

# **Oracle® Utilities Work and Asset Management**

ESRI2 (ArcIMS) User Guide

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Primary Author: TUGBU Documentation

Contributing Author: n/a

Contributor: n/a

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# ESRI ArcIMS User Guide

The ESRI ArcIMS GIS map viewer provides a means of navigating between the Oracle Utilities Work and Asset Management application and external GIS data. Using the map viewer you can view and manipulate asset and maintenance information based on geographic location.

*Note:* Before the map viewer can be used, your system administrator must load a GIS map, configure the GIS Setup business rule, and assign user responsibilities. Please refer to the [ESRI ArcIMS Installation and Configuration Guide](#) for further instructions.

## Viewing and Printing Maps

You can navigate from the Oracle Utilities Work and Asset Management application to the map viewer by selecting the View Map or Print Map actions each of the following modules: Asset, Work Order, Work Order Task, Benchmark Work Order, PM Master, and Service Request.

The View Map and Print Map actions are available on the Results of Search and Main Records screens in all modules that support GIS functionality.

### View Map

When you select the View Map action from any module supporting GIS, the map viewer opens the correct map and pans/zooms the map to the location/feature(s) identified on the you were viewing in Oracle Utilities Work and Asset Management.

As you move the mouse pointer over a feature on the map, the feature is highlighted and a pop-up label displays the Asset number for the object if one has been assigned. The map viewer includes various controls for manipulating the map image and selecting or deselecting assets.

Regardless of which Oracle Utilities Work and Asset Management module you are using when you launch the viewer, Asset data is required for the viewer to locate a specific location. If no Asset data is available on the Oracle Utilities Work and Asset Management record when the user selects View Map from the GIS menu, a large-scale map opens in the viewer. You can then use the viewer's pan, zoom and search controls to locate desired features.

If you view a map from a module other than the Asset module, it will show the mapped assets associated with that module. A map opened from the Work Order module, for example, shows the asset listed on the selected work order.

From the Service Request record, select View Map (Tax ID) to view a map of the customer's address on the service request.

*Note:* If you have previously launched the viewer and it is running in the background behind the Oracle Utilities Work and Asset Management application, clicking on the View Map option will not reopen the viewer. To open the viewer when it is running in the background, click on the map viewer icon on the windows toolbar.

## Print Map

When you select the Print Map menu option from any module supporting GIS, the map viewer opens the correct map, pans/zooms the map to the location/feature(s) identified on the Oracle Utilities Work and Asset Management record, and prints the resulting map. Depending on your printer configuration, you may be prompted for printer location.

### How to View a Map of an Asset Record

1. **Open an appropriate Asset record or Asset Results of Search screen.**
2. **Select View GIS Map from the Actions list or the GIS menu.**

When you select View Map, the map viewer opens a map showing the feature that the asset is assigned to. The feature is labeled with the assigned Asset record ID. If you select View GIS Map from a Results of Search screen, the map viewer opens showing all the mapped assets retrieved by your search.

If the asset is not assigned to a feature on the map, the GIS map opens and displays a warning that no item is selected.

3. **Reposition the map as needed.**

Use the Pan or Zoom tools from the control panel to reposition the map.

You can then select the Print icon from the map viewer's toolbar to print the map or you can print the map from Oracle Utilities Work and Asset Management as shown in the following steps.

### How to Print a Map of an Asset Record

1. **Open the appropriate Asset record.**
2. **Select Print GIS Map from the Actions list.**

The GIS application launches and opens a print dialog box for printing a map of the assigned asset.

3. **Reposition the map if necessary.**

Skip this step if you do not need to reposition the map before printing.

To reposition the map, click the Close button to close the Print dialog box. Select the Pan, Zoom In, and Zoom Out controls as needed to reposition the map. When done, select Print from the map viewer's File menu to reopen the print dialog box.

4. **Specify a Printer and Print Options and click OK.**

The map prints to the printer specified.

You can use similar steps to print maps from the Work Order, Benchmark Work Order, PM Master, and Service Request modules. From the Service Request module, you can also select Print Map (Tax ID) to print a map of the customer's address on the service request.

## Multiple Map Layers

You can view map features on multiple map layers when the map viewer is called from Oracle Utilities Work and Asset Management. For example, the following work order has three tasks, each referencing an asset on a different layer.

When you select the View map or Print Map actions from the work order, a map opens showing all three assets.

The visible layers are listed on the right side of the viewer window, below the smaller map. The rectangle surrounding Laterals in this example indicates the active layer. Only items on the active layer can be selected with the mouse.

## Planning Work

In the map viewer, you can gather information relevant to work you need to perform on assets. For example, you can view details about Oracle Utilities Work and Asset Management Asset records, and you can view a list of Oracle Utilities Work and Asset Management Work Order, Work Request, PM Master, or Service Request records associated with selected assets on the map. In this way, you will know if there are existing plans to work on the assets, or if a new Work Order record needs to be created. If a Work Request, Work Order or Service Request record needs to be created, you can also do this from within the map viewer.

### How to View Asset Details from the Map Viewer

1. **Select a feature on the map that has an assigned asset ID.**

You can select more than one feature by using the viewer's Select by Rectangle or Select by Circle controls. Click the tool to select it from the control panel and then draw the corresponding shape around the map features you want to select.

2. **Select View under Asset on the map viewer's Options menu.**

The View Asset window opens with details about the Oracle Utilities Work and Asset Management Asset record(s).

You can click the asset ID number on the View Asset screen to open Oracle Utilities Work and Asset Management to that Asset record.

### How to View Oracle Utilities Work and Asset Management Work Records Associated with a Map Feature

1. **Select one or more features on the GIS map.**

At least one feature must have an assigned Oracle Utilities Work and Asset Management Asset record.

2. **Click PM Master, Service Request, Work Order, or Work Request on the Options menu in the map viewer.**

3. **Click View.**

The corresponding search dialog box opens.

4. **Enter search criteria in the fields in the upper portion of the window.**

Click the down arrows to select valid options from drop-down lists. The drop-down list for the Selected Assets field includes all the assets selected from the map.

5. **Click the Search button.**

The search results display.

You can click the Print button to print a list of the work records displayed, or click the record number to open that record in Oracle Utilities Work and Asset Management.

### How to Create a Work Order from the Map Viewer

If you select several assets, the work order will be created with one task for each asset.

Follow similar steps to create a work request from the map viewer. However, you can select only one asset when creating a work request.

1. **Select Create from the Work Order options menu.**

The Create Work Order dialog box opens with information about the Plant, the Selected Asset(s), and the Current User. This information will be used on the Oracle Utilities Work and Asset Management Work Order record that will be created.

2. **Enter a description.**

This will be the description on the Oracle Utilities Work and Asset Management Work Order record.

3. **Select the Create WO button.**

The system creates a Oracle Utilities Work and Asset Management Work Order record in Planning status and provides the new work order number. One task is created for each asset that was selected.

To modify the work order, open the record in Oracle Utilities Work and Asset Management and make any necessary changes.

## Recording Assets on Service Requests

You can also record assets on a service request from the map viewer. Costs from the service request will roll it up to the asset(s) according to the percentage split entered.

You can also create a service request from the map viewer.

### How to Record Assets on a Service Request

The Service Request record may or may not already have assets associated to it. Select Asset List from the Views list to display currently associated assets. The GIS menu only appears when you are on the Service Request record.

1. **Open the appropriate Service Request record in Oracle Utilities Work and Asset Management.**

The Service Request module is located in the Customer subsystem.

2. **Select View Map from the Actions list.**

You must launch the GIS application from the Service Request record to record assets in this way.

The GIS application launches, opens the map in Data View, zooms in and selects all features with assigned assets associated to the service request. There can be zero, one or more features selected.

3. **Select additional features on the GIS map with assigned asset IDs.**

Make sure to hold down the Shift key as you select additional features if you want the current features to remain selected. Otherwise, the currently associated assets will be replaced with the new assets you are selecting.

4. **Select Record Assets under Service Request on the Options menu.**

The Record Assets screen displays showing the service request number and the selected assets.

5. **Click the Record button.**

The system records the assets on the Service Request Asset List view, dividing the percentage split equally between the assets. Any previous assets that were on this list are replaced.

Open the Service Request record Asset List view in Oracle Utilities Work and Asset Management to make any changes to the percentage split between assets.

*Note:* You may need to click the Refresh icon to update the record with the new asset information.

## Searching the Map

In addition to searching for map features from within the Oracle Utilities Work and Asset Management application, the HTML map viewer also allows you to search for specific addresses, intersections, and parcels directly from the map viewer. The search feature is particularly useful if you launch the map viewer from a link on your home page, rather than from a Oracle Utilities Work and Asset Management asset or work record. The Java map viewer does not support these additional search capabilities.

*Note:* These are not geospatial searches. Your GIS data must be setup for tabular searches in order to support this functionality.

### How to Search for an Address

1. **Select Find Address from the Oracle Utilities Work and Asset Management toolbar.**  
The system opens the Find dialog box below the map.
2. **Enter an exact or a partial address in the Address field.**  
You can use the “%” wildcard character to substitute for street numbers. For example, you could enter “% Taylor” (or just “% tay”) to search for all addresses on Taylor Street, or “24% Taylor” to find 242 Taylor, 246 Taylor, 248 Taylor, etc.
3. **Click Search.**  
The viewer displays a list of the addresses found below the map.
4. **Click on a record number to see that address on the map.**  
Or click the “Zoom to these records” link to open a map showing all of the found addresses.

### How to Search for an Intersection

1. **Select the Intersection Wizard from the Oracle Utilities Work and Asset Management toolbar.**  
The viewer opens the Find dialog box below the map.
2. **Enter the first street name and click Search.**  
You don’t need to use the “%” wildcard character as the system will find the string you enter anywhere in the street name. You can enter “bay” to find Bayou, Bayside, Coquina Bay, etc.  
  
The viewer opens a list of the street segments matching your search. The exact information shown varies depending on how your map data is set up.
3. **Click on a record number for the correct street.**  
In the example above, records 3-6 are for Coquina Bay Drive. Clicking on any of those record numbers opens the complete listing of all intersections where Coquina Bay Drive is either the named street or a crossing street.
4. **Click on a record number to display the map of the intersection.**

### How to Search for a Parcel

1. **Select Find Parcel from the Oracle Utilities Work and Asset Management toolbar.**  
The system opens the Find dialog box below the map.
2. **Enter the ID for the parcel you want to find in the Parcel field.**

You must enter the entire Parcel ID and cannot use the wildcard. Since Parcel ID numbers are usually very similar, wildcard searches would typically result in too many records.

**3. Click Find String.**

The viewer displays the parcel on the map.

**4. Verify the Parcel ID.**

You can verify that the correct parcel was found by checking the Parcel ID number.

Click the Identify tool and then click on the map to display parcel information below the map.

Scroll to the right and confirm the Parcel ID number.