SunGuide Software User Group *Meeting Notes*

Date: December 1, 2009
Time: 9:30 AM-11:30 AM (GMT-05:00) Eastern Time (US & Canada)
Tele: 866-502-8312   passcode: 752226

New Information in Italics
Action Items in bold

Introductions / *Attendees*
        D1: Carlos
        D2:
        D3: Wayne
        D4: Dee, Alex, Neena
        D5: Gordon, Andrew
        D6: Mark, Bo
        D7: Jared
        MDX: Wang
        FTE:
        CO: Arun, Clay

New Items:
- District Configuration Update
    - ***Clay to distribute spreadsheets*** *(2 new installations to include)*
- CMB Action Item: Poll Districts on how they report down-time to Central Office for the purposes of FL-ATIS coordination
    - CMB Topic/Action Item for SSUG:
        SunGuide Release Upgrade Procedures with FL-ATIS – Arun Krishnamurthy
        - A. Krishnamurthy stated that CO would like for each District to coordinate with CO and have a backup plan for updating SunGuide. There are times when things do not go as expected and we would like to have a plan in place when this happens. G. Glotzbach and A. Krishnamurthy recommend the District provide at least a one week notice when upgrades will be done and provide a backup plan if something goes wrong. There are other cases when SunGuide could be down and CO recommends that they be informed so that theycan work with the District to come up with a resolution to get data to FL-ATIS. District 7 asked what CO envisioned as a backup plan, District 7 thinks the only plan is to put up a floodgate message. E. Gaarder stated that some Districts have production and backup systems and if FL-ATIS knows in advance we can connect to your backup system while upgrades are performed.
        - District 5 asked if there has been any progress on having FL-ATIS connected to two different systems. E. Gaarder responded that he has been told that if there is a notice it could be connected but not to both systems at

one time. J. Barbosa stated that they could configure the circuit to be able to access both systems but FL-ATIS can only connect to one system at a time. District 7 stated they thought this is something that should be thought through more and we shouldn't assume it will work. P. Vega ==suggested that the SunGuide® Software Users Group (SSUG) should pick up this item and come up with a process for all Districts.==

- ▪ *Comments from Districts for planned downtime:*
  - • *D4:*
    - ○ *C2C fairly insignificant – can be upgraded after SunGuide in minutes*
    - ○ *Upgrades happen incrementally – one server at a time to minimize downtime*
    - ○ *Can use other systems (Palm Beach, etc.) to post messages*
  - • *D5*
    - ○ *Suggests to have installation team double-check the database size to account if there is enough space to do run the scripts and procedures – this caused problems for them*
  - • *D6*
    - ○ *Has backup system but there are problems getting FL-ATIS team to be responsive to changing the IP address that FL-ATIS collector (or provider) connects to for D6 data feed*
    - ○ *Also, backup system can be run; however, it would use stale data and this will especially affect EM operations*
    - ○ *Import/export takes 2-3 hours. Investigation into doing the export/import and testing the upgrade process offline and then actually performing the production upgrade in place could be considered to minimize downtime*
  - ▪ *Action Item for Clay to check with FL-ATIS team on having secondary IP addresses added for each district with the caveat that districts will be responsible for only having one of the two IP address active at any given time*
- • Other items to be suggested by districts
  - ○ *FYI – SG 4.3 Release expected middle of February*
  - ○ *(Question answered and closed)*

Open Items
- • Maintenance Module for SunGuide
  - ○ Will receive an email from Arun from James Barbosa presenting a demo and features of the module. –
  - ○ *Neena will take this action item*
- • Road Ranger Tablets
  - ○ District 4 using the AVLRR system currently in SunGuide
  - ○ *Item Closed*
- • District Updates:

- o District is continuing to use Version 4.1.3
- o Test System running 4.2.2 in DeLand
    - Districts 2, 6, and TERL using 4.2.2. District 2 has found some bugs from installing it in the ODS table in the DB, Admin Editor.
    - There will be a patch released on 9/11
        - It will fix a few footprints
            - o FP 1339
            - o Primary or Secondary Route selection in EM.
- o *This item is Closed*

- Operational Issues or Topics of Interest:
    - o FHP Cad Alerts
        - Awaiting ITS WAN.
            - *This is the primary pending item; other items will be addressed as needed after WAN is available*
        - Currently D5 is not running 4.2.2; however D5 is receiving and using FHP CAD Alerts.
        - John Hope is working with FHP on it
        - D5 will send out email once 4.2.2 is installed and running
        - *Currently, D5 is the only district with FHP alerts*
        - *D5 still has issues: updates don't identify what was updated*
    - o Software used to take Camera Snapshots for FL-ATIS
        - D2 uses a program from MPATH with time stamps and image overlays
        - D4 uses VisioPaD
        - D6 uses MPATH and Snapper
        - *The original question was answered and this item is Closed*
    - o FLATIS Incident Severity Definitions
        - Was discussed at the 511 Working Group Meeting
            - *Default severity will now be configurable – currently per district; however….*
            - *D6 is discussing internally if more precision is necessary*
        - Review and email Arun any questions, concerns, or comments.
    - o Right Click Menu Enhancements
        - Email Arun or Mark with comments.
        - *Arun suggests SSUG members review new map req'ts*
        - *This item is approved by CMB and is closed*
    - o Reports
        - Since moving over to FL-ATIS, has anyone run them or verified that the reports that were paid for by D5 work.
        - There are formatting quirks with them
        - Will they be updated to work with FL-ATIS
        - Footprint will be created and emailed out to SSUG group.
    - o Travel Times

- ▪ D6 and Central Office noticed that travel times were extremely large in the database however they were posting to FL-ATIS correctly.
  - ▪ Informed to keep an eye on it.
  - ▪ *This item is Closed*

- Key Footprint Issues:
  - o Poll districts for any items
    - ▪ *D4: many ODS_TABLES are not being populated. This is not a statewide issue and will be addressed via footprints. Also, TERL may be able to do some investigation as well with the DMS QAR effort*
    - ▪ *D5: Weather Alerts not functioning properly for county-wide alerts. This issue is in the design stage*
      - **PBS&J will facilitate putting together a proposed enhancement**
      - **SSUG will afterwards be polled for comments**
    - ▪ *Camera Images on FL-ATIS sometime have some cameras 15-20 minutes stale in Footprint 1374.*

General Discussion:
- Open discussion
  - o *FYI – SunGUide is moving to Oralce 11g*
    - ▪ *This will be a requirement for SG version 4.3*
    - ▪ *Version 4.2.2 has been declared compatible with 11g and it was thus suggested to consider upgrading Oracle separately from SunGuide*
    - ▪ ***Clay at TERL and Wayne at D3 (City of Tallahassee) to assist in FDOT testing***
    - ▪ *D1 and D5 requests additional training*
- Poll Districts for any items