

JCMB Delivers JOBS v2.0 to Sierra Pacific Power Company

What is JOBS?™

JOBS—JCMB's *Open Business System*, is a real-time field crew dispatch application built on Microsoft® .NET technology. Using a wireless "email" messaging system, field crews can be notified of scheduled and *unscheduled* fieldwork directly in their vehicles. JOBS also provides an up-to-the-minute activity status, detailed fieldwork reporting and it enables crews to perform on-site redlining with GPS accuracy.

What are the features included in JOBS v 2.0?

The 2.0 release, features the following new functionality:

- .NET technology-based
- Multiple job dispatching
- Department color coding
- Multiple job closing
- Enhanced job sorting/routing
- Enhanced geocoding
- Two-way Interface
- Error-logging capabilities

Figure 1: Multiple Job Closing Feature- Sample

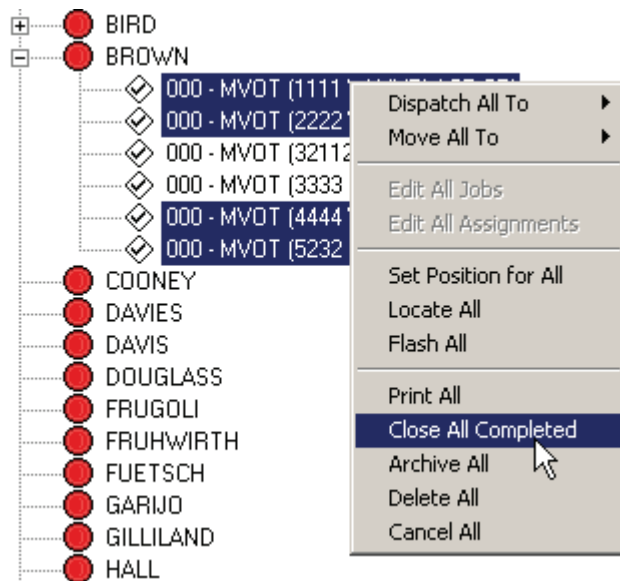


Figure 2: Department Color Coding Feature - Sample



Who uses JOBS?

JOBS was created with dispatchers in mind. However, operations managers, supervisors and customer service representatives also report many valuable benefits to accessing the real-time JOBS information. For example, providing the CIS with updated customer billing information allows for a quicker and more accurate invoicing process.

On-site sketches or redlining allows field crews to contribute to the maintenance of their Network Data Model by transferring their fieldwork notes to the home server. Their GPS-accurate redlining and textual notes may then be graphically cleaned-up and permanently added to the Network database.

Who is Using JOBS at Sierra Pacific?

Currently there are 75 JOBS users at Sierra, within 4 different departments: 40 field crews and 35 dispatch application users:

Field Crews:

- Gas Serviceman
 - 14 crews
- Electric Troubleman
 - 10 crews
- Electric Inspectors
 - 9 crews
- Gas Inspectors
 - 7 crews

Dispatch Application Users:

- 11 Dispatchers
- 4 Supervisors
- 3 Managers
- 2 System Administrators
- 15 Customer Representatives

Figure 3: JOBS being used by a Sierra Pacific electric troubleman to complete a field assignment.



How does it work?

JOBS is comprised of four components:

1. Dispatch Application

JOBS dispatch application provides a customizable way to wirelessly dispatch fieldwork to crews. It works with Cellular, CDPD, Private 900Mhz or any other TCP/IP capable radio network. It also provides a real-time activity status as well as detailed fieldwork reporting.

Highlights include:

- Manually create a field order and dispatch it in real-time.
- Visualize the location of all field orders through an integrated viewer. Gas/Water/Electric facilities may all be part of the visual display, including landbase and street names.
- Reassign fieldwork as necessary in emergency situations.
- Job staging for future activity.
- Truck icons on the display show field crews' locations. (GPS-equipped vehicles, optional)
- View crew work sequence and crew activity.

2. Client Application (mobile)

The client application is simple to use. It provides a straightforward method for field crews to receive scheduled and unscheduled work in the form of an email-type message.

Highlights include:

- Sort jobs for desired work sequence.
- Time stamp job processing steps.
- Standardize job completion notes and data fields.
- Automatically reconnects when out-of-range.
- Redlining with GPS accuracy.

3. Services (interfaces)

Interfacing JOBS to the CIS is an optional service that has proven cost-cutting advantages. Interfacing JOBS to a CIS is extremely flexible (using the *.NET* Framework). A single or bi-directional CIS link allows for added functionality such as:

- CIS initiated fieldwork: moving customers in/out and field investigations.
- Fieldwork provides the CIS with: customer name, address, account status, premise number, meter number and meter consumption, to name a few.

4. Server Application

This *.NET* component is the JOBS communications framework that manages all the inter-component data sharing and also maintains a detailed log for all transactions.

What are the Benefits?

- Totally paperless work order life cycle.
- Reduces crews' driving time since there's no need to pickup and return tickets, thereby increasing productivity.
- Using Internet technology does not require the installation of a private radio network infrastructure (although private networks are also supported).
- Three-tier architecture with an Internet/Intranet backbone—scales to any number of users.
- Simple and customizable interfaces simplify training—especially easy-to-use for first time computer users.
- GPS enabled, but not required. GPS provides real-time crew locations while geo-coding provides on-site locations for crews on a per-job basis if GPS is not available.
- Multi-vendor compatible. JOBS works on standard PC architecture. Does not require custom hardware and/or modem provider.
- Works with Cellular, CDPD, Private 900Mhz or any other TCP/IP capable radio networks. Districts can work with different providers, seamlessly.
- Jobs can be re-routed at all times. Dispatchers can re-distribute workload by transferring jobs from crew to crew, at any time of the day.

- Job definitions can be altered and new job types added without programming.
- Multi-job dispatch capabilities (dispatching more than one job at a time).
- Real-time status of all jobs reported to dispatch workstations, enabling dispatchers to monitor crew schedules throughout the workday.

What are the Benefits Sierra Pacific has realized with JOBS?

- Initially there will be an estimated savings of up to \$5.00 per jobs processed, per day.
- Reduced time to close a job to 24 hours.
- Processed an average of 300-400 jobs a day.

For additional information, please contact:

Frank Fata
Director, Operations Solutions
[JCMB Technology Inc.](#)
(450) 632-5844 ext. 228