Asset tab should display on the main overview page.
 - ✓ For example: a 20 pole overlash ticket may have 3 post inspection rejections but in order to find those 3, the user must open up each pole to ascertain the status.
- Ticket creators should have the ability to type in a member code instead of having to open up a separate member code list and choosing from there. This has significantly slowed down ticket creation.
- It now takes 3 steps to save and complete a ticket step. Whereas the previous NJUNS version, this was a 1 step process. There should be a Save and Complete Ticket Step function in the actual step.
- The Enter button on the keyboard should be able to function the same as clicking on Search.

NJUNS Standards for Oregon

Akin to the annual OJUA NESC Training, training on NJUNS is also important. An annual 1-day training for NJUNS could be very beneficial.

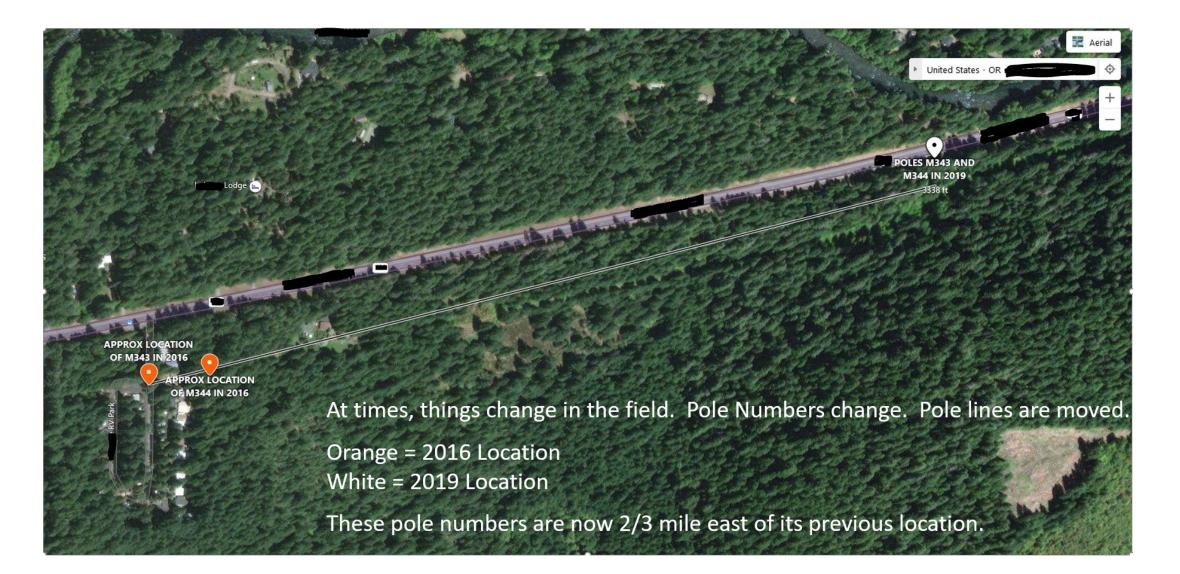
Request for Estimate Approval

Owner responded that the work complete before the approval was sent

Remarks: COMM . REQUESTING	REWORK PDLPS AT POLE FOR 40"
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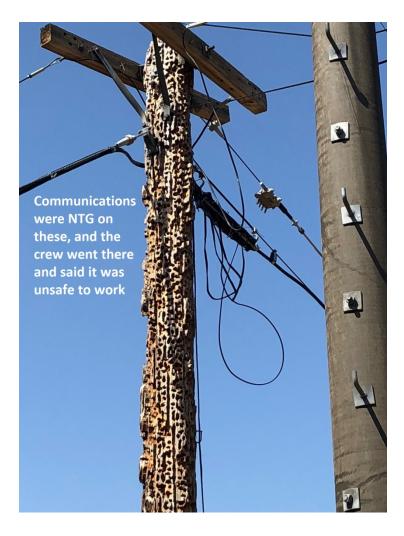
Assets								
Seq.	Asset/Pole Number	House Number	Street	Cross Street	Latitude	Longitude	Туре	Status
1	1234567	123	4TH ST					

Steps										
Sequence	Туре	Status	Assigned Member	Description	NTG Start	Completed Date	Interval	Response Req. Date		
1	ESTIMATE	Complete	OWNER		07/07/2019	09/23/2019	30	08/05/2019		
Remarks: I	Remarks: PROVIDE COMM A COST ESTIMATE TO PERFORM THE WORK DESCRIBED IN THE REMARKS OWNER reshaped PDLP for COMM 9/11/19. Cost of work completed is \$200.00 OWNER to invoice for completed work									
2	APPROVAL	Complete	COMM		09/24/2019	09/25/2019	30	10/23/2019		
Remarks:	COMM API	PROVES TH	E COST ESTIMA	TE OF \$200.00						
3	MODIFY	NTG	OWNER		09/26/2019		45	11/09/2019		
Remarks: I	Remarks: REWORK PDLPS AT POLE FOR 40"									
4	NOTIFY	Pending	COMM				30	12/09/2019		
Remarks: NOTIFY COMM WHEN ALL WORK IS COMPLETE										
5	BILLING	Pending	OWNER				30	01/08/2020		
Remarks: OWNER TO BILL COMM FOR APPROVED COSTS										



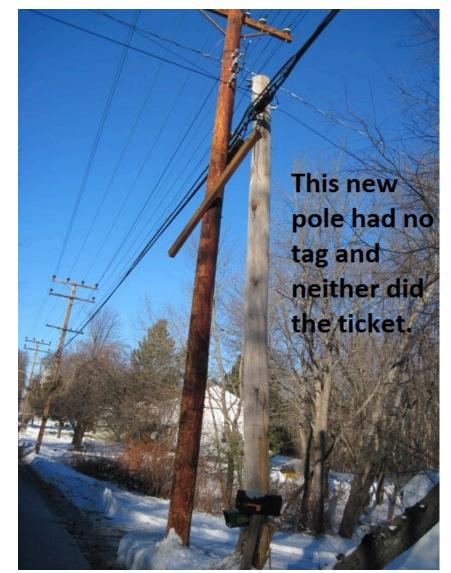
Small Things Help Others to Plan...





Small Things Help Others to Plan...

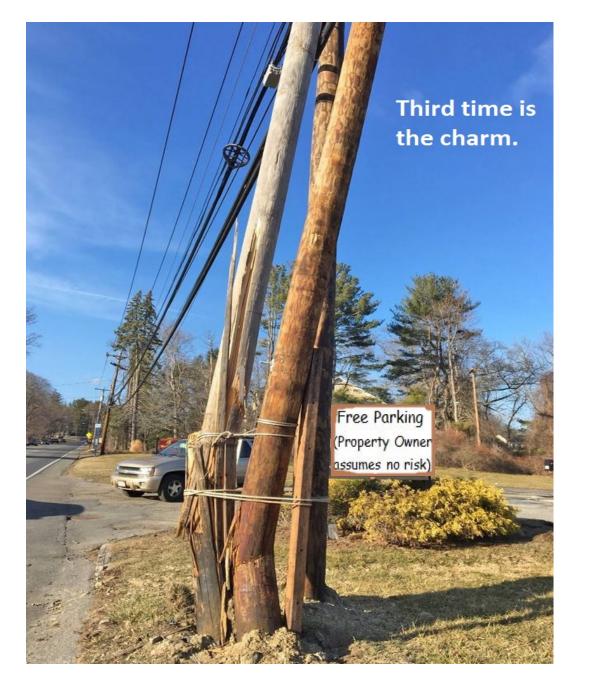




The step sequence for this ticket was built in error. Fiber was erroneously assigned NTG status.







Who's next?

