

2017 User Group Conference Agenda



Day 1	(Full Day)			
8:30	9:00	1	REGISTRATION & WELCOME	Welcome & Introduction - Asset Edge Update - Annual User Survey
9:00	10:00	2	Reflect	Reflect Windows - Enhancements and Changes over the last 12 months
10:00	10:30	3	Reflect	Reflect Android - Enhancements and Changes over the last 12 months
			Morning Tea	Provided by Asset Edge
11:00	11:30	4	Reflect	Reflect Web and the UMC - Enhancements and Changes over the last 12 months
11:30	12:00	5	Vigil	Vigil - Surveillance Software how it works and how it may impact your council
12:00	12:30	6	Reflect	Analytics - RMPC and RMCC. Do councils need these for their own data?
			Lunch	Provided by Asset Edge
13:15	13:30	7	Reflect	Web based reporting - KML and New Report Wizard
13:30	14:30	8	Recover	What's in Recover Web and Android. Our latest release now includes Restoration Works
14:30	14:45	9	Signum	A full run down on all the great new features in Signum - Sign Management Solution
			Afternoon Tea	Provided by Asset Edge
15:00	15:30	10	Reflect	Council Case Studies from around the country - six of the best!
15:30	15:45	11	Nemus	A full run down on Nemus - our complete Tree Management Solution
15:45	16:00	12	Reflect	Planned Work and Work Orders – there's a lot you need to know!
16:00	16:30		Review Whiteboard and Questions	Opportunity to address items raised during the sessions and introduce new discussion with Asset Edge Representatives
ASSET EDGE ANNUAL CONFERENCE DINNER COMMENCING 7.00pm. Meals and Refreshments provided by Asset Edge.				
Day 2	(Half Day)			
From	To		REGISTRATION	
8:30	9:30	13	Reflect	NSW > Reflect and RMCC - update and what's coming this year QLD > Reflect and RMPC - update and what's coming this year VIC, TAS > VICROADS reporting + Requests and Notifications
9:30	9:45	14	Reflect	Survey Results, Training Options for 2017 for you and your council
9:45	10:00	15	Reflect	Data Accuracy and Checking. Is your Reflect data in good health? Ways you can quickly check
10:00	10:15	16	Reflect	Hardware—what's everyone using now?
			Morning Tea Break	
10:45	11:30	17	Reflect	Electronic Forms—Hints and Tips, Formulas, Signatures and more
11:30	12:00		Review Whiteboard and Questions	Opportunity to address items raised through the sessions and introduce new discussion with Asset Edge Representatives

SESSION 1 - Conference welcome

Welcome to the 2017 User Group Conferences

Welcome to those councils attending the Asset Edge User Group Conference for the first time and hello again to all of our regulars. A special thanks to those who have partaken in the conferences over the last decade.

Over the last year we have seen more and more Local Government Areas either take up Reflect or expand the use of the software to more asset types for risk mitigation and maintenance management. Reflect Mobile (Android) is becoming a tool used by work crews and inspectors on a daily basis. It is pleasing to see the "paperless" system becoming a reality for many of our clients. Reflect Web use is growing steadily and we will continue to develop the interface and reporting capabilities over the next 12 months. Reflect Windows version remains the control centre for the Reflect Administrators at the 140 councils using the software.

A complete re-write of Recover over the winter of 2016 was prudent and timely. The software is now Australia's leading Natural Disaster management solution with over 60 sites with agreements. Cyclone Debbie and the resulting weather patterns was a great test and we are pleased to say the new version passed with flying colours.

The Vigil Surveillance Software is now TMR Queensland's principle surveillance tool for RMPC councils and continues to be used in NSW by RMS in two regions.

Over the next couple of days we will provide information on the rapid development of our software applications and the massive amount of work being done behind the scenes with data management. This will showcase recent additions and what we have just around the corner. Please ask plenty of questions and take the opportunity to meet and catch up with other conference attendees.

- **Conference Token of Appreciation**

- **Agenda and Delivery**

- Short informative sessions and will do our best to stay on time
- Please try to leave your questions until the end of each session
- We encourage you talk to Asset Edge presenters during breaks
- You don't have to attend all sessions. Please however enter/leave between sessions.

- **Session Slides** *Electronic version will be available on request following final conference at Coffs Harbour*

- **Conference Survey - Please complete one per council and return Day 1**

- **Check the Contacts Register Folder**

- **Dinner at 7.00pm – who's coming?** *Pre-dinner drinks 6:00pm to 7:00pm*



SESSION 2 - Reflect Windows - Enhancements and Changes over the last 12 months

Session Introduction

With the Windows version of Reflect remaining the "Engine Room" for Reflect Administrators to setup manage and report the databases, it is always very important to understand some of the major changes made over the last twelve months.

Some of the important things you may need to know

- EForm Signatures are available
- Location History—an incredibly handy feature
- Auto Status update for Work Orders is possible
- Lots of integration changes/enhancements



Some of the main changes are listed below:

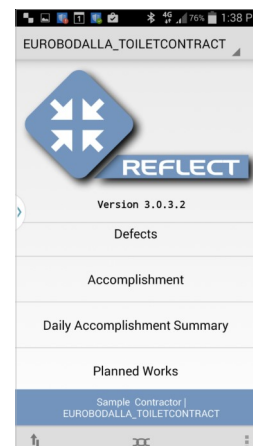
Enhancement / Change description	Will use? (Y/N)	More info req (Y/N)
• Add Support for Contract Start Date and End Date. Setup at Configuration Settings.		
• Added /CONFIG command line switch to pass in location and name of config file and /NOUPDATE switch support to stop application autoupdates		
• The HTML Report's index table columns be resizable, draggable and sortable		
• Auto populate Work Team into Defects and Planned Works that are assigned to a Work Order		
• Added Config Setting 'Close Related Request When Defect Completed'.		
• Added 'Allow Actual Cost Entry' to Configuration Settings		
• Added EForm Signature on Mail Merge		
• Added Request Responsibility view and populate Request's Responsibility Of and Email based on matching Request Responsibility		
• Alert on Post Save depending on Request's Request Type		
• 'Update Primary Location & Location From Chainage' menu		
• Added auto email to support if database exceeds 800 MBytes		
• At 'Reports', added a new toggle button (swaps between 'Sort By Screen' and 'Sort by Alphabetical') that reorders the report fields accordingly		
• At History View, highlight in yellow individual cells that have differences		
• Get History Data directly from server ('Get History Data From Server' setting + internet connection required)		
• Pressing F12 on Lookup Forms also launches the 'Go To Column' functionality		

[illegible]

SESSION 3 - Reflect Android - Enhancements and Changes over the last 12 months

Session Introduction

Reflect Android is now the norm for mobile data recording with Reflect. The interface is very simple and provides users in the field with controls to view, analyse, record and send information on a small, powerful and inexpensive piece of equipment.



Some important things you need to know

- Prefixing - YOU NEED TO KNOW ABOUT THIS
- GPS settings - GPS ONLY
- Version Control and Updates - is it occurring ? How do I know?
- Chainages and updating - make sure you have the latest

Some of the main changes in the Android version are listed below:

Enhancement / Change description	Will use? (Y/N)	More info req (Y/N)
• Add ability to toggle showing of Completed Items on the map and list views in all windows		
• Add a setting to show/hide the 'Allow Invalid Data to be saved' option in settings, so it can be hidden and disabled		
• Use setting to specify the Lat/Long to be obtained from Source Record or Current Location for all new entries generated from another item		
• In Electronic Forms, make the sub-locations lookup list populate from the Sub-Locations table		
• Capture metadata in images		
• Use the new version of the Customise Field settings window for all data types (Accomplishment etc)		
• Update the Inspection Number lookup to include the Inspector, Inspection Type and Location details		
• Ensure that history entries are created for every insert / update of Defects, Accomplishment, Planned Works, Incidents, Inspections, Requests, Work Orders		
• In the Planned Work detail window, add the Location Zone field and include it in the list of fields that can be customised		
• In the synchronisation process, add "Gateway" service to redirect all fibre synchronisations to the appropriate server		
• In all map windows, add the option to choose between the current (Large) symbols, and the original (Minimal) symbol styles		
• In the Defect detail window, limit the Activity lookup list based on the Defect Code that is selected if the Defect Code has Defect Code Activities defined		

SESSION 4 - Reflect Web and UMC - Enhancements and Changes in last 12 months

Session Introduction

Last year we took our first look at the Web version of Reflect and now it is in use by many councils for reporting and user management. Asset Edge will gradually introduce more of the current Windows functions into Reflect Web; these enhancements will be driven by requests from councils and also rapid changes in technology.

Some important things you need to know

- The User Management Console (UMC) is only available through the Web
- [Live Tracking has been dropped - preferable to use third party products \(eg 42 Gears\)](#)
- The Web interface remains largely read only - BUT Requests input/update is now possible
- ALL Data is available for ALL years on web. This may not be the case with your windows data-base

Some of the main changes are listed below:

Enhancement / Change description	Will use? (Y/N)	More info req (Y/N)
• Cater for Publication Sites table when determining what data is displayed		
• Full Screen User Interface		
• Option to choose which field to display in List View and Map Info Window		
• New Report Wizard		
• Popup Map Search in Request with chainage search option		
• Responsibility Of and Email populated based Request Responsibility table		
• Post Save Alert Message on Request if it exists in Request Type		
• Editable Image Captions		
• Auto-populate Location if Primary Location has only one Location		
• Allow ADMIN Users to specify which fields are displayed in Requests		
• Set Mandatory Fields and Field Sequence and in Request		
• Allow Eform Attributes to be included in Custom Reports		
• Add Defect, Inspection and Accomplishment Comments to Requests		

SESSION 5 - Vigil—Surveillance Software

Session Introduction

Vigil is used to assist with the management of Highway Contracts in NSW and QLD. Vigil was introduced to NSW about seven years ago and has recently undergone significant development work. It is now the software of choice for TMR and RMS and is likely to have a presence in all Regions by the end of 2017.



Some important things you need to know

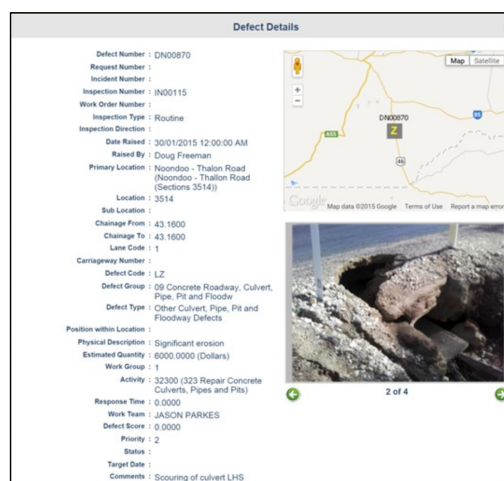
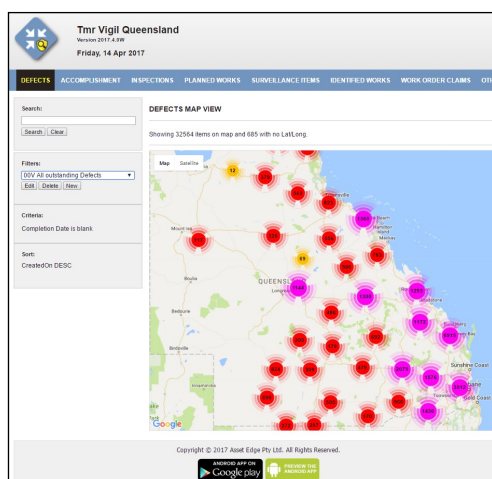
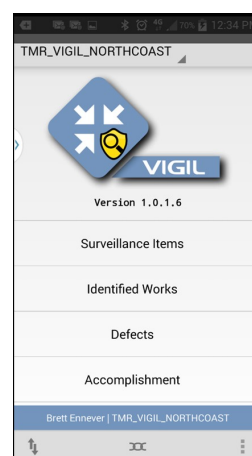
Vigil provides Road Authorities with Read Only Access to Service Provider data (Inspections, Defects, Planned Work, Incidents, Accomplishment—NOT ACTUAL COST DATA FROM COUNCIL)

Road Authorities can also collect their own data using the following:

- Surveillance Items Module
- Identified Works Module
- Electronic Forms Module

Benefits of Vigil

- Fully mobile solution including Road Chainage display
- Centralised data repository for Region/District
- Reporting to State Level and Dashboard Analysis
- Secure Web interface and User Control
- Communication between Road Authority and Service Provider (NEW)
- Standard Surveillance Item Types and Identified Work Types across State



VIGIL SURVEILLANCE SOFTWARE - TMR QLD SURVEILLANCE ITEM SYMBOL CHART

version 1 09/09/15

Symbol	Surveillance Item Group	Surveillance Item Type	Surveillance Item	Surveillance Item Code	Description
1	03 - Degraded Areas	300 DRAINAGE	Degraded Areas	03-31	Item relating to Activities 31000
4	04 - Heritage Management	400 ROADSIDE	Heritage Management	04-42	Item relating to Activities 42700
4	05 - Declared Pest Species	400 ROADSIDE	Declared Pest Species	05-40	Item relating to Activities 40600, 46000
1	06 - Fire Risk Management	400 ROADSIDE	Fire Risk	06-41	Item relating to Activities 41500
8	07 - Management of Grids	800 STRUCTURES	Grids	07-86	Item relating to Activities 86100, 86200
8	10 - Performance of Rail Crossings	800 STRUCTURES	Rail Crossings	10-86	Item relating to Activities 86500
1	15 - Routine Maintenance	100 SEALED SURFACES	Sealed Surface - Pavement Patching	15-10	Item relating to Activities 10100, 10200, 10900, 10500, 10600, 10700
1	15 - Routine Maintenance	100 SEALED SURFACES	Sealed Surface - Surface Correction	15-11	Item relating to Activities 11000, 11100, 11200, 11500, 11800
1	15 - Routine Maintenance	100 SEALED SURFACES	Sealed Surface - Cracks	15-12a	Item relating to Activities 12000, 12100, 12200, 12300, 12301, 12400,
1	15 - Routine Maintenance	100 SEALED SURFACES	Sealed Surface - Concrete	15-12b	Item relating to Activities 12400, 12500, 12600, 12700, 12800, 129**



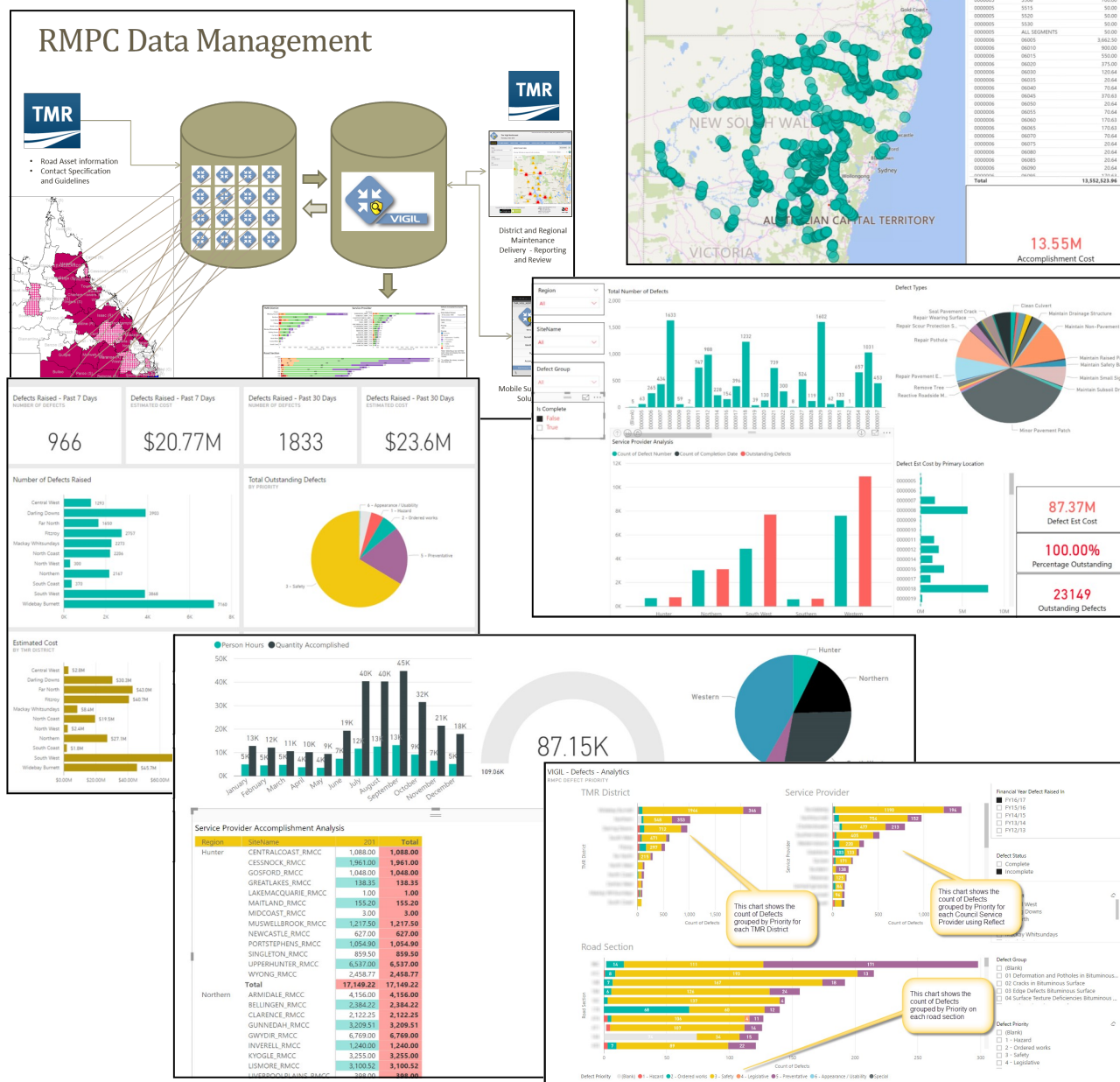
SESSION 6 - Analytics

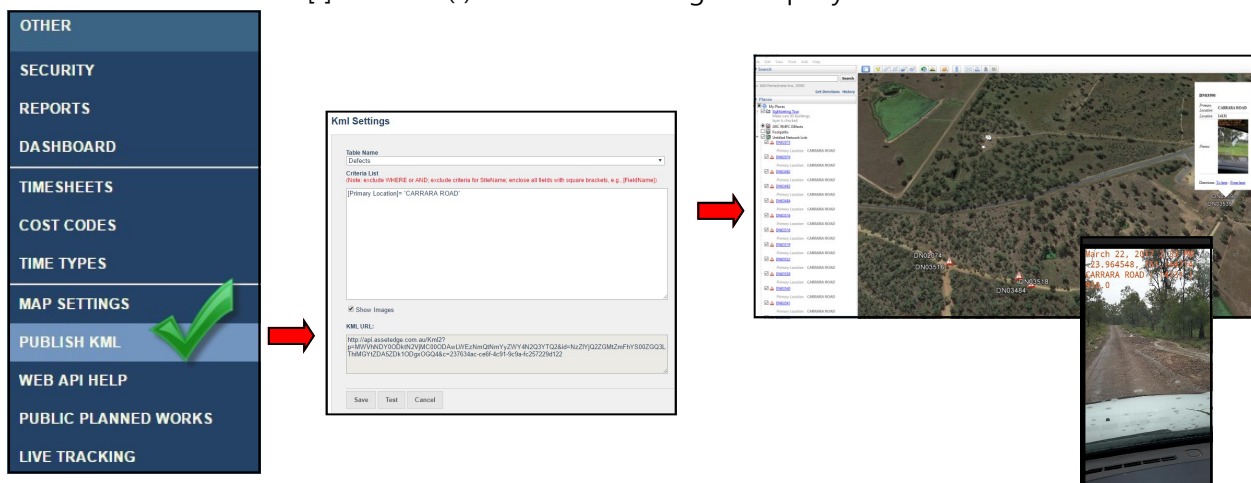
Session Introduction

Big data analytics is the process of examining large and/or varied data sets. Organisations do this to uncover hidden patterns, unknown correlations and other useful information that can help make more-informed business decisions with regards to Program Funding, Compliance and Risk Management.

Some important things you need to know

- Reflect Data from Councils is compiled (with the agreement from those organisations) and made available for analysis and reporting by State Road Authorities in NSW and QLD.
- Currently Asset Edge uses Microsoft Power BI for building the dashboards.
- These dashboards are not currently being made available to the councils by Asset Edge - if they are required you should contact RMS or TMR.





SESSION 8 - Recover - Natural Disaster Management Software

Session Introduction

The new Android and Web Versions of Recover were released to councils at the beginning of this year.

It was indeed a timely release and has been thoroughly tested by our councils with the collection of Damage following the devastation left by TC Debbie across parts of Queensland and shortly followed by severe flooding in six Northern NSW Local Government Areas.

Recover is now clearly the leader in Damage Collection Software in Australia. The recent addition of the Restoration Works Module makes it a complete solution.

In July 2018 all States and Territories will be required to manage Recovery Works and Funding under a new "Up-Front" model similar to that that used by QRA. More rigorous recording of Infrastructure damage including compliant and quantifiable evidence will need to be produced by councils.

Main benefits of Recover

- Simple to use Web and Android Interface
- Damage collected in standard format and uses mandatory fields
- **Complies with NDRRA and State Authorities**
- All photos retain image metadata which is required by determining authorities in some states. Photo points plotted for each damage
- Information is stored and retrieved from a central database. There is minimal data input and photo uploading required
- Mobile and Web version allow for estimates of damage to be performed onsite using Resource rates or Treatment Type rates
- Full Help Desk Support and Documentation

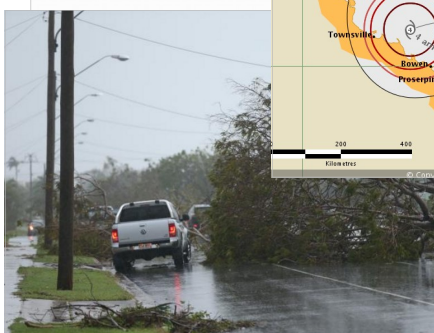
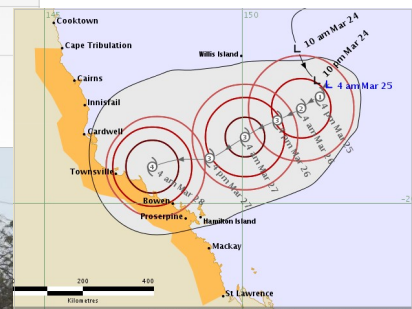
Funding arrangements for relief and recovery

Since the Commission's report was published the Government has been working with states and territories to develop and test new disaster recovery funding arrangements. This will include the reconstruction of essential public assets, based on an upfront assessment of damages and estimated costs, rather than the current post-event reimbursement model.



Recover Data Capture
Within 2 weeks from Debbie Crossing
Cost 28th March—10 April

- 6100 Damage Location
- 13000+ images
- 13 of the 60 Recover Councils active
- Several well underway with Estimate and Submissions



Item	Description	Cost (excl GST)
Recover Licence	The enterprise Licence is for unlimited users and devices for Android and Web version of Recover software for the duration of the agreement	No fee
Recover Upgrades and fixes	All releases for Android /Web versions. Form Updates as required by State Authorities	No fee
Recover Help Desk Support	Phone support business hours 9am-5pm	No fee
Recover Data Hosting	All damage data information in images resides on AE dedicated servers	No fee
Recover Event Fee	Fixed Price per activated/declared event added into Recover Database	\$5000
Recover Training	Training for office and field staff - be prepared for an event (optional)	\$1500
Recover Database Setup	Setup as required by council. All location data to be provided by council. (optional)	Quote

SESSION 9 - SIGNUM - Sign Management Software Update

Session Introduction

Signum software provides a perfect paperless and mobile solution to recording the placement, checking and removal of Temporary Road Signs.

Recent improvements include Chainage Display for the Android and Web versions of Signum and also addition of user defined field for data capture.

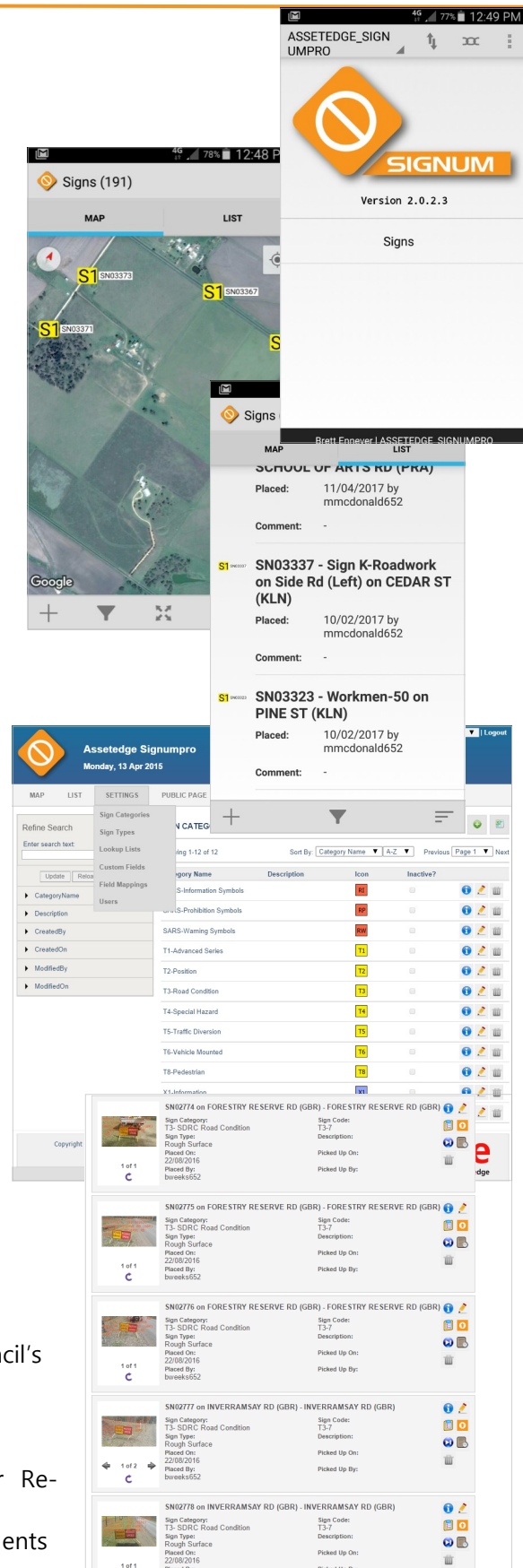
If your council is required by Insurance Companies to record date/time and Road Chainage and Location for temporary signs then Signum is the perfect choice.

Captured details can be optionally marked for display on a publicly accessible Web site - making it a breeze to keep the local residents informed of road conditions.

How much? \$2500 per annum - UNLIMITED users, full access to Android and Web.

Signum provides the following benefits:

- Strong legal defence for council
- Collects all information on smartphone/tablet
- Logs GPS Location, images and date/time
- Efficient deployment and collection of all types of temporary signs
- Easily locate signs on the road network using council's Signum website with secure login and password
- Also manage Permanent Signs and SARS (Signs for Remote Supervision) to comply with insurer requirements



SESSION 10 - Case Studies - Asset Edge

Session Introduction

The power and versatility of the Reflect software has provided organisations to use the software in ways that would not have been thought of a few years ago. We are seeing a greater spread of Asset Classes being managed by Reflect for Inspection and Maintenance. Electronic Forms and System Integration continue to be in high demand. In this session we showcase some of the great work being performed by the Software Users.

Bridge Inspection and Defect Management	Byron Shire Council
Electronic Forms for Grid Inspection and Reporting	Charters Towers Regional Council
Recover - Cyclone Debbie	Multiple Sites (NSW and QLD)
Merit - Reflect Integration	Nambucca (NSW) and Loddon (VIC)
Aerodrome Inspections	Goondiwindi Regional Council
Reflect for Motorways	NSW Roads and Maritime Services



SESSION 11 – Nemus - Tree Management Software

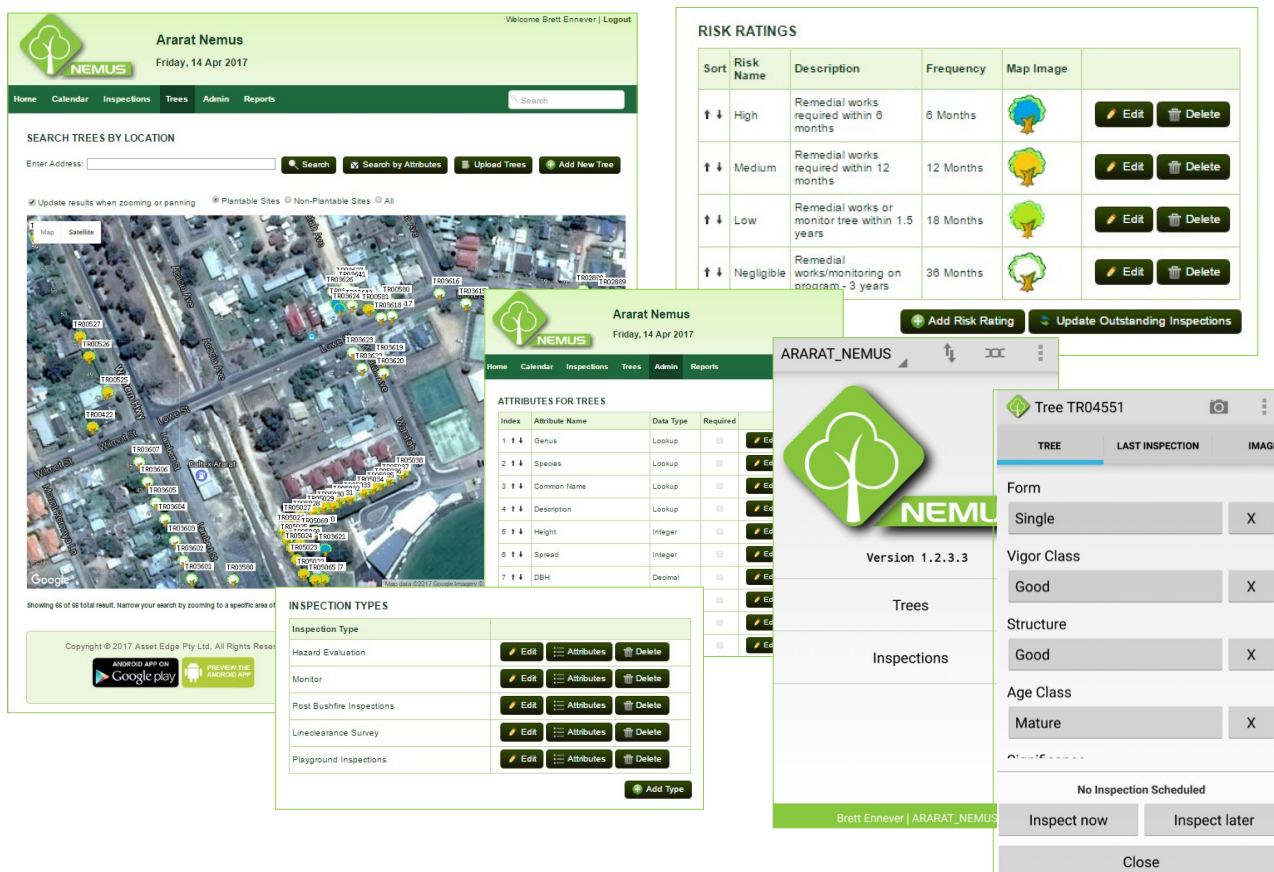
Session Introduction

Nemus (*Latin for a tract of woodland, forest pasture, meadow with shade, grove*) was developed by Asset Edge in 2013 following a request from the Cairns Regional Council. There are now six Local Government Areas actively using the solution for tree management.



Nemus has the following features:

- Paperless system with smartphone technology to record GPS location, data and images of trees
- Users creates the required attributes for the data collection process on councils tree assets
- Secure website dedicated for your own council that has multi-level security access control
- Create your own reports with outputs to Microsoft products and Adobe pdf.
- Cost effective, simple and powerful solution with full help desk support 1300 219 552
- Powerful mapping tools to display, query, analyse and report information about council's trees
- Manage and reduce risk by using the powerful inspection features within Nemus



The screenshots illustrate the Nemus software interface. The top left shows a map view of trees with various attributes like ID, Genus, Species, Common Name, Description, Height, Spread, and DBH. The top right displays a 'RISK RATINGS' table with columns for Sort, Risk Name, Description, Frequency, Map Image, and Edit/Delete buttons. The bottom left shows a 'Tree TR04551' form with fields for Form, Single, Vigor Class, Good, Structure, Good, Age Class, Mature, and a 'No Inspection Scheduled' button. The bottom right shows a 'Tree TR04551' form with fields for Form, Single, Vigor Class, Good, Structure, Good, Age Class, Mature, and a 'No Inspection Scheduled' button.

Sort	Risk Name	Description	Frequency	Map Image	Edit	Delete
↑ ↓	High	Remedial works required within 6 months	6 Months		Edit	Delete
↑ ↓	Medium	Remedial works required within 12 months	12 Months		Edit	Delete
↑ ↓	Low	Remedial works or monitor tree within 1.5 years	18 Months		Edit	Delete
↑ ↓	Negligible	Remedial works/monitoring on program - 3 years	36 Months		Edit	Delete

Index	Attribute Name	Data Type	Required	Edit	Attributes	Delete
1	Genus	Lookup		Edit	Attributes	Delete
2	Species	Lookup		Edit	Attributes	Delete
3	Common Name	Lookup		Edit	Attributes	Delete
4	Description	Lookup		Edit	Attributes	Delete
5	Height	Integer		Edit	Attributes	Delete
6	Spread	Integer		Edit	Attributes	Delete
7	DBH	Decimal		Edit	Attributes	Delete

Inspection Type	Edit	Attributes	Delete
Hazard Evaluation	Edit	Attributes	Delete
Monitor	Edit	Attributes	Delete
Post Bushfire Inspections	Edit	Attributes	Delete
Lineclearance Survey	Edit	Attributes	Delete
Playground Inspections	Edit	Attributes	Delete

Form	Single	Vigor Class	Good	Structure	Good	Age Class	Mature
	X		X		X		X

No Inspection Scheduled

Inspect now Inspect later

Close

How much does it cost?

A Nemus annual licence will cost \$3000 (excl GST) and includes the use of unlimited number of devices in the field for inspection and recording of information. Then simply access to your council's secure Nemus webpage where information on the OSMS can be viewed, analysed and reported.

How do I find out more about Nemus?

Simply call the Asset Edge Support Desk 1300 219 552 or visit our website at www.assetedge.com.au

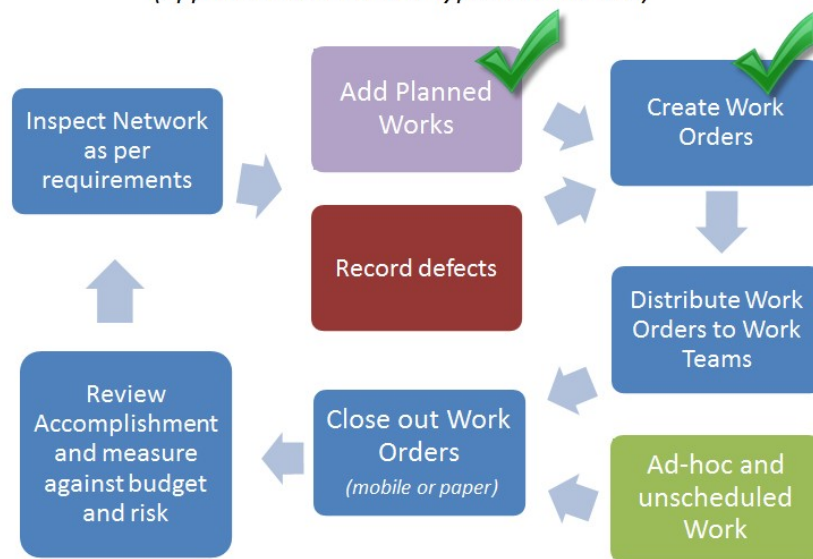
SESSION 12 - Planned Works and Work Orders in Reflect

Session Introduction

Over the last twenty years Reflect has evolved from a simple **FIND IT - FIX IT** software to a very powerful Inspection and Maintenance solution to assist with managing both Maintenance and Risk on an organisation's assets. In recent years requirements for tighter financial controls and improved planning have resulted in Work Orders and Planned Work Modules being added to Reflect.

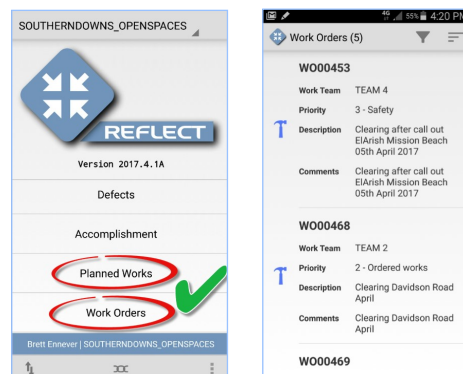
Work flow with Reflect

(applicable to all Asset Types and Classes)



Planned Works allow councils to plan work activities / tasks to be carried out under councils routine and specific maintenance programs. Ideally each Planned Work record should have an Activity, Target date, Work Team and Estimated quantity and cost assigned. There are various methods of assigning re-occurring Planned Works with Reflect.

- **GRADING AND SHOULDER WORKS**
- **REST AREA SERVICING**
- **ROADSIDE SLASHING AND SPRAYING**
- **HEAVY PATCHING**
- **GRAVEL RESHEETING**
- **BITUMEN SEALING**
- **PROACTIVE PIT AND DRAIN CLEANING**



Work Orders in Reflect provide by far the greatest control over the delivery of maintenance tasks when it comes to cost and work scheduling. Work Orders can be consider as Jobs made up of one or more components (Defects and Planned Works) that are issued to your work teams or contractors using paper forms or electronic means. The latter is becoming more and more popular as there are significant reductions in errors and also data entry time. The information can be transferred almost immediately to and from the mobile workforce.

SESSION 13 - RMCC/RMPC UPDATE

Session Introduction

Reflect Software is used for Highway Inspection and Maintenance Management in NSW, QLD and TAS. Defect and Activity models along with Report outputs are customised to the needs of each State Authority. The use of Reflect by contracted service providers (councils) provides consistent and methodical recording data and producing the required reporting for the payment of services.



RMCC (NSW)

Reflect is now used in ALL council service provider sites with the Lake Macquarie Council recently moving to Reflect to manage their contract.

The major RMCC specific enhancements over the last 12 months;

- Chainages continue to be used
- Reporting has remained consistent with slight variations across regions
- Android is now the platform of choice for most infield work—Reflect Web also more popular

RMS has appointed Asset Edge to manage and host all RMD data and moving away from the Fujitsu Servers that have held the Reflect data for over a decade. This change will enable quicker support and trouble shooting and also free up the option of Android and Analytic reporting, both of which have been problematic in the past due to firewall and security constraints with the State Authority data.

There are also several other project underway or about to get the "Green Light" with RMS which may have positive flow on effects for Local Government with RMCC arrangements.

Department of Transport and Main Roads

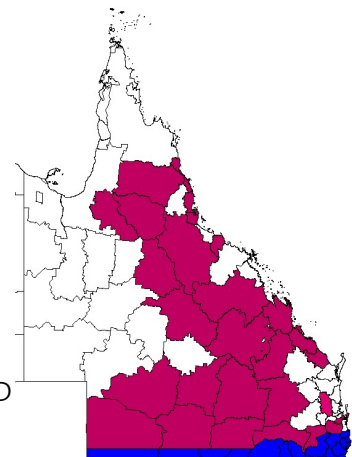
RMPC (QLD)

At the time of the 2017 conference 32 RMPC councils in Queensland are using Reflect to manage the RMPC. All these councils are using the new Defect IL/RT model and specification. Of major interest will be the release of the Maintenance Activity Guidelines which are to be rolled into the 17/18 contract .

The major RMPC specific enhancements over the last 12 months;

- **Chainage data now being managed with updates from TMR**
- **Claim Lock Function**
- **Work Order Job Cost Generator (GET function)**
- **Increased utilisation of Electronic Forms**
- **New JMRA identified work recording in**
- **Seamless integration to Vigil (Surveillance Solution)**

Asset Edge will again be holding RMPC workshops during June around QLD and will be introducing some new RMPC management and reporting tools.



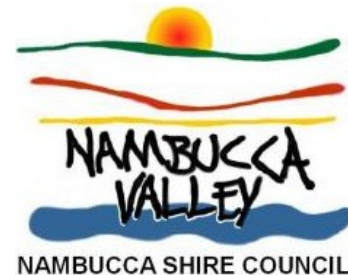
SESSION 13 - VICROADS reporting + Requests and Automated Notifications

Integration continues to be the hot topic over the last twelve months. As a result, we have been involved in a number of integration projects. One of these success stories is the integration of the Reflect System with the Merit Customer Request Management System. This has been achieved at Nambucca Shire Council in NSW and also at Loddon Shire Council in Victoria. The integration between the



MERIT

two systems is bi-directional. This allows Customer Requests to flow into the Reflect System, have actions recorded against them and then this information flow back into the CRM closing it out appropriately. Request screen customization is also part of the process to ensure the Requests within Reflect contain the same data in the same format as within the CRM. Specific business rules dictating close out triggers are also included. Want integration? Emails us now with details of the systems you would like to integrate with and we will only be too glad to help map out a plan to make this happen.



Automated Emails—Loddon Shire Council.

Loddon Shire Council manages both VicRoads and Loddon Shire roads within the same Reflect database. They have made this work by including the VicRoads specific Defect Model in their local roads model and by creating an automated email to VicRoads for specific Defect Types as per their State Road contract:

Dear Northern Region Maintenance Team,

An abandoned vehicle has been identified within the Loddon Shire which requires your action.

Defect Information

Defect Number	DN10719
Date Raised	29/03/2017 12:00:00 AM
Defect Group	MR Operational Servicing (800)
Defect Type	PS-750.G12 Abandoned vehicle
Estimated Qty	1.0000 Number
Second Qty	<blank> <blank>
Description	Abandoned Mitsubishi pajero GLS sedan (no plates or rego stickers and has damaged front from hitting tree) has been on shoulder of rd for 3 x weeks and has been checked over by police as it has police tape around doors
Location	Bridgewater Maldon Rd 14.6100

The defect can also be viewed at <http://reflect.assetedge.com.au>



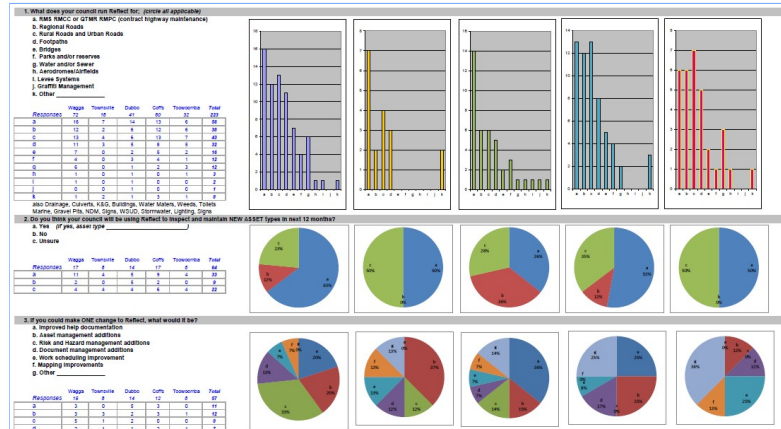
Incidents & Defects for StateGrowth

Similarly, automated emails are generated to key members within StateGrowth Management. Incidents and some Defect Type trigger emails either immediately (upon synchronisation) or as daily summaries.

SESSION 14 - Survey Results and Training Options

Session Introduction

The annual user group survey provides Asset Edge with extremely important information. Over a decade of responses to a standard set of questions, your input has assisted in shaping the development and support services for all users. We thank you! We will post up a full set of results on the Asset Edge website following the final conference at Coffs Harbour.



REFLECT TRAININGS				
Course	Desirable Pre-Requisites	Duration (Days)	Computers required for training	Maximum numbers
Reflect Basic	None	1	YES	12
Reflect Intermediate	Reflect Basic	2	YES	12
Reflect Advanced	Reflect Intermediate	1	YES	8
Reflect Expert	Reflect Advanced	1	YES	6
Reflect - RMCC (NSW)	Reflect Intermediate	0.5	YES	8
Reflect - RMPC (QLD)	Reflect Intermediate	0.5	YES	8
Reflect - OPEN SPACES	Reflect Intermediate	1	YES	8
Reflect - WATER/SEWER	Reflect Intermediate	1	YES	8
Reflect - FOOTPATHS	Reflect Intermediate	1	YES	8
Reflect - AERODROMES	Reflect Intermediate	1	YES	8

Asset Edge staff are continually providing onsite training for all the software Solutions—The most effective delivery is at your own council using your own data.

Visit the website for options or call 1300 219 552 to arrange a customised agenda to suit the needs of your organisation.

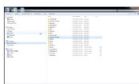
There are also many online videos you can access from the Asset Edge Web Site.

If there is not one there for the topic you need, call the support desk and we will look at creating a new Video which will no doubt be utilised by others.


Home / Videos

REFLECT 10 MINUTE LESSONS


Video Title:




749 views 3 years ago
Copying Large Files to FTP Site




1010 views 3 years ago
Quick Touch Templates




1186 views 3 years ago
Creating Electronic Forms



723 views 3 years ago
Using UNKNOWN Locations on Smartphones



906 views 3 years ago
Creating PRINT Templates



746 views 3 years ago
Setting Security

All Videos

Most Viewed Videos

Recover

RMPC Videos

Signum Tutorial Videos

Reflect 10 Minute Lessons

Reflect M3



Asset Edge support is increasing the use of "remote-in" applications to assist users on Android and Windows with problems that cannot be resolved over the phone. The preferred tool is Team Viewer which can be downloaded for free from the internet.



SESSION 15 - Data Accuracy and Checking - Is your Reflect Data in good health?

Session Introduction

Most errors are as a result of simple misinterpretation or with the advent of technology and keyboards data entry errors.

It is important that data within Reflect is scrutinised every now and again to ensure that reporting and analysis can be true and accurate.

There are several inbuilt warnings in Reflect that you may be unaware of. These can be accessed only by the Reflect administrators at your council and is accessed through the configuration settings option within the File->Settings menu.



Configuration Settings...

Organisation Requests, Defects & Locations Job Numbers & Rates Maps Auto N

Requests

☐ Allow manual entry of Request Number (no validation and no renumbering)

Inspections

Prefix for Inspection Numbers is:

☐ Close Related Request When Inspection Raised

☐ Copy Images to Defects from Inspection

☐ Copy Comments from Inspection when generating planned works, defects, etc.

Defects

☒ Warn if no Response Time/Target Date is entered

☐ Calculate Target Date based upon Work Days (exclude weekends)

☐ Close Related Inspection When Defect Raised

☐ Close Related Request When Defect Completed

☒ Warn if Estimated Quantity is times greater than average for defect type

☒ Allow Response Time to be editable

Accomplishment

☒ Warn if Qty Accomp is times greater than average for activity

☐ Mark as Non-Compliant if Accomp Date days before CreatedOn

☐ Do not allow ad hoc accomplishment

Locations

☐ Allow any Location from Map to be entered (no validation)

☐ Use Primary Location Type in Requests to limit Locations

☒ Show Chainage when GPS Tracking and refresh every second(s)

Auto Recording Inspections requires % of a Location to be traversed

Lengths within Setup->Locations are in:

☒ Ask if more than one Location within Search Distance on Map

Search on map: metres from point clicked to determine location

There are also a few ways that you can quickly check data in the Reflect database and these should include checks on:

- **Currency - Estimated Cost, Actual Cost**
- **Dates**
- **Quantities - Estimated and Actual**

The easiest and quickest method is using the column header controls in the Explore view. Users can simply Show all entries and sort by A to Z or Z to A, Lowest to Highest or Highest to Lowest or Newest to Oldest or Oldest to Newest. Example check all accomplishments where the Qty Accomplished = 0

Accomplishment - View

Card View Explore View Map View Google View Attachments View Summary View History View

Click to sort from lowest to highest

Accomplishment N	Date	Activity	Activity Name	Qty Accompl	Unit Of Measure	Defect Number	Rate
AC03215	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03088	66.00
AC03221	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03094	66.00
AC03223	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN00131	66.00
AC03214	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03633	66.00
AC03218	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03091	66.00
AC03220	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03093	66.00
AC03217	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03090	66.00
AC03216	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03623	66.00
AC03212	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03634	66.00
AC03210	23/02/2017	51200	Repair or Replace Guide Markers	0.000	Each (Marker)	DN03636	66.00

This shows Guidepost work with out any accomplishment - is this correct?

Filter Wizard

Card View Explore View

Accomplishment - New

Filter Name: Any Accomplishment Dates greater than Today ☐ Available just to ME ☒ Available to EVERYONE

Filter Criteria

Date is greater than <TODAY>

☐ Advanced Mode

Add Edit Remove Clear

Sort Order

2nd Qty 3rd Qty 4th Qty Accomplishment Cost Accomplishment Number Activity

Date DESC

☐ A to Z ☒ Z to A

You can also create and save filters for date checking like the example on the left.

The final method is to create more complex exception reporting and even alert notifications of data that falls outside the acceptable limits. One example of this type of reporting is the Accomplishment to Claim Exception Report in the RMPC.

Report Window Help Developer

Inspection Report

Reflect Mapping Symbol Utility

RMPC Accomplishment to Claim Exception Report

SESSION 16 - Hardware - What's everyone using now?

Session Introduction

SAMSUNG, SAMSUNG, SAMSUNG, that's all we can suggest. Even with the problems of exploding batteries on the Note 7, the Samsung range has consistently proven to be the most reliable brand for the Asset Edge Software Apps. Google Pixel and some Sony phones are also worth checking out.

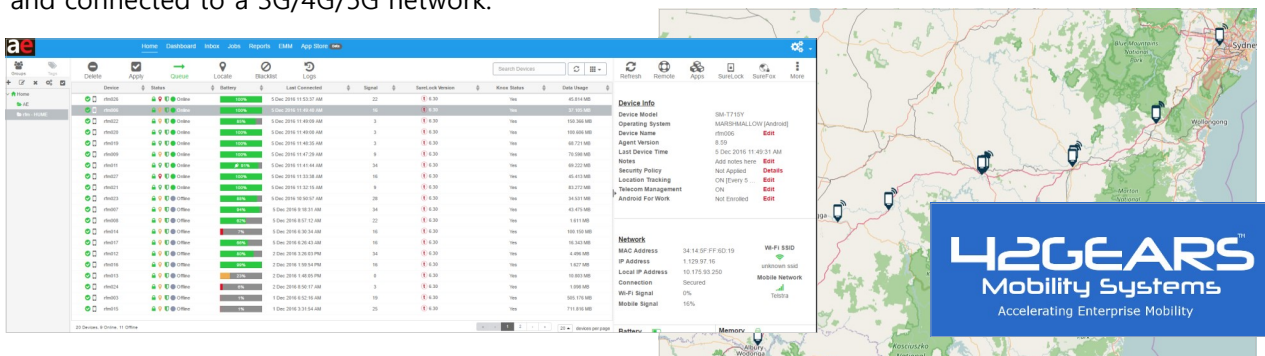
The choice of hardware should be dictated by the needs of the operator. We have discovered that there is no one 'perfect device'. Factors that should be considered are listed below ;

- Is Vehicle Mounting required?
- Does the device need 3g/4g or Wi-Fi?
- Does the device need a rugged case?
- Does the device have a dedicated GPS chip?
- Does the device receive GLONASS satellites?
- What battery life is required for each user?
- Are the specs sufficient for council dataset?
- Does user rely on Mapinfo or Esri layer info?
- Does the device have managed access to apps?
- Do you need to print from the device?
- Cases for device - Gumdrop Cases are great



Managing your mobile fleet of Phones and Tablets

There are a few products around now that will assist councils and other large organisations track and control mobile devices in the field. This will only be useful when the Tablet has a data sim on board and connected to a 3G/4G/5G network.



What about Windows devices?

There still is a requirement in some rare instances for users to run Windows devices in the field. The main reason is to display GIS layers in the field, others reasons include running other applications like emails, telemetry and traffic counting software. Also Android does not yet contain all the features in Windows versions. The Motion Tablet range very popular and Asset Edge will recommend these first. The Windows Surface Pro may also be suitable for some conditions.

SESSION 17 - Electronic Forms

Session Introduction

The take-up and use of electronic forms in Reflect, Control and now Vigil has been remarkable. Most Reflect sites are using Electronic forms to some extent.

Here are some **FAQs** about the use of Forms;

Creating Forms



All forms are still created in the Windows version. The form will only be available in the database in which it was created, however if you would like the form in all of the council databases just give Asset Edge a call - 1300 219 552.

Who can Create / Edit and Archive Electronic Forms?



Only Reflect Administrators can create and edit a form. There is a video on creating Forms on the Asset Edge website.

Completion Date in Forms



If a form has a value Entered in Completion Date, it will no longer appear on Android devices after the sync. If needed create your own field for use in the form (*e.g Inspectors Completion Date*)

How do I Access the Forms



Forms can be accessed in all three platforms to view, enter data and report on. Currently there is no method of restricting the access of forms to certain users. Only Administrators can Delete forms.

Inherited Lookups and Smart Fields



These fields can be added to your new form and will display as lookups on the interface that displays the related data in the lookup tables. Other fields like Chainage From and Chainage To will work as with the hard coded windows and also includes the Refresh feature.

Calculated Fields



Reflect forms can include Calculated Fields that perform mathematical and logical functions. These are commonly used in volume calculation and also determining risk or condition scoring.

Filtering and Reporting Form Data



There has been many recent improvements with the filtering and reporting of information captured in Electronic Forms. You are now able to output to Web Forms and use the filter and sort functions in most of the modules of the software applications.

Customising Form Views on Android



There has been many recent improvements to how the forms look and feel in the field. Once in the Details view on Android you can customise the data entry screen by hiding and re-ordering fields.

Signatures are in, so what is next ?



Each UGC year we ask the attendees what is next for E-forms? Please let us know and we will do our best.

