WPN Guide: Managing Work

Operations and maintenance involves two kinds of work: responding to unpredictable events and performing scheduled tasks. WPN2 handles reacting and documenting events as *reported issues*. All work, either work performed when reacting to events or doing regular tasks, is documented and managed in WPN2 by *work orders*.

Work Orders

WPN2 has a compact work order system, designed to be easy for everyone to use:

- Every work order has a unique reference, by default they are named W1, W2, and so on, but you can change the stem to anything you like, for example WO1, WO2.
- Work orders are grouped into programs, like General Maintenance or Leak Survey.
- Work orders have map locations, and optional addresses, so you can map them.
- You can track people and effort, assets worked on, activities performed, and reported issues.
- Plus photos and notes, status and priority, and logistics (materials, time & cost)

Work order data can be exported to spreadsheets and other databases so you have a flexible record of all work done. You can also make 1-page printable PDF reports of individual work orders and compile a selection of work orders into a PDF book. Work orders can be created by Admin users, as described in the tutorial, *Creating Work Orders*.
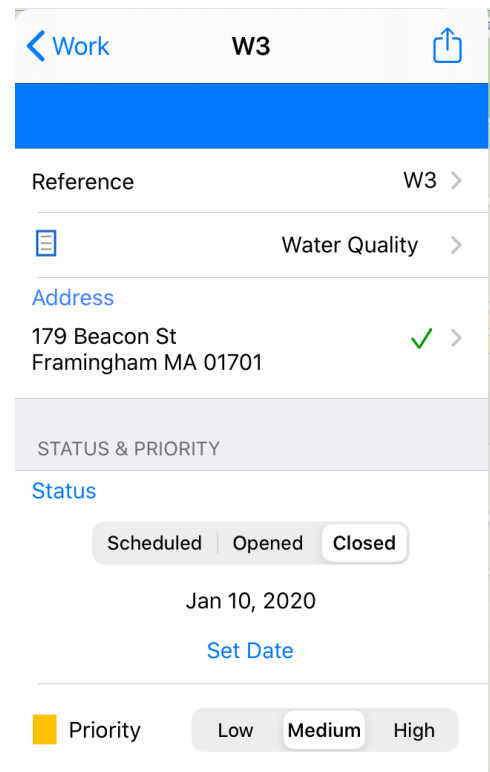
Step 1: Filling Out a Work Order

WPN gives every work order a reference automatically, for example W3. You can rename a work order at any time if you have your own referencing system. You can take photos, which will appear in the blue photo bar and on printed reports.

The work order program, like **Water Quality**, can be changed at any time. Every work order has a location, usually derived from associated issues and assets, which can be moved. An optional address can be entered manually or looked up from its map location.

The status of a work order, **Scheduled**, **Opened** or **Closed**, can be changed at any time and each possible status can have a date.

Work orders can have a priority of **Low**, **Medium** or **High**.

Step 2: Filling Out a Work Oder (Continued)

WPN keeps track of who's involved with every work order, including the manager and the personnel involved in the work.

Work orders are typically associated with other things in WPN:

- Assets are items that are worked on, like hydrants
- Activities are tasks, like hydrant flushing
- Issues may be the source of the work
- LNC deployments and Recordings may be part of a leak investigation

Step 3: Documenting a Work Order

The logistics of a work order are a simple way of tracking:

- **Cost** as a total dollar amount, flexibly accounted, for example including labor and materials
- **Hours** as a total investment, including all personnel, contractors, or customary measure of time commitment
- **Materials** as a description, at any level of detail

Documenting a work order is done by entering a concise Summary, either by typing or speaking. Additional information can be entered by creating notes. The authors, editing history, and dates of notes is associated with this work order.

Step 4: Browsing Work Orders and PDF Reports

WPN remembers an unlimited number of work order. You can browse work orders and search by asset names, people, status, words in the summary, and more.

To share or archive, you can email or print a PDF report of a work order. See the tutorial, *Exporting PDF Reports* for more information. You can also create a PDF report book of many work orders selected, for example, by status or within a date range.
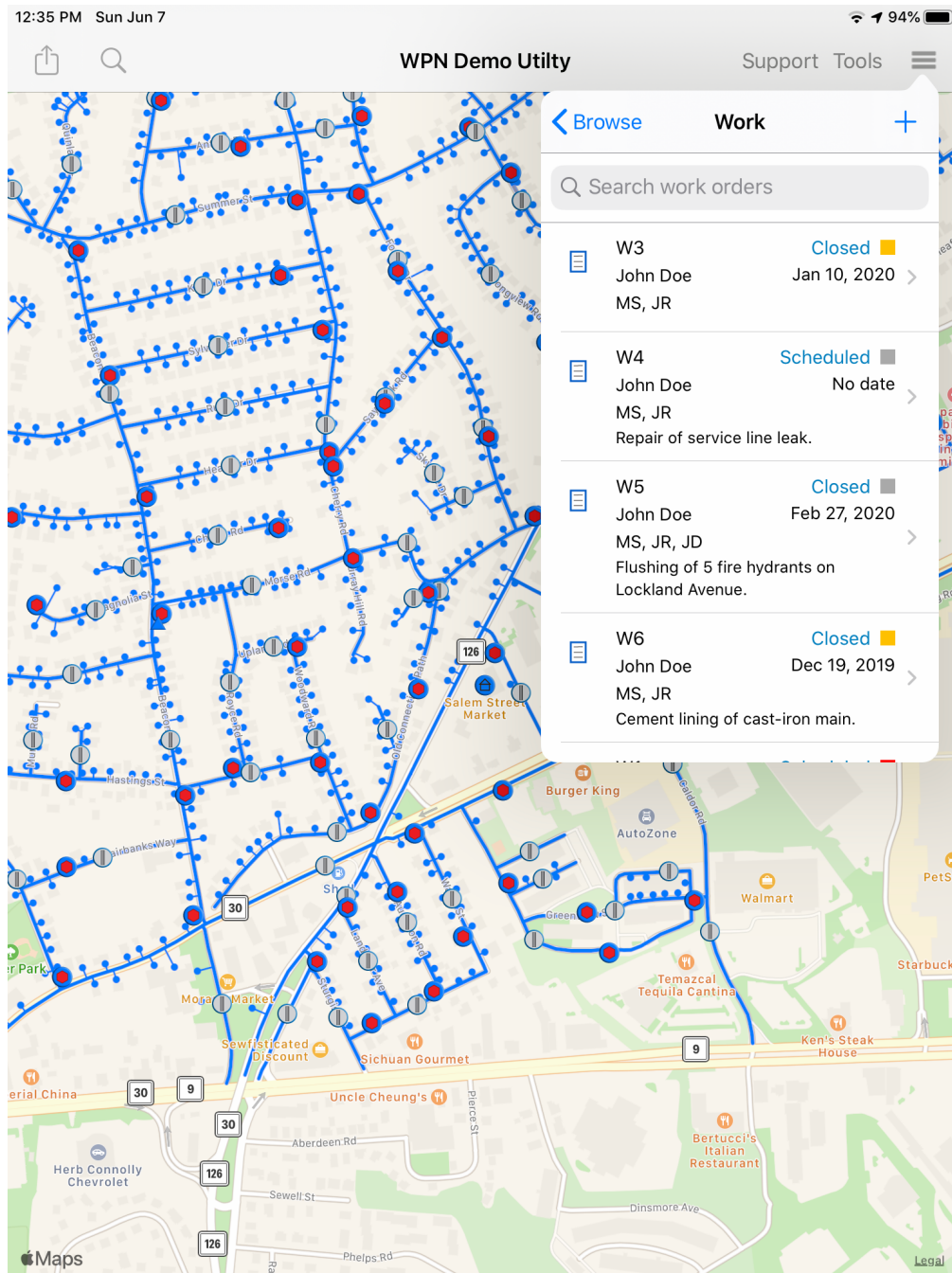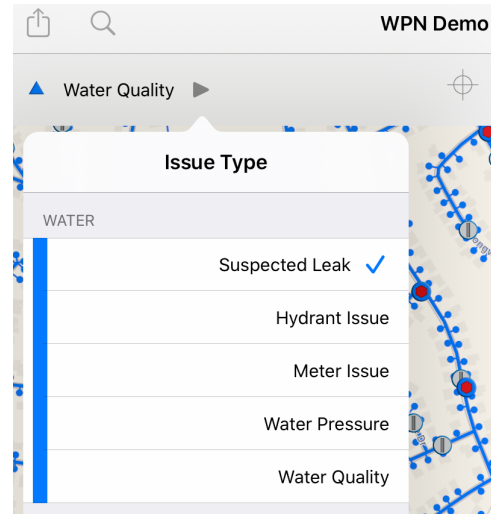
Reported Issues

WPN2 has a 311-style capability of recording all issues reported by utility personnel and the public. Issues are structured like work orders, with unique references, issue types, map locations, optional addresses, personnel, assets, photos, notes, status and priority. Issue data can be exported to spreadsheets and other databases, plus you can email or print a 1-page report PDF of an issue or a book of report PDFs of selected issues.

Step 1: Creating a Reported Issue

Reported issues come from the field, either during utility work or from the public, typically via email or a phone call. You create an Issue in the **Map** view, as described in the tutorial, *Creating Issues*.

Every issue has a type, for example a suspected leak, and is placed on the map, either at your current location or by dragging the created icon to somewhere on the visible map.

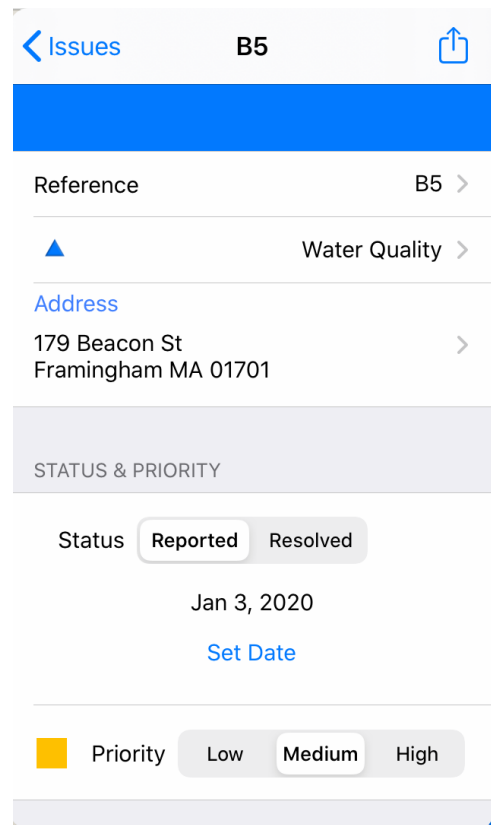### Step 2: Filling Out a Reported Issue

WPN gives every reported issue a reference automatically, for example B5. You can rename an issue at any time if you have your own referencing system. You can take photos, which will appear in the blue photo bar and on printed reports.

The type of issue can be changed at any time.

An issue can have an address, either entered manually or looked up from its map location.

The status of an issue, either **Reported** or **Resolved**, can be changed at any time and each possible status can have a date.

Issues can have a priority of **Low**, **Medium** or **High**.

Step 3: Filling Out a Reported Issue (Continued)

WPN keeps track of who's involved with every issue, including the manager and the person who reported the issue, if applicable.

Issues are typically associated with assets. To add assets you can browse a searchable list or tap on map icons.

Issues usually result in a work order, which can be generated by tapping on the **Work Order** row. The work order retains a reference to this issue and its assets (and possibly other issues).

Documenting an issue is done by entering a concise Summary, either by typing or speaking. Additional information can be entered by creating notes. The authors, editing history, and dates of notes are associated with this issue.

Step 4: Browsing Issues and PDF Reports

WPN remembers an unlimited number of issues. You can browse issues and search by asset names, people, status, words in the summary, and more.

To share or archive, you can email or print a PDF report of an issue. See the tutorial, *Exporting PDF Reports* for more information. You can also create a PDF report book of many issues selected, for example, by status or within a date range.