# Arizona 811
## UtiliSphere Setup Questionnaire

Please answers each of these questions to the best of your ability and return this sheet to Public Services at Public.Services@Arizona811.com so we can begin setting up your UtiliSphere accounts.

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**Company Information**

1. Company Name:

2. Address:     3. City:     4. State:     5. Zip:

**Contact Information**

6. Contact Name:     7. Phone:     8. Fax:     9. E-mail:

**Service Information**

10. Service Areas (SADA Codes) associated with this setup:

11. Monthly Ticket Volume:

**User Information**

12. Please list everyone who should be set up as Administrators of this website: (Cell Phone/Other and service are for text messages)

| NAME | E-MAIL | CELL PHONE/OTHER | SERVICE PROVIDER |
|------|--------|------------------|------------------|
| Administrator Name | Name@company.com | (602)111-1111 | AT&T, Verizon, Alltel, etc. |

13. Please list everyone who should be setup as Users of this website: (Cell Phone/Other and service are for text messages)

| NAME | E-MAIL | CELL PHONE/OTHER | SERVICE PROVIDER |
|------|--------|------------------|------------------|
| User Name | Name@company.com | (602)111-1111 | AT&T, Verizon, Alltel, etc. |

**Option Information**

14. Would you like to see:   ☐ One ticket for each facility type (separate people locate each facility type)

☐ One ticket with all facilities (one person locates all facilities)

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15. Please list all facility types and associated assets: (This is optional and only needed if you would like a record of what is marked)

FACILITY          ASSETS

ex. Water          ex. Main, Valve, Line

16. Would you like to use folders for on-going jobs or auto placement? ☐ Yes ☐ No

17. If so, please enter the folder names below (you could use "On-Going Jobs", "Area 3", "Locator 3", or whatever works for you. This is typically best used when locators rotate duties and not necessary, but will work, when you want to assign tickets automatically to a locator directly):

18. Do you use Contract Locators? ☐ Yes ☐ No (If YES, please note their contact information at the end of this document.)

19. Would you like the ability to download the digsite/ticket information in XML format? (This is useful for backup and creating offline custom queries.) ☐ Yes ☐ No

20. Would you like the option of placing a static Trailer (Footer) that you specify at the end of a ticket when it is printed?

☐ Yes ☐ No   If so, please type it here or attach a copy of what you would like:

## Response Information

21. Please indicate the responses to Arizona 811/Excavators that you would like have setup for this site:

☒ No Conflict (Suppresses notice for 45 days)          ☒ Does Conflict (Reverses a No Conflict to enable another response)

☒ Marked Completely          ☒ No Response Necessary (Used when only reference info relayed)

☐ Marks Still Visible          ☐ Unmarked – Excav & Loc Agreed to Meet On-Site

☐ Unmarked – Extraordinary Circumstances Exist          ☐ Unmarked – High Profile Facility; Requires Monitor

☐ Unmarked – Incorrect Address Information          ☐ Unmarked – Marking Delay Agreed by Excavator

☐ Unmarked – Marking Inst. Unclear; Call Arizona 811          ☐ Unmarked – No Access

☐ Unmarked – No Locate Required Contractually          ☐ Unmarked – On-Going Job; Mrkg Sched as Agreed

☐ Unmarked – Privately Owned Facilities on Property          ☐ Unmarked – Unrestrained Animal on Property

☐ Facility Owner/Operator Refuses to Locate          ☐ Other

☐ Other          ☐ Other

22. Would you like any of the above responses to have pre-written comments that can be selected on a per ticket basis? (Ex. No Conflict could have pre-written comments such as "NC in rear of property", "SWG facilities in area") ☐ Yes   ☐ No   If so, please list them on an attached sheet with the Response Title and Comment.

23. Would you like to be able to send a separate positive response directly back to the excavator via e-mail: ☐ Yes   ☐ No

24. If you checked any of the boxes in the above question, which Positive Response codes would you like to respond back to and with what remarks? (Ex. No Conflict – We have no facilities in the area described within your 811 utility request.)

25. If you wanted to respond back to the excavator directly using the Positive Response option, please complete the following:

For e-mail response, what type of header and footer would you like sent with your messages?

Header:

Footer:

## Processing Tools Information

26. When a ticket is received you have the option of being notified of information pertaining to that particular ticket. For example, you can be notified by e-mail or a text to your cell phone when a priority notice (Emergency, Damaged Utility, etc.) is received. This way you can receive the entire ticket by e-mail, or sections of the ticket on your text messaging device, and be notified immediately when you must respond to these priority situations. When and how would you like to be notified of priority or other types of notices? Please include any after-hours notifications as well. Provide an e-mail address instead of a person if user does not otherwise have an account from the above listing.

| PERSON | WHEN NOTIFIED | LOCATION (if folder) | INFO RECEIVED | HOURS |
|---|---|---|---|---|
| Name | None | Folder | None | M-F 5:30a-2:30p |

27. What notice types would you classify as priority notices? ☐ Damaged Utility ☐ Emergency ☐ Recall ☐ Unknown Line

28. Are there any keywords you would want to search for within the text of a ticket after it has arrived? (This can be useful to assign all Boring/Explosive tickets to a specific individual; use the word pool to help process No Conflicts faster; or search for other items on the ticket.) ☐ Yes ☐ No   If so, please list them:

29. The system is capable of auto-assignment of tickets to a specific locator or folder based on criteria such as Responsibility Areas, Service Area, Keyword, or even TRSQ/Quarter Section. Responsibility Areas can be set up by submitting SHP files to Arizona 811 with each of your locate areas defined separately. Please note these areas can also be drawn in the system.  If you would like your notices automatically assigned to specific locators or folders, please list them below:

LOCATOR/FOLDER              AUTO-ASSIGN BASED ON

Joe Locator                        TRSQ - Anything North of Main Ave

## Ticket Management Information

30. The UtiliSphere system uses screens to display information about the tickets for which you have searched. There are some pre-defined screens that will help you with most of what you need, but you might have special requirements that are not currently listed on these screens.  What specific information, if any, would you want to see, or sort by, as you are viewing a list of tickets if you are able to?

31. The UtiliSphere system also uses Filters and Groups to help define which tickets will be displayed.  For example, let's say you had 6 locators and each wanted to use the filters for Open Tickets, Tickets Due Tomorrow, and Today's Tickets, but only want to see their tickets and only their filters, Arizona 811 can set it up so that each locator/folder is assigned to its own grouping of filters.  Filters could be set up as shared among all of the groups as well.  Each person still has the ability to see all of the filters and tickets, regardless of permissions.  Based on this information, do you feel you would like to use ☐ Filter Groups ☐ or Filters by themselves?

32. Would you normally be working on tickets that are ☐ due tomorrow ☐ or due today?

33. Please list, if any, special filters that you would like to see in your site (i.e. tickets due tomorrow):

## Other Information

34. Please list any items here that need to be expanded upon or questions that might not have been covered already in this questionnaire:

35. When would you be interested in receiving training and going live with the UtiliSphere System?  Arizona 811 recommends that the training be within a few days of your actual 'go-live' date.

Available Training Dates:

Requested Go-Live Date: