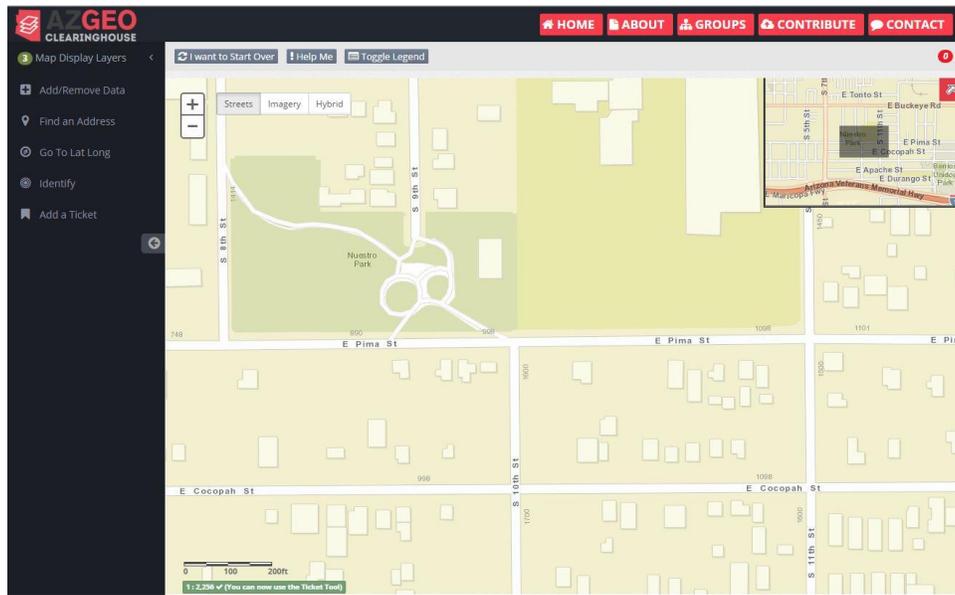


AZGEO GeoData Supply Chain Application Help Documentation

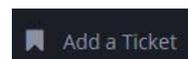


Overview

The Arizona GeoData Supply Chain Application can be used to point out a new issue by creating a ticket that will be shared with interested members of the Arizona Centerline Unification group. It can also be used to view existing tickets.

Creating a Ticket

The main tool in the AZGEO GeoData Supply Chain Application is the “Add a Ticket” tool



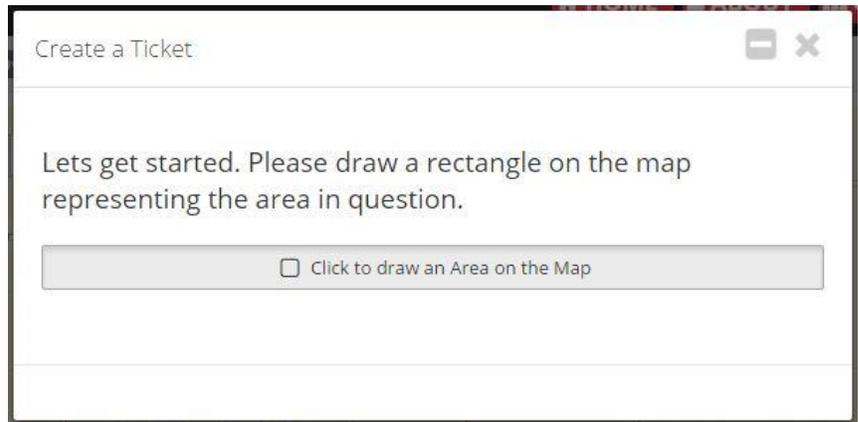
located on the left side bar. The map must be zoomed in to at least 1:250,000 before you can add a ticket. The current level of zoom is located in the lower left corner of the map, below the scale bar. It appears gray if you are not at an appropriate zoom, and green if you are and can use the tool.



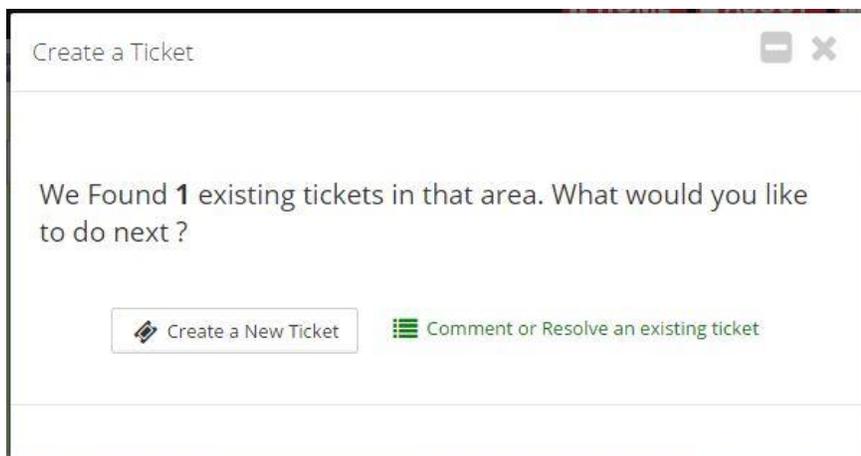
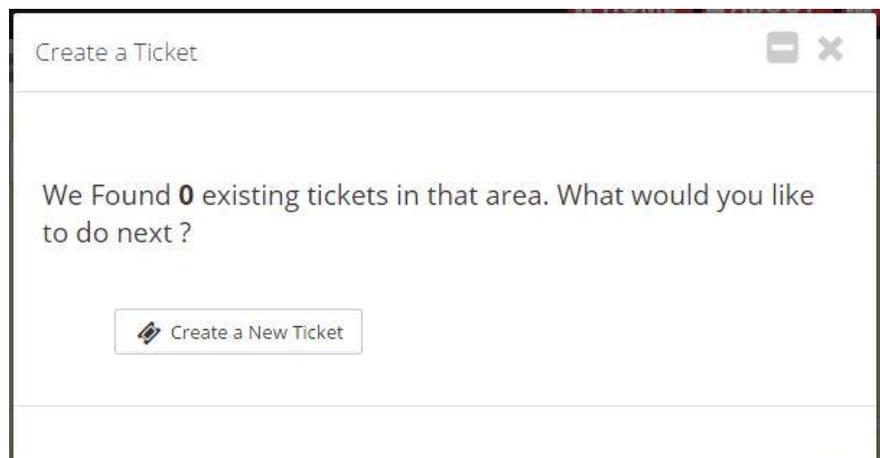
To use the tool zoom in to your area of interest on the map. You can use the plus (+) or minus (-) buttons located in the top left corner of the map to zoom in or out. You can also click inside the map once, then use the mouse’s scroll wheel to zoom in and out. Double Clicking the left mouse button will zoom in by a fixed amount. You can left click and move the mouse to pan the map. You should zoom in as tight as you can when ready to use the tool. Once you have zoomed in to a scale of at least 1:250,000, click “Add a Ticket” on the left side bar.

Add a Ticket Tool

Once you click the Add a Ticket tool, a popup will appear asking you to Click to Draw an Area on the Map. Click the draw button and then draw a box around the area of interest.



The application will search this area for existing tickets and a new popup will appear with the results of this search. If no tickets were found, you will be presented with the option to “Create a New Ticket” by clicking the button in the popup. If one or more other tickets were found within the area of interest, you will be presented with the option to “Create a New Ticket” or “Comment or Resolve an Existing Ticket”.



Create a New Ticket

Once you have clicked “Create a New Ticket” within the popup, you will be presented with a four step process to create the ticket. You may move back and forth through the steps by clicking on the round step numbers along the top or by clicking the “Previous” or “Next” buttons.

At any time during the process of filling in the ticket information, the minimize (-) button may be clicked. This will move the ticket off to the side bar, allowing you to interact with the map. Simply click the ticket in the side bar to resume it.

Create a Ticket

1 2 3 4

Function & Area Issue Information Additional Files Save and Notify

Previous **Step 1 Function and Area** Next

Function

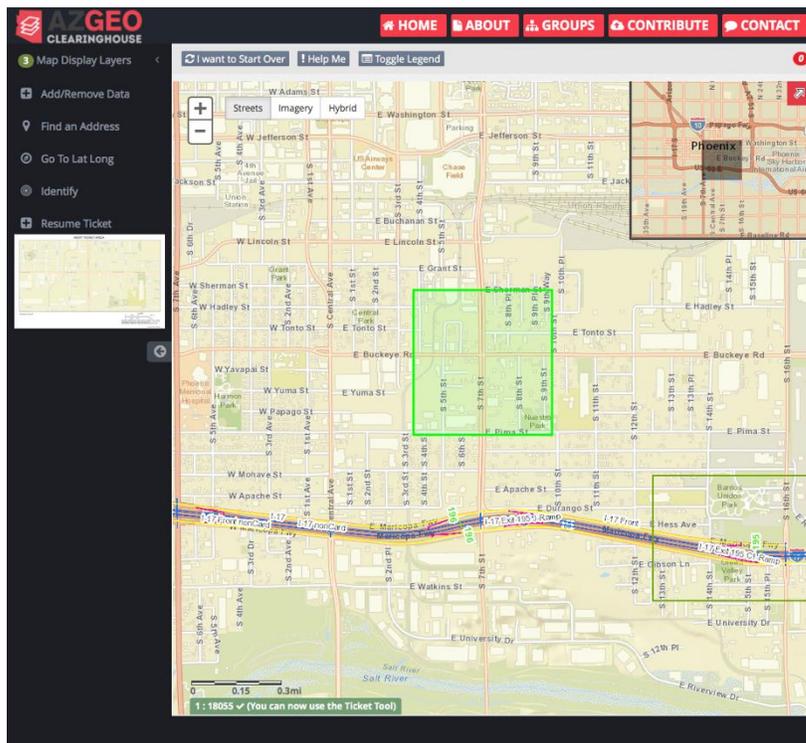
Click in the box to select tags. There's not much need for more than 1 function.

Area

Click in the box to add tags. There's not much need for more than 2-3 agencies.

Image File -





Step One

In the first step you will select one or more tags for the Function and the Area of the ticket you are creating. Click in the box below “Function” and you will see a drop down list. Select a tag that represents the issue being addressed. You may select more than one tag by clicking in the box as many times as you need. However one function usually suffices.

If you accidentally add a tag, click the “x” next to the tag to remove it from the list.

Area tags are added by default based on the area that was drawn when the new ticket was created. You may add one or more agencies to the list if needed. It is recommended that you not remove any agencies added by default.

An image of the area drawn appears at the bottom of the Ticket window. You may click “Next” or the Step 2 circle to continue to the next step.

The screenshot shows the 'Create a Ticket' window with a progress bar at the top indicating four steps: 1. Function & Area (active), 2. Issue Information, 3. Additional Files, and 4. Save and Notify. Below the progress bar are 'Previous' and 'Next' buttons. The 'Function' section has a text box with the instruction 'Click in the box to select tags. There's not much need for more than 1 function.' and a dropdown menu containing 'Roadway Inventory'. The 'Area' section has a text box with the instruction 'Click in the box to add tags. There's not much need for more than 2-3 agencies.' and a dropdown menu containing 'Maricopa'. At the bottom, there is an 'Image File' section with a map titled 'ADD TICKET AREA' showing a street grid.

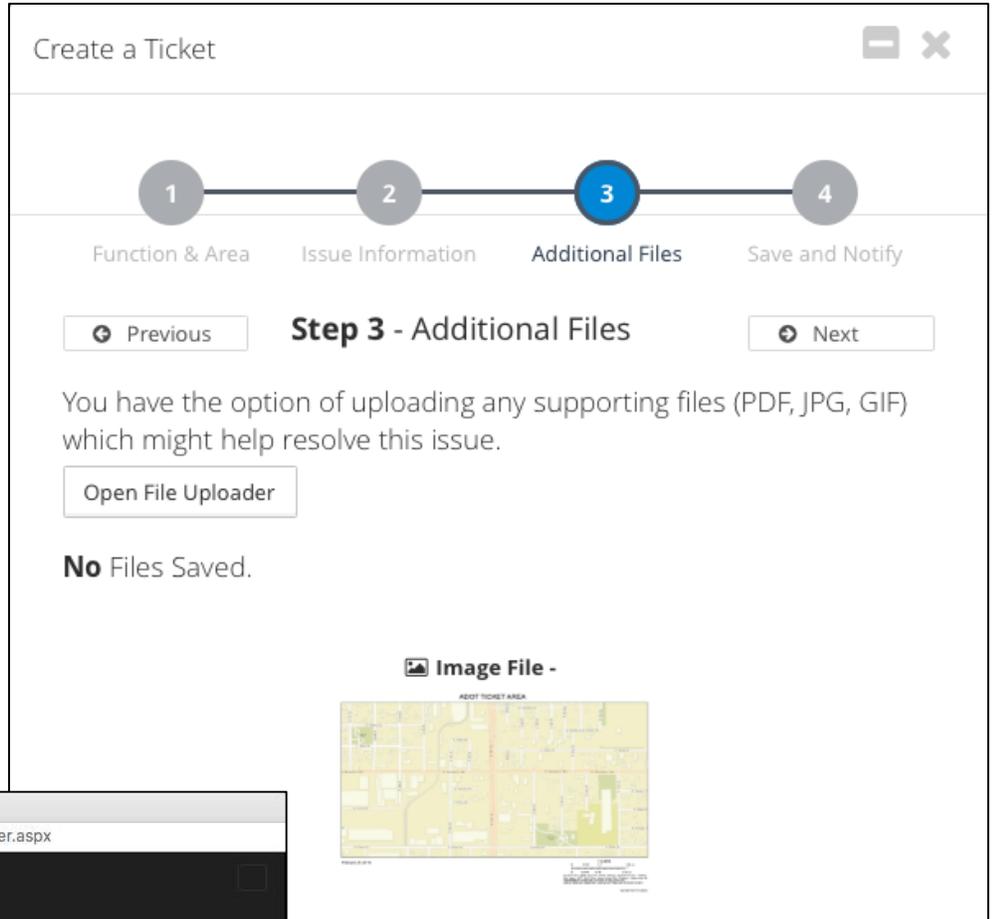
The screenshot shows the 'Create a Ticket' window with a progress bar at the top indicating four steps: 1. Function & Area, 2. Issue Information (active), 3. Additional Files, and 4. Save and Notify. Below the progress bar are 'Previous' and 'Next' buttons. The 'Issue Information' section has a text box with the instruction 'Please tell us a little about the issue: (Required)' and a text input field containing 'An existing roadway is missing from the inventory'. Below this is a 'Noticed by:' section with a text input field containing 'Clark Weston'. Below that is a 'Suggested Resolution:' section with a text input field containing 'Digitize the missing road'. At the bottom, there is an 'Image File' section with a map titled 'ADD TICKET AREA' showing a street grid.

Step Two

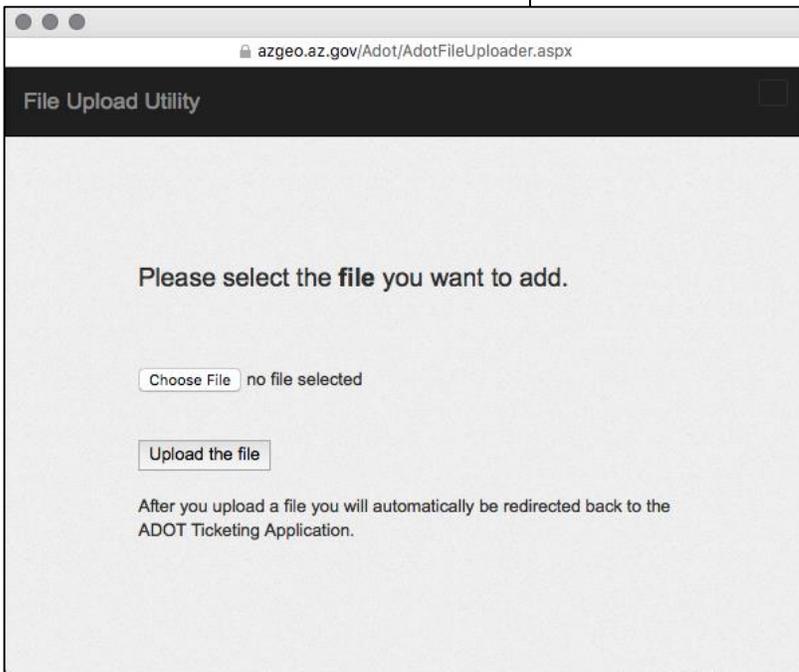
In the first box the issue being addressed should be described clearly and concisely, noting the subject early in the description. In the second box, the person who first noticed the issue should be named. The creator of the ticket is added by default. It may be replaced by a different person or entity, or more names may be added, separating each by a comma. In the third box, a suggested resolution for the issue should be stated clearly and concisely.

Step Three

If there are any supporting files that may help resolve the issue, such as an image or document showing the existence of a missing road, it may be uploaded in step 3. Click “Open File Uploader” and the File Upload Utility will open in a new window. Click “Choose File” to search for the file to be uploaded. Click “Upload the File” to upload it. After the upload completes, you will be redirected back to the Ticketing Application.



The screenshot shows a web application window titled "Create a Ticket". At the top right are window control icons. Below the title is a progress bar with four steps: 1 (Function & Area), 2 (Issue Information), 3 (Additional Files), and 4 (Save and Notify). Step 3 is highlighted with a blue circle. Below the progress bar are "Previous" and "Next" buttons. The main heading is "Step 3 - Additional Files". The text below reads: "You have the option of uploading any supporting files (PDF, JPG, GIF) which might help resolve this issue." Below this is an "Open File Uploader" button. Underneath, it says "No Files Saved." There is a placeholder for an image file, labeled "Image File -" with a small map icon. The map shows a street grid with a red line indicating a "ADOT TICKET AREA".



The screenshot shows a browser window with the address bar displaying "azgeo.az.gov/Adot/AdotFileUploader.aspx". The page title is "File Upload Utility". The main content area says "Please select the file you want to add." Below this is a "Choose File" button followed by the text "no file selected". There is also an "Upload the file" button. At the bottom, a note states: "After you upload a file you will automatically be redirected back to the ADOT Ticketing Application."

Step Four

Based on the functions and areas that you selected for your ticket, members of the Arizona Centerline Unification group will be notified of your ticket. If you would like to notify additional people, click in the box below these default members to add additional emails. Each added email should be separated by a comma.

Click “Save and Notify” to save the completed ticket and notify users.

You may click “Or Cancel” to cancel the new ticket. If Cancel is selected all of the information from the previous canceled ticket will remain in the fields from each step, if you chose to create new ticket.

Create a Ticket

1 2 3 4

Function & Area Issue Information Additional Files Save and Notify

Previous **Step 4 - Save and Notify**

These members will be notified.

Joe Breyer (jbreyer@gisworks.com)

Steve Hossack (stevehossack@mail.maricopa.gov)

Additional emails (comma separated) for people that should be notified

Bill Jackson (bjackson@roadmaster.com), Jack Madison (jmadisc

✓ Save and notify

Click to save the issue and notify the users. **Or Cancel**

Image File -



Once the ticket is saved, you will see a confirmation that will allow you to track the ticket. Click “This Link” to go to the information page for the ticket.

Create a Ticket

Thank you for submitting a ticket. You may track the ticket by using **This Link**.

On the ticket tracking page, you can see all of the information about the ticket. You can see if anyone has commented on the ticket, you can add a comment, mark it as resolved, resend emails, or delete the ticket.

Please note, only the person who created the ticket or a site administrator can resolve and/or delete a ticket.

Arizona GeoData Supply Chain Application 👤

🗨️ Comments 1 🏷️ Function Tags 1 📍 Area Tags 1 📁 Files 1

Ticket Information

✓ Ticket Created ✓ In Process

Issue : (TEST) An existing roadway is missing from the inventory
Suggested Resolution : Digitize the missing road (TEST)
Noticed By : Clark Weston
Posted By : Urbanphiliac for Arizona State University (ASU)
🕒 Created on : Mon Feb 08 2016 12:37:47 GMT-0700 (MST)
🕒 Resolved on : undefined

🗨️ Comments & Timeline Add a Comment Mark As Resolved Resend Emails Delete Ticket

🏷️ Tags, Files & Photos View List of Users

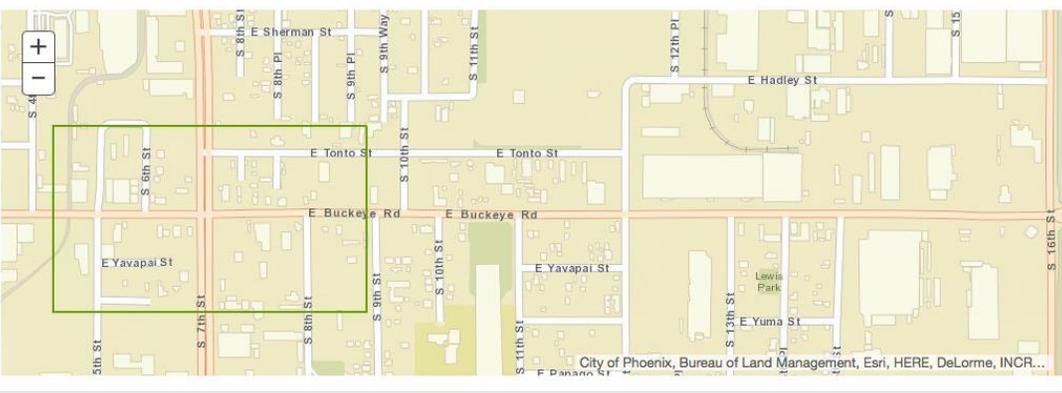
TAGS
Roadway Inventory Maricopa

TICKET IMAGE
[View Image](#)

 ➔

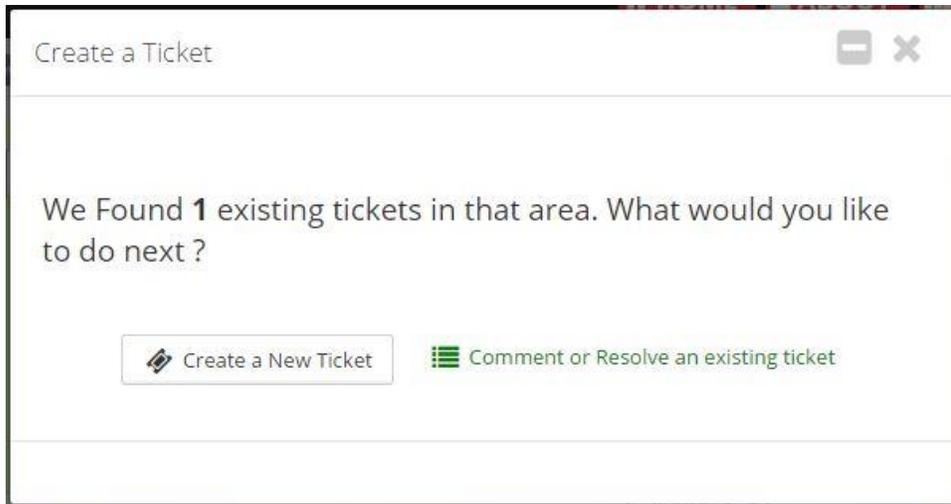
[View Larger Image](#)

Ticket Area Reset map

 City of Phoenix, Bureau of Land Management, Esri, HERE, DeLorme, INCR...

Comment or Resolve an Existing Ticket

If your area overlaps the area of one or more existing tickets you will be notified of this in the popup window. You may click “Comment or Resolve an existing ticket” to see what tickets already exist for the area.



Click “View Details” to see the detailed ticket information page where you may add a comment or help to resolve the ticket. If the ticket you were trying to create was going to address the same issue as an already existing ticket, you may add a comment to the ticket instead of creating a new ticket for the same issue. You may also upload further documentation that may help resolve the issue.

