

# **IRTHNet Field Unit**

Part of the larger Mark & Locate course

GAS\_-0210 Version #1.0 November, 2008

To be successful in this course:

- Listen to the narration for each screen.
- Review the text and image content on the screen.
- Display and review the content in the transcript, if desired, or if your computer does not support sound.
- Note that some screens have interactive elements.
- Complete all Knowledge Check and Learner Assessment Questions



# **Course Introduction**



### This Course:

The purpose of this course is to train PG&E Locators on the IRTH Field Unit software which provides mobile ticket processing and displays electronic maps...

### Audience:

Intended or existing locators

- Title 200 Gas Distribution.
- Title 200 Gas Transmission
- Title 300 Gas Construction

# Pre-requisite(s):

- Basic computer skills
- Verified VPN connection
- Ergonomic Training

## **Estimated Length:**

4 hours

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- 1. Course Introduction
- 2. Getting Started with Your Locator Field Tools
- 3. Daily Work Procedure
- 4. Closing up at the end of the day
- 5. IRTHNet Tips and Tricks
- 6. Course Conclusion
- 7. Learner Assessment
- 8. Course Evaluation



The primary goal of this course is to enable you to effectively use the IRTHNet Field Unit software package and related tools to:

- Optimize your work
- Streamline your work
- Document your work



# On completion of this course, you will be able to:

- Properly connect and prepare your work equipment at the beginning and at the end of your shift.
- 2. Load and synchronize tickets to your laptop.
- 3. Use IRTH Field Unit to process open tickets in a timely fashion, including attaching photographs as documentation





Access these resources to support you in the course and on the job:

- Laptop with locator tools:
  - Aircard and antenna
  - VPN token
  - GPS device
- IRTHNet job aid
- PG&E-issued digital camera



Introduction: IRTHNet Field Unit

The IRTHNet Field Unit software assists locators in:

- prioritizing work
- informing about the work to be performed
- documenting the results of work in a central location on the PG&E network
- responding to unexpected emergencies



# IRTHNet Field Unit Process Flow







# **Getting started with your locator field tools**



By the end of this lesson you will be able to:

- connect and configure the computing tools used by a locator
- verify internet and PG&E intranet connectivity in the field



Field tools: Overview of hardware tools

PG&E provides locators with:

- Laptop
- a mounting bracket
- the IRTH Field Unit software
- an "Aircard" (Verizon or AT&T) and an external antenna
- a VPN token
- a GPS unit





## Your laptop has:

- Power button
- USB port(s)
- Ethernet port
- External card slot





Your laptop has:

- Screen
- Battery
- Mouse
- Keyboard





# Your Aircard:

- Uses the cellphone network to get you online
- Plugs into an available port on your computer





# Your VPN token:

- Provides you with the final part of your password
- Changes every 60 seconds



Field tools: Mounting bracket & external antenna

# Your mounting bracket:

- Firmly attached inside vehicle
- Fastens PC laptop securely

Your external antenna:

- Is permanently affixed to the truck
- Boosts the signal of the cellular antenna in your aircard





## Your digital camera:

- Documents work performed at the scene
- Provides permanent, legal record



Field tools: Overview of software tools

- PG&E locator laptops are preloaded with:
  - IRTH Field Unit
  - FieldUnit Fixes
  - TIF Updates
  - http://irth/IRTHNet
  - Zip USA Pictures





# **IRTH Field Unit:**

- Runs on your PC
- Aids in prioritizing tickets
- Helps verify location through provided maps
- Activity documentation

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### Field Unit Fixes:

- Reset Field Unit map tabs
- Monitor and Sound fix
- Delete Field Unit XML
- Install or Re-Install Field Unit
- Configure GPS settings
- Run TIFSource utility
- Configure GIS Export settings

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C 7. Run TitSourceUtility This will allow you to define which a	neps telens you want updated for Field Unit.
C 8. Configure GIS export setti This gives Field Unit be ability to e	ngs in Field Unit xportscket coordinates to GBave, Gassiew or MapGuide.
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If you are still having problem and let them know that you ar	s contact the TSC @ 8-223-9000 (415-973-9000) e a USA user for a higher priority
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# TIF Updates:

- Updates maps for tickets in your list
- Runs automatically overnight, ready for work in the morning
- Can be run manually





# http://irth/IRTHNet:

- Find tickets due within a date range.
- Open tickets grouped by locator.
- Find past-due tickets within a date range.
- Find responses entered within a date range.
- Obtain a summary of responses entered within a date range.
- Summarize action taken and delivery time of tickets received within a date range.

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Please Enter Your User Name and Password: User Name: Password:	LOGON
Forgot your password? Click here to <u>Request Password</u> . Login using your Windows Account? Click here to <u>Use Windows Authentication</u> .	Help



### Zip USA Pictures:

- Assists you in transferring photos from your camera to your ticket in IRTH Field Unit.
- Clears camera for next use.

#### 📓 Zip USA Pictures - VP...





# **Getting ready for your day**



Do the following to prepare your equipment for the day's work:

- Unlock tablet and login
- Start IRTHNet Field Unit and "sync" to update ticket list
- Login to IRTHNet and prioritize your tickets
- Disconnect and switch from PG&E's network to the cellular network
- Head out to your truck and start your day







Select the best responses to this question.

# Employees should *initially* direct any pay related issues to?

- 1. Payroll Helpline
- 2. OM/ PA Supervisor
- 3. Your Supervisor

#### **Developer notes**

•Create the question item, correct and distracter answer choices here •Bold the correct answer(s)

- •Include Correct and Incorrect response feedback in the Notes
- •Duplicate this slide as necessary for the required number of questions
- •The content will be pasted into a quiz item using OnDemand Presenter



# **Daily work procedures**

Daily work procedures: Objective

- By the end of this lesson you will be able to:
- use the IRTHNet Field Unit application to review maps.
- respond to, close, or defer open tickets.
- attach salient information or documentation to open tickets, especially photos.

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Daily work procedures: Topics

This lesson consists of four topics:

- Starting a Job
- Taking Photographs for Mark & Locate Documentation
- Responding to Tickets
- Attaching Photographic Documentation to a Ticket

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Do the following for each job you perform:

- Select a ticket.
- If necessary, drive to the location and confirm.
- If necessary, perform the locate.
- Document what you did, in as much detail as possible.

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Work procedure, step 1: Select a ticket

To select a ticket, do the following:

- If IRTHNet Field Unit is not already started, click the icon on the desktop to start it up.
- Select a ticket from the list
- Click the DETAILS button to display the full ticket

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Work procedure, step 2: Use maps

- To view a map for the selected ticket::
  - Hover the mouse cursor over the GAS tab to view the gas map.
  - Manipulate the map using the navigation keys



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### Perform your locate:

- Remain conscious of work performed and how you will document it.
- Take photographic evidence where appropriate as you perform your job function.
- Remember details of conversations with excavators.

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Work procedure, step 4: Document

# Do the following for each job you perform:

- Select a ticket.
- If necessary, drive to the location and confirm.
- If necessary, perform the locate.
- Document what you did, in as much detail as possible.

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Select the best responses to this question.

# Employees should *initially* direct any pay related issues to?

- 1. Payroll Helpline
- 2. OM/ PA Supervisor
- 3. Your Supervisor

#### **Developer notes**

•Create the question item, correct and distracter answer choices here •Bold the correct answer(s)

- •Include Correct and Incorrect response feedback in the Notes
- •Duplicate this slide as necessary for the required number of questions
- •The content will be pasted into a quiz item using OnDemand Presenter

Taking Photographs for Documentation: Considerations

## Photographs can be attached

easily to your open tickets. We'll consider the following:

- Rationale
- Warnings
- Guidelines



# Why do we take pictures of our work and save them permanently?

- Proves work was done properly
- Eliminates later confusion in discussions with excavators

Taking Photos: A few warnings

Be careful! When we save our work, we really save our work!

- ALL pictures currently on the camera get stored with the ticket you're responding to.
- Show all sorts of helpful reference points to prove your work was quality work.

Taking Photos: Helpful Guidelines

Excellent pictures make better documentation than poor ones. Consider:

- Take lots. There's nothing wrong with taking a lot of pictures. Keep the best ones.
- Show reference points, like delineations, buildings, trees, structures, etc.
- Show correct location!



Select the best responses to this question.

# Employees should *initially* direct any pay related issues to?

- 1. Payroll Helpline
- 2. OM/ PA Supervisor
- 3. Your Supervisor

#### **Developer notes**

•Create the question item, correct and distracter answer choices here •Bold the correct answer(s)

- •Include Correct and Incorrect response feedback in the Notes
- •Duplicate this slide as necessary for the required number of questions
- •The content will be pasted into a quiz item using OnDemand Presenter



Do the following steps to respond to a ticket:

- Select and open a ticket.
- Add photos
- Add additional information:
  - Locator
  - Response
  - Arrived Time
  - Notes/attachments
- Click "Save."

l icket ID:	0388325	Registration	PGE SAN JOSE (USAN)	
Ficket Folder:	EdenW Folder			
Locator:	1, EdenW	Response:	CANCELLED TICKET	•
Locate Time:	10/18/2007 10:15	<ul> <li>Units of Work:</li> </ul>	0.0	
	Complete Job			
Area Prer	narked?			
Arrived Time:	10:10:27 PM 🔆 We	ather: dry	Surface: asphalt	•
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Line Number	MP	:		
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# Responding to Tickets, step 1: Select a ticket

To select a ticket, do the following:

- Select a ticket from the list by clicking on it
- Press the "Q" key on your keyboard to open the Add Response Form

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Responding to Tickets, step 2: Attach photos

Photos should be added to your ticket. If now is the right time to Does this ticket require pictures? add them: Yes No Choose YES from the box **irth**net Wait for the application Ticket Folde Eden\v/ Fold - Response: CANCELLED TICKE 1. EdenW Locate Time: 10/18/2007 10:1 ■ Units of Work: 0.0 Status 0 (Unlicensed) 🗙 Complete Jo 0045494 0472347 0435923 0038244 0045318 Arrived Time 10 10 23 Use the Browse button to select your zipped file from C:\Pics. File(s) Zipped! It will match the ticket number you are Responding to. OK OK < Select a Comment to Add to t Attachment Browse.... Browse to C:\PICS and attach SAVE CANCEL your photos

Responding to Tickets, step 3-4: Add additional information

Add information to your ticket:

- Set the correct Locator, Response, and Arrived Time
- Add your notes & attachments
- Click Save

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Remember to uncheck the **Complete Job** box if you are phasing this job.

WARNING!!



Select the best responses to this question.

# Employees should *initially* direct any pay related issues to?

- 1. Payroll Helpline
- 2. OM/ PA Supervisor
- 3. Your Supervisor

#### **Developer notes**

•Create the question item, correct and distracter answer choices here •Bold the correct answer(s)

- •Include Correct and Incorrect response feedback in the Notes
- •Duplicate this slide as necessary for the required number of questions
- •The content will be pasted into a quiz item using OnDemand Presenter



# **Closing up at the end of the day**



## At the end of your workday

your laptop needs to be stowed properly for updates:

- Disconnect your computer from inside your truck
- Attach it to the PG&E network in a secure location
- Restart





Select the best responses to this question.

# Employees should *initially* direct any pay related issues to?

- 1. Payroll Helpline
- 2. OM/ PA Supervisor
- 3. Your Supervisor

#### **Developer notes**

•Create the question item, correct and distracter answer choices here •Bold the correct answer(s)

- •Include Correct and Incorrect response feedback in the Notes
- •Duplicate this slide as necessary for the required number of questions
- •The content will be pasted into a quiz item using OnDemand Presenter



# **IRTH Field Unit Tips and Tricks**



Additional information can help you:

- Features
  - Screen Header Detail
  - Bottom Screen Information
  - Ticket Screen Information
  - Field Unit Shortcut Keys
- Activities
  - Displaying Maps
  - Selecting an Action to Perform
  - Reassigning Tickets
- Camera Setup



# Conclusion



You should now be able to:

- Properly connect and prepare your work equipment at the beginning and at the end of your shift.
- Load and synchronize tickets to your laptop.
- Use IRTH Field Unit to process open tickets in a timely fashion, including attaching photographs as documentation



# **Learner Assessment**



Your test score will tell you how well you've mastered the information in this course.

Test scores also provide feedback that is important to helping us make any necessary revisions to the course.

Your score will not affect your job status.

You can go back through the course now to review before you begin the test.

You will have two chances to answer each question correctly.

Click Forward when you are ready to proceed.



# **Evaluation**



To complete the course evaluation:

- 1.Click the link below to open the survey in a new window
- 2.Go To Course Survey
- 3.Complete and submit the survey
- 4.Close the survey window to return to this screen
- 5.Click Forward to complete the course

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Or	ien	tati	on to F	G&I	@Work	For Me -	WBT Pilot	Evaluation

For each statement below, rate your level of agreement by selecting from the

	Agree Very Much	Agree Somewhat
<ol> <li>The course content is relevant to the stated learning objectives.</li> </ol>	$\sim$	0
<ol> <li>The content is clearly presented and easy to understand.</li> </ol>	$\sim$	5
<ol> <li>I can use what I've learned in this course immediately on the job.</li> </ol>	<ul> <li>Image: A start of the start of</li></ul>	0
<ol> <li>The course content is well organized and presented in a logical sequence.</li> </ol>	~	Ĵ
5. The length of the course is	9	<u>a</u>

Example evaluation survey screen.



This completes the [course name]

THANK YOU