


Blank NJUNS Ticket



TicketsPoles/AssetsStepsProjectsMembersRun ReportsMapToolsHelp

Stephen LaMora [njuns@garyleeandassociates.com]

Ticket: Ticket/Pole Numbe... xPT4044771 x

Save and closeSaveCancelOpen TicketCancel TicketHistoryReportsActionsTicket MapAdd Poles

Ticket - PT4044771 - Transfer (PT) - PT:PT-Default

Ticket #4044771StatusDraft

CreatorDALLASOwnerPPLOR

NTG MemberDALLASStart Date09-19-2019

PriorityPriorityPole/Asset #

DetailsPoles/AssetsAssociationsParties

^ Details

Work Requested Date

StateOregon

CountyPolk

PlaceDallas

Contact NameStephen LaMora

Contact Phone(971) 701-6167

Contact Emailstephen.lamora@garyleeand.

Reference Id

Misc Id

of Poles/Assets0

Remarks

Full Screen

^ Asset 1

House number

Street1

Cross street

Latitude

Longitude

Zip code

Private property

Pre existing

WallDocumentation

Stephen LaMora

09/18/2019 5:01 PM

Ticket Created

Blank NJUNS Ticket – Poles and Asset Page

Pole/Asset*

Create

Cancel

History

Enable Geocoding

Pole/Asset

Pole/Asset #

Description

Header

Sequence 1

Latitude

Longitude

House number

Street1

Cross street

Zip code

Pre existing ☐

Private property ☐

Installation date

Status

Type

Directions

Reference id

Alt asset id

Reference point

Response date

Remarks

Dynamic Attributes

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.
 - ✓ If provided, sometimes buried in step remarks or comments.
- Pole owners should never cancel a ticket created by one of their renters (unless requested).
 - ✓ 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

ATTACH

BILLING

CORRECT

CRP

DAMAGE

DN

ESTIMATE

FYI

MODIFY

NOTIFY

OTHER

OWNERSHIP CHANGE

PERMXFER

PULL POLE

RELOCATE

REMOVE

REPLACE

SELL POLE

SET POLE

TEMPXFER

TOP POLE

TRANSFER

UNAUTHORIZED ATTACHMENT

INSPECT

RESPONSE

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.
 - ✓ GPS should always be provided alongside obscure addresses.
 - ✓ Both the ticket remarks and step remarks should always be populated and not left blank.
 - ✓ Whenever possible, a map should be provided of the pole/s location.
 - ✓ 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.

NJUNS CONCERNS AND IMPROVEMENTS

Request for Estimate Approval

Owner responded that the work complete before the approval was sent

Remarks: **COMM** REQUESTING **OWNER** REWORK PDLPS AT POLE FOR 40"

Assets								
Seq.	Asset/Pole Number	House Number	Street	Cross Street	Latitude	Longitude	Type	Status
1	1234567	123	4TH ST		<input type="text"/>	<input type="text"/>		

Steps								
Sequence	Type	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: 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 APPROVES THE COST ESTIMATE OF \$200.00								
3	MODIFY	NTG	OWNER		09/26/2019		45	11/09/2019
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								

NJUNS CONCERNS AND IMPROVEMENTS



Small Things Help Others to Plan...



Small Things Help Others to Plan...



NJUNS CONCERNS AND IMPROVEMENTS

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



NJUNS CONCERNS AND IMPROVEMENTS





Third time is
the charm.

Free Parking
(Property Owner
assumes no risk)

Who's next?

