Using Hyperlinks to Query Feature Documentation

By Kerri Rasmussen
York County Natural Gas Authority
York County Natural Gas Authority is located in Rock Hill, SC. Our service area includes all of York County and the Northeast portion of Cherokee County. YCNGA currently has over 1,600 miles of distribution mains and serves over 60,000 customers. This year we are celebrating our 60th anniversary.
Field crews call Engineering asking for documentation (valve drawing, project drawing, service card, etc)
The Engineering Department pulls up records and prints them
Field crews picks up prints next time they are in the office
OR the Engineering Department would talk Field Crews through details on the drawing
Step 1: Populate our Online Document Storage
Step 2: Build an Online Mapping System
Step 3: Create Hyperlinks to Image Director
Step 3: Create Hyperlinks to Image Director


Step 3: Create Hyperlinks to Image Director

Step 3: Create Hyperlinks to Image Director

Step 3: Create Hyperlinks to Image Director

Step 3: Create Hyperlinks to Image Director

Step 4: Training and Implementation
Example
Example
Example

ImageDirector™

Find Documents

<table>
<thead>
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<th>Document Search</th>
<th>Scan</th>
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**LOCATION**

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Showing Records 1 - 4 of 4

<< First Previous 1 Next Last >>

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Conclusion

- Field crews and office personnel can quickly and easily access feature documents from within the maps.
- The Engineering Department receives less phone calls as crews can now access the documentation in the field.
- Less time and paper wasted. Documents are delivered digitally and on demand.
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Thank you!