



Water Services Work Tracking Application

User Protocols

What is the Work Tracking App designed to do?

Because there are numerous projects, touching literally thousands of assets, ongoing both within KC Water and as part of the Smart Sewer program, staff within the operations, engineering, IT and asset management divisions, as well as consultants associated with the Smart Sewer program, have collaborated to build this web-based application that standardizes and automatically uploads information into the department’s Hansen work management system. The goal of this application is to better inform relevant stakeholders about the assets that are repaired or rehabilitated as part of those projects in a more timely way. The application’s design features allow for the following:

- A way to quality control project information as it is ongoing.
- A way to drive accountability into the entry of asset data from capital projects into the City’s systems of record.
- By connecting with the CMMS system regularly, it provides more up to date information to operational and engineering stakeholders charged with investigating complaints and scheduling work.

Who is the Work Tracking App for?

Ultimately, this is for all stakeholders, but particularly for the staff charged with operating and maintaining the system during and after the project is completed. As defined in the protocols, a “Project Manager” is the City representative. A “user” is the Design Professional managing the construction phase. The “user” will enter the work completed data into the Work Tracking App, and the City Project Manager will approve for final submission into Hansen.

Why do we care?

The assets that are being touched as part of these projects are long-lived and expensive. Having the most accurate data about them at the time of installation will inform how staff manages them throughout their lifespan.

The perception of our customers is important. There have been multiple occasions in the past where, due to poor record keeping around the work being done on and around these assets, we have expended money and resources to solve a problem more than once that had already been addressed. Coordinating the work that has been done has been problematic, and this is an attempt to leverage technology to improve communication around projects and the work done that is associated with them.

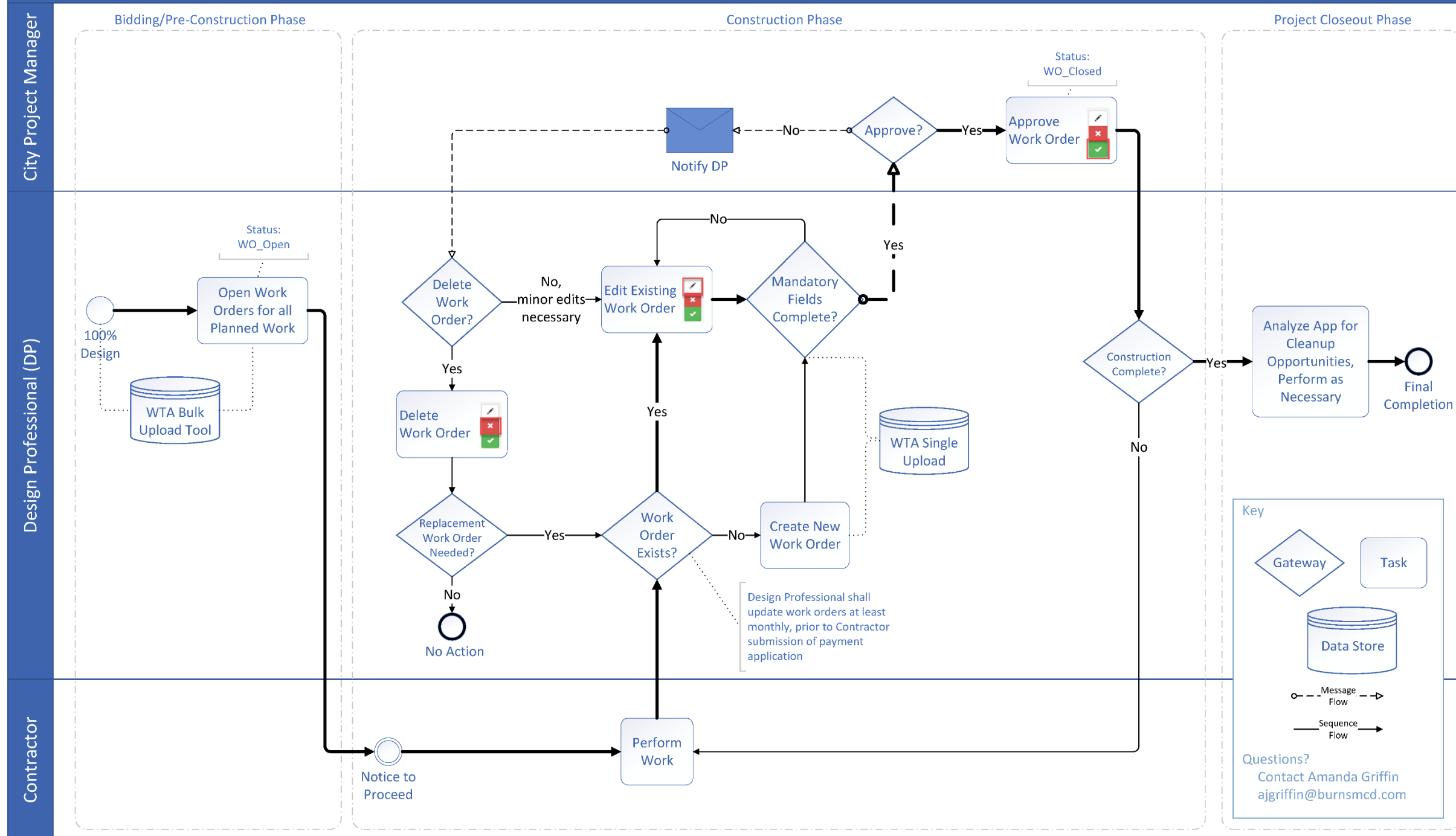
Questions?

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If your question is not answered in this document, please contact your City Project Manager.

Work Tracking Application Workflow

Revision 8-5-2019

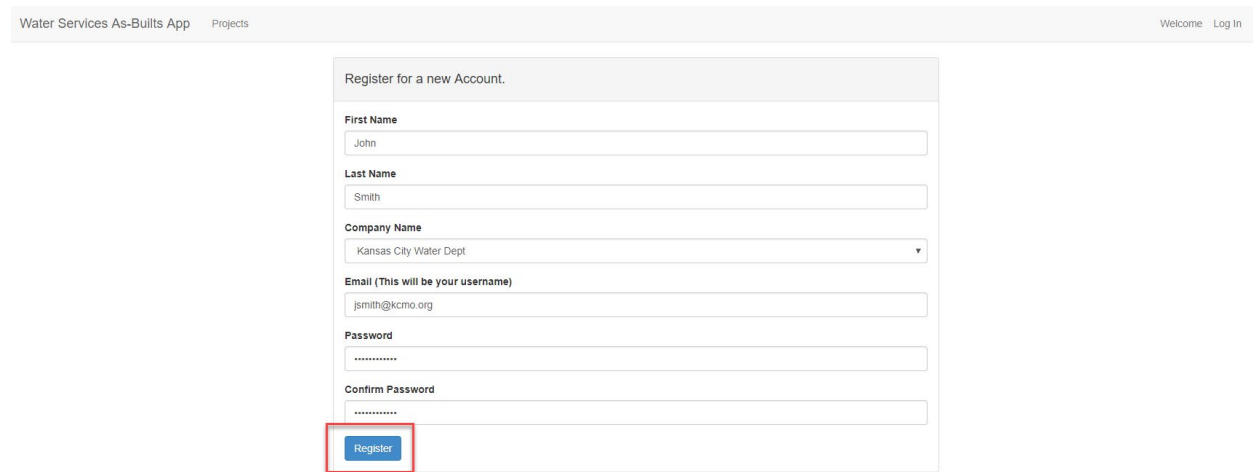


How do I access the Work Tracking App?

Step 1: Create an account online

Go to: <https://kcwaterworktrackingapp.azurewebsites.net/Home/Register>

Fill out the requested information, including first name, last name, company name, e-mail, and password. Your password must contain at least one lowercase character, uppercase character, digit, and special character. After you have filled out this information, select “Register”.



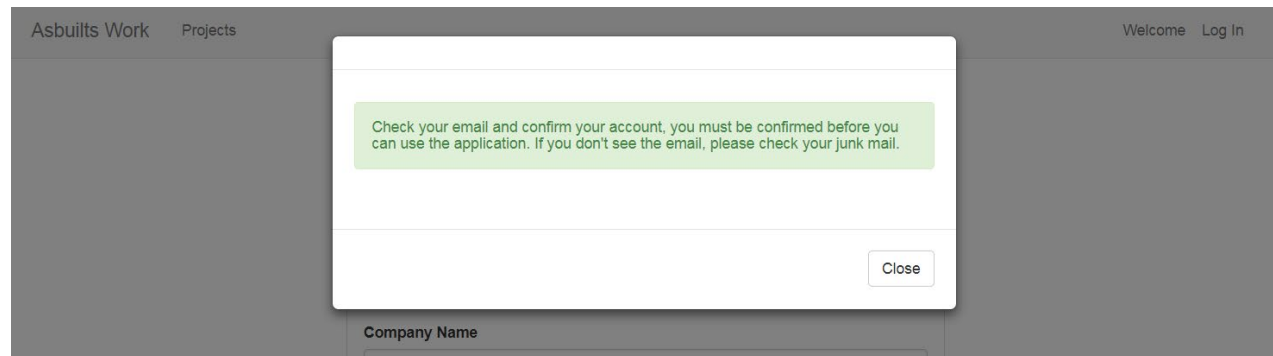
The screenshot shows the registration page for the Work Tracking App. The page title is "Water Services AS-Builts App" and "Projects". The registration form is titled "Register for a new Account." and contains the following fields:

- First Name: John
- Last Name: Smith
- Company Name: Kansas City Water Dept (dropdown menu)
- Email (This will be your username): jsmith@kcmo.org
- Password: [Redacted]
- Confirm Password: [Redacted]

A red box highlights the "Register" button at the bottom of the form.

Step 2: Confirm your account via e-mail

After you register, you will see a message from Kansas City Water Services (Water.IT@kcmo.org) that directs you to check your e-mail and confirm your account. You cannot use the application until you confirm your account. If you don't see the e-mail, please check your junk mail.



Step 3: Request user approval

After your account is confirmed via e-mail, you will need to be approved by the system administrator to access the application. Contact Amanda Griffin (ajgriffin@burnsmcd.com) to be approved. You will receive an e-mail when your account has been approved.

Step 4: Request access to projects

After your account has been created, confirmed via e-mail, and confirmed by the system administrator, contact your City Project Manager to request access to the project.

Step 5: Login to your account

To login, go to <https://kwaterworktrackingapp.azurewebsites.net/Home/Login> from any browser (Google Chrome works best). Enter your credentials and select "Login".

Secure | <https://asbuiltsworkdone.azurewebsites.net/Home/Login>

ssouri S&T Mail | Intranet | Manhole Raising (All) | Portal for ArcGIS - Site | KCMO MIS | Wastewater/Stormwater | Aconex

Asbuilts Work Projects Welcome Log In

Login

Username (Your Email)
jsmith@abc.com

Password
.....

Login Register Forgot Password

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After login, you might not see your project listed. If this is the case, please reach out to your City Project Manager to request access to the project.

Asbuilts Work Projects Welcome John Smith (TEST)! Log Out

Projects

Project Number	Project Name	Creator	Contractor	Creation Date	Work Done
No matching records found					

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When you have been granted access to a project, the project name will be listed on the home screen. The example below shows user John Smith has access to the "Main Street" project.

Asbuilts Work Projects Welcome John Smith (TEST)! Log Out

Projects

Project Number	Project Name	Creator	Contractor	Creation Date	Work Done
0	Main Street	joelsmend0za@gmail.com	MENDOZA CONTRACTORS LLC	05-18-2017	11

Showing 1 to 1 of 1 rows

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How do I open work orders?

****Looking to speed up the process? For bulk upload directions, please see “How do I use the Bulk Upload Tool to open/close work orders?”****

Step 1: Login into your account

Login to your account using the directions in the section above.

Step 2: Select your project

Select the name of your project. For the example below, John Smith would select “Main Street” to enter the Main Street project.

Asbuilts Work Projects Welcome John Smith (TEST)! Log Out

Projects

Project Number	Project Name	Creator	Contractor	Creation Date	Work Done
0	Main Street	joelsmend0za@gmail.com	MENDOZA CONTRACTORS LLC	05-18-2017	11

Showing 1 to 1 of 1 rows

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Step 3: Select “Add New Work Done”

Asbuilts Work Projects Welcome John Smith (TEST)! Log Out

Projects




Project Number	Project Name	Creator	Contractor	Creation Date	Work Done
0	Main Street	joelsmend0za@gmail.com	MENDOZA CONTRACTORS LLC	05-18-2017	11

Showing 1 to 1 of 1 rows

Work done on Main Street project

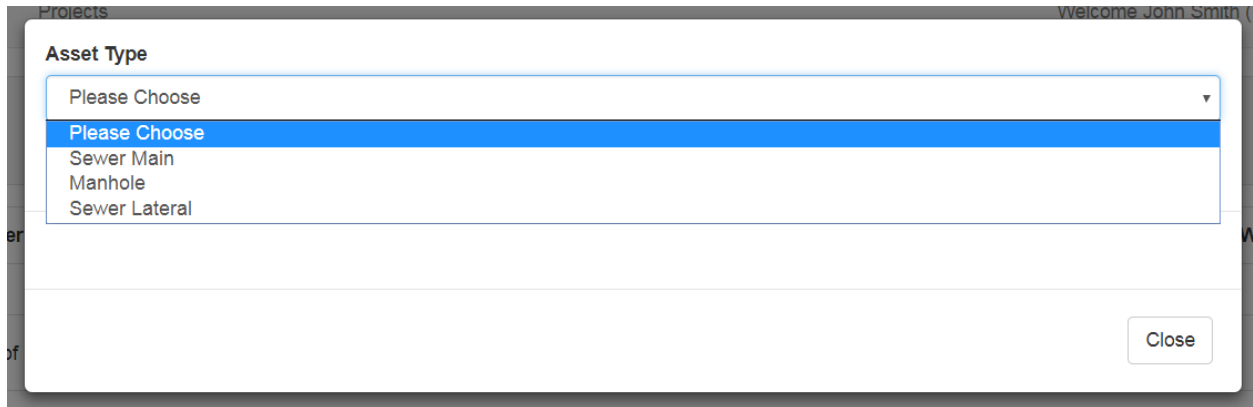
[Add New Work Done](#)

Showing 1 to 11 of 11 rows rows per page

Asset Info	Work Done on Asset	Contractor	Cost	Completion Date	Comments	Status	Actions
Asset Type: Sewer Main USManhole: N101-002 DSManhole: null Location From USManhole: null Suspected Addr:	Work Done: Line Manhole (Cementitious) Repair Length: null	CONTR-ACEPIP	\$500.00	10-20-2017	test	Deleted	  

Step 4: Choose an Asset Type

Select the Asset Type of the work done. Asset types include “Sewer Main”, “Manhole”, and “Sewer Lateral”.

A screenshot of a software interface showing a dropdown menu for "Asset Type". The menu is open, displaying the following options: "Please Choose" (highlighted in blue), "Sewer Main", "Manhole", and "Sewer Lateral". The dropdown is located within a larger form window titled "Projects" with a "Close" button at the bottom right.

Step 5: Fill out the form

A form will appear that is unique to the asset type selected. See below for asset-specific directions.

Hint: To save time on data entry for multiple lines of work on the same asset, consider using the “Same As Previous Asset” feature.

A screenshot of a software interface showing a form for "Asset Type". The dropdown menu is closed and shows "Please Choose". A blue button labeled "Same As Previous Asset" is highlighted with a red rectangular box. The form also includes a "Close" button at the bottom right.

Suggested Downstream Manhole ID: this field will auto-populate, although downstream manhole ID can be manually entered as well. It is important to enter accurate Manhole ID.

Contractor: name of the contractor who performed the work

Comments: use this field to add additional pertinent information (i.e. reference to request for information, work change directive, change order, allowance authorization, etc.)

The following fields will be completed after work is completed in the field and the contractor has submitted their payment application (see “How do I edit work?”). After “Work Completed Date” and “Cost of Complete Repair/Replacement” have been filled out, please e-mail the City PM to approve the work.

Work Completed Date: actual date the work on the asset was completed

Cost of Complete Repair/Replacement: cost according to the schedule of values

Step 6: Submit the form

Select "Submit" at the bottom of the form.

The form contains the following elements:

- Contractor:** A dropdown menu with the text "Please Choose" and a downward arrow.
- Work Completed Date:** An empty text input field.
- Cost of Complete Repair/Replacement:** An empty text input field.
- Comments:** A large, empty text area with a small icon in the bottom right corner.
- Submit:** A blue button with the text "Submit" in white, highlighted with a red rectangular border.

****Looking to speed up the process? For bulk upload directions, please see "How do I use the Bulk Upload Tool to open/close work orders?"****

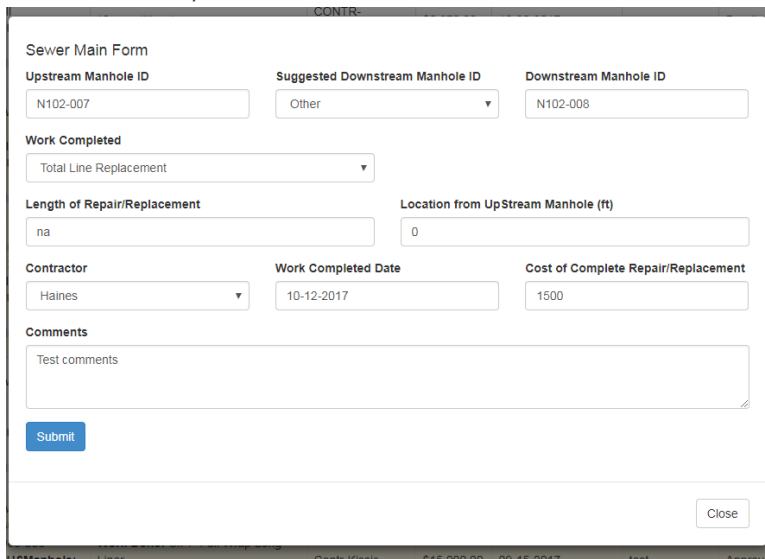
How do I edit work?

Please note: you will only be able to edit work that you submitted with a “WO_Open” status. Contact the project manager if you would like to edit work submitted by another user.

Step 1: Select the edit button (pencil)

Asset Type: Sewer Main USManhole: N102-007 DSManhole: N102-008 Location From USManhole: 0 Suspected Addr:	Work Done: Total Line Replacement Repair Length: na	CONTR-HAINES	\$1,500.00	10-12-2017	Test comments	Pending	  
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Step 2: Edit the form as necessary

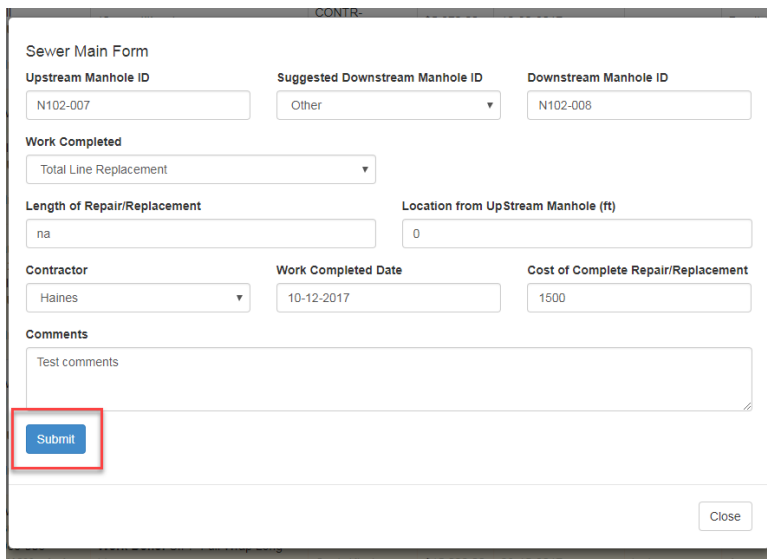


The screenshot shows the 'Sewer Main Form' with the following fields and values:

- Upstream Manhole ID: N102-007
- Suggested Downstream Manhole ID: Other
- Downstream Manhole ID: N102-008
- Work Completed: Total Line Replacement
- Length of Repair/Replacement: na
- Location from UpStream Manhole (ft): 0
- Contractor: Haines
- Work Completed Date: 10-12-2017
- Cost of Complete Repair/Replacement: 1500
- Comments: Test comments

A blue 'Submit' button is visible at the bottom left, and a 'Close' button is at the bottom right.

Step 3: Select “Submit”



This screenshot is identical to the previous one, but the blue 'Submit' button is highlighted with a red rectangular box.

How do I delete work?

Step 1: Select the red "X".

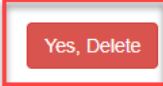

Asset Type: Sewer Main USManhole: N102-007 DSManhole: N102-008 Location From USManhole: 0 Suspected Addr:	Work Done: Total Line Replacement Repair Length: na	CONTR-HAINES	\$1,500.00	10-12-2017	Test comments	Pending	  
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NOTE: This work will be permanently deleted from the As-Built App.

If a user deletes work, it will not be sent to the Project Manager for approval. Users cannot delete work that has been approved by the Project Manager. Users cannot delete work submitted by other users, but Project Managers can delete any work. If a user would like to delete work submitted by another user, the user should contact the Project Manager.

Step 2: Select "Yes, Delete"

Are you sure you want to delete this Work Done?

What do the statuses mean?

Status: WO_Open

The work order is OPEN in Hansen. The Work Tracking Application has been able to successfully sync with Hansen to open the work order.

Asset Info	Work Done on Asset	Contractor	Cost	Completion Date	Comments	Error Message	Status
Asset Type: Manhole USManhole: S076-148 DSManhole: null Location From USManhole: null Suspected Addr:	Work Done: Line Manhole (Cementitious) Repair Length: null Hansen WO: 764173276	Contractor: null Creator: Jason Nellis (CONTR-GBA) Last Edit By: Jason Nellis Last Edit Date: 08-30-2018	NULL				WO_Open WO_Open

Status: WO_Closed

The work order has been closed in Hansen.

Asset Info	Work Done on Asset	Contractor	Cost	Completion Date	Comments	Error Message	Status
Asset Type: Sewer Lateral USManhole: S123-020 DSManhole: S123-021 Location From USManhole: 5 Suspected Addr: 7444 Highland	Work Done: OpenCull,lateral Repair Length: 33 Hansen WO: 704125798	Contractor: cont-Havens Creator: Amanda Griffin (CONTR-BURNS)	\$7,000.00	08-06-2015		Surface Type: Paved Notes: Lat. moved from listing to dig	Complete

Status: WO_Open_Error

There was an error creating the work order in Hansen. Check the error message and edit the work as necessary.

Asset Info	Work Done on Asset	Contractor	Cost	Completion Date	Comments	Error Message	Status
Asset Type: Sewer Lateral USManhole: S128-001 DSManhole: S128-005 Location From USManhole: 109 Suspected Addr: 1120 E 77th Ter	Work Done: OpenCull,lateral Repair Length: 35 Hansen WO: 0	Contractor: cont-Havens Creator: Amanda Griffin (CONTR-BURNS)	\$7,000.00	08-06-2015		Surface Type: Paved Notes: ""Error Adding/Updating Work Order for WorkOrderID: 4418 and Work Order Number 0. With Error: An Asset ID is required to create a Work Order""	WO_Error

Status: WO_Close_Error

There was an error closing the work order in Hansen. Check the error message and edit the work as necessary.

How do I use the Bulk Upload Tool to open/close work orders?

Step 1: Add work order information to “Bulk Upload Tool Template CSV”

For help and examples, refer to “Bulk Upload Tool Template” Excel workbook.

AssetType	USManholeID	DSManholeID	LocationFromUS	STNO	PREDIR	STNAME	SUFFIX	WorkDoneDesc	WorkTypeID	RepairLength	CompletionDTM	Cost	Comments
Manhole	S069-003							Replace Frame and Cover (Paved)	1002	2	8/26/2018	1000	test

Step 2: Select your project in the WTA

Login to your account and select your project.

Project Number	Project Name	Creator	Contractor	Creation Date	Work Done
0	Main Street	joelsmend0za@gmail.com	MENDOZA CONTRACTORS LLC	05-18-2017	11

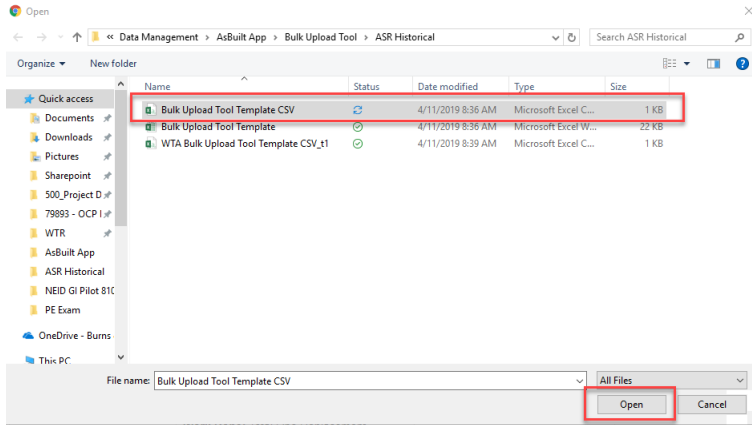
Showing 1 to 1 of 1 rows

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Step 3: Upload CSV to WTA project site

Click “Import Work Done” → “Choose File”, select CSV file and click “Open”

Asset Info	Work Done on Asset	Contractor	Cost	Completion Date	Comments	Error Message	Status
Asset Type: Sewer Main USManhole: N205-062 DSManhole: N205-61 Location From USManhole: 1 Suspected Addr:	Work Done: Total Line Replacement Repair Length: 1 Hansen WO: 784106221	Contractor: null Creator: Joel Mendoza (KCWater) Last Edit By: Joel Mendoza Last Edit Date: 12-26-2018	\$1,500.00	04-06-2018	test33		WO_Closed
Asset Type: Sewer Lateral USManhole: N206-016 DSManhole: N206-015 Location From USManhole: 1 Suspected Addr:	Work Done: null Repair Length: 15 Hansen WO: 784106222	Contractor: CONTR-RDRGEZ Creator: Joel Mendoza (KCWater) Last Edit By: Joel Mendoza Last Edit Date: 04-09-2018	\$1,500.00	04-29-2018	test		WO_Closed



Step 4: Verify work information uploaded
Check that the correct work information was uploaded