

SunGuide Software

User’s Group

Meeting Minutes

**Date: August 19, 2021**

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

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| Agenda: |  |
| Topic | **Led By:** |
| SG-5948: SPARR Logging  SG-5811: Search Historical Reports by FHP CAD & Case #  SG-5774: Integrate TAPCO/Blinklink Overheight Sensors into SunGuide  JIRA Issues Clean-up/District POC | AJ Skillern  AJ Skillern  AJ Skillern  AJ Skillern |

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| Attendees: |  |
| Robbie Brown, D1  Ray Mikol, D1  Luis Hernandez, D1  Jason Evans, D2  Jason Summerfield, D2  Robert Lacy, D2  Tanesha Sibley, D2  JoAnna Hand, D2  Greg Reynolds, D3  Kevin Mehaffy, D3  Mark Nallick, D3  Robert Briscoe, D3  David Roark, D3  Dee McTague, D4  Jacques Dupuy, D4  Liana Blackwood-Etienne  Kyle Higgins, D5  Jay Williams, D5  Shannon Watterson, D5  John Hope, D5  Eddie Grant, D5  Jovanny Varela, D5  Sheryl Bradley, D5  Clay Packard, D5  Mark Laird, D6 | Alex Mirones, D6  Romona Burke, D7  Mike Crawson, D7  Matt Mileto, D7  Sam Taylor, D7  Tony Abid, FTE  Jermaine Da Silva, FTE  Cherie Phillips, FTE  Kelly Kinney, FTE  Umesh Subramanyam, FTE  Michael Kerpen, FTE  Brent Poole, CFX  Christine Shafik, CO  Mark Dunthorn, CO  Carla Holmes, CO  Juan Abreut, CO  Jennifer Langford, CO  AJ Skillern, SwRI |

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| Discussion: |  |

Christine Shafik welcomed the attendees to the SSUG meeting and announced that due to a new policy the SSUG meetings would no longer be recorded. She requested that everyone state their name before speaking to and go slow to help with taking notes.

**Item 1: SG-5948: SPARR Logging**

AJ Skillern presented that the current state has Android restrictions, basic logging in SPARR only captures the last couple of minutes worth of data. The enhancement request is to add custom logging to store logs for a configurable duration to potentially capture a whole shift. The enhancement would allow the logs to be manually pulled off the phone via USB (as opposed to emailed). Large logs have trouble being sent to users over the phone.

John Hope asked if additional tools would need to be developed since the logs would be larger.

AJ Skillern stated that could be possibility and that they are currently looking into using standard log viewing tools. SwRI could develop if there was an interest in viewing the logs.

John Hope asked what problem this enhancement would solve. AJ Skillern mentioned it would help SwRI be able to view the data for trouble shooting and it would give them an insight into the issues.

Cherie Phillips mentioned that when they have an issue with Road Rangers for a certain amount of time, they can ask for the logs, but the logs don’t contain the data from when the request originated due to lack of space on the Android and the data was too large to be sent via email. She wants to be able to capture the logs for the longer time to help address issues when they occur.

District One supports this enhancement.

This enhancement does not affect the following districts: District 3, District 4, and District 7. District 3 and 4 provided conditional support.

**Item 2: SG-5811: Search Historical Reports by FHP CAD & Case#**

AJ Skillern presented the enhancement to add additional parameters in RS for: CAD# and Case # which will allow for searching for specific events based on FHP criteria as opposed to knowing the event number.

The following districts support this enhancement: District 5, District 7, District 3, FTE

Kelly Kinney asked if the case number would be added to the top of the report to help with searching. AJ Skillern mentioned that they did not modify it to add the case number, but they could do that.

Districts 1, 4 and 6 support this enhancement.

**Item 3: SG-5774: Integrate TAPCO/Blinklink Overheight Sensors into SunGuide**

AJ Skillern presented that this is more for information. The enhancement for overheight vehicle detection sensors are being added to release 8.1. TAPCO was intended to be in the release, however the protocol was not received in time. This will be added to SG in release 8.1 Hotfix 1.

**Item 4: JIRA Issues Clean-up/District POC**

AJ Skillern thanked everyone for helping get the older issues verified in JIRA. He reminded the group to respond to the email request by August 20, 2021. He also mentioned that going forward we would like to get a point of contact from each District to make them a watcher on all issues. This will also allow for more consistent response and easier communication with Central Office/SwRI when they have a question on an issue. The districts can still have multiple people with JIRA accounts who add and comment on issues.

John Hope mentioned that this approach would not work for District Five and that they have multiple people assigned to track and enter in JIRA issues. He asked if he could submit a distribution list. AJ suggested that they have a specific JIRA user for his list of people to use. Christine Shafik mentioned that while going through older issues it was difficult because some of the people who entered in issues were no longer at the Department or working on SunGuide. Cherie Phillips added that it would be helpful if people added their district information into their profile. AJ Skillern also mentioned that you can see what District submitted the ticket. Cherie’s point that when people comment on it, you don’t always know or can see what district they are from so it would be helpful. AJ Skillern mentioned that the only way to have the district name show up would be for them to edit the name of the user and add it.

Luis Hernandez suggested that in addition to adding a point of contact for each district that they should also request a secondary/alternate contact incase the primary is out of office.

Mark Dunthorn asked about automating the JIRA user profile settings and he liked Cherie’s idea of adding district information to the name. AJ Skillern mentioned he had ideas about the automation and would get with Mark offline.

Mark Dunthorn asked if there were any additional questions.

Jacques Dupuy asked when Hotfix 5 would be released. Mark Dunthorn mentioned that he received the build and that the TERL was 1/3rd of the way through testing. He estimated it would be ready by next week.

Cherie Phillips also mentioned that it might be helpful to send the list of users to the districts to verify each year. That way the list is updated.

Mark Nallick stated that District Three uses the AARF process and Active Directory to control access/user IDs and that everyone should be following the FDOT policy.

Mark Dunthorn thanked them for their feedback and reminded the group that Central Office is looking at control of users and implementing Active Directory in the next release.

There were no additional questions or comments.