

SunGuide Software

User’s Group

Meeting Minutes

**Date: January 21, 2021**

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

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| Agenda: |  |
| Topic | **Led By:** |
| SunGuide Training  Item 1: SG-5557: Ability to set WWD Sites to Maintenance Mode via SG  Item 2: SG-5561: Give permitted users ability to assign active event to a user.  Item 3: SG-5195: Confirmation dialogue before taking ownership of an event | Greg Dudley  Tucker Brown  Tucker Brown  Tucker Brown |

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| Attendees: |  |
| Justin Merritt, D1  Ray Mikol, D1  Luis Hernandez, D1  Margaret Treiber, D1  Ray Mikol, D1  Chrissie Collins, D1  Jason Evans, D2  Jason Summerfield, D2  Pete Vega, D2  Kevin Mehaffy, D3  David O’Roark, D3  Greg Reynolds, D3  Richard Hemming, D3  Robert Briscoe, D3  Dee McTague, D4  Jacques Dupuy, D4  Shannon Watterson, D5  Kyle Higgins, D5  Eddie Grant, D5  John Hope, D5  Mark Laird, D6 | Alex Mirones, D6  Dan Buidens, D7  Romona Burke, D7  Mike Crawson, D7  Cherie Phillips, FTE  Kelly Kinney, FTE  Karla Smith, FTE  Tony Abid, FTE  Michael Kerpin, FTE  Jermaine Da Silva, FTE  Brent Poole, CFX  Wang Lee, MDX  AJ Skillern, SwRI  Tucker Brown, SwRI  Christine Shafik, CO  Mark Dunthorn, CO  Gregory Dudley, CO  Alex Brum, CO  Jennifer Langford, CO  Juan Abreut, CO  Karthik Devarakonda, CO |

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| Discussion: |  |

Christine Shafik: Welcome to the SSUG meeting, we have a few items to discuss today. Before we do roll call, I would like to make you aware of a training. It is a SunGuide style training that is available to all of the consultants as well. If you have not taken the training, I would suggest doing so. I am going to have Greg go over how to access it.

Greg Dudley: As everyone knows, we have the SunGuide Style Guide training, and it has been launched onto Learning Curve. When you sign onto Learning Curve you will have to go through these steps if you do not have an account already. Click on the link and select the $5 charge you are willing to pay. Click on the shopping cart and proceed to checkout. Then you will generate a username and password and you will use that to login. Once you are in, you will be able to Learning Curve and you can search for SunGuide and it will come up. Does anyone have any questions or feedback about the training? Hearing none, we will move on.

**Item 1: SG-5557: Ability to set WWD Sites to Maintenance Mode via SG**

Tucker Brown: Right now, if you are using Tapco and using their server, they support what they call “maintenance mode” that allows communication with the WWD device but does not produce alerts. The request was to extend that function to other types and we are about to integrate more WWD device types so it was requested to make this part of SG functionality so it can be used on other WWD devices. How we would see it is that it wouldn’t be the operational status so you would still see error, failed, and that type of stuff. You would be able to check a box or signify that a particular device is in maintenance mode. The any alerts IDS got; they would be suppressed. It would still send them, but you just wouldn’t see them. Are there any questions?

John Hope: Is there going to be a different icon on the map for this mode?

Tucker Brown: There wasn’t anything requested like that. Like an overlay to the existing WWD driver to show that it is in maintenance mode. Is that what you are talking about?

John Hope: Yes, that would be helpful.

Kelly Kinney: I agree, a different icon or overlay would be helpful. Or maybe a reminder stating that the device is in maintenance mode, do you want to continue? Typically, we would use this for overnight construction activities.

Tucker Brown: That makes sense.

Ray Mikol: I agree with Kelly’s idea, I think it is an excellent idea.

Kevin Mehaffy: Can you make the reminder configurable?

Tucker Brown: Sure, configurable per device.

**Item 2: SG-5561: Give permitted users ability to assign active event to a user.**

Tucker Brown: Right now, if you are releasing event ownership and are moving off of your shift and you click the button to release the event, but the event has no owner. This can lead to a failed hand off of the event to another operator. The proposed change is when releasing an event, the user would be able to see the list of active users in the system and select a user to assign ownership of the event. The selected user would be notified by a pop-up with a link to the event. Operators without permission would get the release event functionality only. Any questions or comments?

John Hope: Would the pop-up to the user receiving the event have an option to accept or decline it?

Tucker Brown: We did not put that in there. They would just be assigned to it. If they didn’t want it, they could release it and assign it to someone else. That could be a possibility to have them accept it. We a have concept of operator interaction. Do we see them rejecting that? Or enough to add that functionality?

Mark Laird: Par of the question is what if they didn’t answer?

Tucker Brown: A lot of the default on that is the action is complete but if they don’t answer then it could be the opposite reaction, the action cant complete because they might not be at their work station.

Mark Laird: Would it get released after a certain amount of time?

Tucker Brown: That goes to a bigger question, let’s say you have an end of shift and need to transfer an event. How does that transition take place?

John Hope: The workstations are shared by the incoming operator so this wouldn’t be helpful because the new operator would not be logged in yet.

Mike Crawson: That is the same for District Seven.

Kevin Mehaffy: I think this enhancement was about trying to get the central dispatcher control to assign the events out to operators.

Jason Evans: We were thinking the supervisor would take over an event to add a responder or update DMS when the operators are busy and then be able to reassign that event to them after the action is completed.

Kevin Mehaffy: If that is the purpose then I wouldn’t think we would need to get permission and just give it to them.

Jason Evans: Correct, I don’t think that was part of our request. They would just get a notification stating they get the event and auto highlights in the event list.

Tucker Brown: Knowing that, do we need the acceptance of the event?

John Hope: I brought it up as a point of clarification. This doesn’t seem to be that helpful in District 5.

Alex Mirones: District 6 agrees with District 5 this would not be helpful.

Dee McTague: District 4 agrees.

**Item 3: SG-5195: Confirmation dialogue before taking ownership of an event.**

Tucker Brown: This has to do with taking ownership from someone else. When obtaining ownership of an event, the previous event owner instantly loses the ability to make changes to the event. The proposed change is when obtaining ownership of an event, the previous owner will get a pop up notifying them a user is attempting to take ownership and they can confirm or deny the request. After a configured amount of time, if no response is received, the requesting user would get ownership. This would be an optional feature.

John Hope: District 5 sees this as helpful especially if the original owner of the event is busy doing a response plan or adding comments. This would give that person time to finish what they are doing before the second operator takes ownership.

Tucker Brown: A non-response of granting ownership and a configurable time out.

Kevin Mehaffy: District 3 likes this too.

Mike Crawson: District 7 likes this.

Ray Mikol: District 1 likes this.

Alex Mirones: District 6 agrees.

Tucker Brown: Okay, it seems like this has very broad support. That is all I had for today.

Christine Shafik: That you for being helpful and telling us what you like and don’t like. It helps us prioritize the enhancement. We are in the final testing stages of hotfix 1 for 8.0. It should be released to you Monday if not tomorrow. I have already received word that a few districts have installed 8.0. Please have this conversation in your district and have a proposed date for installing 8.0. I am going to get in touch with each District to get the exact date. We will be happy to help with the installations. Does anyone have any comments or questions?