

SunGuide Software

User’s Group

Meeting Minutes

**Date: December 17, 2020**

**Time: 2:30-3:30 EST**

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: SunGuide Release 8.0  Item 2: SG-3900 Enable Spellcheck for Text Fields  Item 3: SG-1584: Event Details Crash Types Drop Down Menu  Item 4: SunGuide Database Scripts  Item 5: SG-5501: Warn User when Misconfiguring an EM Location  Item 6: SG-5545 Reporting to Support Auditor General Needs  Item 7: SG-4887 TIM Dashboard Data Request | Christine Shafik  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Mark Dunthorn  Mark Dunthorn |

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| Attendees: |  |
| Robbie Brown, D1  Justin Merritt, D1  Ray Mikol, D1  Chrissie Collins, D1  Margaret Treiber, D1  Jason Evans, D2  Jason Summerfield, D2  Derek Odom, D2  Kevin Mehaffy, D3  David O’Roark, D3  Robert Briscoe, D3  Greg Reynolds, D3  Dee McTague, D4  Neena Soans, D4  Jacques Dupuy, D4  Kyle Higgins, D5  Eddie Grant, D5  John Hope, D5  Jay Williams, D5  Mark Laird, D6  Matt Mileto, D7 | Dan Buidens, D7  Michael Kerpen, FTE  Cherie Phillips, FTE  Tony Abid, FTE  Karla Smith, FTE  Brent Poole, CFX  Tucker Brown, SwRI  AJ Skillern, SwRI  Christine Shafik, CO  Fred Heery, CO  Mark Dunthorn, CO  Gregory Dudley, CO  Alex Brum, CO  Jennifer Langford, CO  Juan Abreut, CO  Karthik Devrakonda, CO |

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| Discussion: |  |

Christine Shafik: Welcome to the SSUG meeting, we have a few items to discuss today.

**Item 1: SunGuide Release 8.0**

Christine Shafik: We released 8.0 this morning and it was a long ride with this release. A lot of testing happened but we celebrated at lunch today for the release this morning. There are a lot of big enhancements and it is a large release. We want to thank the Districts for their support and input on the enhancements. The FAT and IV&V testing was successful. The training slides will be posted tomorrow on the link on the screen. SwRI will be available to support the installation but please keep CO in the loop when requesting their support. We want to keep track of who is on 8.0. Does anyone have any questions?

**Item 2: SG-3900 Enable Spellcheck for text fields**

Christine Shafik: Here are some of the issues we found in IV&V, we want to keep you aware of what to expect.

Tucker Brown: One of the first enhancements we did for this was enable spellcheck for text fields. Part of doing this was that we put in a spellcheck that would spell check English. There is currently no dictionary associated for Spanish language floodgates. Is there a need to add a second dictionary that is Spanish?

Mark Laird: I would have to ask Alex, I am not sure.

Jason Summerfield: We do post Spanish floodgates and have them reviewed prior to being posted. I don’t see it being a huge issue.

Matt Mileto: When we post something in Spanish we make sure we have someone who is fluent in Spanish review it.

Dee McTague: That is probably the same thing for District Six and District Four but we always include Spanish in this area.

John Hope: I agree, I would rather we have it than not have it.

**Item 3: SG-1584: Event Details Crash Types Drop Down Menu**

Tucker Brown: One of the enhancements for this release is attribute checkboxes for things like Hazmat, rollover, etc. Those have been removed now and there is a list of items to choose from. In the 8.0 release, attributes are now logged in the event chronology. Work zone checkbox is not part of the attributes as it has an active/not active checkbox associated with the work zone. Currently not publishing corresponding event chronology. Is the workzone checkbox something that needs to be in the chronology or is it fine as is?

Mark Laird: I would like to see it in the Chronology.

John Hope: District five definitely wants it as well.

Tucker Brown: In the report it won’t show as a chronology, but it sounds like people want it. I don’t think it’s a huge change.

**Item 4: SunGuide Database Scripts**

Tucker Brown: Part of the scripts take a significant time to run and the reason is because we are switching every time in the entire database to go from a daytime object to a daytime with an offset. Each timestamp in every table is converted to local time and the biggest problem is ODS table. All travel times, DMS data, etc. have associated timestamps with them. It takes a lot of time to run the scripts to get those over. We are working on some possible optimizations that may take down the time but larger Districts are still looking at 8-12 hours if we run everything at the same time.

The question that comes up is what is the acceptable amount of downtime? One thing we were considering is to run the script and not do the ODS data until after. Do the ODS data while the operators are entering data. That would mean that you would not be able to do reports and the timestamps would be off. The downside is that you might see some performance degradation. It would also take longer to do it on the back end because we are doing them in batches. I want to open it up to comments or questions. What would be the maximum acceptable downtime for you? And would you be interested in doing the ODS table second which would mean delaying reports by a day or two.

Mark Laird: Currently we do upgrades on weeknights and that would limit us to about 6 hours. Apparently, we are going to have to look at doing it over a weekend.

Tucker Brown: There are still parts of ODS we need to do for configuration. Potentially if we take out the ODS stuff that 24 hours and do the EM on the backside as well we are looking at 2-4 hours to run. It would get you a smaller time that you could probably do during the week but once its up we would still be running scripts that would continually hit the database.

Mark Laird: You mentioned you would do it in batches, can that be scheduled during the off hours and not hit during peak periods?

Tucker Brown: Potentially yes. The kicker is that the longer we wait to do that the longer it will take to do. The force will not work until they are complete. It will do a table at a time in reverse chronological.

John Hope: To answer your question on acceptable downtime for a production system in D5 is roughly 30 minutes. So having this run in the background and having the reports unavailable is more acceptable.

Justin Merritt: Is there a way to use a backup system to utilize that and limit the downtime for production.

Tucker Brown: Yes, if you have a back up system you can run. The catch is that you are pushing all of that data into the test system and it wouldn’t be immediately available from the production system. There is a tool we developed in the past to move that data over. I will say that tool was not updated during 7.2 with all the location stuff. We would need to rewrite some of that tool to do the event stuff.

Justin Merritt: Perfect, that is what we prefer.

Tucker Brown: Your event IDs will probably get out of wack the timestamps will still work on them but the event numbers will be intermixed between the back up and production system since they create them at the same time.

Mark Laird: Is it possible to dump the production database, run the test system, run all the old stuff up to some date and then when you take down the production system, move over all the stuff you processed in the test system?

Justin Merritt: Yes, I think that is what he was talking about.

Tucker Brown: Going in reverse on that is taking the production stuff and converting to push it back to production. You would still have to be able to take all the data and move it back. I am not sure that is any faster than moving it in place. You would still be on the hook to do the data from the latest export to the current.

John Hope: At what point would that event upgrade tool be available?

Tucker Brown: We have not updated it yet, it would take getting approval to do it and then I don’t have answer on it because up until this discussion I didn’t know we would be doing that.

John Hope: Okay, I guess it is more of a question for Christine. My question for Christine is can you authorize SwRI to do that and what would be needed?

Christine Shafik: I think it is a good idea and let’s dig into the details. We can talk to Tucker behind the scene and move forward.

Justin Merritt: Our maximum downtime would be 8 hours, but we would like it under 4 hours and completed overnight as a worst-case option.

Matt Mileto: Can you give us background on why we are changing the timestamps in the EM and ODS tables?

Tucker Brown: Right now, there is no time zone information associated with these. Specifically in the panhandle area, there is no way to distinguish where those events came from or day lights savings time. None of them have time zone information included in them. They just have to assume it is local time which has caused problems in a number of ways. So we are adding time zone information to every time stamp across the system no matter what.

John Hope: Did you get the input you were looking for?

Tucker Brown: Yes and it is what expected to hear from most people on timing.

John Hope: I am assuming we are going to revisit this after the new year?

Tucker Brown: Yes and I would recommend getting actual timing methods if you are doing it yourself just to see what the timing is. Please let us know what you saw because we are working on the optimization right now to see if we can cut the time in half. Beyond that we are looking at splitting it up. Let me know how long the upgrades take.

John Hope: I would like to reiterate that the acceptable downtime in District 5 is 30 minutes. So in half is still not even close to what we are looking for.

Tucker Brown: Any other comments on that?

**Item 5: SG-5501: Warn User when misconfiguring an EM location**

Tucker Brown: This came up with RITIS and FL511. This has to do with devices that are outside the state boundaries or offshore which would mean they are misconfigured. We are looking to see and know why those devices are out there. One of the cases I know is for people leaving them in the system to write reports against them. The other is test devices, are there any other reasons why you would stick equipment in the ocean?

Mark Laird: New equipment that is not released into production, but we have to get it working so it is kind of being tested but is part of a new deployment.

Jason Summerfield: Especially when a project is taking its sweet time and giving you latitudes and longitudes.

Tucker Brown: Okay, and you don’t know where they are going to be yet. Any other cases on that?

John Hope: District Five does similar actions of placing invalid locations on purpose if we don’t know where its going to be. So, in other words this check is not helpful plus if we do have a configuration error it is usually discovered pretty quickly.

Tucker Brown: The fix that we were talking about for devices is that there are 8 digits of precision on the micro degrees which still covers anything on the map and you can still put them in the ocean. We just want to make sure you have the right number of digits. So 00 wouldn’t work but 12345678 would work. In the event locations the check did not come over to that. So, they are likely copy paste errors or someone had a typo. RITIS was having issues with some of those. We were going to carry over the need to have 8 digits for those. John, you mentioned it is not helpful. If it is just checking to see if there are 8 digits is that acceptable?

John Hope: It is acceptable but what I am getting at is that it doesn’t seem to be that helpful.

Tucker Brown: In checking to see if they are valid coordinates?

John Hope: Yes.

Tucker Brown: So I guess that brings up a different question, do we need a tighter validation to make sure it is in the Florida area. It depends on how tight people want to get on it. I don’t think we have an issue on putting devices in the ocean but if you do please confirm the ocean devices are set to not publish and confirm the ocean devices could be removed on the FL511 side, if it is not in a real position. If people are doing that, I don’t know if we need to get as tight as doing it around the state. It was a need identified and ensuring people put the correct number of digits. I would recommend people use a place on map option which will pick up the right number of digits as well. Just general checks to make sure you are in the correct range.

John Hope: I was thinking instead of having strict requirements to not do this at all. The EM configuration process is already very pain staking and that process requires us to make sure everything is correct as possible. If you do something wrong it is pretty obvious you made a mistake so I don’t see this as being helpful at all.

Matt Mileto: I agree with this, you will know if you do not have the appropriate information. Also with using zeros, sometimes the information we get from contractors aren’t the full 6 digits after the decimal so adding a zero at the end is still fairly accurate.

Mark Laird: Is that what you were saying Tucker is that you can’t put a zero on the end to pad it?

Jason Summerfield: Right now, you can if you have the correct number of digits. If you drop those zeros off it complains.

Mark Laird: The zeros could be correct. It is unlikely but it could be. The fact that we have to do it with that many digits is a pain to start with.

AJ Skillern: The information is not that you can’t have the zeros, it is just that it can’t only be zero.

Jason Summerfield: Since we have instances where we don’t want things on the map, would it be good to go ahead zero zero as a special use case? That way if we have devices we don’t want to show up we put them there and SunGuide knows not to display it on the map.

Mark Laird: We have a lot of them and don’t want them all bunched at zero zero.

Christine Shafik: I think we need to move to the next one. I think we lost Tucker Brown.

**Item 6: SunGuide User Accounts**

Mark Dunthorn: This is something we talked about at the CMB. The Auditor General has been asking questions about the user access. Thank you for your help answering the questions. We will be working on an upgrade for the next release. The AG has asked that we produce an interim solution that we would develop a template that dubbed the current user list that will be scheduled to run nightly in SAS and send an email. We don’t expect you to do anything on a nightly basis but we would like you to get this report into your system so we can capture that information daily. This is a temporary solution. In the next release we will have something more permanent developed. Any questions or comments?

District: The last slide shows a deactivated user. How is that possible?

Mark Dunthorn: Right now in SunGuide, we don’t have a way to do that but there was an enhancement approved at the last CMB that will do that. The interim solution will be a snapshot of a user base. They have agreed that this will keep them happy, between now and the next release. Any other questions or concerns?

**Item 7: SG-4887 TIM Dashboard Data Request**

Mark Dunthorn: This is something else that you have helped out a lot with. We have made two requests to the districts so far and we will provide a final query in January that will always cover the previous month. Please run each of them before month end. We won’t be sending an email, we will just send the final query and let the process be automatic going forward. We can help you schedule it SAS. We are going to automated everything that happens at the Central Office and I did upload a TIM folder to the FTP folder. Everyone should upload their reports into that folder. Please save the reports in Excel format or CSV. Any questions?

John Hope: Is this an automated process or a manual process?

Mark Dunthorn: Right now, everything is a manual process. We will just have a script that looks for new files in the folder and ingests them automatically.

John Hope: When I asked about automated, I meant on the District side.

Mark Dunthorn: Oh, I am sorry. The last two times we have sent a query. When this was discussed at the SSUG, the consensus was that everyone wanted to do it manually so they could QC the data. We could look into automating it if you want but there are operational reasons not to.

District: How often do we need to do this?

Mark Dunthorn: Once a month, so every month. The last day of the month is fine. Would you like us to automate it? We could easily do that and produce a template for you to put in SAS and schedule it to run at the end of the month.

John Hope: Yes please.

Jason Evans: I would like it to be automated.

Jason Summerfield: If something goes wrong then we can always run it manually and submit those values.

Mark Dunthorn: I have heard three districts would like it automated, are there any Districts who wouldn’t want it automated?

Hearing none, we will ask you to do this one more time. You will get a query in January to run for December. But we will get a template ready for you along with a how to guide to put it in SAS.

Christine Shafik: I do have one last question. What is the average downtime for each District on the previous releases?

Mark Laird: Probably 2-3 hours.

John Hope: For CFX and District 5 it is less than 30 minutes.

District Three: We run our back up system and have very little downtime.

Dee McTague: District Four also works on a backup system.

Jason Summerfield: It depends on the update, it could be 20 minutes or longer just depends on the size.

Christine Shafik: Thank you. Any other questions or concerns?

John Hope: In District Five we have questions on the reports. D5 has found some issues with the reports over the years. Is there a specific person we should coordinate with or just keep putting JIRA tickets in?

Christine Shafik: JIRA is the consistent way for us to track everything and keep tabs on the process.

John Hope: This is about the reporting template. Thanks.

Tucker Brown: When you first log into JIRA. There is screen that at the bottom has a template request form so you can better describe what you need. If they are edits to existing reports put it in JIRA but new reports, it helps to fill out the form.

John Hope: Thank you.

Christine Shafik: Thank you and happy holidays.