Change Management Board Meeting
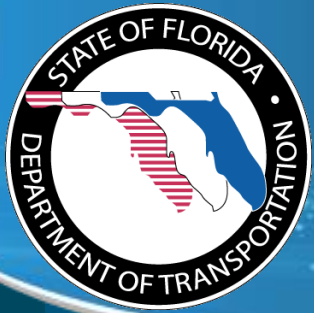
Wednesday, December 11, 2013

Video Conference: CO- Burns Video Bridge 3
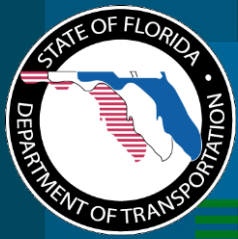
Audio Only: 850 - 414 – 4976

GoToMeeting: https://www2.gotomeeting.com/join/688599282

Welcome and Call for Quorum

Javier Rodriguez, P.E., CMB Chairman

Agenda

| Time	Item	Lead
1:30 – 1:35	Welcome and Call for Quorum	Javier Rodriguez
1:35 – 1:45	CMB Chair Nominations	Javier Rodriguez
1:45 – 1:50	Previous Meeting Recap and Action Item Review	Javier Rodriguez
1:50 – 2:00	ITS WAN Update	Randy Pierce & Frank Deasy
2:00 – 2:20	SunGuide Software Update	Derek Vollmer
2:20 – 2:35	RITIS Update	Derek Vollmer
2:35 – 2:55	Auto Response Activation *(vote)*	Clay Packard
2:55 – 3:15	SQL Server Support	Derek Vollmer

Agenda

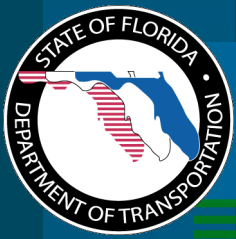| Time	Item	Lead
3:15 – 3:25	Break	
3:25 – 3:45	Corrective Action Process	Alan El-Urfali
3:45 – 4:00	Open Discussion	Javier Rodriguez
4:00 – 4:10	Review Action Items	Javier Rodriguez

**CMB agenda, slides, and attachments posted here:
http://www.dot.state.fl.us/trafficoperations/ITS/Projects_Deploy/CMB.shtm**
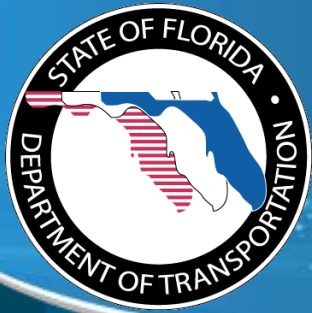
Previous Meetings Recap and Action Items Review

Javier Rodriguez, P.E., FDOT

Previous Action Items

1. **D5 will get in touch with CO to discuss ITS WAN connectivity**

2. **FTE to prepare white paper to document their efforts and findings on WWD**

3. **OOCEA to prepare email for distribution to all Districts on findings of latest deployment effort**

4. **CO working with D7 on issues list with RITIS enhancements**

5. **E. Gordin to set up GoToMeeting regarding detector issues**

6. **C. Packard to schedule meeting to discuss SunGuide software enhancements**

Change Management Board
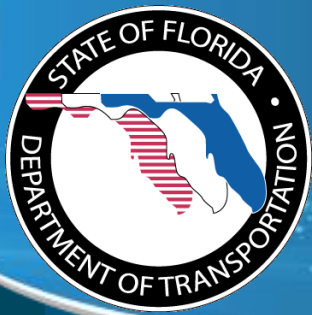
Change Management Board

ITS Telecommunications Update

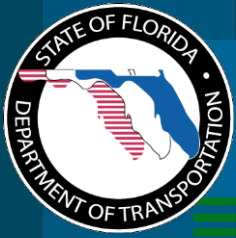Randy Pierce & Frank Deasy, P.E.
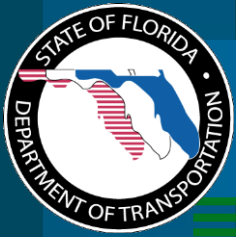
ITS WAN Update

- **Connecting D3 RTMC Tallahassee**
  - Tallahassee RTMC fiber connection in process
  - Connectivity to SEOC will also be established
  - Routing for local ring architecture being provisioned by City of Tallahassee

- **FTE RTMC Pompano**
  - ITS WAN ready for FTE ITS Network Connection
  - Is FTE Unicast video?
  - FTE Tolls connection to the ITS WAN being upgraded to a Layer 3 connection with routing to support the 95Express project and future Managed Lanes projects
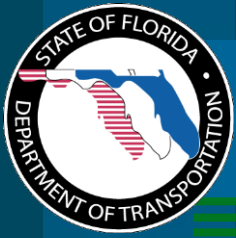
ITS WAN Update

- **Multicast Re-Addressing**
  - Districts should re-address their multicast devices now to resolve any overlapping addresses
  - D3, D4 & D6 completed their multicast addressing
  - D1, D5, D7 & MDX are in process
  - D2 not implemented at Layer 3 at this time
  - Multicast video can then be shared statewide
- **FL-ATIS & VAS**
  - ITS WAN connectivity established and working for VAS
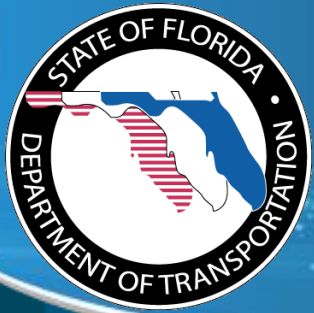 - ITS WAN can support FL-ATIS

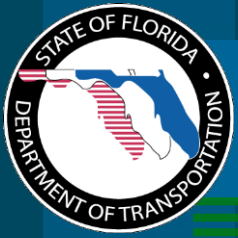# **QUESTIONS?**

Randy Pierce & Frank Deasy, P.E.

Randy.Pierce@dot.state.fl.us

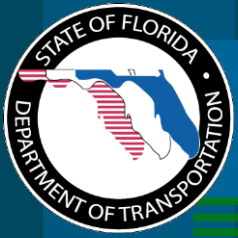Frank.Deasy@dot.state.fl.us

SunGuide Software Update

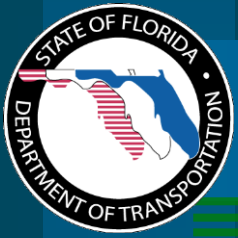Derek Vollmer, P.E., FDOT

6.0 Deployment Update

- **Release 6.0 Patch 2**
- **Schedule**
  – District 2, City of Tallahassee – completed
  – District 5, OOCEA – this week
  – District 4 – next week , 595PPP?
  – District 1, FTE – January 2014
  – District 3, District 7, MDX – TBD
  – District 6 – summer 2014
- **Challenges**
  – 3rd party systems with SunGuide
  – Database migration

Support w/ Smoother Updates

- **Data Migration Tool now available**
  – Restores data gap during SunGuide upgrade
- **SunGuide® Operational Survey**
  – Testing in more specific environments
  – Understand operational needs
  – 3rd Party Systems Integration
- **Installer ConOps in Release 6.1**
  – Pre-validate environment / check pre-req's
  – Configuration validation
 – Automate manual tasks

FP: 2579 – Terminology

- **Blocked verses Closed**

- **All lanes blocked (Shoulders open)-**
  - DMS reads "Closed",
  - Email reads, "Blocked"

- **All lanes closed (including shoulders)-**
  - DMS reads "Closed",
  - Email reads, "Closed"
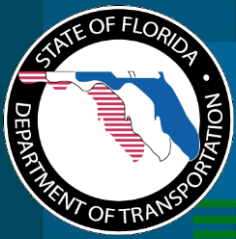
HERE Data

- **Gaps displayed on SunGuide map**
- **Need to Trim TMC file**
  - Remove other states
  - Add False in last column on segments that should not be published to 511
  - Add comment symbol to beginning of rows not needed on SunGuide map (helps with map performance).
- **Segments without defined speed limits**
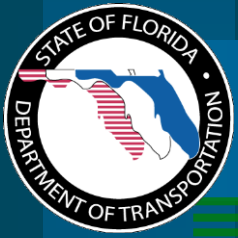
Future

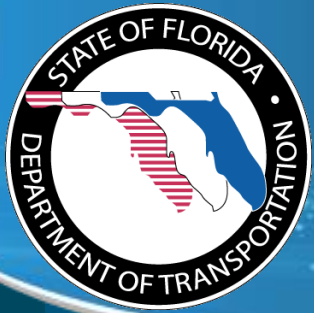- **Possible ramp meter updates**
- **HAR**
- **Signal system interface**
- **GUI updates**

- **Other ideas? Can always contact us with ideas.**

QUESTIONS?

Derek Vollmer, P.E., FDOT
Derek.Vollmer@dot.state.fl.us
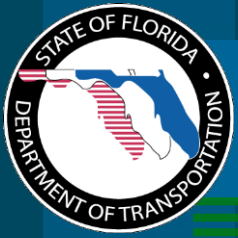
RITIS Update

Derek Vollmer, P.E., FDOT

Change Management Board

Automated Response Plan for RWIS
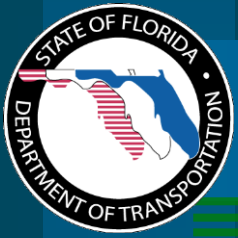
Clay Packard, P.E., Atkins

RWIS Alarms

- **RWIS data in alarm state**
  - based on thresholds (alarm and recovery)
- **RWIS icon flashes on map or has red circle**
- **RWIS creates an IDS alert**
- **<u>Each</u> RWIS device can be configured for automatic action (or not)**

Automated Response Plan

- **IDS Alert creates event with alarm information**
- **Event associates response plan**
- **Response Plan automatically activates**

- **<u>Each</u> Response Plan dissemination type (available) configurable to be included or not**
  - Beacons and DMS
- **<u>Each</u> event subtype can be configurable to use predetermined or suggested plan**
  - Weather Subtypes include visibility, wind speed, and may later include slippery roads, flooding, etc.

Operator Response

After automated response plan activation…

- Operator handles alert
- Takes ownership of event
- Reviews response plan items
- Requests new response plan suggestion
- Resolves message too long issues
- Re-activate response plan
- Fine-tunes plan (visibility range, etc.)
- Re-activates and Terminates plan
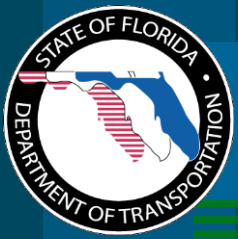
RWIS Alarm and IDS Alert

- **IDS Alert appears in alert box to operator**
- **Find on map from alert (possibly a right-click option)**
- **Operator clicks on Alert to launch Alert Handling Window**

Alert box window:

Alert	Time ▼
Incident detected by RWIS-295-MM57.5 Low Visibility - Smoke - Duval County	2 min ago

- ☐ Express Lane Alerts
- ☐ VSL Updates
- ☐ AVL/RR Alerts
- ☑ Weather Alerts
- ☐ External Incidents
- ☐ FHP Incidents
- ☐ Citilog Alarms
- ☐ TSS Alarms
- ☐ Safety Barrier Alerts

[Show all] [Show none]

☐ Group alerts by category
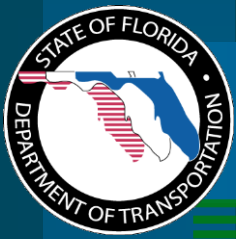
RWIS Alert Handling
for automatic response plans

- Operator handles alert with options:
- Must take ownership to handle/resolve alert
- Operator is notified if needed to resolve excluded devices in response plan

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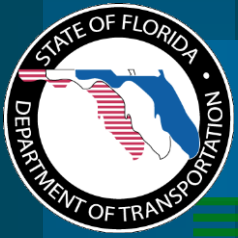**http://192.168.8.116/ - SunGuide Incident Detected - Windows Internet Explorer**

Type: Weather - Low Visibility
Device: RWIS-295-MM57.5
Location: Duval County
Time: 07-05-2013 17:07
Conditions: Smoke detected above 45 ppm, visibility range below 1 mile
Automatic Response Plan Status: Automatic Response Plan activated successfully.
Three DMS signs excluded due to message length and need operator attention.

What would you like to do?

◉ Open Associated Event. New response plan suggestion needed to resolve excluded DMS.

◯ Dismiss as False Alarm, Terminate Response Plan, and Close Event

◯ Dismiss as Already Detected, Terminate Response Plan, and Close Event
and associate to a different, existing event

Cancel   Next >
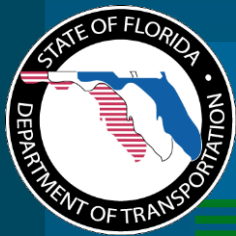
RWIS Alert Handling without automatic response plans

- **Operator handles alert with options:**
- **Event can be created and prepopulated with RWIS information**
- **No dissemination response is taken automatically**

http://192.168.8.116/ - SunGuide Incident Detected - Windows Internet E:

Type: Weather - Low Visibility
Device: RWIS-295-MM57.5
Location: Duval County
Time: 07-05-2013 17:07
Conditions: Smoke detected above 45 ppm, visibility range below 1 mile

What would you like to do?

- ◉ Create New Event
- ○ Dismiss as False Alarm
- ○ Dismiss as Already Detected and associate to existing event

[Cancel] [Next >]

Automatic 2nd Alert Dismissal

- **Special Alarm case scenario:**
  - Same device,
  - Same data type,
  - Existing event already associated to prior alarm,
  - Existing event still active,
  - Original Conditions fully recovered then re-ocurred
- **SunGuide will automatically**
  - Dismiss 2nd alarm as already detected and
  - Associate 2nd alarm to the event

Response Plan (see next few slides)

511 ATIS Response Plan Item

- Will be included in suggestion, but…
- Will **not** be included in auto-response plan activation
- Event data auto-populated with point location; operator could add affected area later
- Affected area presentation pending 511 update
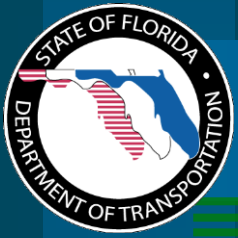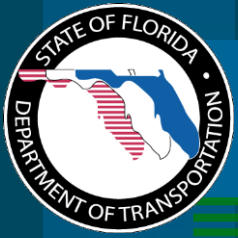
LOW VISIBILITY

REDUCE SPEED

HAR Response Plan Item

- **Will be included in suggestion, but**
- **Will <u>not</u> be included in auto-response plan activation at this time**
  - **Not nearly as character limited as a DMS**
  - **Needs to use response plan message template**
  - **Need to discuss tags available for templates:**
    - "The Florida Department of Transportation has detected <u>low visibility</u> due to <u>smoke</u> in the area. Motorists are advised to reduce their speed and be extremely cautious."
    - Current concept would not be able to include yellow text
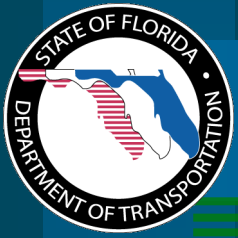
Beacon Response Plan Item

- **Beacons are included in response plan**

- **Beacons are included if they are within a distance radius from the RWIS device**

- <u>**Each**</u> **beacon has configurable distance radius Beacons are attached to a static sign**

- **Message on static sign will be associated to event type / subtype:**

Visibility   ⟶   "Low visibility when flashing"
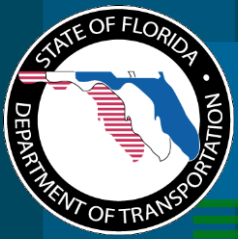
High Winds ⟶ "High winds when flashing"

Multiple   ⟶   "Urgent message when flashing"

Email Response Plan Item

- **More room for more text**
- **Needs a response plan template**
- **Future enhancement to consider**
- **Will <u>not</u> be included in auto-response plan activation at this time**

Traveler Advisory Message (TAM) Response Plan Item

- **Future enhancement to consider**
- **Will not be included in auto-response plan activation at this time**

Predefined Response Plan

- **Configurability for <u>each</u>:**
  RWIS Device → Event subtype → Plan

RWIS 1
- **Visibility** → **Predefined Plan 1**
- **High Winds** → **Auto suggested Plan**

Predefined Plan 2
No automatic plan

RWIS 2
- **Visibility**
- **High Winds**

Predefined Plan 1
Predefined Plan 2
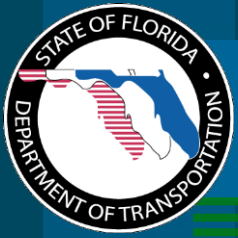**Auto suggested Plan**
No automatic plan
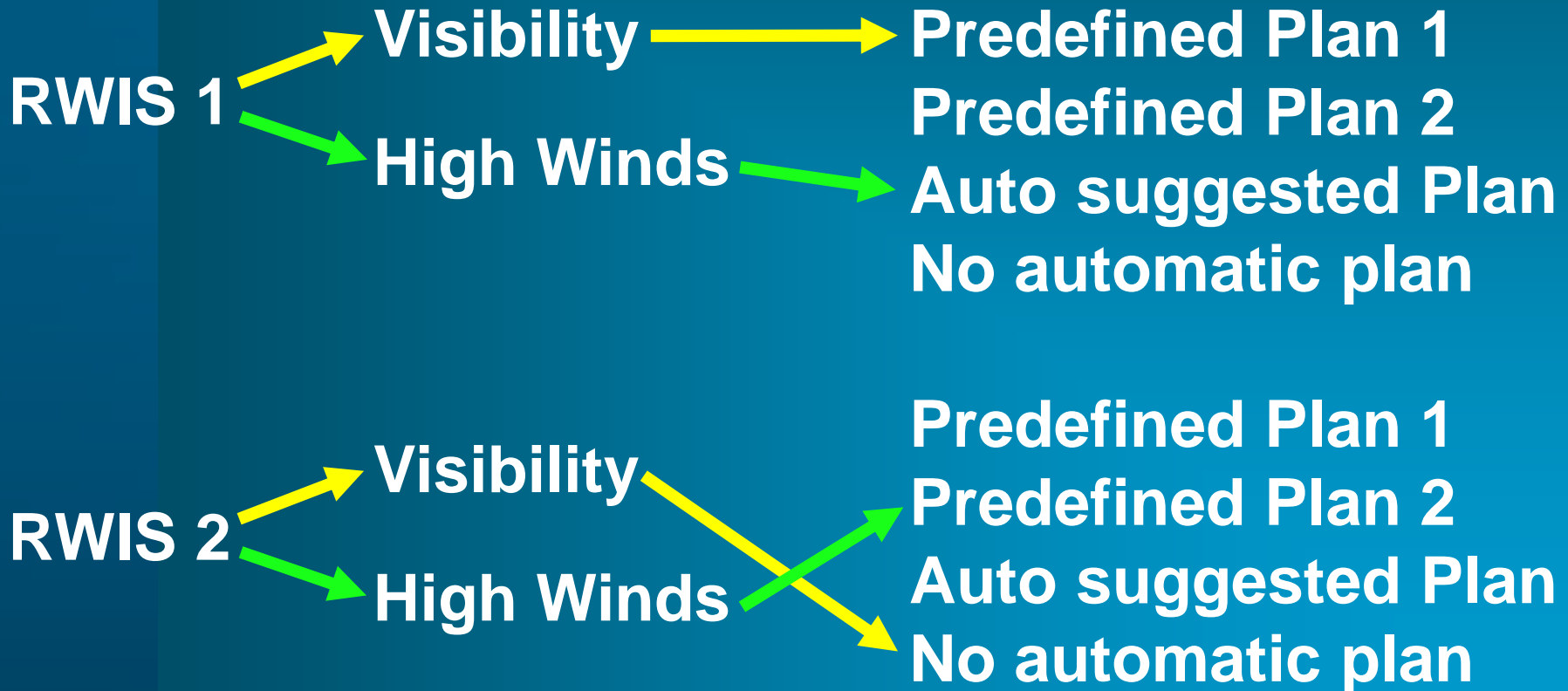
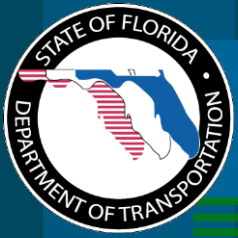# Event Management Details

- **Event created will include information from the RWIS Alert**
  - Device that produced the alert
  - Location
  - Time
  - Type of alarm, and
  - Weather conditions (i.e. sensor reading, visibility range)
- **Information will appear in chronology, not in additional/separate fields**

# Future Response Possibilities

- **Additional RWIS Devices**
- **Additional sources for automated response**
- **Lowering a variable speed limit plan as a response plan item**
- **Auto-launching a camera to a preset in a Video on Desktop Window**

Cost / Schedule

- **Cost:**
  - Included in RWIS $210 cost estimate
- **Schedule:**
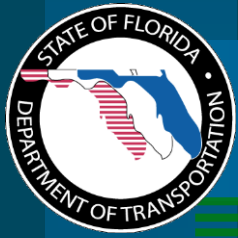 - Planned for Release 6.1
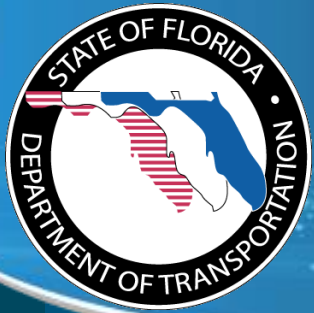 - Tentatively August, 2014

QUESTIONS?

Clay Packard, P.E., Atkins
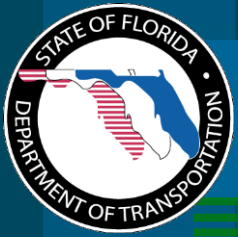*clay.packard@dot.state.fl.us*
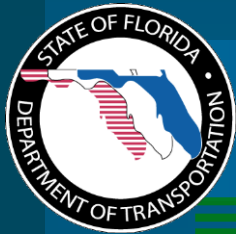
Automated Response for RWIS

(vote)

Change Management Board

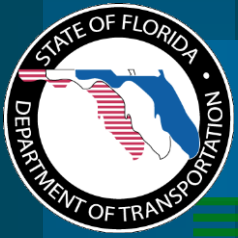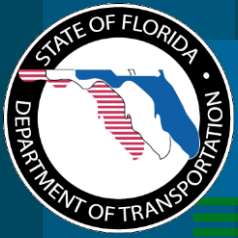SQL Server Support

Derek Vollmer, P.E., FDOT

Overview

- **SQL Server Support Model is complex**
- **Database Support Models**
  - Differences between Oracle and Microsoft
  - Differences between Microsoft programs:
    - Software Assurance
    - Premier Support
- **Microsoft Premier Support**
- **Database Support Options**
- **Central Office Support**
- **Experiences from Oracle and SQL Server**
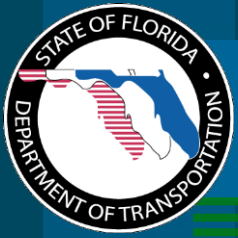
Database Maintenance and Support Models

- **Oracle Support**
  - All-in-one maintenance and support contract
  - Support was not very customizable
- **Microsoft Software Assurance (SA)**
  - Primarily licensing maintenance (version upgrades)
  - Required for virtual environment (license mobility)
  - Includes some problem resolution support
- **Microsoft Premier Support**
  - Separate paid contract for support delivery by hours
  - Works in conjunction with Enterprise Agreement & SA
  - Custom-tailored support to meet any needs

Microsoft Premier Support

- **Technical Account Manager**
  - Liaison for technical support resources,
  - Helps prioritize support to you
  - Required at a 1:2 ratio to technical hours
- **Problem Resolution Hours**
  - Reactive, resolution of issues
  - Delivered via: email, phone, etc
- **Support Assistance**
  - Pro-active support, prevention of issues
  - Ex. Risk analysis, training, advise
  - Email, phone, on-site training, web-based training

Database Support Options

- **SunGuide support contractor**
  - Sufficient to operate SunGuide successfully!

- **Premier Support contract**
  - $60K minimum for new contract
  - $20K minimum for schedule under existing
  - Can add additional hours anytime

- **Utilize purchase benefits**
  - Must be converted to Premier Support
    - Central Office – ITS schedule
    - District could open new contract or schedule
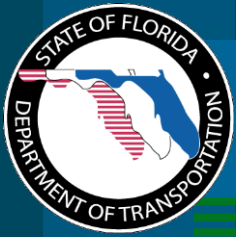
Central Office Support

- **SwRI will continue to support SG DBs**
  - Support SunGuide as operational system
  - Deploy new and upgrade existing databases
    - Database product version
    - SunGuide database version (upgrade scripts)
- **Not in SunGuide support scope:**
  - DBA training, automation, risk analysis, etc.
- **CO Investigating Premier support**
  - Minimal schedule under FDOT OIS's contract
  - Used primarily by SwRI for obscure issues
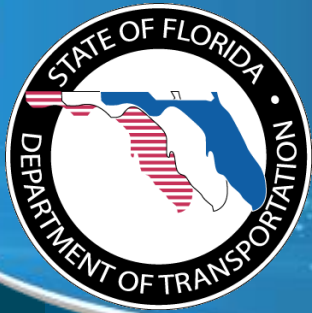 - Could be a vehicle for District needs
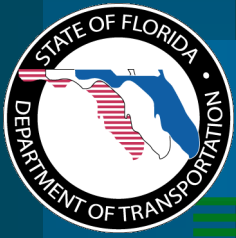
QUESTIONS?

Derek Vollmer, P.E., FDOT
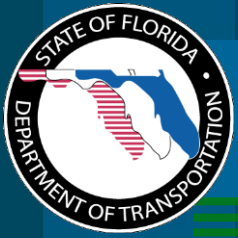Derek.Vollmer@dot.state.fl.us
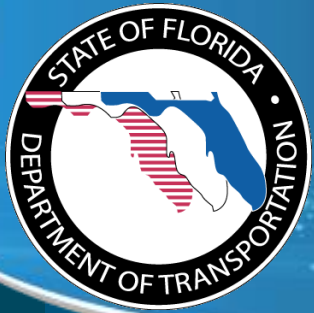
Break – 10 min

Change Management Board

Processes for Reporting and Addressing Deficiencies with Traffic Control Devices on the APL
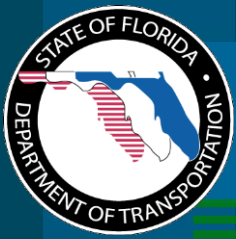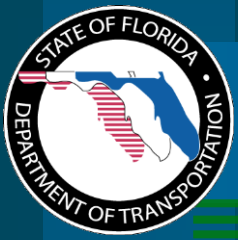
Alan El-Urfali, P.E., FDOT

Content

- **Examples of product deficiencies**
- **Process for reporting deficiencies (via a Non-Conformance Report or NCR)**
- **TERL process for addressing an NCR**

Examples of Product Deficiencies

- **Non-certified traffic control devices**
- **APL devices with unauthorized modifications**
- **APL devices no longer meeting FDOT and/or MUTCD minimum specifications**
- **Malfunctioning APL devices**

Process for Reporting Product Deficiencies

- **Completing and submitting a Non-Conformance Report (NCR) including <u>supporting documentation</u> to TERL@dot.state.fl.us**

Non-Conference Report

Florida Department of Transportation
Traffic Engineering and Operations Office
Traffic Engineering Research Laboratory
Non-Conformance Report

I. PRODUCT INFORMATION

Company Name: _____

Product Name/Description: _____

Number of Failed Units: _____

Certification/Approval Number: _____

Part/Model Number: _____

Lot/Serial Number: _____

Date of Manufacture: _____

Description of Non-Conformance: _____

Attach Supporting Documentation (at a minimum, include photos of non-conforming product)

II. LOCATION

Intersection/Road and Mile Post: _____

Other (specify): _____

Maintaining Agency: _____   District: _____   County/City: _____

III. ORIGINATION OF NON-CONFORMANCE REPORT

Originator: _____   Phone: _____

E-mail: _____   Date: _____

Please submit this report to: TERL@dot.state.fl.us
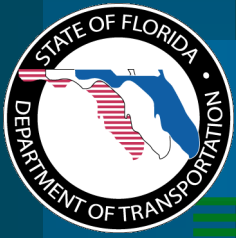
TERL Process for Addressing an NCR

- **Review during weekly TERL meetings**

- **Tracking of NCRs and their resolutions in SharePoint: <u>Nonconformance Reports - Open NCRs</u>**

- **Internal process flow chart for addressing an NCR: <u>NCR Flow Chart</u>**
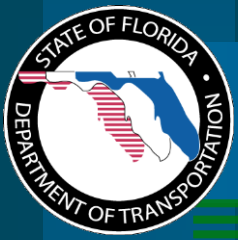
TERL Process for Addressing an NCR

- **Corrective action request (CAR) sent to supplier with deadline (typically, 60 days)**

- **Removal of product from the APL (suspension) and 30-day deadline for resolution if supplier has product listed on the APL and product deficiency represents safety threat to general public**
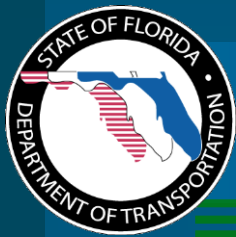
Corrective Action Request

EXTERNAL CORRECTIVE ACTION REPORT AND ACCEPTANCE GUIDELINES Page **1** of 3

Action Request Description (section to be completed by FDOT-TERL)				
Action Number: (assigned by CAPA Coordinator)	CAR		**Date Entered in Database:**	
Action Status: (completed by CAPA Coordinator)	☐ Open ☐ Closed		**NCR Number:**	NCR
Supplier:		**Location:**		

Describe Non-conformity (issue) Requiring Action and Attach Supporting Documentation:

Product name has been installed in location, Florida. This product is a traffic control device and has not been certified by the FDOT in accordance with Florida Statute 316.0745 available on-line at:

http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&Search_String=&URL=0300-0399/0316/Sections/0316.0745.html (comment: if product is not listed on the APL)
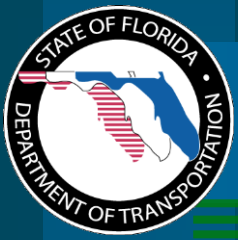
Actions (section to be completed by FDOT-TERL)			
Date Supplier Notified:		**Date Actions Completed:**	
Supplier Documentation Changes Required?		☐ Yes	☐ No

Identify Document(s):

Describe Actions to be Taken by Supplier:

(1) Implement a corrective action using the included corrective action acceptance guidelines and following your company's corrective action process. This includes providing intermediate and permanent solutions and a root cause analysis (comment: if applicable);

(2) Within X days of this notification, e-mail your internal corrective action report including supporting documentation to TERL@dot.state.fl.us and reference the action number listed above (comment: if applicable);

(3) In the corrective action report, indicate the quantity of nonconformities received for the issue described above and how they were resolved (comment: if applicable);

(4) Identify locations where other product name need retrofitting and provide associated dates of retrofit (comment: if applicable);

(5) Continuously work with the TERL to list the product on the Approved Product List (APL) in a timely manner (comment: if product is not listed on the APL);

(6) Take steps necessary to ensure your products are not sold or installed until they have been listed on the APL (including notifying distributors and/or contractors not to use such products until listed on the APL). Provide a copy of the notification (comment: if product is not listed on the APL).

Please review Florida Statutes (F.S.) available on-line (specifically, chapters 119 and 688, sections 334.049, 812.081, 815.04, 815.045, F.S.) regarding public records, exemptions from public records requests for information meeting the trade secret definition and identification of such information. In original or supplemental submissions, please mark as "confidential" any information meeting the trade secret definition before submitting it to the Florida Department of Transportation.

Describe Actions Implemented by Supplier:
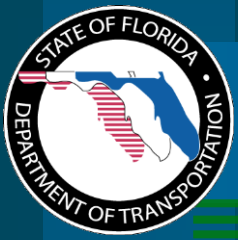
TERL Process for Addressing an NCR

- **Review of CAR responses during weekly TERL meetings**

- **Feedback from complainant regarding completion/effectiveness of corrective action**

- **Tracking of CARs and their resolutions in SharePoint**
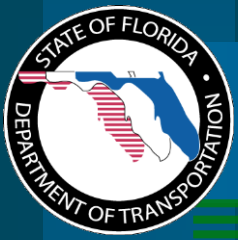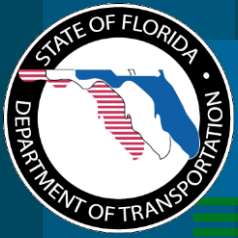
TERL Process for Addressing an NCR

- **Upon final resolution: notification of resolution to complainant and supplier**

- **If supplier does not correct deficiency and has product listed on the APL: possible escalation to suspension and revocation (product removal from the APL)**
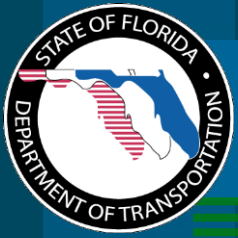
TERL Process for Addressing an NCR

- **Following suspension, product is re-listed on the APL if supplier corrects deficiency**
- **Following revocation, product can only be re-listed if completely re-evaluated and re-certified**

TERL Process for Addressing an NCR

- **For detailed information and required forms, see the TERL Product Certification Handbook (sections 3.6 and 3.7) at:**

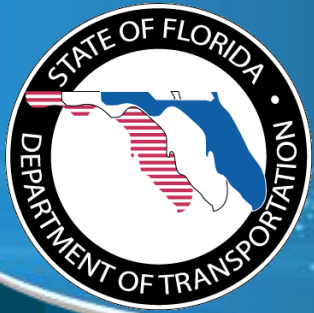**http://www.dot.state.fl.us/trafficoperations/Traf_Sys/TERL-PCH.shtm**
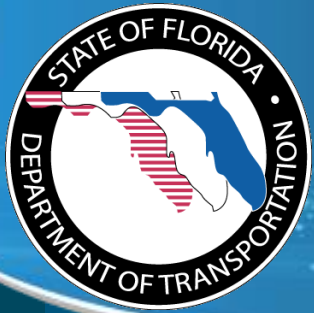
QUESTIONS?

Alan El-Urfali, P.E., FDOT
Alan.El-Urfali@dot.state.fl.us

Open Discussion

Javier Rodriguez, P.E., FDOT

Review Action Items

Javier Rodriguez, P.E., FDOT