Using Workflows to Integrate Asset Management & Streamline Processes

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DEL-CO WATER COMPANY, INC
Del-Co Asset Management

- Elements XS implemented January 2014
- ArcGIS Enterprise Server utilizing GeoCortex for Web Mapping (Fall 2013)
- Fully integrated with Billing Application
- SQL Server Based
Ease of Use

- Field personnel need access in field
- Must be usable for all levels of computer experience
- Must be quick and effective
- Reporting is necessary
- Able to use standalone or with mapping application
Bringing Del-Co Applications Together

- GIS (Enterprise Server)
- IVR
- Workflow
- Billing (UMS)
- Asset Management (Elements)
System Shutdowns
Water System Shutdown Tracking and Notifications

- Continuous workflow
- Update asset management behind the scenes
- Integrate all applications
- User friendly and reliable
- Automatically send notifications
Why does this workflow need to be created?

- Track the number of customers affected by system shutdowns
- Document a shutdown on a customer account
- Analyze water loss
- Notify Del-Co personnel of shutdown
- Notify customers of shutdown and boil advisory
GIS
Elements
Geocortex Workflow
Elements Task and Dynamic Data

<table>
<thead>
<tr>
<th>System Shutdown</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Shutdown</td>
<td>5/11/2017</td>
</tr>
<tr>
<td>Date of Occurrence</td>
<td>5/11/2017</td>
</tr>
<tr>
<td>Start Time</td>
<td>11:30 a.m.</td>
</tr>
<tr>
<td>Length of Time</td>
<td>2 (Est. Hours)</td>
</tr>
<tr>
<td>Primary Notifications</td>
<td>Phone</td>
</tr>
<tr>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>Locations</td>
<td>5205, 5219, &amp; 5230 Shady Creek Ct</td>
</tr>
<tr>
<td>Number of Locations</td>
<td>5</td>
</tr>
<tr>
<td>Repair Type</td>
<td></td>
</tr>
</tbody>
</table>
Select Customers

Customer Notification List

Please draw a box around customer points
Define your custom geometry by choosing one of the tools below, and selecting an area on the map.

Continue
IVR System
Company Email

System Shutdown Email

A system shutdown will occur at the description of ID: 6090 Plumb Rd
The Date and Time of this shutdown is scheduled for 6/7/2017 at 10 a.m.
This shutdown should last for approximately 24 hours
In case of inclement weather the shutdown has a rain date of 6/8/2017
The reason for the shutdown was due to a planned System Improvement occurrence on
4 Customers have been notified by Phone
The address range (if available) for this occurrence is 6000, 6000, 6012 & 6090 Plumb Rd
The boil advisory will expire at the following date and time: Thursday, June 8, 2017 at 2 p.m.
To access the shutdown service order click the link below (must be logged into elements)
Service Order

Additional Comments:
6/7/17 Shut Down - Tie-In Line Ext. 6000, 6000, 6012 & 6090 Plumb Rd... Boil until Thurs. 6/
This notification was created by Christine Myers cmyners@delcowater.com

System Shutdown Email

A system shutdown will occur at the description of ID: 8" WM Swing Tie
The Date and Time of this shutdown is scheduled for 6/29/2017 at 9AM
This shutdown should last for approximately 4 hours
In case of inclement weather the shutdown has a rain date of 6/30/2017
The reason for the shutdown was due to a planned System Improvement occurrence on
25 Customers have been notified by Mail
The address range (if available) for this occurrence is 1961-2000 Maxwell Ave, 2009-2170 Hayer Ct
The boil advisory will expire at the following date and time: Friday, June 30, 2017 @ 6PM
To access the shutdown service order click the link below (must be logged into elements)
Service Order

Additional Comments:
This notification was created by Josh Pruff jpruff@delcowater.com
### System Shutdowns 05/01/2017 - 05/31/2017

<table>
<thead>
<tr>
<th>Task ID</th>
<th>Task Type</th>
<th>Status</th>
<th>GIS Asset Tag</th>
<th>Date of Failure</th>
<th>How Repaired</th>
<th>Shutdown Date</th>
<th>Shutdown Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>Repair Leak (System)</td>
<td>Closed</td>
<td>A001234567</td>
<td>05/12/2017</td>
<td>3 tickets</td>
<td>05/20/2017</td>
<td>Contractor Hit</td>
</tr>
<tr>
<td>67890</td>
<td>Repair Leak (System)</td>
<td>Closed</td>
<td>B123456789</td>
<td>05/14/2017</td>
<td>4 tickets</td>
<td>05/22/2017</td>
<td>Del-Co Hit</td>
</tr>
<tr>
<td>11122</td>
<td>Repair Leak (System)</td>
<td>Closed</td>
<td>C321456789</td>
<td>05/16/2017</td>
<td>5 tickets</td>
<td>05/30/2017</td>
<td>Leak</td>
</tr>
<tr>
<td>33333</td>
<td>Repair Leak (System)</td>
<td>Closed</td>
<td>D456789012</td>
<td>05/18/2017</td>
<td>6 tickets</td>
<td>05/32/2017</td>
<td>Contractor Hit</td>
</tr>
</tbody>
</table>

**Total Occurrences:** 18

**Total Locations:** 206

**Total Hours:** 56

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**Tuesday, June 13, 2017**
Customer History
Questions and Comments
MIKE PRITCHARD (MPRITCHARD@DELCOWATER.COM)