

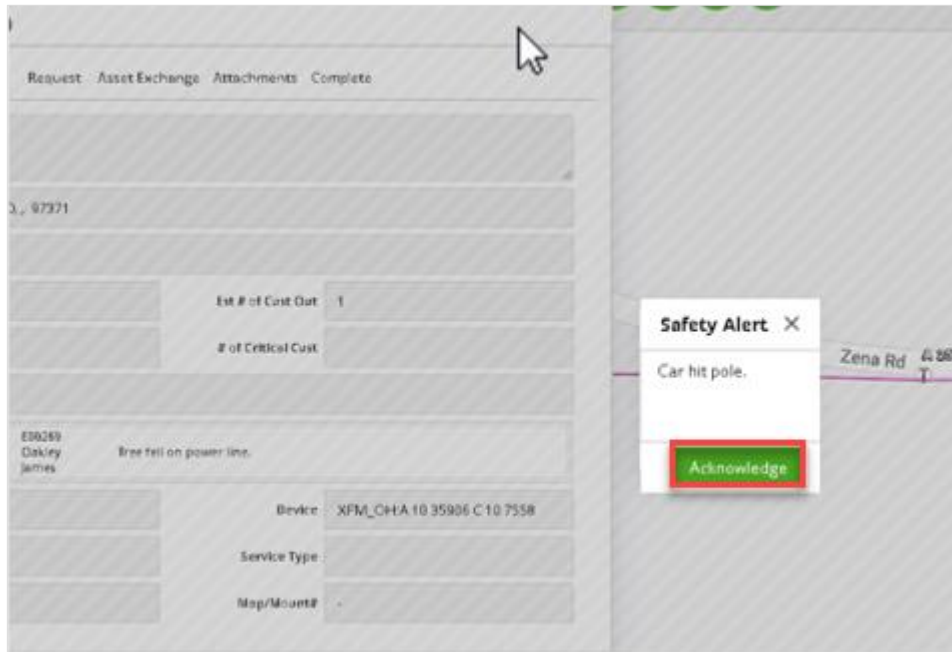
Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

Read-Only Tabs (Overview, Customer Calls)

Safety Comment

1. If someone has previously inspected the outage and provided a safety comment, a new safety comment will be displayed when you open the ticket.
2. You must select **Acknowledge** before being able to make an edit.



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

Overview Tab

1. An outage ticket will open to the Overview Tab. It is the first of seven tabs.
2. It is read-only and cannot be edited.
3. Here you can view general information coming from OMS related to the outage.
4. The Overview Tab contains the following information:
 - Address Information
 - Est # of Customers Out
 - Comments (Operational, Safety)
 - Device and service information

Outage Ticket N1705425 (E80269)

Overview Customer Calls Restore Request Asset Exchange Attachments Complete

Situation Code	AO		
Street Address	7682 Macleay Rd SE, Salem, OR 97317-9036		
Updated Location			
County	MARION	Est # of Cust Out	1
Threat	No	# of Critical Cust	
Operational Comments	None		
Safety Comments	None		
Begin Time	4/4/2024, 11:21:39 AM	Device	SP:7682 Macleay Rd SE
Phases	A	Service Type	Single Phase Overhead
Feeder	BETHEL-GEER	Map/Mount#	C8202B-1418

Cancel Save

Address

Est # of Customers Out

Comments

- Operational
- Safety

Device and service information



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

Customer Calls Tab

1. The second tab of a ticket is the Customer Calls Tab.
2. It is read-only and cannot be edited.
3. Here you can view all calls that are related to an Event and any comments the customer(s) may have made, such as "Heard bang".

Outage Ticket N6737141 (E80269)

Overview **Customer Calls** Restore Request Asset Exchange Attachments Complete

Customer Name	Situation	Comment	Address	Phone	Meter	Call Time
CISNEROS, SALVADOR	AO	Heard bang	7682 Macleay Rd SE	5413373141	31069034AB	4/4/2024, 11:21:39 AM

Cancel Save

Restore Tab

1. The Restore Tab is where the responder starts entering information about the outage.
2. The responder will indicate whether they are or are not the responsible crew for performing a damage assessment.
3. This is also where the user makes comments that will be shared with other responders.
4. If there is information to help the crew find the actual outage, a Location Correction can be entered here.

Outage Ticket N1705425 (E80269)

Overview Customer Calls **Restore** Request Asset Exchange Attachments Complete

Responsible Crew? * Yes **No** Damage Assessment? * Yes **No**

Comment Type Operational Event Safety

Power Restored? * Yes **No**

ERT 4/4/2024, 3:30:00 PM

Location Correction Location Correction

Cancel Save

5. The *Damage Assessment* toggle defaults to No.

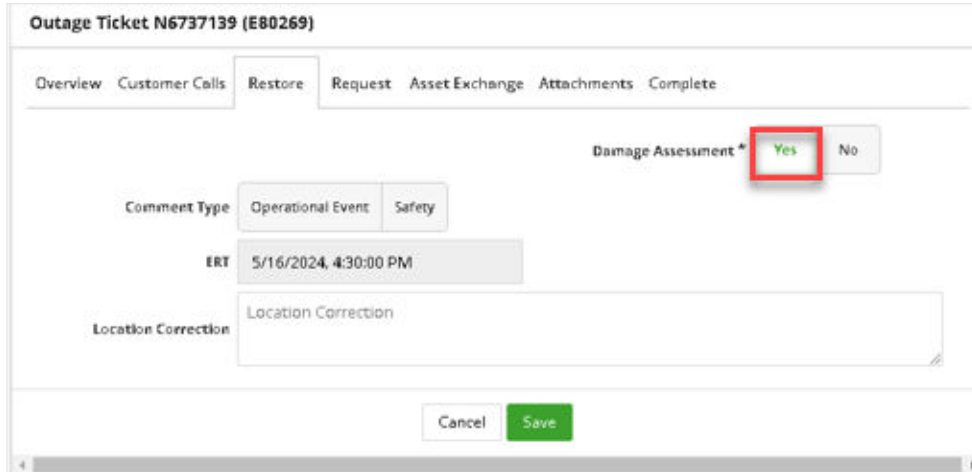
Damage Assessment? * Yes **No**



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

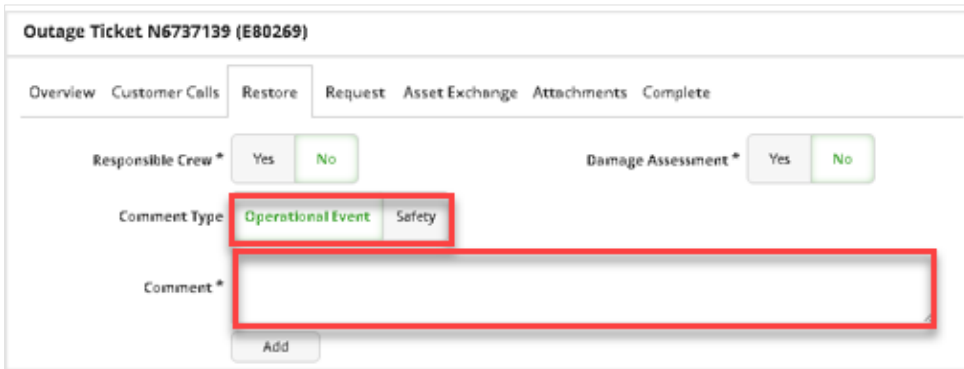
- If you select **Yes** for *Damage Assessment*, the *Responsible Crew*, *Power Restored*, and *Accept ERT* toggles will no longer display.



The screenshot shows the 'Outage Ticket N6737139 (E80269)' form. The 'Restore' tab is active. The 'Damage Assessment *' toggle is set to 'Yes', which is highlighted with a red box. Other visible fields include 'Comment Type' with 'Operational Event' and 'Safety' options, 'ERT' set to '5/16/2024, 4:30:00 PM', and a 'Location Correction' text area. 'Cancel' and 'Save' buttons are at the bottom.

***Note: Select Yes as the Responsible Crew if you are responsible for making final repairs and/or restoring power. ***

- The *Comment Type* selection will open the *Comment** Field. Select either **Operational Event** or **Safety** depending on what type of comment you want to leave and enter the necessary information.



The screenshot shows the 'Outage Ticket N6737139 (E80269)' form. The 'Restore' tab is active. The 'Responsible Crew *' toggle is set to 'Yes'. The 'Damage Assessment *' toggle is set to 'Yes'. The 'Comment Type' field is selected as 'Operational Event', which is highlighted with a red box. The 'Comment *' text area is also highlighted with a red box. An 'Add' button is located below the text area.



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

8. If you select for Responsible Crew, you must either:

- Select **Yes** for *Accept ERT**

The screenshot shows the 'Outage Ticket N6737139 (E80269)' form. The 'Responsible Crew' field has 'Yes' selected and is highlighted with a red box. The 'Accept ERT' field also has 'Yes' selected and is highlighted with a red box. Other fields include 'Damage Assessment' (Yes/No), 'Comment Type' (Operational Event/Safety), 'Power Restored?' (Yes/No), 'ERT' (5/16/2024, 4:30:00 PM), and 'Location Correction'. Navigation tabs at the top include Overview, Customer Calls, Restore, Request, Asset Exchange, Attachments, and Complete. A 'Save' button is visible at the bottom.

- Or select **No** and Update ERT from the drop-down that appears.

The screenshot shows the 'Outage Ticket N6737139 (E80269)' form. The 'Responsible Crew' field has 'Yes' selected. The 'Accept ERT' field has 'No' selected and is highlighted with a red box. The 'Update ERT' dropdown menu is open, showing a list of time intervals: 0.5 Hours from now, 1 Hour from now, 1.5 Hours from now, 2 Hours from now, 2.5 Hours from now, 3 Hours from now, and 3.5 Hours from now. The dropdown menu is highlighted with a red box. Other fields include 'Damage Assessment' (Yes/No), 'Comment Type' (Operational Event/Safety), 'Power Restored?' (Yes/No), 'ERT' (5/16/2024, 4:30:00 PM), and 'Location Correction'. Navigation tabs at the top include Overview, Customer Calls, Restore, Request, Asset Exchange, Attachments, and Complete.

Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

- The **Location Correction** field allows you to enter information that can better help identify where the location is (such as Pole #, Vault # or at the intersection of X and X).

Outage Ticket N6737141 (E80269)

Overview Customer Calls **Restore** Request Asset Exchange Attachments Complete

Responsible Crew* Yes No Damage Assessment* Yes No

Comment Type Operational Event Safety

Power Restored?* Yes No

ERT 5/16/2024, 4:15:00 PM Accept ERT* Yes No

Update ERT* 1 Hour from now

Updated ERT Time

Location Correction

Cancel Save

- When all your changes are made, select **Save**  to send updates to OMS & Maximo.

Request Tab

- The Request Tab is used when the initial responder is not able to perform the restoration and needs to request additional resources to restore an outage.
 - NOTE: As a first responder, it is important to enter 'Need Additional Resources' to be able to send a crew.
 - NOTE: It is also important to enter the material needed in the Material Requests to generate the correct accounting for timesheets and to provide the materials list for the Storeroom to see.

Outage Ticket N1705425 (E80269)

Overview Customer Calls Restore **Request** Asset Exchange Attachments Complete

Need Additional Resources

Material Type OH UG

Material Requests

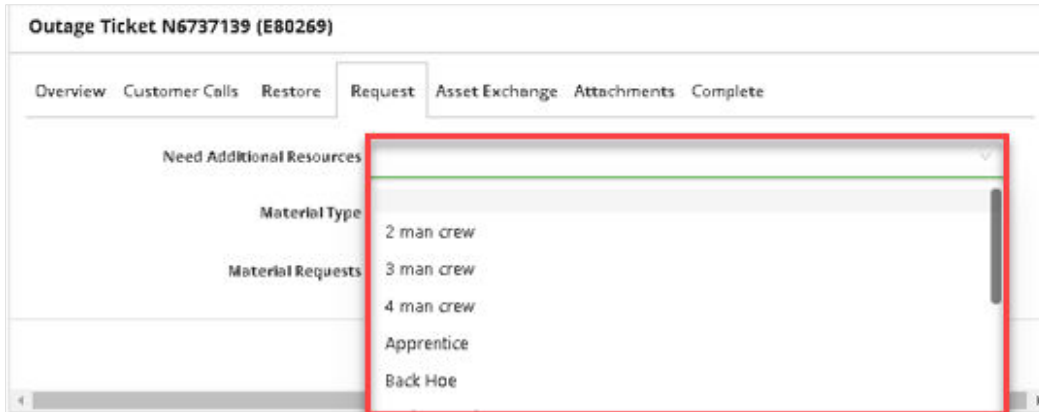
Cancel Save



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

2. Select the **Need Additional Resources** dropdown and scroll through to view and select your available options.



Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore **Request** Asset Exchange Attachments Complete

Need Additional Resources

Material Type

Material Requests

- 2 man crew
- 3 man crew
- 4 man crew
- Apprentice
- Back Hoe

3. You can add up to five Additional Resources. If more than 5 Additional Resources are needed, select **Other** as your fifth resource to open a text box to enter the additional resources needed.



Outage Ticket N6737141 (E80269)

Overview Customer Calls Restore **Request** Asset Exchange Attachments Complete

Need Additional Resources

Need Additional Resources

Need Additional Resources

Need Additional Resources

Need Additional Resources

Other *

Tester, Flagger, Vac Truck

Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

- To set the appropriate accounting for this outage, Material (Overhead OH or Underground UG) needs to be added to the ticket. *Material Type* will display a **Material*** dropdown dependent on which toggle you chose. Select the dropdown to view available materials.

The screenshot shows the 'Request' tab of an 'Outage Ticket N6737139 (E80269)'. The 'Material Type' section has two radio buttons: 'OH' (Overhead) and 'UG' (Underground). The 'OH' button is selected and highlighted with a red box. Below it is a 'Material*' dropdown menu, also highlighted with a red box. An 'Add' button is located below the dropdown. The 'Material Requests' section shows 'None'. At the bottom, there are 'Cancel' and 'Save' buttons.

- Selecting a Material from the **Material*** dropdown will further update the window with dropdowns based on the material you selected.

The screenshot shows the 'Request' tab of an 'Outage Ticket N6737141 (E80269)'. The 'Material Type' section has two radio buttons: 'OH' (Overhead) and 'UG' (Underground). The 'OH' button is selected and highlighted with a red box. Below it is a 'Material*' dropdown menu, also highlighted with a red box. The dropdown menu is open, showing several options: 'Pole', 'Type 1*', 'Type 2*', 'Type 3*', and 'Quantity*'. Each of these options is highlighted with a red box. An 'Add' button is located below the dropdown. The 'Other*' section shows 'Tester, Flagger, Vac Truck'.

- Select the button to add the Material you requested.
- Select the Material Type of 'OH' or 'UG', as needed, to enter in additional material requests.



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

- Any Material Requests entered on the Request Tab will be displayed in the Material Request List table below.
- When all your materials have been entered, select **Save** to send updates to OMS & Maximo.

The screenshot shows the 'Request' tab of a ticket structure interface. At the top, there are navigation tabs: Overview, Customer Calls, Restore, Request (selected), Asset Exchange, Attachments, and Complete. Below the tabs, there is a dropdown menu labeled 'Need Additional Resources'. Underneath, there are two buttons for 'Material Type': OH and UG. A table titled 'Material Requests' is displayed with the following data:

OH/UG	Material	Quantity	Type
OH	Pole	1	35' CL3 Wood

At the bottom of the interface, there are two buttons: Cancel and Save (highlighted in green).

Asset Exchange Tab

- The assets on the Asset Exchange Tab are toggles that can be activated as needed.

The screenshot shows the 'Asset Exchange' tab of a ticket structure interface. At the top, there are navigation tabs: Overview, Customer Calls, Restore, Request, Asset Exchange (selected), Attachments, and Complete. Below the tabs, there are four buttons for asset types: Pole, Transformer, Meter, and Other. Below these buttons, there are four rows of input fields, each labeled with an asset type and a value of 'None':

- Poles: None
- Transformers: None
- Meters: None
- Other: None

At the bottom of the interface, there are two buttons: Cancel and Save (highlighted in green).

Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

2. Any Material Requests entered on the Request Tab will be displayed in a table at the bottom.

Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore Request **Asset Exchange** Attachments Complete

Pole Transformer Meter Other

Poles None

Transformers None

Meters None

Action	Install Material	Install Type	Remove Material	Remove Type	
Exchange	Bushing Cover		Bushing Cover		<input type="checkbox"/> <input type="checkbox"/>
Exchange	Bushing Cover		Bushing Cover		<input type="checkbox"/> <input type="checkbox"/>

Cancel Save

3. When an Asset is selected, the Action Toggle will be displayed directly below.

Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore Request **Asset Exchange** Attachments Complete

Pole Transformer Meter Other

Action **Install** Exchange Remove

Poles None

Transformers None

Meters None

Action	Install Material	Install Type	Remove Material	Remove Type	
Exchange	Bushing Cover		Bushing Cover		<input type="checkbox"/> <input type="checkbox"/>
Exchange	Bushing Cover		Bushing Cover		<input type="checkbox"/> <input type="checkbox"/>

Cancel Save

Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

4. Selecting an Action Toggle will display more toggles/selections. Make your choices and select Add.

The screenshot shows the 'Asset Exchange' tab in the software interface. At the top, there are navigation tabs: Overview, Customer Calls, Restore, Request, Asset Exchange, Attachments, and Complete. Below these are several toggle buttons: Pole (highlighted in green), Transformer, Meter, and Other. Underneath, there are more action buttons: Install (highlighted in green), Exchange, and Remove. The main form area includes: 'Pole Type*' with a dropdown menu showing 'Pole' and 'Streetlight Pole'; 'Map/Mount #' with a text input field containing 'Example: D1321A-10'; 'Pole Tagged?*' with 'Yes' and 'No' radio buttons; and a red-bordered 'Add' button. Below the form are sections for 'Poles', 'Transformers', and 'Meters', each currently showing 'None'. At the bottom, there is a table for 'Other' assets with columns for Action, Install Material, Install Type, Remove Material, and Remove Type. The table contains two rows of 'Exchange' actions for 'Bushing Cover'.

4. Any asset added in the Asset Exchange Tab will be displayed in a table corresponding to what type of asset it is.


This screenshot shows the same 'Asset Exchange' tab, but now a table of added assets is visible under the 'Poles' section. The table has columns: Action, Pole Type, Install Size, Install Class, Remove Size, Remove Class, Map Mount #, Pole Tagged?, and Removed Pole?. A single row is highlighted with a red border, showing an 'Exchange' action for a 'Pole' of size '35'' and class 'CL1', with a 'Map Mount #' of 'D134567897' and 'Pole Tagged?' set to 'Yes'. Below the table are 'Transformers' and 'Meters' sections, both showing 'None'. At the bottom, there are 'Cancel' and 'Save' buttons.

Action	Pole Type	Install Size	Install Class	Remove Size	Remove Class	Map Mount #	Pole Tagged?	Removed Pole?
Exchange	Pole	35'	CL1	35'	CL3	D134567897	Yes	No


Ticket Structure


This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

5. Every asset stays editable as long as the ticket is open. To edit the asset, select the **Edit**  button.

Overview Customer Calls Restore Request Asset Exchange Attachments Complete									
Pole Transformer Meter Other									
Action	Pole Type	Install Size	Install Class	Remove Size	Remove Class	Map Mount #	Pole Tagged?	Removed Pole?	
Exchange	Pole	35'	CL3	35'	CL3				

6. Enter the installed information.
7. Click **Update** to update the installed information.

Overview Customer Calls Restore Request Asset Exchange Attachments Complete									
Pole Transformer Meter Other									
Action Install Exchange Remove									
Pole Type * Pole Streetlight Pole									
Installed Pole Size *		50'		Installed Pole Class *		CL2			
Removed Pole Size *		35'		Removed Pole Class *		CL3			
Map/Mount #		d1234 12							
Pole Tagged? *		Yes		No					
Removed Pole? *		Yes		No		Topped to Comms			
Update									
Action	Pole Type	Install Size	Install Class	Remove Size	Remove Class	Map Mount #	Pole Tagged?	Removed Pole?	
Exchange	Pole	35'	CL3	35'	CL3				

Outage Ticket N6737139 (E80269)									
Overview Customer Calls Restore Request Asset Exchange Attachments Complete									
Pole Transformer Meter Other									
Action	Pole Type	Install Size	Install Class	Remove Size	Remove Class	Map Mount #	Pole Tagged?	Removed Pole?	
Exchange	Pole	35'	CL1	35'	CL3	D134567897	Yes	No	

8. When all your changes are made select **Save**  to update OMS & Maximo.



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

9. The First Responder will sometimes need to update the meter. Select **Meter** and then choose the needed action (Install, Exchange, or Remove).

Outage Ticket N6737173 (E80269)

Overview Customer Calls Restore Request Asset Exchange Attachments Complete

Pole Transformer **Meter** Other

Action **Install** Exchange Remove

Installed Meter # * Installed Meter Manufacturer *

Removed Meter # * Removed Meter Manufacturer *

Reading Available? * Yes No

Removed Read # *

Removal Reason # *

Add

Poles None

Transformers None

Meters None

Other None

Cancel Save

10. If you chose **Install** or **Exchange** for your Action, every Installed Meter # MUST have an 8-digit numeric value.

Installed Meter # *

Please enter an 8 digit numeric value

11. When all your changes are made, select **Save** to send updates to OMS & Maximo.



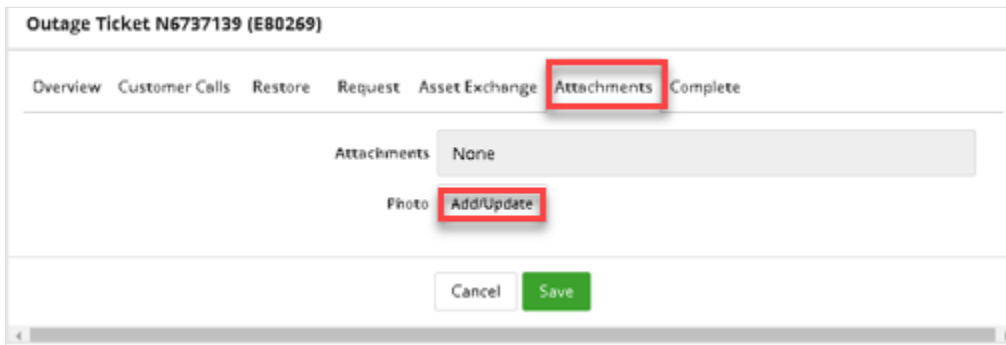
Oakley ID

Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

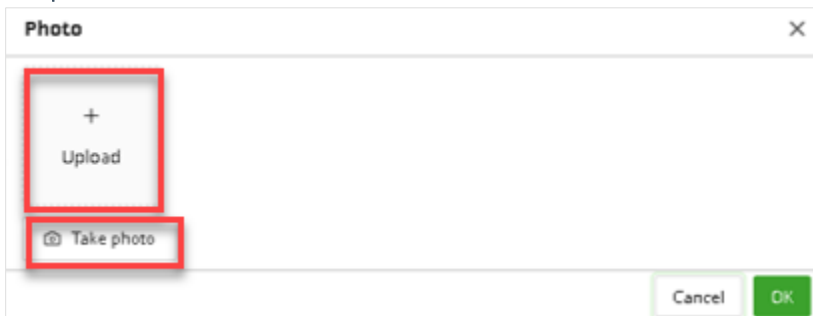
Attachments Tab

1. The Attachments Tab adds photos to a ticket. To add a photo, select the **Add/Update** button.



The screenshot shows the 'Outage Ticket N6737139 (E80269)' interface. At the top, there is a navigation bar with tabs: Overview, Customer Calls, Restore, Request, Asset Exchange, Attachments, and Complete. The 'Attachments' tab is selected and highlighted with a red box. Below the navigation bar, there is a section labeled 'Attachments' with a dropdown menu currently set to 'None'. Below this, there is a 'Photo' section with an 'Add/Update' button highlighted in red. At the bottom of the interface, there are 'Cancel' and 'Save' buttons.

2. You will be prompted to either select **Upload** to upload an existing image (used when on the laptop) or select **Take photo** (when on an iPad).



The screenshot shows a 'Photo' dialog box with a close button (X) in the top right corner. Inside the dialog, there are two main options: 'Upload' (with a plus sign icon) and 'Take photo' (with a camera icon). Both options are highlighted with red boxes. At the bottom right of the dialog, there are 'Cancel' and 'OK' buttons.

3. After you have uploaded your image select **OK** to confirm.

4. When all your changes are made, select **Save** to send updates to Maximo.

Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

Complete Tab

1. The Complete Tab is used when you complete your work for the ticket you were assigned. There are four dropdown selection fields.

- Interrupting Device
- Cause Category
- Cause Code
- Action

Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore Request Asset Exchange Attachments **Complete**

Interrupting Device

Cause Category

Cause Code

Action

Add Follow Up Work Yes No

Vegetation Request Yes No

Damage Claim Yes No

Cancel Save

2. Whatever is displayed in the *Cause Code* dropdown is dependent on the choice made in *Cause Category*.

Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore Request Asset Exchange Attachments Complete

Interrupting Device

Cause Category Animal

Cause Code

Action

Add Follow Up Work



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

3. The three toggles at the bottom default to **No**:

- *Add Follow Up Work*
- *Vegetation Request*
- *Damage Claim*

Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore Request Asset Exchange Attachments Complete

Interrupting Device

Cause Category

Cause Code

Action

Add Follow Up Work

Vegetation Request Damage Claim

4. When you select to *Add Follow Up Work* new fields will be displayed. Up to three Follow Up Work Requests can be added to the ticket.

Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore Request Asset Exchange Attachments Complete

Interrupting Device

Cause Category

Cause Code

Action

Add Follow Up Work

Follow Up Group Priority

Follow Up Comment

Vegetation Request Damage Claim

5. Selecting **Yes** to *Vegetation Request* and/or *Damage Claim* will open new forms:

***Note: The *Vegetation Request* and *Damage Claim* Forms are covered in the *Using Forms* job aid and video. ***



Ticket Structure

This job aid will walk through the structure of an Outage Ticket in IQGeo Work Hub.

Vegetation Request



When you select **Yes** to Vegetation Request, a button will appear directing you to complete a form for a Vegetation Request.

Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore Request Asset Exchange Attachments Complete

Interrupting Device

Cause Category

Cause Code

Action

Add Follow Up Work Yes No

Vegetation Request Yes No

Damage Claim Yes No

Create Vegetation Request

Cancel Save

Damage Claim



When you select **Yes** to Damage Claim, a button will appear directing you to complete a form for a Damage Claim.

Outage Ticket N6737139 (E80269)

Overview Customer Calls Restore Request Asset Exchange Attachments Complete

Interrupting Device

Cause Category

Cause Code

Action

Add Follow Up Work Yes No

Vegetation Request Yes No

Damage Claim Yes No

Create Damage Claim

Cancel Save