

STATEMENT OF WORK (SOW) ADDENDUM

Addendum No.: 1

Date of Addendum: December 19, 2012

Due Date, Time: December 24, 2012; 5:00 p.m. CST

Revised Date, Time: December 24, 2012; 5:00 p.m. CST

Agency: Public Safety, Office of Pipeline Safety

Reference No.: OET Cert #3029

Title: Pipeline Safety Program Management System Redesign

SCOPE OF ADDENDUM

The followings are changes to the SOW:

1. Do you have any anticipated budget for this project?

Yes, the State has a limited budget approved for Phases 1 & 2 through June 2013. The additional one year maintenance and support will be funded through a separate funding in state fiscal year 2014.

2. Does the vendor need to be qualified in all 3 categories (Desktop - Application (Design & Development), Database Design/ Architect, Quality Assurance) to submit the response for this?

No. Although it is not mandatory, from previous experience it is highly recommended that you are qualified and are able to provide the resources for each category requested.

3. Can we submit a resource who can perform duties under Desktop - Application (Design & Development) as well as Database Design/ Architect

Yes

4. If my firm is approved in only two of three named skill service categories, are we still able to respond if we have someone that meets the minimum qualifications for that category even though my firm is not listed on the 902TS for that category OR b. are we able to respond with a partner that is approved on the 902TS for that skill service category, but not the other two that we are and deliver a combined response?

Yes, you may still respond based upon being approved in the two categories. However, your firm cannot bid on a category if you are not approved. Your firm cannot subcontract for a skill service you are not approved for.

5. Based upon your estimates, do you anticipate full-time resources for these positions?

Yes. From prior experience from past vendors the project will involve full time resources for the initial two project phases.

6. RFP states "Provide a breakdown for hourly rate services to complete project deliverables" Please clarify if the State would like vendors to propose a Time and Material based pricing model for the RFP Phases 1 and 2?

Although the contract will be looked at by the overall finalized bid, it would be beneficial for us to see an estimated breakdown for the cost and time required for each deliverable; this is not a Time and Materials contract.

7. Should the cost proposal be included as part of the technical proposal or included as a separate document?

Please include the cost proposal with the technical proposal as all submitted documents will be evaluated as one package.

8. Has the State obtained the Project funds? If not, when does State expect to obtain the funding for this project?

Yes. The State has allocated the funds for this project (also see response to Question 1 above).

9. Please confirm if the business requirements included in the RFP were developed by incumbent or past vendor? If yes, is the vendor eligible to bid for this RFP?

The business requirements were compiled by the State, with assistance from documentation compiled from past vendors. Any vendor is eligible to bid on this RFP.

10. Does the State has (or had) a relationship with a vendor(s), who has either developed or is maintaining the current system or process?

The State had relationships with prior vendors for the development of the current system, but all prior contracts expired in June of 2011.

11. Please confirm, if the incumbent/past vendor is eligible to bid for this RFP?

Yes.

12. How many onsite vendor resources can be accommodated by the State?

We can reasonably accommodate 3 or 4 onsite vendor resources.

13. Please confirm that the State will provide necessary office facilities, phones, cubes, pc, software, etc. to the vendor onsite resources?

Yes. We can reasonably accommodate 3 or 4 onsite vendor resources with the required equipment needed.

14. Please confirm that the State is responsible for the costs of acquiring any 3rd party tools / technology (for example, web server, development and test tools, source code control, database, communication infrastructure) required by various phases of the project.

Yes, the State will be responsible for the cost if the tools and technology as needed and agreed upon by the State.

15. Please confirm that the State will provide onsite parking for the vendor team members? Is parking available for vendor personnel free of cost? How many parking spots can be made available for vendor personnel?

No parking accommodations will be provided. The State can provide contact information for various parking facilities within the city.

16. In order to provide a proper estimate to upgrade the existing system with new enhancements and additions, we would like to understand the current system architecture. Please provide the current system data model, technical specifications, architecture document (with the external interfaces, reports, batch programs). Without the above specified information it is very difficult for us to estimate, plan and propose a solution for this RFP. Hence we would appreciate if you can provide us all the above details.

Due to time constraints on this project, and our lack of the understanding of the technical functionality of the current system, please review Exhibit A at the end of the question section for the current application documentation that we have on hand.

17. In order to provide a proper estimate to upgrade the existing system with new enhancements and additions, we would like to understand the scope and complexity of the current system. Please provide the current system's system requirements specifications, use case documents, business requirements documents, and user manuals. Without the above specified information it is very difficult for us to estimate, plan and propose a solution for this RFP. Hence we would appreciate if you can provide us all the above details.

Due to time constraints on this project, and our lack of the understanding of the technical functionality of the current system, please review Exhibit A at the end of the question section for the current application documentation that we have on hand.

18. Is it possible for the State to extend the due date to December 28, 2012 for vendors to respond to this RFP?

No. This project is on a set timeframe for completion due to the limitation of funding source appropriation for this project.

19. Does the vendor need to integrate with other the State or vendor team(s) to deliver a complete solution. If yes, what are such dependencies and what is the integration process?

No. This project will depend on Department of Public Safety resources.

20. How many SMEs will be allocated to this project during various phases of the project for further clarifications, reviews etc.?

Two state SME will be allocated during each phase.

21. What is the approximate % allocation of these SMEs to this project?

Two state SME will be allocated with the estimate of @ 50% for each.

22. How many environments does the State have for this project (for example, Development, Testing, Production)

There are three environments; the three environments are Development, Test and Production

23. Please confirm that the State will assume responsibility for performing integration testing of external systems?

No. The state will assist the selected vendor in the testing all systems integrations.

24. How many business days of User Acceptance Testing does the State expect to perform?

A minimum of 20 days has been allocated.

25. Please confirm that the UAT scripts be available to the vendor.

Yes. If available, all scripts and documents from prior vendors will be provided.

26. In order for the vendor to estimate the time required to complete the documentation, please provide the State templates for the following documents: Document application installation and setup procedures. Document developer setup and configuration procedures. Document detailed user customization settings and reporting procedures System User Guide

Due to time constraints on this project, and lack of the understanding of the technical functionality of the current system, please review Exhibit A at the end of the question section for the current application documentation that we have on hand.

27. Please confirm that the vendor is only responsible for documentation of the application to the extent that the vendor has modified or enhanced the application

The vendor will be responsible for integrating the modifications or enhancements into the existing documentation.

28. Can the maintenance and support be provided by an offsite team based out the vendor's US offices?

No. When called upon all maintenance and support must be provided onsite at the Department of Public Safety location.

29. What is the duration of such support required each day (for example, 8 hours X 5 days)?

When called upon, all maintenance and support service durations will be agreed upon by both parties.

30. In order to estimate the effort to complete Phase 1 and 2 of the project, please provide source code of the existing application.

Unfortunately, due to security concerns, the source code will only be provided to the selected vendor.

31. Does the existing application have any dependency on any COM object?

Due to our lack of the understanding of the technical functionality of the current system, please review Exhibit A at the end of the question section for the current application documentation that we have on hand.

32. Does the existing application use any third party control?

Due to our lack of the understanding of the technical functionality of the current system, please look at Exhibit A at the end of the question section for the current application documentation that we have on hand.

33. Does the existing application run entirely under the control of "Common Language Runtime" of .Net framework?

Due to our lack of the understanding of the technical functionality of the current system, please review Exhibit A at the end of the question section for the current application documentation that we have on hand.

34. Please clarify or provide additional details on what you mean by the "ability to search by file description in the files tab"

When a file is attached into the system we are unable to search by the name of the file. We would like the ability to search by file name (Description).

- 35. Please clarify or provide additional details on what you mean by “function to export search results lists from all search capabilities”. Are you looking to export the data in CSV, PDF formats**

When a search is initiated, we would like the ability to export the search results in an alternate format (CSV, PDF, etc.) into other applications like spreadsheets and documents.

- 36. Please clarify that with respect to Geo-Spatial location and mapping integration, the State would like the vendor to modify three geo-spatial related database tables and the screens to modify the corresponding data fields. In other words, the State will be responsible to gather the geo-spatial data and input them in to the system.**

Correct. The State will acquire the geospatial coordinates from external devices and then they will be manually entered into our system.

- 37. What is current integration for geospatial location and mapping in existing system?**

There are 2 different latitude and longitude formats, Degrees Minutes Seconds and Decimal Degrees, in the current application and database. We would like each instance to be standardized into one format.

- 38. RFP states “Add the ability for custom user reports. Provide the ability for users to modify existing or create user defined reports from SQL Server Reporting Services.” Please clarify if the custom user reports are reports (RDL files) that take in specific input criteria and generate pre-defined output data.**

The existing reports do create output from predetermined sets of data. We currently do not have the ability to modify these files. The primary objective is to provide scalable reports. This functionality will be based on consultation from the selected vendor.

- 39. Please specify the number of simple, medium and complex reports that must be estimated for by the vendor**

We have estimated that following changes: Simple - 5 changes to existing and 2 new reports. Medium – 3 changes to existing and 5 new reports. Complex – 12 changes to existing and 0 reports.

- 40. Will the Desktops where the application will be installed have MS Office 2010?**

Yes, the current standard office suite is MS Office 2010.

- 41. "Migration to DPS production environment" - What does this item mean? Migration of desktop applications or Central SQL Server?**

Migration into the DPS production environment means that the application and database enhancements/changes will need to be finalized and available for real world use.

42. What kind of functionality is expected for Phase 2 item 7, custom forms? Ability to add new forms, fields, database fields and database mappings on the fly from within the application? Or adding a couple of user defined fields on existing forms?

We need the functionality of capturing data from forms. Currently we are collecting data from our external sources and we have no standard procedures to store the data into our database. We are primarily looking at having the ability to have predefined tables created with fields, which we could systematically assign, to the data collected from the various forms.

43. What kind of functionality is expected for Phase 2 item 5, custom reports? Ability to add new reports with new fields on the fly from within the application? Do you also need the ability to modify existing reports? Should the functionality be wide open to let users define any kind of reports with any database fields or are there specific report types and/or fields that you had in mind for these custom reports?

We need the functionality of scalable reports. Currently our reports do not report all the data from the specified fields. As new data (codes) were added to the system, they are not reflected on the report output as they are not queried in the report generation. The functionality would let the user choose specific data to include from predetermined locations.

EXHIBIT A:

OPS System

Application Overview

The OPS application provides a means to document and track cases, companies, contacts, and time. The application provides the ability to access and modify data while disconnected from the Department of Public Safety network. Certain functions can only be performed while connected to the network, such as building the initial case, company or contact.

MNOPS is responsible for inspection, investigation and enforcement of state and federal requirements related to transportation of hazardous materials by pipeline within Minnesota. MNOPS is also responsible for investigation and enforcement of the state excavation notification system prescribed under Minnesota Statute 216D, otherwise known as Gopher State One Call.

Pipeline operators generally fall into one of three categories; gas, hazardous liquid, or LNG (liquefied natural gas). Gas operators include natural gas transmission, natural gas distribution and propane (LP) distribution. Hazardous liquid operators include crude oil, refined products, and highly volatile liquids (HVLs). LNG is a specialized operation involving liquefaction, storage and vaporization of natural gas, primarily for peak shaving capabilities.

MNOPS conducts inspections of jurisdictional pipeline operators to determine compliance with applicable federal regulations. For intra-state pipeline operators, non-compliances are subject to enforcement, as well. As part of the interstate agent agreement with PHMSA, inspection results of interstate pipeline operators are submitted to the PHMSA Central Region. Any enforcement decisions related to interstate pipeline operators are made by PHMSA.

MNOPS also conducts investigations of complaints and pipeline incidents or accidents. These investigations are intended to determine whether non-compliances have occurred. Through the course of an incident investigation, factors attributed towards cause are often determined, however, it is technically the pipeline operator's responsibility to determine cause and take steps to prevent recurrence. Reportable incidents are defined by federal regulations for each type of pipeline operator and carry specific requirements for telephonic and written reporting. The majority of investigations deal with Damage Prevention or One Call issues, including some involving non-pipeline operators. These investigations primarily involve application of M.S. 216D and associated state rules. Proper data management is critical to MNOPS operations. The OPS System has been developed to address several data management needs, including company and contact information, case management, documentation and bi-weekly timesheets.

System Requirements

OPS system is a client-server system with SQL Server 2008 R2 acting as a central database system and SQL Server 2008 R2 Express as a local storage database.

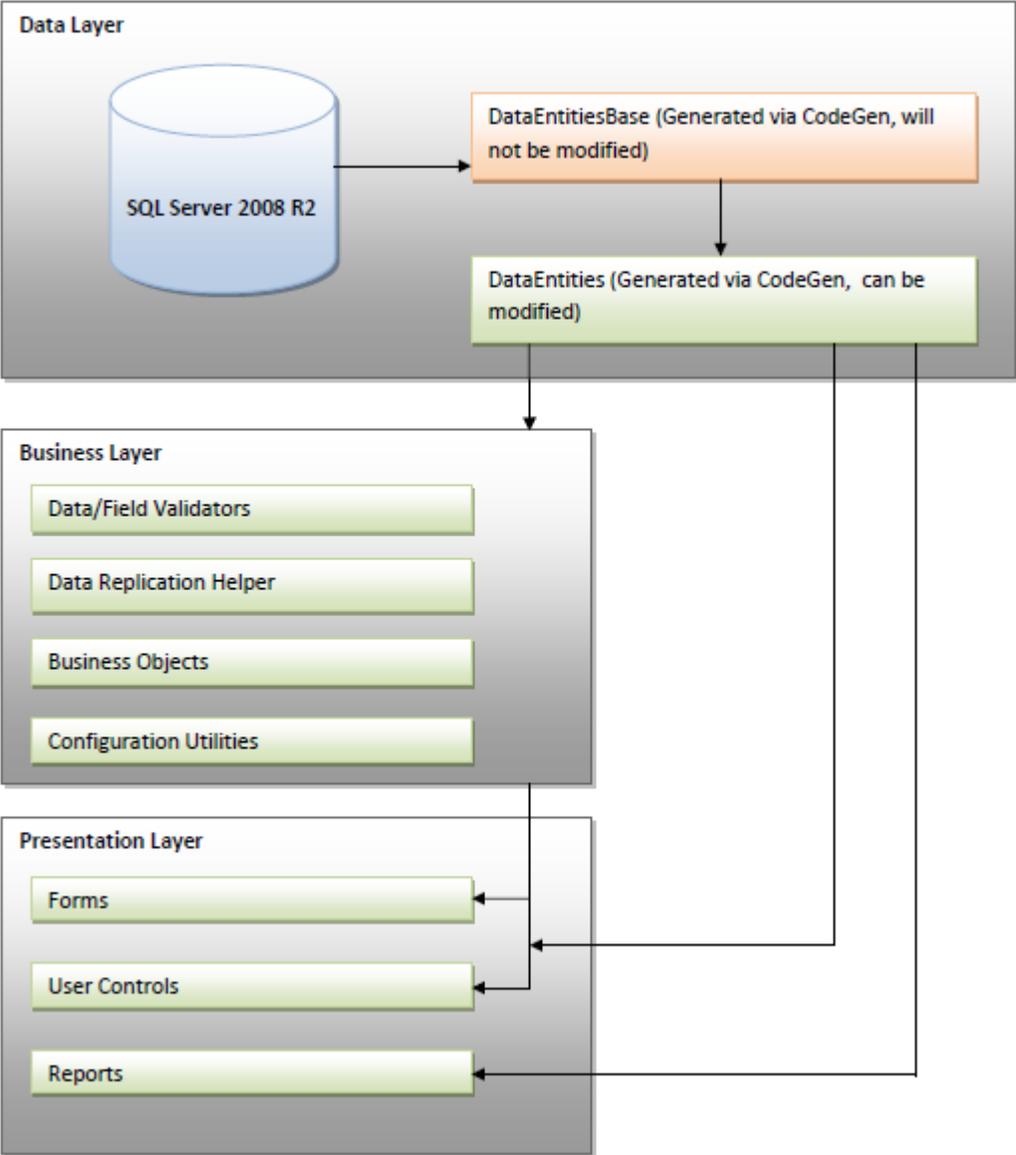
Server

Please refer to the link below for the minimum hardware and software requirements for installing SQL Server 2008 R2: <http://msdn.microsoft.com/en-us/library/ms143506.aspx>

Client

- Windows XP SP2
- .NET Framework 3.5 SP1
- 32-Bit Systems: Computer with Intel or compatible 1GHz or faster processor (2 GHz or faster is recommended. Only a single processor is supported)
- Minimum of 256 MB of RAM (1 GB or more is recommended)
- 3 GB of free hard disk space

Application Architecture



Application Framework

Solution Components

The application has been divided into multiple projects contained within a single solution. Each of these projects represents a different component or layer of the application. At the time of this document's creation, the following list is the known and planned for projects.

The Data Layer

DataEntitiesBase A collection of abstract base classes created using the tools myGeneration and EasyObjects. Each class represents a single table in the OPS database. Source code in this project should NEVER under any circumstances be modified by developers. This project is one of two that comprise our the application's Data Layer

The Business Layer

DataEntities A collection of contract classes that inherit from the DataEntitiesBase classes. Changes intended to extend or modify the functionality of the base classes should be made here. Additional classes that do not inherit from DataEntitiesBase classes but work with the database can be created here.

OPS.Common Classes that assist in performing tasks needed by the presentation layer. Classes in this project cannot call upon any other project as all other projects are dependent on it.

OPS.DataSynchronization This component encapsulates all the objects and references necessary to fulfill the applications needs for synchronizing the local and master databases.

The Presentation Layer

OPS This project is the executable application and represents the presentation layer. All forms and controls are defined here. Only code directly related to the user interface should be placed here.

OPS.Reports The location for all report definitions and helper classes. Contains not only the SSRS report definitions, but also various helper classes for SSRS interfacing.

DataEntities and DataEntitiesBase

To help speed up application development, we are utilizing the code generation tool myGeneration, in conjunction with the EasyObject templates to do the initial code generation of our data and business layers. MyGeneration and the EasyObject templates we are using create classes that leverage the power of the Enterprise Library's object factories to create objects that handle all our data access needs.

All access to the database should be done via these objects.

Connection strings in the app.config, combined with our GlobalVars class (discussed later) handle connections. The objects themselves already handle most load, save, and query needs.

Two important rules should be obeyed when working with these projects. NEVER make manual changes to DataEntitiesBase classes. If the database is changed, we would re-generate these classes and thus

lose any changes we made. Instead, all modifications should be made to the concrete classes found in DataEntities.

In this way we can later and even extend the behavior of the data access objects without losing the time savings we have gained through code generation. An example of this can already be found in the class DataEntities.Options. This class has already been extended by adding a new method that accepts a string and returning a datatable that contains the option descriptions for all active rows in the Options table where the OptionGroup column matches the value we provided. In this way, we've enhanced the value of the class and ensure that the logic for this common operation is closer to the data than it is to the presentation layer.

OPS.Common and OPS.DataSynchronization

These two projects serve specific purposes.

OPS.Common is a class library that contains low level helper functions that can be used by all other projects in our solution. Classes found here could be specific to any one layer, but by placing them here, we can ensure that should another project need them, they can be accessed.

An example of this is the GlobalVars class. This class manages a singleton object that is used to share certain values between all the objects in the application, much like the ASP.NET session. This allows it to be accessed by both the presentation (where we set our database selection) and the data layer (where we use that setting to connect to the database).

OPS.DataSynchronization has been created to encapsulate all the functionality for synchronizing the database. The hope is that by putting this functionality into its own class library, that should the Office of Pipeline Safety ever upgrade from SQL Server 2008 to any future versions of SQL, they can alter and redeploy just this assembly and not the entire application. It also makes it a bit easier to test out just this functionality, separate from the OPS application.

OPS

This is of course our presentation layer. Contained in this project are all the forms and controls that are required to deliver the user interaction functions outlined in the use cases and functional specifications. Any classes that do not directly related to the presentation layer should be placed either in OPS.Common.

OPS.Reports

This auxiliary reporting layer contains the definition of the various SSRS as well as code used to launch them. It also contains classes to aid in the launching of the Microsoft Access based reports used by the system.

Developers Setup

Refer the setup document "Developer (IDE) Setup.doc" for further details on how to setup developer's machine for OPS development and maintenance.

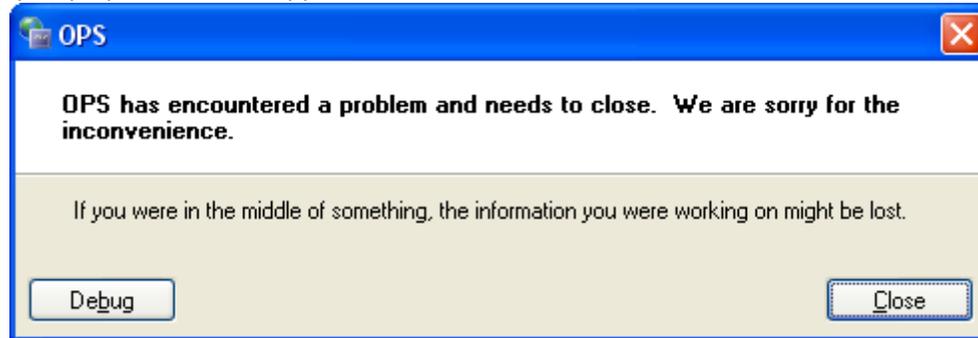
Installation

Refer the installation guide "OPS Installation Guide (version 3.0).doc" for installing the OPS system on client machine.

System Configuration

Introduction

Since the MN-OPS system is a .Net application, it makes use of an XML based configuration files to store application settings. This file, OPS.exe.config, is found in the same location as the program executable and can be edited using any text file editing program (Notepad, WordPad, Visual Studio, etc...). Since it is an XML based file, care should be taken to ensure that the file remains “valid” xml. After any changes are made, the application should be run to ensure that it can read and process the configuration file properly. If the file contains a formatting error, the following dialog box will be immediately displayed when the application is run:



If you encounter this error, either examine the configuration file and correct the error, or return to a previous, “good” version of the file.

Note: The OPS installer encrypts connectionStrings and ReplicationSettings sections of the configuration file. If there is a need to make any modifications to the values in the above mentioned sections, an unencrypted copy of the configuration file will have to be downloaded from TFS (file named “PROD – app.config”, included in the OPS project). After modifications are made to the file, rename the file to OPS.exe.config and copy it over the existing configuration file found in the same location as the program executable, run “Encrypt Config File.exe”, browse to the program executable file and click “Encrypt”. This will encrypt the sensitive information in the configuration file.

Database Connections

The “connectionStrings” section of the configuration file contains the details for the database connections that can be used by the application. There should be at least two entries, one for the master database server, and one for the local machine database.

If more than one entry is provided, they should be listed in the order the application will try to connect to them. The application will start at the top and work its way down the list, attempting to connect using each string. The application will stop checking after the first successful connection is established.

NOTE: The “master” network database should **always** be the first connection string listed.

The following is an example of two valid connection strings:

```
<connectionStrings>
  <add
    name="OPS_Dev"
    providerName="System.Data.SqlClient"
    connectionString="server=SERVERNAME;database=DATABASENAME;Integrated Security=true" />
  <add
    name="OPS_Local "
    providerName="System.Data.SqlClient"
    connectionString="server=(local)\MSDE;database=DATABASENAME;User Id=USERID;Password=PASS" />
</connectionStrings>
```

Online vs. Offline

In the “appSettings” section of the configuration file are two values that are used to determine if the application is operating in an “online” or “offline” mode.

The first setting, “MasterDatabase” should match the ‘name’ attribute used for the master online database. At startup, the application will compare the name of the first database it was able to connect too with this value. If the two match, then the application will be in an “online” mode.

The next setting, “OverrideOnlineCheck” is only used for development purposes. By setting this value to ‘true’, the application will always behave as if it is in “online” mode. This key can also be removed from the configuration file entirely if so desired.

The following is an example of this section:

```
<appSettings>
  <!--
    MasterData is the main/central server when you are connected to the office,
    the value should match a connection string listed above
  -->
  <add key="MasterDatabase" value="OPS_Dev" />
  <!--
    the OverrideOnline Check key is optional, omit if you don't want to perform the override
  -->
  <add key ="OverrideOnlineCheck" value ="false" />
```

Replication Settings

The “ReplicationSettings” section contains values that are used by application to configure the behavior of the merge replication functionality. The keys contained in this section are as follows:

Enabled	The setting of this key, either ‘true’ or ‘false’, enables or disables the execution of the replication by the system. If set to false, the replication will not execute and no replication progress bar will be displayed by the application
LoggingEnabled	This setting turns on the logging of the replication progress to a file. The replication logs are stored in a sub-folder of the application called “logs” and can be referred to when the application is having difficulties with replication.
Publication	This is the name of the replication publication on the publishing server that is being subscribed too.
Publisher	Contains the name of the database server that is the publishing authority for the previously defined Publication .
PublishingDatabase	This key contains the name of the database on the publishing server that contains the Publication being subscribed too.

Pub_UserID, Pub_Password	These two keys are the UserID/UserName and password that are to be used on the publisher server for replication.
Subscriber	Contains the name of the local database server that is subscribing from the previously defined Publication.
SubscriberDatabase	This key contains the name of the database on the local machine/computer that is subscribing to the Publication .
Sub_UserID, Sub_Password	These two keys are the UserID/UserName and password that are to be used on the subscriber server for replication.

Warning: Unlike most other aspects of SQL-Server, these setting are case sensitive. Please be sure to use the proper upper/lower case values when enter the keys for these configuration settings.

Email Options

The final section is the “emailSettings” section. This area contains two values used by the Case Management form when it the “email case” button of that form’s toolbar is used.

```
<emailSettings>
  <add key="CaseToAddr" value=" " />
  <add key="CaseCCAddr" value=" " />
</emailSettings>
```

The “CaseToAddr” key sets the ‘To’ addressee. “CaseCCAddr” is the ‘CC’ addressee.

Expertise

This section talks about the expertise needed to develop, maintain and support the OPS application.

Developer

Senior .NET professional with experience in system analysis, design, coding and testing. Must have a development experience in NET Framework 3.0, client-server, SSRS and SQL. Experienced in .NET programming languages C# and well versed will Visual Studio 2008 and up.

SQL

Senior Database Administrator (DBA) with SQL Server 2008 experience. Must have experience in setting up and troubleshooting SQL replication.

Developer Environment Setup

This document provides an overview of setting up the development environment for a developer that will be working on the OPS System application.

To install of the components of this system, it is recommended that the assigned developer have at least 15GB of storage space available. This will cover the necessary development tools as well as the “test” database.

Required Software

This section covers the installation of the software that is necessary for maintaining the OPS System.

Visual Studio 2010 – Professional Edition

This is the primary development tool for the OPS system. The installation that can connect to the TFS 2010 server in the DPS network (DPS-DEV domain) is all that is required.

AcroPDF

Included as part of the Adobe PDF reader install, this component is used by the application to allow for PDF files. A copy of the dll for used by the application is included the source-code files in the “3rd Party” folder. However, you should still download and install the PDF Reader from Adobe PDF.

Office XP Primary Interop Assemblies

This collection of dll’s is provided by Microsoft to support Office Automation development using the .NET Framework. The dll’s used by the OPS system application can be found in the “Software” folder as well as oxppia.exe (the self extracting file containing the complete set of PIA’s. Alternatively, a copy of oxpia.exe can be found on Microsoft’s website at:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=C41BD61E-3060-4F71-A6B4-01FEBA508E52&displaylang=en>

myGeneration 1.3.3 & EasyObjects 2.0 Free Edition

The data layer for the OPS system was generated using the popular code generation utility myGeneration and a series of templates called EasyObjects. Copies of both these utilities have been provided in the Software folder. They can also be downloaded from the internet at the following URL’s:

myGeneration: <http://www.mygenerationsoftware.com/portal/default.aspx>

EasyObjects: <http://www.easyobjects.net/>

When installing myGeneration, simply follow the defaults. Details on the use of these tools can be found in the document “using myGeneration”. For how to use myGeneration and EasyObjects tools for development, refer to the word document named “Using myGeneration.doc”.

Microsoft SQL Server 2008 R2 Express

The SQL Server 2008 Express is the local data storage system for the OPS system. The installer file has been included in the software folder, but can also be downloaded from Microsoft’s web site. Installation of the database should be done in “Mixed Mode”.

Microsoft SQL Server 2008 Management Studio Express

SQL Server 2008 Management Studio Express gets installed with the installation of SQL Server 2008 R2 Express.

SQL Server 2008 R2

If a developer is going to need to be able to do development or testing of the OPS System’s data replication functionality, they will need access to an instance of SQL Server 2008 R2. Installation and setup of SQL Server 2008 R2 is a complex matter and is out of scope of this local environment setup document.

Initial Database Setup

Refer to the excel sheet "OPS System Setup.xls" for setting up the database on the server and the client.

Installing Source Code

Source code for OPS is maintained on the TFS 2010 server in DPS-DEV domain and is accessible from within the DEV environment. A project named "OPS" is setup under the default collection. A local folder should be mapped to this project to download the latest version of the code. Once downloaded, open the OPS.sln file using Visual Studio 2010.

Application Installation

Refer to the word document "OPS Installation Guide (version 3.0).doc" for the installation details.

Environments

2 separate environments, DEV and TEST, are setup for making the OPS application development and testing simpler. The DEV environment is used for performing all development activities and the TEST environment is used for performing all test activities. PROD environment consists of the production SQL Server and client machines. After development, the app is deployed to TEST environment for testing. Once the testing is successfully completed, the app is promoted to the PROD environment.

Pipeline Safety 2010 Installation Guide

This document provides a step-by-step process of installing the OPS application – Pipeline Safety 2010.

Pre-requisites

There are some pre-requisites that should be installed on a client machine before installing the OPS application:

- SQL Server Express 2008 SP2 with Advanced Services (32 bit)
- .NET 3.5 with SP1
- Microsoft Report Viewer 2010
- Acrobat Reader
- Windows Installer 3.1

This document assumes that all of the above pre-requisites are installed on the machine before attempting to install the OPS application using the installer. SQL Server Express 2008 SP2 with Advanced Services (32 bit) should be installed on the client machine with Mixed Authentication Mode and a sa password

Permissions

The MN-OPS system runs out of a single folder that can exist anywhere on the local system. DO NOT run the OPS system from a network drive. This can cause issues with the default .NET run-time's security settings for "trusted locations".

Additionally, since the application will attempt to create folders and work files under the installation locate, users operating the OPS system will require at a minimum the following permissions to the installation folder: Modify, Read & Execute, Read, Write.

If you so desire, there's no reason not to grant the current user "Full Control".

What it installs

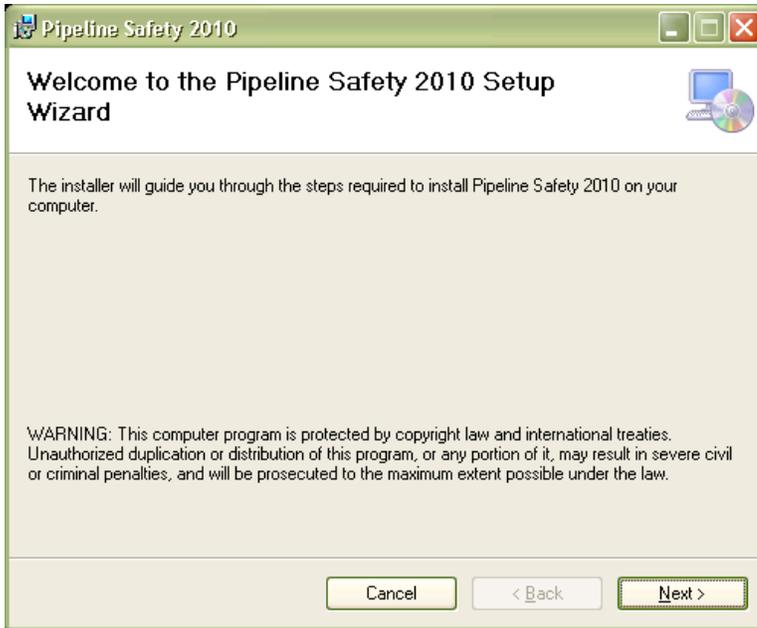
This installer does the following:

- a. Installs Pipeline Safety 2010 application
- b. Creates blank OPS database in local SQL Express with minimum required tables
 - CaseImage and CaseDPPImage
- c. Creates user OPSREPL in the local OPS database having
 - db_owner access to the OPS database
- d. Creates user MNOPS in the local OPS database having
 - db_datareader and db_datawriter access to the OPS database
- e. Runs the script to create a client subscription entry in local database
- f. Runs the script to create a server subscription entry in server database
- g. Replaces the development version of the configuration file with the PROD version.
- h. Encrypts the connectionStrings section and the ReplicationSettings section of the configuration file.

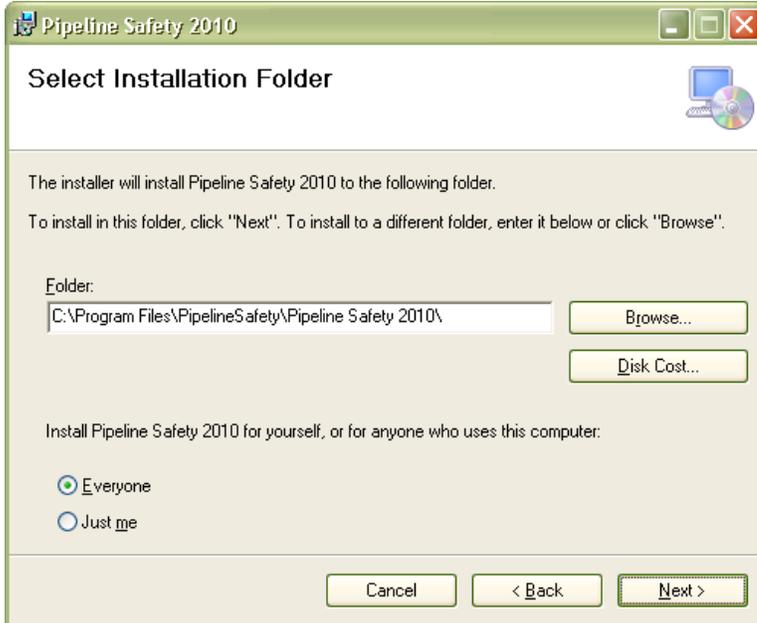
Step-by-Step guide to OPS application installation process:

Follow the steps below to install Pipeline Safety 2010 on the client machine. Client machine refers to the Windows XP machine where the OPS application needs to be installed. All installation files should be copied to this local machine before attempting to install the application.

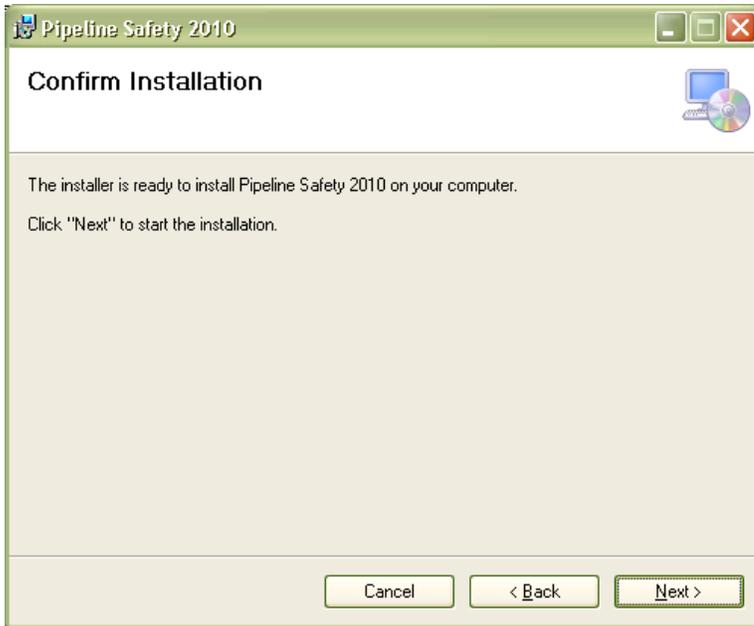
1. Copy the latest installation folder from "H:\OPS System" to the desktop on local machine. The latest setup folder as on.
2. Right click the "PROD Install.bat" file and select edit. This will open the file in notepad.
3. Make sure the values of all the parameters passed to the installer are correct:
 - LogLocation: Path of the log file. This log file will log all installer activities.
 - SQLDir: Folder path where the data files for SQL Express reside on the local machine. Usually for SQL Server Express 2008 SP2 this folder is "C:\Program Files\Microsoft SQL Server\MSSQL10_50.SQLEXPRESS\MSSQL\DATA"
 - SetupDir: The folder where all the setup files reside. DO NOT change the value of this parameter.
 - MNOPSPass: Password for the XXXXX database user.
 - OPSReplPass: Password for the XXXXXX database user.
 - SQLServerName: Name of the server where server database resides.
4. Double click "PROD Install.bat" file. This will run the OPS installer passing the appropriate parameters.



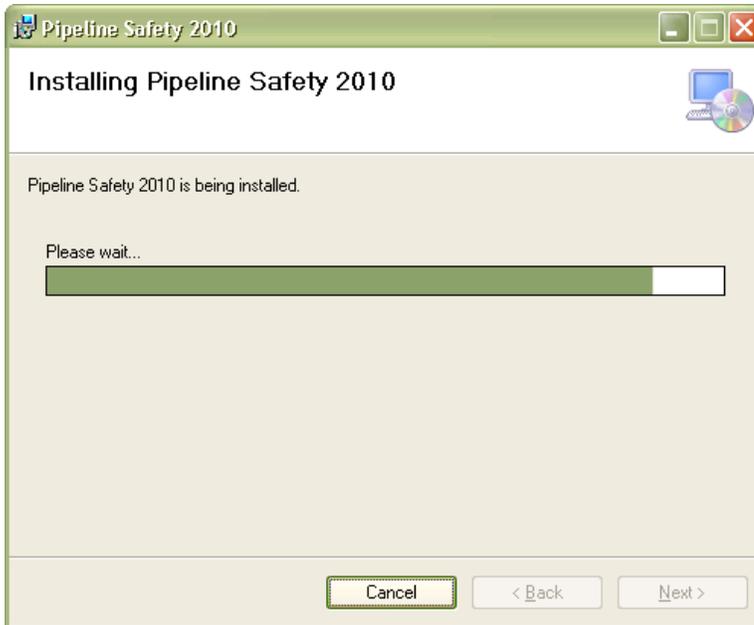
5. Click "Next". You will be taken to the screen to select the installation folder.



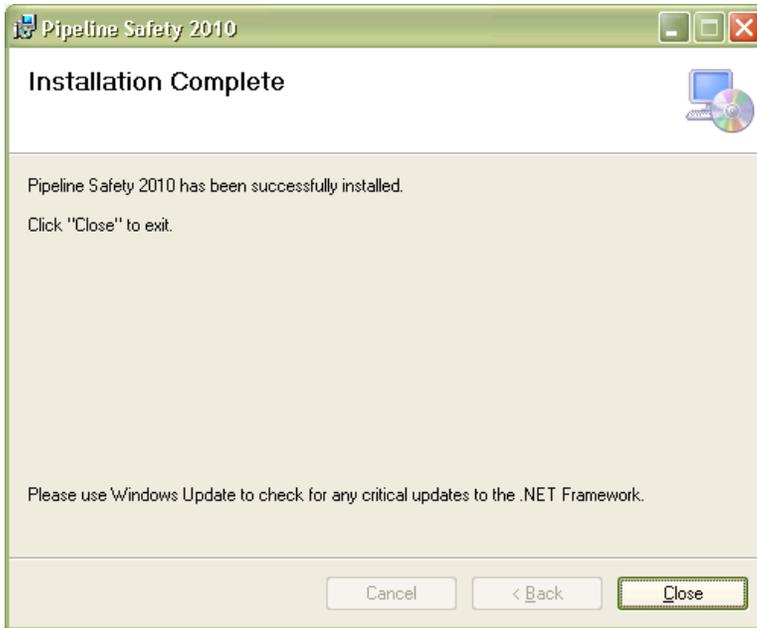
6. Click "Next". Confirm Installation screen comes up.



7. Click "Next". Installation starts now.



8. The last screen will show the successful installation message if everything goes well. If there is an error, the error message will be shown, installation will be rolled back and the log file will open showing the details.



Note: If the installation fails to complete, it tries to rollback the files it copied but it will not be able to rollback any steps listed [above](#). All these steps will have to be rolled back manually if needed.

OPS System User Guide

OPS User Guide

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Program & System Application Overview

The OPS application provides a means to document and track cases, companies, contacts, and time. The OPS application provides the ability to access and modify data while disconnected from the Department of Public Safety network. Certain functions can only be performed while connected to the network, such as building the initial case, company or contact.

MNOPS is responsible for inspection, investigation and enforcement of state and federal requirements related to transportation of hazardous materials by pipeline within Minnesota. MNOPS is also responsible for investigation and enforcement of the state excavation notification system prescribed under Minnesota Statute 216D, otherwise known as Gopher State One Call.

Pipeline operators generally fall into one of three categories; gas, hazardous liquid, or LNG (liquefied natural gas). Gas operators include natural gas transmission, natural gas distribution and propane (LP) distribution. Hazardous liquid operators include crude oil, refined products, and highly volatile liquids (HVLs). LNG is a specialized operation involving liquefaction, storage and vaporization of natural gas, primarily for peak shaving capabilities.

MNOPS conducts inspections of jurisdictional pipeline operators to determine compliance with applicable federal regulations. For intra-state pipeline operators, non-compliances are subject to enforcement, as well. As part of the interstate agent agreement with PHMSA, inspection results of interstate pipeline operators are submitted to the PHMSA Central Region. Any enforcement decisions related to interstate pipeline operators are made by PHMSA.

MNOPS also conducts investigations of complaints and pipeline incidents or accidents. These investigations are intended to determine whether non-compliances have occurred. Through the course of an incident investigation, factors attributed towards cause are often determined, however, it is technically the pipeline operator's responsibility to determine cause and take steps to prevent recurrence. Reportable incidents are defined by federal regulations for each type of pipeline operator and carry specific requirements for telephonic and written reporting. The majority of investigations deal with Damage Prevention or One Call issues, including some involving non-pipeline operators. These investigations primarily involve application of M.S. 216D and associated state rules.

Proper data management is critical to MNOPS operations. The OPS System has been developed to address several data management needs, including company and contact information, case management, documentation and bi-weekly timesheets.

Navigating the OPS System

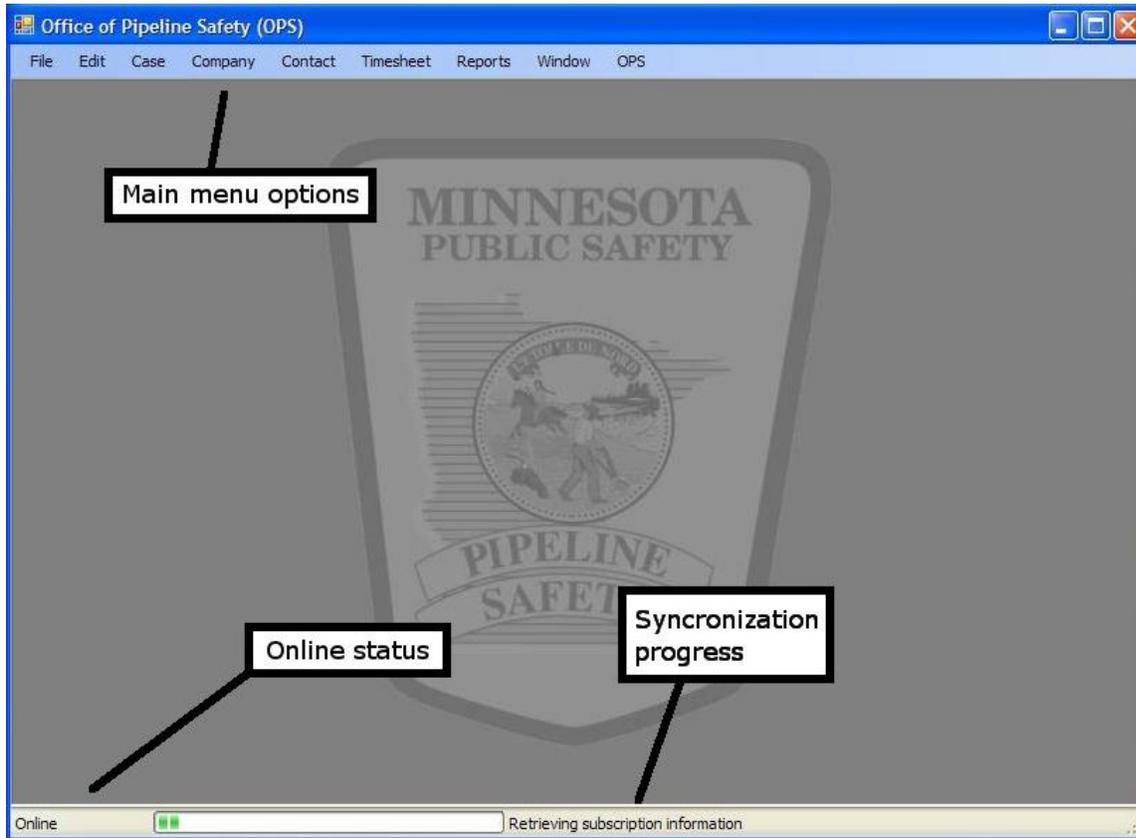


Figure 1. The application main form.

The main form contains a menu bar, status bar and progress bar (figure 1).

From the main menu choose:

- File – to exit the application
- Edit – to cut, copy, paste and undo text in the current control
- Case – to search, open or create a new case
- Company – to search, open or create a new company
- Contact – to search, open or create a new contact
- Timesheet – to create or view time entries
- Report – to open a report filter form or run a report
- Windows – to navigate child windows
- OPS – to view the current version, system information, and synchronize objects

The status bar indicates the current operation state, online when connected to the DPS network and the main database is available, otherwise offline and using the local data store.

The progress bar indicates the current state of the replication process. Changes and modifications made to the main database are added locally; likewise any changes made locally are added to the main database.

Case Management

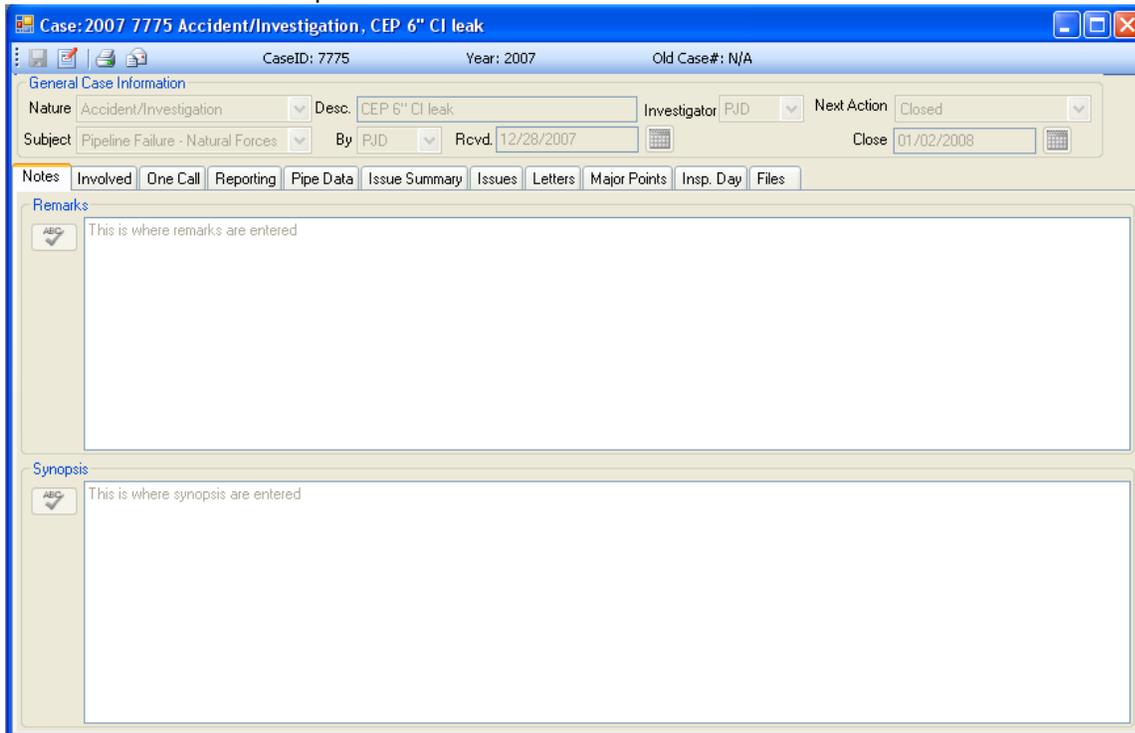
Cases are defined as individual records within the OPS system that relate to inspections, investigations or other activities involving pipeline operators, utility operators, excavators, or other similar entities.

Whatever information is known and applicable to the Case should be entered as soon as is practical. It is the intention that Cases are kept current, both through the Remarks field, as well as information pertaining to Issues, One Call characteristics, Reporting Tab information, and applicable Pipe Data, when the Case relates to an Accident Investigation. The Next Action field in the case header allows the inspector to track the status of the Case from inception to completion, by indicating the next step that is expected.

Creating New Cases

New cases are easily created using the Case Tab in the OPS system.

- From the menu bar click on Case and then select New Case from the drop down menu.

A screenshot of the Case form in the OPS system. The title bar reads 'Case: 2007 7775 Accident/Investigation, CEP 6" CI leak'. The form includes a 'General Case Information' section with fields for Nature (Accident/Investigation), Desc (CEP 6" CI leak), Investigator (PJD), Next Action (Closed), Subject (Pipeline Failure - Natural Forces), By (PJD), Rcvd (12/28/2007), and Close (01/02/2008). Below this is a 'Notes' section with tabs for 'Involved', 'One Call', 'Reporting', 'Pipe Data', 'Issue Summary', 'Issues', 'Letters', 'Major Points', 'Insp. Day', and 'Files'. The 'Remarks' field is currently empty and contains the text 'This is where remarks are entered'. Below the Remarks field is a 'Synopsis' field, also empty, with the text 'This is where synopsis are entered'.

2. Case form

Figure

After selecting the option to add a new case from the menu, the system will automatically display the New Case form so that basic Case information can be added. The Case form is composed of a toolbar, case details, and a series of tabs containing related information.

The Field Inspection worker must be logged into the network in order to add a new case. This is necessary so that the system can assign the next sequential ID that uniquely identifies each case within the system. The system will allow you to add a basic case that records the minimum amount of information in which to create a “core” case that can be built on.

Each case has a number of attributes assigned, which distinguish it as either an inspection, accident investigation, pipeline inquiry/complaint or a one call inquiry/complaint. Depending on the nature of the case, a number of subject options are available which further help to characterize the case.

Case details are shown near the top of the form as seen in figure 3. When creating a new case these fields should be completed and saved prior to adding more information.

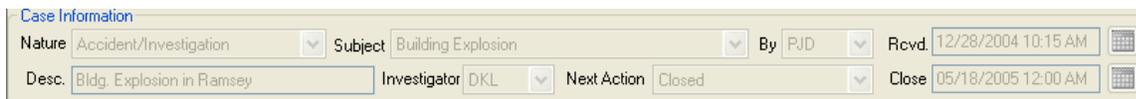


Figure 3, Top of Case Form

1. Select the appropriate characteristics from the drop down menus for **Nature** and **Subject**. These fields are intended to group Cases into various categories that allow for improved information management.
2. The **Description** field allows the inspector to further describe the nature of the Case.
3. The **Received Date** will automatically default to the current date and time, when the new Case is initially saved. It is also automatically saved to the Occurred Date/Time field underneath the Reporting Tab. The Received Date should be edited to the Date and Time notification was received, in the case of an accident or a complaint, or to the first date of a scheduled inspection, in the case of a planned inspection.
4. Additional fields such as **By**, is used to indicate the inspector who created the Case, and **Investigator** indicates which inspector is assigned to the Case.
5. The **Next Action** expected for the case is updated, which helps facilitate case management.

Editing an Existing Case

✎ Click on the edit button located on the toolbar to enable the details for existing cases.

1. Fields are enabled for updating.
2. Make any desired changes to the fields.
3. Click on the save button on the toolbar.

Deleting an Existing Case

1. Once added, a case cannot be deleted.

Searching for Existing Cases

The **OPS System** contains functionality that allows for searches of existing cases.



☞ From the menu bar, click on Case and then select Search Case from the drop down list.

Search fields are located at the top of the Search Case form. You can conduct a search using one or more of these fields. Results of the search are displayed in a list on the lower half of the screen for you to view and select from. This assists you in selecting the desired case you would like to work with.

If you select one of the cases listed in the search results, the system will automatically open the Case screen and display that specific case record. The Notes tab for the case is displayed as the default.

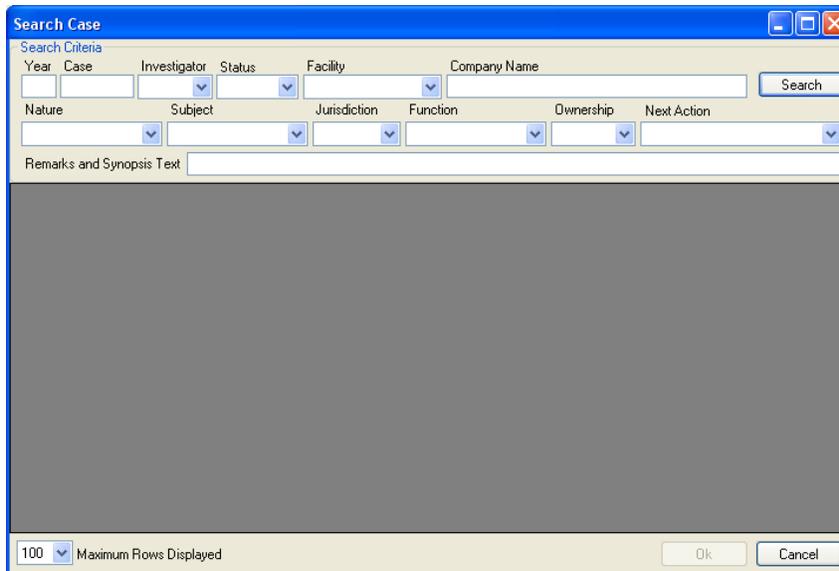


Figure 4. Search Case form

Adding and Maintaining Notes on a Case

Each case has a **Notes Tab**, with a Remarks Section and a Synopsis Section.

The Remarks Section is intended to include all relevant notes related to the case, and may include pasted e-mails, copies of one call tickets, and related information. The Remarks should flow from the start of the case to the conclusion, with new information being added to the bottom. Newly created Cases should always include initial Remarks under the Notes Tab.

The Synopsis Section should be limited to a brief summary of the pertinent facts associated with the case. It should be completed for all cases, in order to provide a brief summary that can be reviewed quickly. It should rarely ever be more than a paragraph. This section is used to report incidents on the annual certification, and therefore must be completed for every reportable accident or incident.

At the time the Case is closed, it must contain a brief summary under the Synopsis field, as well as appropriate Remarks. This allows anyone viewing the Case to get a quick snapshot of the circumstances involved.

☞ Click on the edit button on the Notes toolbar to enable the Remarks and Synopsis sections.

1. Enter pertinent facts associated to the case in the text boxes.
2. Check spelling by clicking on the spell check button.

- Click on the save button.

Figure 5. Notes Tab

Tip: Click on the –Email icon located on the toolbar to quickly create an email to the Pipeline Safety group. The email will contain all the notes entered on a case.

Recording the Parties Involved in a Case

Newly created cases must include any involved parties that are known at the time.

The **Involved Parties Tab** allows you to relate a company or contact to a case, and specify the role in which the party is involved. This screen is divided into two sections: Companies Involved and Contacts Involved.

Role In This Case	Name	Company Function	Region	Closed Date	Remarks
Case File Request ...	CenterPoint Energy ...	Pipeline Operator ...	South Suburban Metro A...	9/1/2008	
General Interest ...	Sogeti Test Company ...				

Role In This Case	Verbally Contacted	Name	Represents	Job Title	Company ID	Remarks
Company contact ...	<input type="checkbox"/>	test Pipeline				
Assistant Inspector ...	<input checked="" type="checkbox"/>	Axel Pipeline	Lieberg Electric ...		9096	

Figure 6. Involved Parties.

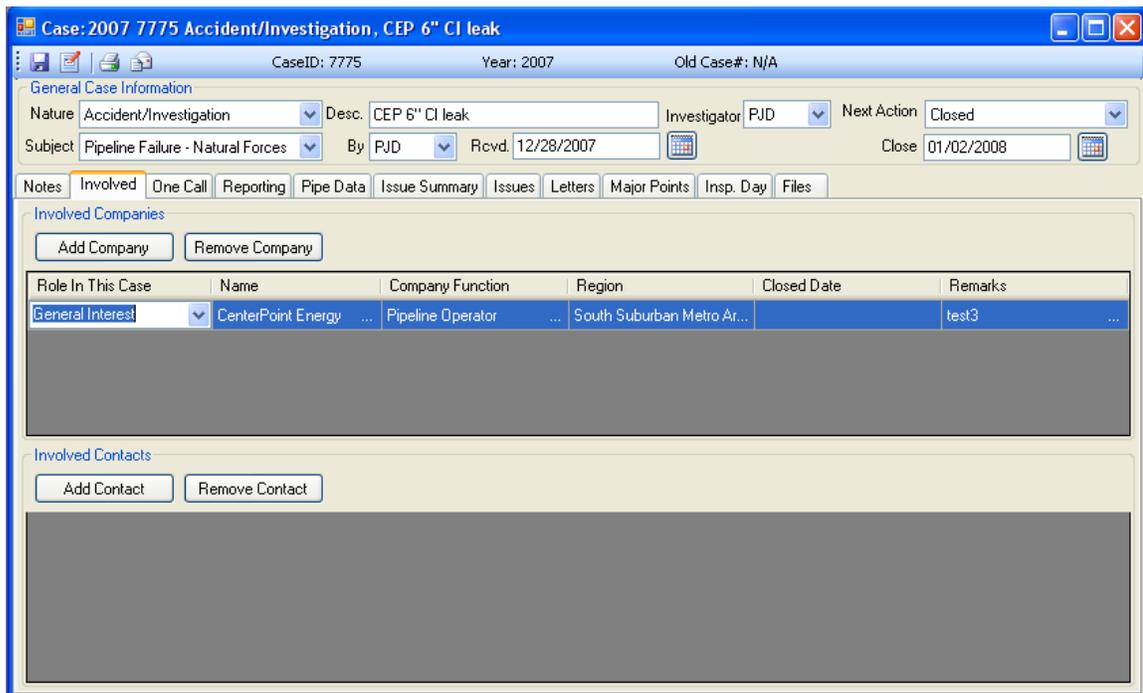
Add a New Company or Contact

☞ Click on the “Add” button to add either a company or contact.

1. Clicking “Add” opens the company or contact search form.
2. Search for the involved party to add and click “OK”
3. The new party will be added to the grid and placed in edit mode
4. complete the relationship information in the grid.
5. Click on the save button in the case toolbar.

Companies are selected through the OPS System Company database, which includes pipeline operators, utility operators, excavators and other types of companies. If a company is an involved party, and they are not in the OPS System, then they must first be added to the system, they they can be selected.

Similarly, Contacts are selected through the OPS System Contacts database, and if an individual is not in the system, they can be easily added, and then selected. Each company and contact assigned to a case as an involved party has their role in the case designated when they are selected.



The screenshot shows a software window titled "Case: 2007 7775 Accident/Investigation, CEP 6" CI leak". The window contains several sections:

- General Case Information:** Includes fields for Nature (Accident/Investigation), Desc (CEP 6" CI leak), Investigator (PJD), Next Action (Closed), Subject (Pipeline Failure - Natural Forces), By (PJD), Rcvd (12/28/2007), and Close (01/02/2008).
- Navigation Tabs:** Notes, Involved, One Call, Reporting, Pipe Data, Issue Summary, Issues, Letters, Major Points, Insp. Day, Files.
- Involved Companies:** Contains "Add Company" and "Remove Company" buttons. Below is a table with the following data:

Role In This Case	Name	Company Function	Region	Closed Date	Remarks
General Interest	CenterPoint Energy ...	Pipeline Operator ...	South Suburban Metro Ar...		test3
- Involved Contacts:** Contains "Add Contact" and "Remove Contact" buttons.

Figure 7. Updating details of an involved company.

Edit an Existing Involved Party

☞ Click on the edit button in the case form's tool.

1. Select the row of the company or contact that needs to be modified.
2. Click on the cell in that row you wish to modify to place it into edit mode
3. Make the necessary changes

When your changes are complete, you can press the save button on the case form's toolbar to save your changes to the database.

Delete an Existing Involved Party

☞ Click on the edit button in the case form's tool.

1. Select the row on the company or contact that needs to be modified.
2. Click on the appropriate "Remove" button.
3. System will display a pop up message asking you to confirm the delete. Click on the Yes button to complete the delete process.
4. The deleted company or contact is removed from the case and no longer displays.

When your changes are complete, you can press the save button on the case form's toolbar to save your changes to the database.

One Call Information

The **One Call Tab** is used for complaints/investigations that relate to one call, which help characterize particular circumstances related to the case. This tab can contain *multiple* one ticket numbers and related data (if needed).

The screenshot displays the 'One Call' tab in a software application. At the top, there are several tabs: Notes, Involved, One Call (selected), Reporting, Pipe Data, Issue Summary, Issues, Letters, Major Points, Insp. Day, Files, and Presentation. Below the tabs, there is a dropdown menu labeled 'Select a One-Call Ticket' with the value '23232'. To the left of the main form area are three buttons: 'New Ticket', 'Delete', and 'Toggle'. The main form is divided into two columns. The left column is titled 'General Info' and contains the following fields: 'Ticket Number' (text box with '23232'), 'Type of Excavator' (dropdown), 'Contract Locator?' (radio buttons for Yes, No, N/A), 'Locator' (dropdown), 'Did Meet Occur?' (radio buttons for Yes, No, N/A), 'Ongoing Project' (radio buttons for Yes, No, N/A), 'Type of work' (dropdown), and 'Excavation Equipment' (dropdown). The right column is titled 'Incident Basics' and contains a list of 13 questions, each with radio buttons for Yes, No, or N/A. The questions are: 'Early Start Time', 'Expired Locates', 'Correct Work Location Description', 'Did Excavator Hand Locate', 'Marks maintained', 'Utility properly supported', 'Damaged by hand digging', 'Was Utility marked?', 'Was Utility mismarked?', 'Was a Locate Requested?', and 'Abandon Facilities'. Below these sections is the 'DIRT' section. On the left, there is a 'DIRT' label and 'Excavation Damage' with radio buttons for Yes and No. To the right, there is a 'DIRT Info' section with sub-tabs for Part B, Part C, Part D - F, Part G - H, and Part I - J. The 'Part B - Date and Location of Event' sub-tab is selected. It contains several fields: '*Date of Event' (calendar icon, value '11/13/2000 03:17 PM'), '*Address 1' (text box, value '444 Ed'en Prairie Rd'), '*Address 2' (text box, value 'Apt 444'), '*City, State, Zip' (dropdowns for City, State, Zip, value '\Ed'en Prairie Rd MN 3#@\$#@##\$#@'), '*County' (text box, value '\Ed'en Prairie R\'), 'Latitude' (text box), 'Longitude' (text box), and '*Right of Way where event occurred' (dropdown, value 'Dedicated Public Utility Easement'). A red asterisk indicates a required field.

Figure

9. One Call Tab.

Add a New One Call Ticket

☞ Click on the edit button in the case form's tool.

1. Click on the "New Ticket" button to create a new ticket.

2. Manually enter the **Ticket Number**.
3. Complete the fields that indicate the type of work, type of excavator, and other information can be included that will allow for trending of one call related issues.
4. Complete any information regarding the excavation damage utilizing the radio buttons on the left hand side of the screen.
5. Using the checkbox options in the lower right corner of the tab, specify any damaged utilities reported for the ticket.

When your changes are complete, you can press the save button on the case form's toolbar to save your changes to the database. You can also continue adding or modifying tickets and save when your changes are complete.

Editing an Existing One Call Ticket

After an initial ticket has been created, you can modify any of its properties.

 Click on the edit button in the case form's tool.

1. Select the ticket you want to work with from the combo box.
2. Make the appropriate modifications.

When your changes are complete, you can press the save button on the case form's toolbar to save your changes to the database. You can also continue adding or modifying tickets and save when your changes are complete.

Deleting a One Call Ticket

 Click on the edit button in the case form's toolbar.

1. Select the ticket you want to work with from the combo box.
2. Click on the delete button located on left side of this tab.
3. System will display a pop up message asking you to confirm the delete. Click on the OK button to conform the action.
4. The deleted ticket is removed from the combo box and is no longer displayed.

When your changes are complete, you can press the save button on the case form's toolbar to save your changes to the database.

DIRT Information

DIRT form is used to enter information about excavation damage. DIRT form is visible only if Excavation Damage radio button is "Yes". All necessary fields on this form must be entered to save it. DIRT report for a year can be run using menu option "Reports->DIRT Report..." which exports all DIRT information for that particular year into a csv file.

Reporting Information on a Case

The **Reporting Tab** is used for investigations and complaints, and maintains information on the date, time and location of the event, along with other characteristics. In the case of incidents or other releases, pertinent information related to incident reporting criteria is also documented.

Figure 10. Reporting.

Adding Reporting Information

Click on the edit button in the case form's toolbar.

1. Complete the enabled fields on the screen.
2. The **Event Date and Time** under the Reporting Tab automatically defaults to the date and time the case was entered on the system. In most cases, it will need to be edited to indicate the actual date and time of the event, whether it's an inspection, complaint, or incident.
3. Click on the Save button.

Updating Reporting Information

Click on the edit button in the case form's toolbar.

Maintaining Pipe Data on a Case

The **Pipe Data Tab** is used to document characteristics of the pipe involved, if the case is related to a pipeline leak or accident. The size, pressure, year of installation, environment, and leak cause are factors that must be documented in order to facilitate trending of information related to pipeline leaks.

The information on this tab is filled in only when the failed component is a jurisdictional pipeline.

Figure 11. Pipe Data

Adding New Pipe Data

Click on the “New Pipe” button on the left side of the Pipe Data tab to add new pipe data.

1. Clicking “new” enables the fields on the form to add a new record.
2. Add the appropriate information in the fields.
3. Click on the save button.
4. The new pipe record is added and displayed in the Select a Pipe List box.
5. If you need to add information for multiple pipes, repeat the above process.

Edit Existing Pipe Data

Click on the edit button in the case form’s toolbar.

1. From the Select a Pipe drop down combo-box, select the record that needs to be updated. This will populate the fields with the details for the selected record.
2. Make the desired updates.
3. Click on the save button in the case form’s toolbar

Delete Pipe Data

Click on the edit button in the case form’s toolbar.

1. From the Select a Pipe list box, highlight the record that needs to be deleted.
2. Click on the “Delete” button
3. The pipe record is deleted and no longer displays in the list box.

Recording and Viewing the Issues Cited in a Case

The **Issues Tab** contains all issues that are associated with a particular case. If the case is related to a regularly scheduled inspection, the issues are typically built into the case prior to the inspection, using the **Build Tab** within the **Issues Tab**. Inspection issues can be built into the inspection using templates that have been established for most routine inspections. Federal inspections are not presently built into

cases, but are conducted using prescribed federal inspection forms. Unsatisfactory items are then built into the case, and tracked until the issue has been resolved. Similarly, investigations and complaints would not have issues built into the case unless one or more non-compliances have been identified. The unsatisfactory items are built into the case individually by selecting from a list of relevant code sections.

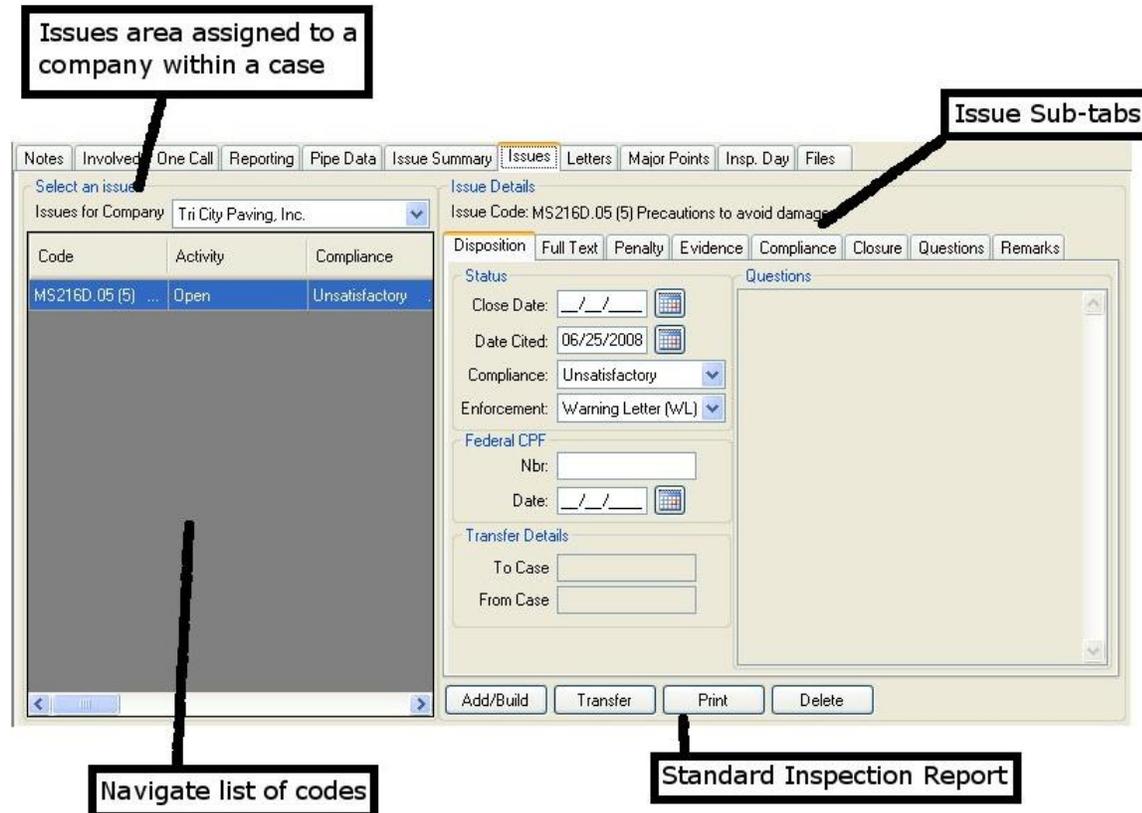


Figure 12. Issues.

Using the issues sub-tabs (see figure 12) you are able to view and assign compliance status, evidence and questions.

Building an New Issue

All Issues are built into a case using the “Add/Build” button, under the Issues Tab, of the particular case in question. Once an issue has been created, the issue can be updated and maintained utilizing the functionality found in the other Issue sub tabs.

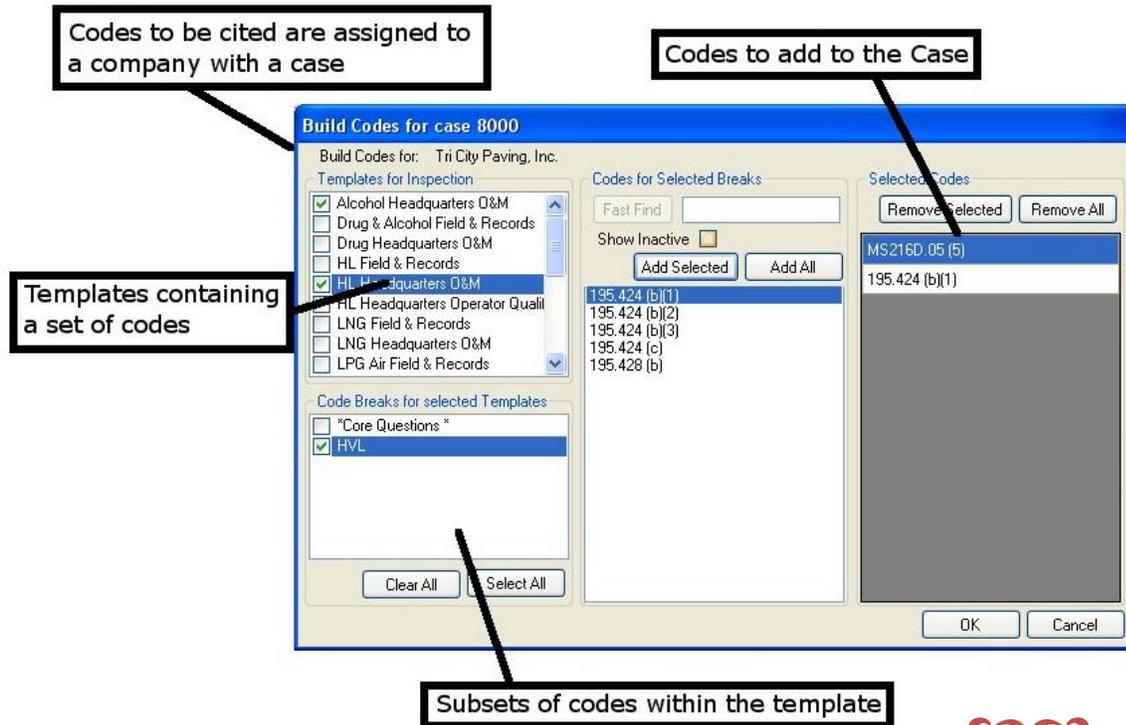


Figure 13. Issues – Build.

🔗 Click on the edit button in the case form’s toolbar.

1. From the list of all companys involved in the retrieved case (see Figure 12), select the company for whom the issue applies.
2. Click on the “Add/Build” button to launch the Build Codes dialog.
3. Select one or more Templates (groups of Codes) from the list. This will populate the Code Break Box.
4. In the Code Break list, select one or more Code Breaks. The codes associated with those breaks will appear in the central list (your work pad). The “Clear All” and “Select All” buttons can be used to perform the selection or deselection of all Code Breaks.
5. Use the “Add Selected” or “Add All” buttons to move selected or all items from the work pad to the build list (right side).
6. From this area you can customize the list of codes and questions by adding more codes or use the delete button to remove codes.
7. Click the “ok” button to add the codes to the case.

If necessary, choose another company from the list (Figure 12) and repeat the steps above.

Above is the common way that codes are built into an inspection. Typically while out in the field for investigation, you will select the appropriate company, and generate a list of codes using the **Fast Find**



Use the Fast Find

For example entering “191” will return all the codes beginning with 191 and entering 191.19 will return a single code.



code search function to generate a list of potential codes on the Work Pad. Once code lists are on the Work Pad, they're handled in the same manner, whether it's an inspection or an investigation.

Viewing the List of Issues for a Case

After issues are built, they are displayed on two tabs of the Case Form. The **Issue Summary tab** displays compliance and penalty summaries for each company involved in a case. The **Issues Tab**, allows you to navigate the individual issues associated with each company involved in the case.

When an issue is selected in the list, its details are then displayed in a series of sub-tabs to the left. By navigating between these sub-tabs, you can view or update information associated with the selected issue.

🔗 Although the Issue List on the Issues tab is primarily view only it does provide the ability to close one or more issues with a single click.

1. Within the Issue List, select an issue for closure by clicking on it. Multiple rows can be selected by holding down the Shift Key while selecting.
2. Right-Click on any selected item to get a pop-up menu
3. Click on the "Set to Satisfactory" option in the pop-up menu.
4. **Activity** field is automatically updated to Closed.
5. **Compliance** field is automatically updated to Satisfactory.
6. **Closed** field is automatically updated to current date.

Tip: Clicking on Column heading sorts the issues in the list by that column.

Maintaining the Disposition of an Issue

Individual Issues within a case have a **Disposition Tab**, which documents whether the issue is open or closed, the date and type of any enforcement action, and whether the issue is transferred to or from another case, or relates to federal enforcement action.

Where there are multiple involved parties in a case, each involved party may have issues that require resolution. The issues are tied to the involved party when they are built into the case.

Individual cases must remain open until all issues associated with that case have been closed. Each issue is expected to have verification to demonstrate compliance has been met. There should be no further activity expected with regard to the case.

Updating an Existing Issue

🔗 Click on the edit button in the case form's toolbar to enable editing of issue details. Changes will be automatically saved as you navigate between issues. You can force saving by clicking on the save button on the case form's toolbar.

1. Select a company from the Company combo-box. The Issue List will then be populated with Issues associated with that company.
2. Select an issue from the Issue List. Using your mouse, you can scroll through the list both horizontally and vertically.

3. Individual issues in the OPS system that have been **determined Satisfactory** by the inspector are marked as such using the drop down menu under the Compliance field, along with the Close Date, which may either default to the current date, or be selected using the calendar function.
4. Issues that are **determined to be Not Applicable** are marked in the same manner.
5. Issues that are **determined Unsatisfactory** by the inspector are marked as such under the Compliance field, along with the Date Cited. The Date Cited may either default to the current date, or be selected using the calendar function. The Date Cited should be relatively close to the Letter Sent Date. The Date Cited and Letter Sent Date must always be in the same year. Unsatisfactory issues must be further delineated under the Enforcement field. It's important to note at this point that Unsatisfactory doesn't necessarily mean a violation exists, it just means that some type of further action is necessary.

The **Enforcement** field contains a number of options in a drop down menu; from differing levels of violation to information requests, miscellaneous comments, or other functions such as referring to PHMSA (interstate), or transferring to another case. Each of these options is discussed below:

Notice of Probable Violation (NPV) – defined as a probable violation of a more serious nature which may also include a proposed civil penalty.

Warning Letter (WL) – defined as a probable violation other than an NPV, which would typically not warrant a proposed civil penalty.

Notice to Amend Procedures (NOA) – Not currently used. Procedural modifications are classified as WL items.

Area of Concern (AOC) – defined as an issue formally brought to the attention of the operator, but which is not a probable violation and has no compliance requirements.

Request for Specific Information (RSI) – used when additional information is necessary to determine whether the operator is in compliance, or the extent of non-compliance.

Refer to PHMSA (RTF) – used exclusively for interstate cases where a probable violation is being referred to the Central Region for enforcement consideration. Each RTF issue must be detailed on the federal Violation Report format.

Verbal (NC) – defined as a probable violation that was only addressed verbally with the Involved Party. There is no documentation that the Involved Party has been allowed due process. Verbal NC's will no longer be used until additional guidance is developed on their applicability and desirability.

Miscellaneous Comments – Not currently used to a significant extent. It's designed to be a sort of flag to a particular issue that an inspector can use when it's desirable to include notes or comments that are pertinent to the case.

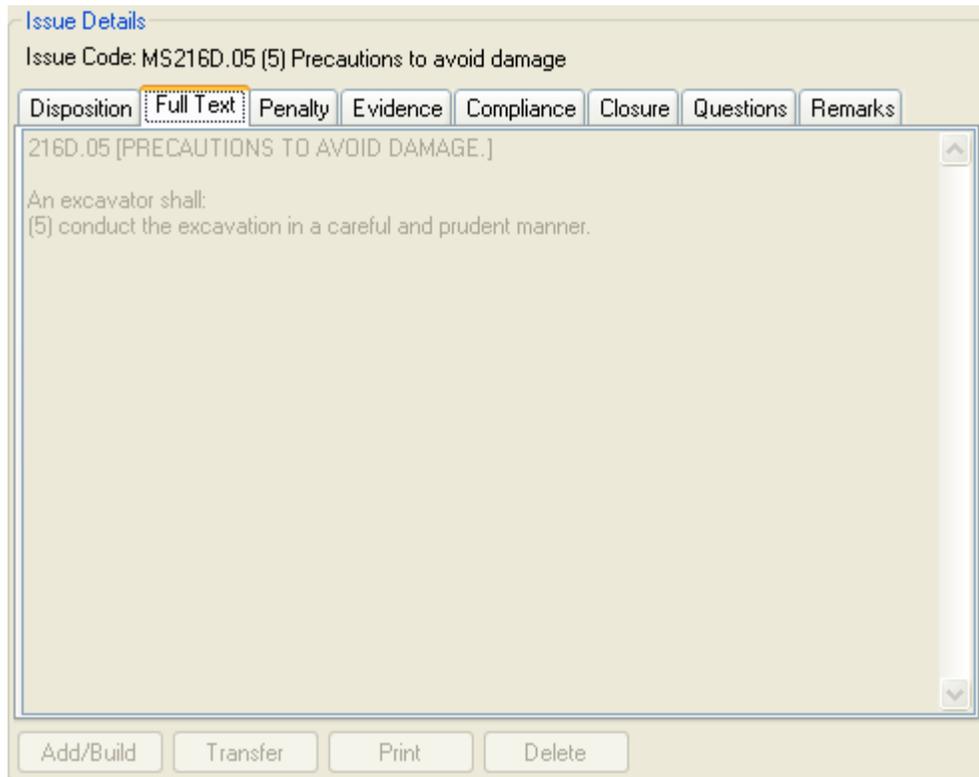
1. Select the issue you want to delete from the Issue List.
2. Verify that this is the issue you want to delete by looking at the details displayed in the Issue sub-tabs.
3. Click on the delete button.
4. System will display a pop up message asking you to confirm the delete.
5. Click on the Yes button.
6. The issue is now deleted from the case and will no longer display on the disposition tab.

Tip: You cannot delete an issue that has a penalty associated to it.

Viewing the Full Text Description of an Code

Each individual issue also includes a tab to display the specific text of the applicable code on the “**Full Text**” sub-tab. This tab displays the full text of the applicable code (code violation) that a company was cited on.

- 🔓 You must first select an issue from the Issues List before viewing the full text of the code on this tab.



Maintaining Information on Penalties for an Issue

The **Penalty Sub Tab** is used to track civil penalty information where applicable.

- 🔓 You must first select an issue from the Issues List before adding or viewing the penalties associated to it on the Penalty sub tab.

The screenshot shows a software interface titled "Issue Details". At the top, it displays "Issue Code: MS216D.05 (5) Precautions to avoid damage". Below this is a row of seven tabs: "Disposition", "Full Text", "Penalty", "Evidence", "Compliance", "Closure", "Questions", and "Remarks". The "Evidence" tab is currently selected and highlighted. Inside the "Evidence" tab, there is a large text area with a small "ABC" icon and a checkmark in the top-left corner, and the text "This is where IssueText is entered". At the bottom of the window, there are four buttons: "Add/Build", "Transfer", "Print", and "Delete".

Adding & Updating New Evidence

☞ You must first select an issue from the Issue List before adding or viewing the evidence associated to it on the **Evidence sub tab**.

1. Select your issue from the Issue List.
2. Click on the Evidence tab.
3. Click on the edit icon to enable the free form text box.
4. Enter the pertinent evidence related to the issue in the free form text box.
5. Click on the Save button or move to another issue to save your changes.

If multiple issues exist for the same case, you must repeat the process for each issue.

Deleting Existing Evidence

☞ Existing evidence should not be deleted. However, it may be updated. See Edit Existing Evidence.

Maintaining information on a Operators Compliance for a cited Issue

The **Compliance Sub Tab** is used to enter and display free form text remarks regarding a compliance order that a user has entered to regarding a company's compliance on issues they were cited on.

☞ You must first select an issue from the Issue List before adding or viewing the Compliance details associated to it on the **Compliance sub tab**. If multiple issues exist for the same case, you must repeat the process for each issue.

Issue Details
Issue Code: MS216D.05 (5) Precautions to avoid damage

Disposition Full Text Penalty Evidence **Compliance** Closure Questions Remarks

ABC ✓

Add/Build Transfer Print Delete

Adding New Compliance Information

The Compliance Sub Tab is used to enter and display information on a company's compliance in resolving found issues.

- ☞ You must first select an issue from the Issue List before adding or viewing the information on the **Compliance sub tab**. If multiple issues exist for the same case, you must repeat the process for each issue.
 1. Select your issue on the from the Issue List.
 2. Click on the Compliance sub tab.
 3. Enter the pertinent evidence related to the issue in the free form text box.
 4. Click on the Save button or move to another issue to save your changes.

If multiple issues exist for the same company, you must repeat the process for each issue.

Editing Existing Compliance Information

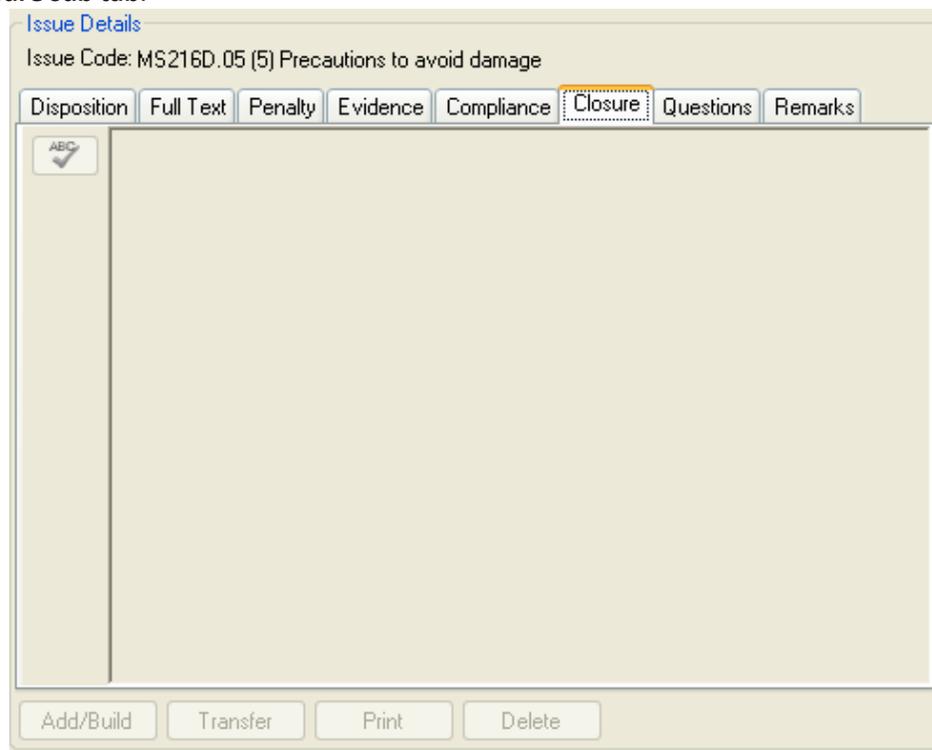
- ☞ You must first select an issue from the Issue List before adding or viewing the information on the **Compliance sub tab**.
 1. Once on the **Compliance sub tab** click on the edit button which enables the text box for entry.
 2. Make any updates to the existing text.
 3. Click on the spell check button to check your spelling.
 4. Click on the Save button or move to another issue to save your changes.

Deleting Existing Compliance Information

- Existing information regarding a company's compliance should not be deleted. However, it may be updated. See Edit Existing Compliance.

Editing Existing Closure Information

- You must first select an issue from the Issue List before editing the information on the **Closure sub tab**.



The screenshot shows a software window titled "Issue Details". At the top, it displays "Issue Code: MS216D.05 (5) Precautions to avoid damage". Below this is a horizontal menu with several tabs: "Disposition", "Full Text", "Penalty", "Evidence", "Compliance", "Closure", "Questions", and "Remarks". The "Closure" tab is currently selected and highlighted with a dashed border. To the left of the main content area is a vertical sidebar containing a small "ABC" icon with a checkmark. The main content area is a large, empty text box. At the bottom of the window, there are four buttons: "Add/Build", "Transfer", "Print", and "Delete".

- Once on the Closure sub tab, click on the edit button which enables the text box for entry.
- Make any updates to the existing text.
- Click on the spell check button to check your spelling.
- Click on the Save button or move to another issue to save your changes.

Deleting Existing Closure Information

- Existing information regarding an issues closure should not be. However, it may be updated. See Edit Existing Closure Information.

Viewing the Questions Associated to a Issue (Code)

The information on the Questions Sub Tab is view only. You must first select the desired issue from the Issue List before viewing the evidence associated to it on the **Evidence sub tab**. If multiple issues exist for the same company, you must repeat the process for each issue.

Issue Details

Issue Code: MS216D.05 (5) Precautions to avoid damage

- Disposition
- Full Text
- Penalty
- Evidence
- Compliance
- Closure
- Questions
- Remarks

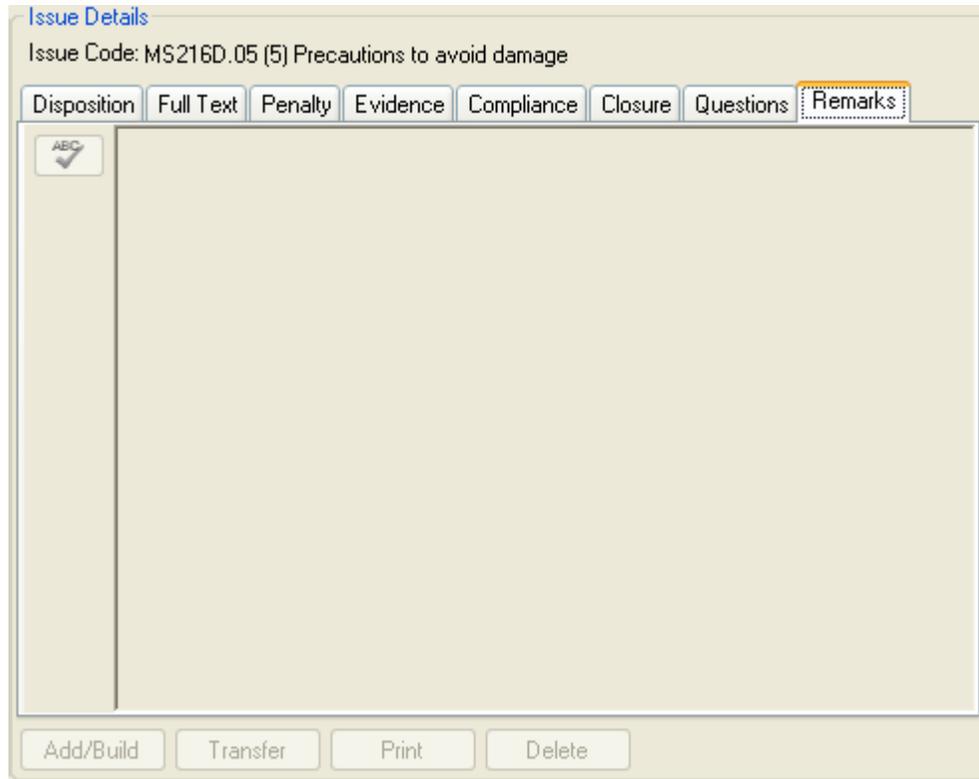
ABC ✓

[Empty content area]

- Add/Build
- Transfer
- Print
- Delete

Entering Remarks for an Issue

The **Remarks Sub Tab** is used to enter and display free form text remarks that a user has entered to regarding closing an issue a company was cited on.



The screenshot shows a software window titled "Issue Details". At the top, it displays "Issue Code: MS216D.05 (5) Precautions to avoid damage". Below this is a row of sub-tabs: "Disposition", "Full Text", "Penalty", "Evidence", "Compliance", "Closure", "Questions", and "Remarks". The "Remarks" tab is currently selected and highlighted with a dashed border. To the left of the main text area is a vertical sidebar containing a small icon with "ABC" and a checkmark. At the bottom of the window are four buttons: "Add/Build", "Transfer", "Print", and "Delete".

🔑 You must first select an issue from the Issue List before adding or viewing the remarks associated to it on the **Remarks sub tab**. If multiple issues exist for the same case, you must repeat the process for each issue.

1. Select your issue from the Issue List.
2. Click on the **Remarks sub tab**.
3. Enter the pertinent evidence related to the issue in the free form text box.
4. Click on the Save button or move to another issue to save your changes.

Deleting Existing Remarks for an Issue

🔑 Existing remarks made about a closed issue should not be. However, it may be updated. See Edit Existing Remarks.

How to Send a Letter to a Involved Company

The **Letters Tab** is used to generate outgoing correspondence related to each case. Standard letter formats have been established which allow the system to generate a variety of letters depending on the circumstances of a case. Individual involved parties may each be sent letters from a particular case. Standard practice is to mail a hard copy of the letter to the addressee, and e-mail the letter to the addressee and all cc's. Certified letters are only sent when civil penalties are proposed or a Hazardous Facility Order (HFO) is being issued.

Figure 14. Case Letter Management.

Creating a letter

A letter has two parts – the document, which is used to record information about the letter process: which letter, when it was sent, when was a response received, etc. And the physical letter, which is the actual communication between the inspector and a company.

All interaction with letters starts by specifying which of the companies involved with the case is the one the user currently wants to work with. The user will select this company from the drop down at the top of the tab.

- ☞ To create a new letter click the “new” button on the left side of the screen on the Letter Tab.
1. The system will automatically populate the Addressee and CC fields for the new letter based on the current company selection, but also has the flexibility for you to manually type in a different name or to drag/drop names from the company contacts list to the addressee and CC list.
 2. A default letter number is supplied by the OPS system, starting with 1 for the first letter, 2 for the second letter, and so on. This default can be altered if the user so chooses.
 3. Select a letter template.
 4. Optionally specify date a letter is sent, the date the letter is received, the date a response is due, the date a response is received, the certified mail number, the type of letter, the addressee, and any individuals that are copied. There are also fields to indicate whether any enclosures were included with the letter, and any internal comments related to a particular letter.
 5. Click on the “Save” button on the left side of the tab to generate the new letter.

Once saved, you can then edit the document itself (in MS Word), or simply view the letter. To view or edit the letter document, click on either the “Edit Doc” or “View” button on the left side of the tab.

Editing an Existing Letter

Letters should only be modified if they have not been sent.

✎ Click on the edit button located on the toolbar to enable editing of any information for the current case.

1. Select the letter you wish to work with from the list of current letters.
2. Make your modifications to the letter properties using the form fields.
3. To modify the letter text itself, click on the “Edit Doc” button. Using Microsoft Word, make any necessary changes to the document then close Word.
4. Close Microsoft Word and your changes will be saved to the database.

Deleting an Existing Letter

Letters that have been sent should not be deleted and the system will prevent you from deleting any letter that has the Mailed field checked. Clicking the delete button will remove both the document and its related information.

✎ Click on the edit button located on the toolbar to enable editing of any information for the current case.

1. Select the letter you wish to work with from the list of current letters.
2. Click on the “Delete” button on the left.
3. System will display a pop up message asking you to confirm the delete. Click on the Yes button to complete the delete process.
4. The deleted letter is removed from the case and no longer displays.

Note: Do Not use the “Save As” function when using Word to create/edit a letter. The OPS application will automatically add your Word document to the database.

Recording the Major Points in a Case

The **Major Points Tab** is used to track other pertinent information related to a case. One of the primary functions currently is to track when towns are inspected for each distribution operator. Each operator has submitted information pertaining to the areas in which they provide gas. MNOPS has a goal of ensuring that each town/area is inspected within a five year interval. This tab allows the dates of these inspections to be tracked such that inspection plans can be made to ensure this goal is met.

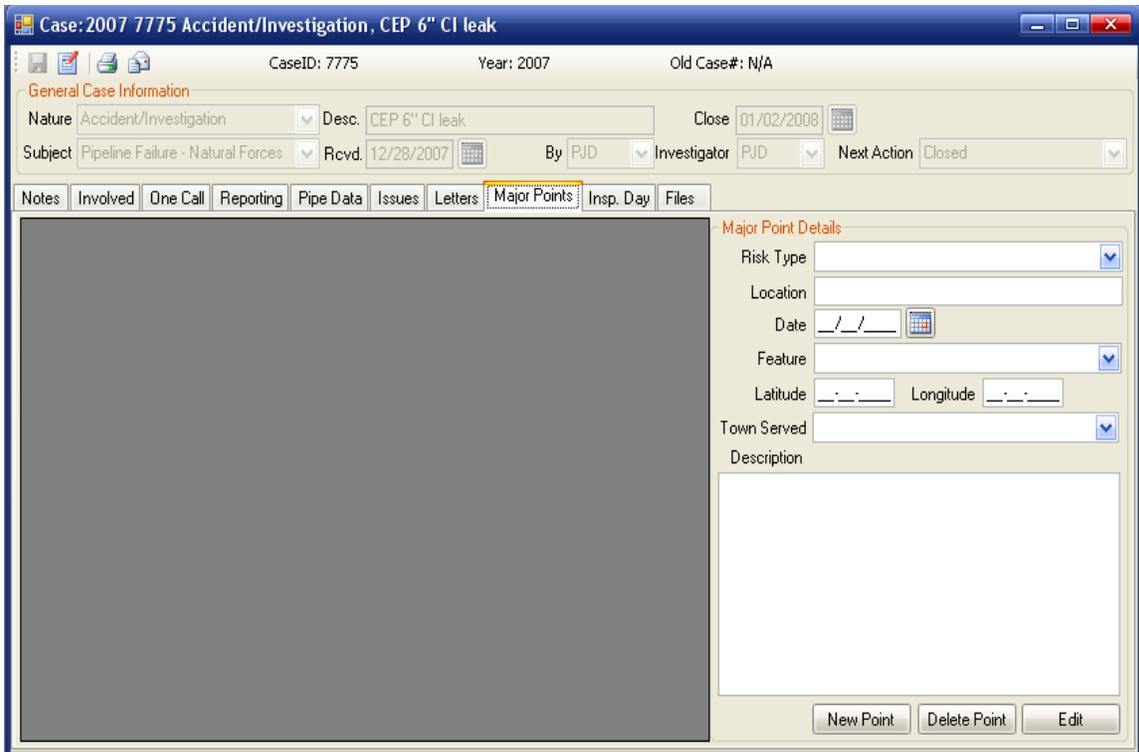


Figure 14. Major Points.

Add Major Points

Click on

the “New Point” button to add the major points related to an inspection.

1. After clicking on the “New Point” button, the fields are enabled for entry.
2. Complete the type of risk, location and date. There are fields for you to record the Latitude and Longitude.
3. Select the town that is served. What is displayed in this field is a list of all the towns served by all companies involved in the case.
4. Make any pertinent notes in the free form text box titled, Description.

Currently, you can add multiple major points for a case if desired. A list of all major point records are displayed in the grid.

Edit Major Points

- To edit a major point in a case click on the record that you would like to update in the grid and then click on the edit icon. The system will automatically populate the details of the selected record in the fields for you to update.

Delete Major Points

- Clicking the “Delete” button will remove a major point record.

1. Select the Major Point you would like to delete from the list displayed in the grid.
2. Click on the delete icon.
3. The major point is deleted from the case.

Maintaining Details of an Inspection Day

The **Inspection Day Tab** includes information on all time that has been charged to a particular case, including the inspector, pay period, date, charge type and number of hours. Charge type codes have been established to distinguish between preparation time, inspection hours, and report/order writing hours. Detailed procedures for documenting time charges are contained in the Bi-Weekly Timesheet section.

- Information cannot be directly added, updated, or deleted from this tab. This screen is populated by information that is extracted from timesheets within the system.

Storing Images & Files for a Case

Data management outside of the OPS System includes hard copy storage of all correspondence in the St. Paul Office, as well as several case file directories for storage of computer files associated with each case.

Computer files for case related information are not only stored in the OPS System **File Tab**, but many may also be stored in the H: Drive, under the # Case documents and images directory. Subdirectories have been established for each series of cases by the first of the four digits in the case, i.e., 5XXX, 6XXX, 7XXX, etc.

Individual case directories may then be created under the appropriate subdirectory, and computer files associated with that case may be stored in that directory. These are discretionary, such that they are only created when deemed necessary by the inspector.

The OPS System is the official data storage tool, but certain cases with excess digital images, or additional files that may not be necessary in the OPS System can have the additional files stored on the H: Drive for future reference. The # Case Documents and Images Directory under the H: Drive may include incoming and outgoing correspondence, digital images, scanned copies of records, and other information.

It is expected that most of this information would also be stored within the OPS System Images or Documents Tab, as well. Each individual case directory should be named with the four digit case number, operator initials, and a brief descriptor, e.g., 6354NNGCarltonF&R. Individual files stored in that directory should also be named using the four digit case number, a brief descriptor, and the date, followed by a file extension. Consistency in file naming convention aids inspectors that need to browse for certain files, and contributes to sound overall information management.

Images and appropriate files should be stored under the Images Tab in the OPS System. This includes all MNOPS and Involved Party correspondence, appropriate digital images, and any other material that is relevant to the Case. Files may also be kept on the H: Drive, at the discretion of the inspector. These files are located under H:\Pipeline Safety Program\#Case Documents and Images\XXXX Cases, with a folder created for the specific Case.

The **Files Tab** includes the capability to store both digital images and documents within each case. Hard copy and faxed responses are scanned and saved as a PDF file. E-mail responses are similarly saved as a PDF file. Pertinent digital images are likewise stored as jpeg files. These files types can be imported into the OPS System and displayed on the **Files tab**.

Many times it is unnecessary to include all digital images within the Images Tab. The images stored should be those that are most useful in the opinion of the inspector. Excess digital images may also be stored in directories that have been established for each case.

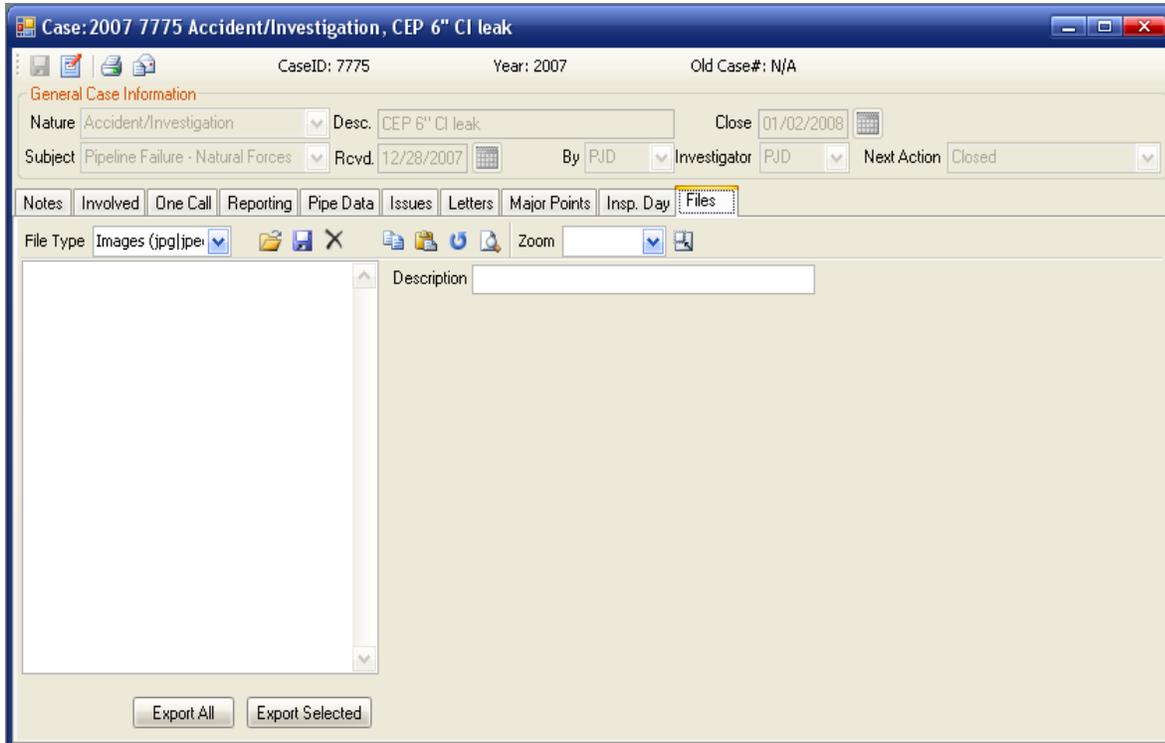


Figure 15. File Sub-tab

Add a File

By clicking the folder icon (upper left of the tab), the user can then browse to any location (local or network) and select one or more files to be added to the case. Additionally, the user can export files and will be allowed to select where those files will be placed.

1. After clicking on the folder icon the system will display a window that allows you to search for desired file (or files).
2. Once you have located and selected your file(s) you are returned to the file sub tab.
3. The new files will appear in the list on the left. The descriptions will default to the original file names.

Edit a File

Files and images are not edited from this sub tab. However, you can edit their descriptions.

Delete a File

To delete an file select the file from the list of all available files, click on the delete icon. The file is removed from the case.

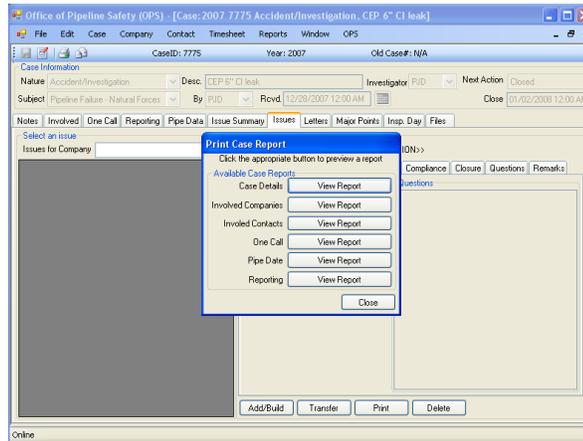
General Toolbar Actions

1. **Save** – Save the currently displayed file description
2. **Delete** – Delete the currently displayed file

Case Reports

There are 6 reports that can be created for a Case.

- Click on the Print button located on the Case toolbar. The system will display a pop up box in which the desired case report can be selected.



1. Case Details

This report lists the synopsis and remarks made in the case. There is the ability to preview, print, and export the report.

2. Involved Companies

This report lists the companies involved in a case and their role in the case. User will have ability to preview, print, and export the report

3. Involved Contacts

The report lists the contacts involved in a case and their role in the case. User will have ability to preview, print, and export the report.

4. One Call

The report lists one call tickets for a case. User will have ability to preview, print, and export the report.

5. Pipe Data

This report list information on failed jurisdictional pipelines reported for a case. User will have ability to preview, print, and export the report.

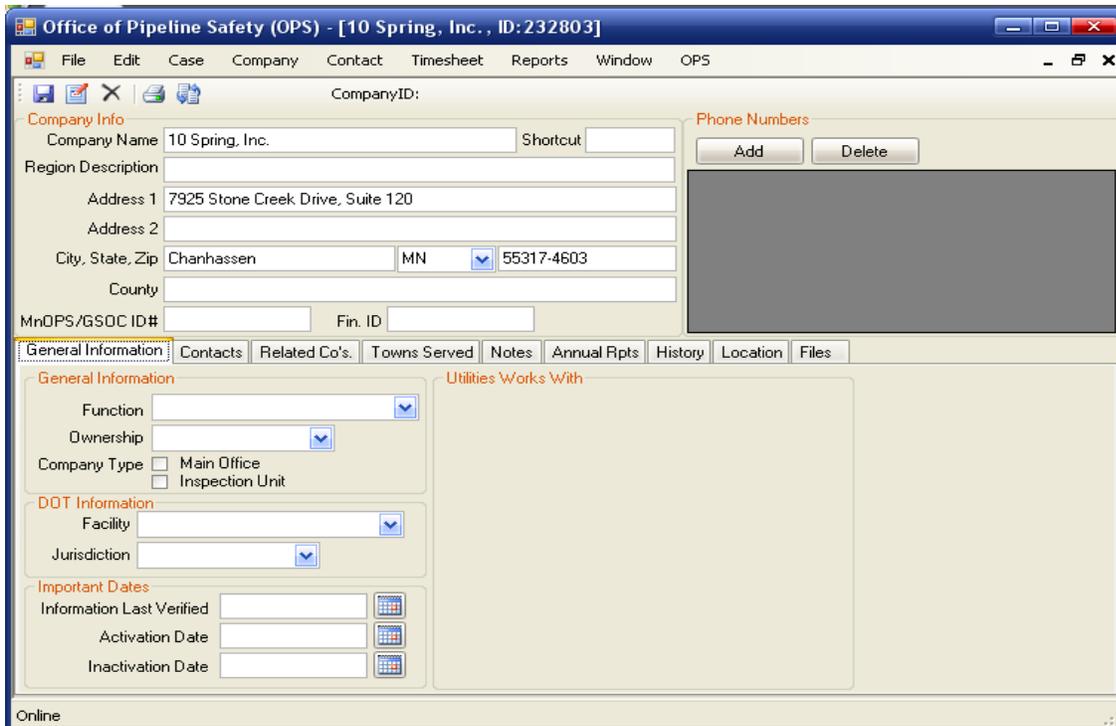
6. Reporting

The report details information regarding pipeline incidents/accidents reported in a case. User will have ability to preview, print, and export the report.

Creating & Maintaining Information on Companies Involved in Cases

The Company database includes information on all companies that MNOPS has conducted business with; including pipeline operators, excavators, emergency response officials, and other interested organizations. The OPS System provides the ability to add a new company or view existing company information.

☞ To add a new company, choose “New” from the Company menu.



The screenshot displays the 'Office of Pipeline Safety (OPS) - [10 Spring, Inc., ID: 232803]' window. The interface includes a menu bar (File, Edit, Case, Company, Contact, Timesheet, Reports, Window, OPS) and a toolbar. The main form is titled 'CompanyID:' and is divided into several sections:

- Company Info:** Fields for Company Name (10 Spring, Inc.), Region Description, Address 1 (7925 Stone Creek Drive, Suite 120), Address 2, City, State, Zip (Chanhassen, MN, 55317-4603), County, MnOPS/GSOC ID#, and Fin. ID. A 'Shortcut' field is also present.
- Phone Numbers:** A section with 'Add' and 'Delete' buttons and a large empty text area.
- General Information:** A tabbed section with sub-sections:
 - General Information:** Function (dropdown), Ownership (dropdown), Company Type (checkboxes for Main Office and Inspection Unit).
 - DOT Information:** Facility (dropdown), Jurisdiction (dropdown).
 - Important Dates:** Information Last Verified, Activation Date, and Inactivation Date, each with a calendar icon.
 - Utilities Works With:** A large empty text area.

The status bar at the bottom left indicates 'Online'.

Figure 16. Company.

Adding a Company

The application status must be “Online” (the Field Inspection worker must be logged into the OPS network) in order to add a new company. This is necessary so that the system can assign the next sequential ID that uniquely identifies each company within the system.

☞ You will select the option to add a new company from a menu. The system will automatically display the New Company page in which information for a company can be added. A basic company (information in the upper half of the screen) must be saved before you can add any information in the tabs below.

1. **Legacy/GSOC ID:** Alphanumeric representation of company (Computer Generated)
2. **Company name:** Example: “Northern States Power”
3. **Finance ID:** DPS finance assigned number

4. **Short Cut:** 3-character representation of company “NSP”
5. **Region Description:** Inspection Unit Description “Hallock Municipal Gas System”
6. **Address 1:** PO Box information
7. **Address 2:** Street information
8. **City, State, Zip, County, email:** Self-evident
9. **Company Type** – The Parent Company and sub company check boxes are read-only and indicate the current company type.
10. **Main Office & Inspection Unit** – the main office and inspection unit check boxes indicate how the current company should be treated when creating reports
11. Each Company is classified as to the nature of the organization through the **Function** field. Pipeline operators are further classified by type of operator in the **DOT Facility** field, Intrastate or Interstate through the **DOT Jurisdiction** field, and Municipal or Private through the **Ownership** field.
12. Phone numbers can now be added. You may add multiple phone numbers for a company.

When you have completed entering in the company information, you can press the save button on the company form’s toolbar to save your changes to the database.

Editing an Existing Company

- ☞ Once a company has been retrieved, you can edit the company and certain fields in the associated tabs by clicking on the edit button in the company form’s toolbar, making the desired changes and clicking on the save button.

Deleting an Existing Company

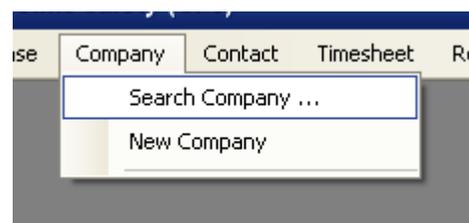
- ☞ Once a company has been retrieved, you can delete the company and all the information in the associated tabs by clicking on the delete button

Add a new contact – on the company toolbar, this action will allow you to create a new contact automatically adding the company address and phone number to the contact.

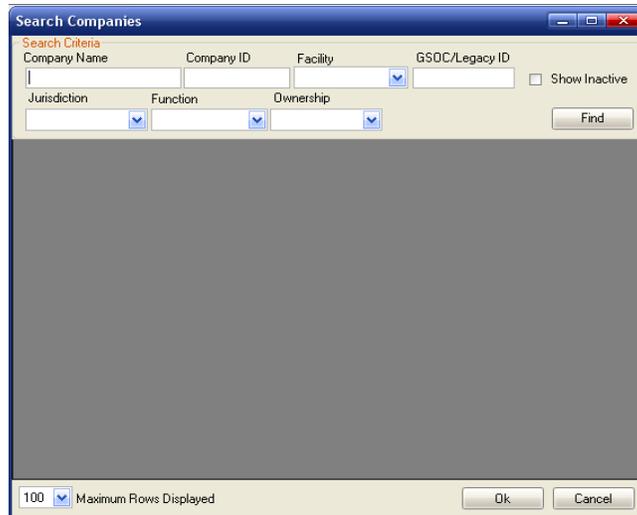
Email/Web link - the email, website field stores a URL. You can click this link to have the URL opened automatically either in Internet Explorer or the default email client (depending on the type of URL).

Searching for Existing Companies

- ☞ From the menu bar, click on Company and then select Search Company from the drop down list.



Search fields are located at the top of the Search Company Form. You can conduct a search using one or more of these fields. Results of the search are displayed in a list on the lower half of the screen for you to view and select from. This assists you in selecting the desired case you would like to work with.



If you double-click one of the companies listed in the search results, the system will automatically open the Company screen and display details for that company. Alternatively, you can select a company and click the “Ok” button.

General Information on a Company

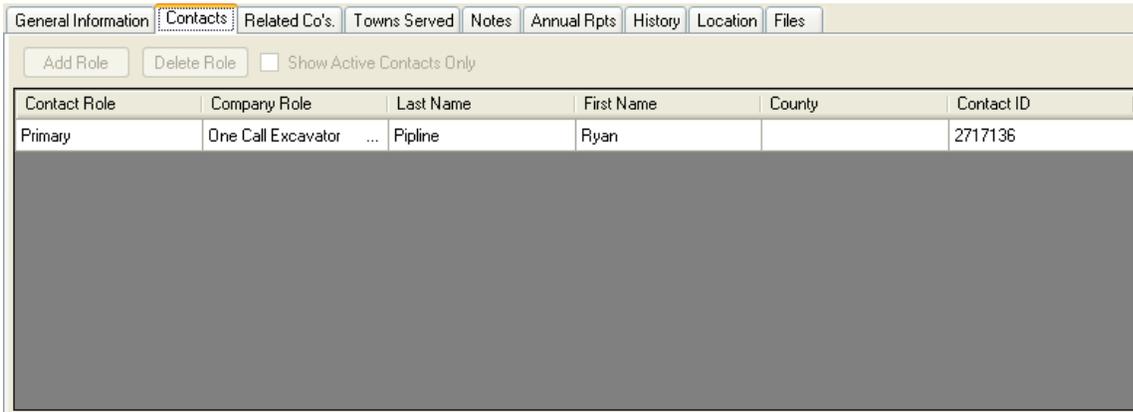
The General tab is used to record basic information regarding the company. The Type, DOT Information, various dates, and the types of utilities it works with.

Updating Company Information

- 🔗 Click on the edit icon located on the toolbar to enable status fields for entry or update.
 1. Enter dates for the appropriate field(s).
 2. Click on the save icon.

Recording Contacts within a Company

The Contacts Tab shows the contacts that are associated to the company.

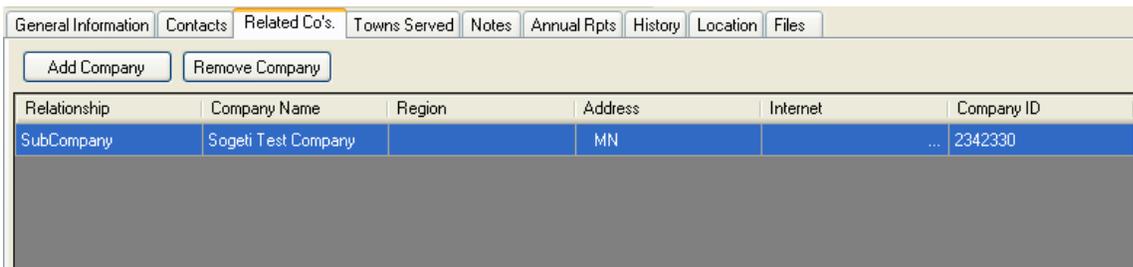


Contact Role	Company Role	Last Name	First Name	County	Contact ID
Primary	One Call Excavator	Pipeline	Ryan		2717136

Figure 17. Contacts Tab

Maintaining Information on Related Companies

The Related Co's Tab shows the relationships this company has with the parent company or the sub-companies (typically inspection units). This relationship is setup here. It is important to know if you are working with a Parent Company (Main Office) that you choose new sub-companies and if you are adding a new inspection unit that you choose a new link to the main Office or Parent Company.



Relationship	Company Name	Region	Address	Internet	Company ID
SubCompany	Sogeti Test Company		MN		2342330

18. related company.

Figure

☞ To relate a Sub Company to a Parent Company click on Add Company.

1. This will open the company search screen.
2. Search for the Company and click once to highlight it.
3. Now you must choose the **Relationship** and then save the relationship.
4. The system will automatically close the search company screen and return you to the Contacts tab.
5. Click on the Related Co's tab and you will see the new related company has been added.
6. The linking is now complete.

Maintaining Information on the Towns that a Company Serves

Town	County	Epl County	FIPS County
Aetna Township	Pipestone	59	117

Figure

19. Towns Served

Adding Towns that a Company Serves

☞ To associate a town to a specific company, click on the Add Town button.

1. Find the town to be added from the list, highlight it by clicking on it. This is a list of all available Minnesota townships.
2. Click on the save button.
3. The name of the selected town will now display in the grid.

Deleting Towns that a Company Serves

☞ To delete a town from the grid, select it from the list and click on the delete button.

Recording Notes on a Company

Company Notes is a free form memo field for information about the company.

ABC ✓

Figure 20. Notes Tab

☞ Click on the edit button to enable the notes text box for entry.

1. Enter pertinent facts associated to the company in the text box.
2. Check spelling by clicking on the spell check button.
3. Click on the save button.

Any historical notes can be updated.

Recording Information from Companies for the Annual Report

Annual Reports Tab displays the information taken from the annual reports that are required to be sent to RSPA in March every year. The information is divided into 3 categories and can be viewed by selecting one of the type radio button.

Year	MeterCount	Remarks	Town	MainUnprotBare	MainUnprotCoated	MainProtBare	MainProtCoated	MainPlastic	Main
1996	0	dsdsd	dsdsdsds	2					
1997	0								
1998	0								
1999	0								
2000	0								
2001	0								
2002	0			0	0	0	0	0	0
2003	0			0	0	0	0	0	0
2010	1	111	22	222					
2011		11	11						

Figure 21. Company Annual Reports Tab

Adding Annual Report Information

☞ Click on the New Report Button to add a new row for entry. There should be one row of information for each year.

1. Once the row is added, the fields are enabled within the row for you to manually enter the information that has been received from the company.
2. Click on the save button.

Deleting Annual Report Information

☞ Click on the delete button to delete a row of annual report information

1. From the list of records displayed in the grid, select a row by clicking on it.
2. Click on the Delete button within the tab.
3. System will deliver a pop up message box asking you confirm the delete for the selected year.
4. Click on the Yes button.
5. The annual report record has been deleted from the company and no longer displays in the grid.

Viewing a History of Issues Cited on a Company

History Tab provides the ability to view and print a list of all “cited” issues related to a specific company.

Case	Nature	Subject	Code Section	Issue Desc	Compliance	Assigned
7996	One Call Inquiry/...	Complaint Agains...	MS216D.04 Sub ...	Locating Undergr...	Resolved ...	DSM
7534	Accident/Investi...	Pipeline Failure - ...	MS216D.04 Sub ...	Locating Undergr...	Resolved ...	RJW
7955	Accident/Investi...	Pipeline Failure - ...	MS216D.04 Sub ...	Locating Undergr...	Resolved ...	DSM
7955	Accident/Investi...	Pipeline Failure - ...	MS216D Rule 75...	Abandoned and ...	Resolved ...	DSM
7996	One Call Inquiry/...	Complaint Agains...	MS216D Rule 75...	Abandoned and ...	Resolved ...	DSM
7291	Pipeline Inspectio...	Construction, De...	192.303 ...	Compliance with ...	Resolved ...	PJD
7312	Accident/Investi...	Pipeline Failure - ...	192.305 ...	Inspection: Gene...	Resolved ...	RJW
7291	Pipeline Inspectio...	Construction, De...	192.305 ...	Inspection: Gene...	Resolved ...	PJD
7895	Pipeline Inquiry/C...	Special Project or...	192.321 (g) ...	Installation of pla...	Unsatisfactory ...	VL
6282	Pipeline Inspectio...	Field & Records I...	192.353 (a) ...	Customer meters ...	Resolved ...	RJW
7895	Pipeline Inquiry/C...	Special Project or...	192.375 (a) ...	Service lines: Pla...	Unsatisfactory ...	VL

Figure 22. Company History Tab

To view the details of the issue double click on a row and the system will automatically take you to the case for that issue.

To print a Company History Report for the company, click on the Print icon located within the tab.

1. A pop up box will display providing you with two print options:
 - i. All for this company
 - ii. Restrict by Code Section

2. Click the radio button for which report you would like to run.
3. If you choose the Restrict by code Section, enter the code in the code field.
4. Click on the print button.
5. The report is displayed and you have the options to print or export the report.

Location Tab

Location Tab is used to retrieve major points from individual case numbers related to a specific company. This information is determined from what is entered on the Major Points tab in case.

This tab is populated by the system and is display only.

Town Name	Case ID	Date	Risk	Location	Feature	Description	Latitude
Crystal	6282	7/11/2006			Town Tracking		0.0
Edina	7281	9/19/2007	Large Population ...		Town Tracking		0.0
Edina	7256	4/18/2007	General Public ...		Town Tracking	6319 Dawson La...	44.52.41
Fort Snelling unor...	7281	9/20/2007	Large Population ...		Town Tracking		0.0
Golden Valley	7268	4/18/2007	General Public ...		Town Tracking	2621 Lee Ave. N...	45.0.25
Golden Valley	6282	7/11/2006			Town Tracking		0.0
Hopkins	7281	9/19/2007	Large Population ...		Town Tracking		0.0
Hopkins	7641						0.0
Minneapolis	7281	9/19/2007	Large Population ...		Town Tracking		0.0
Minneapolis	7291	4/23/2007	Distribution Cente...		Town Tracking	Const Inspection ...	0.0

Figure 23. Company Locations Tab

Storing Images for a Company

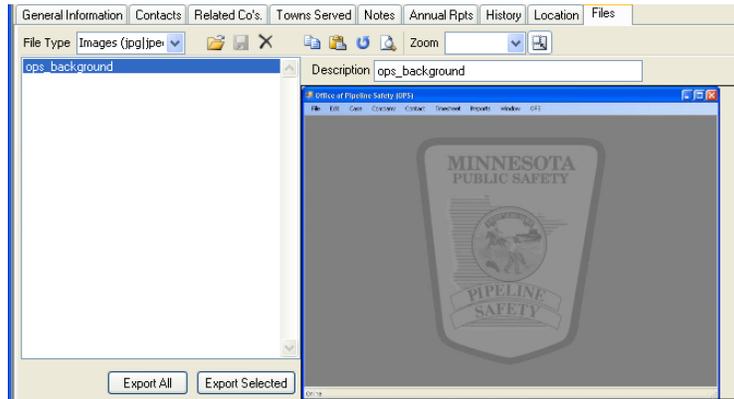


Figure 24. Company Files Tab

Used to store images and event related PDF documents for a company

Add a File

By clicking the folder icon (upper left of the tab), the user can then browse to any location (local or network) and select one or more files to be added to the case. Additionally, the user can export files and will be allowed to select where those files will be placed.

4. After clicking on the folder icon the system will display a window that allows you to search for desired file.
5. Once you have located and selected your file you are returned to the file sub tab.
6. You will name your file by completing the Description field
7. Click on save.
8. Multiple files can be added. To do so, repeat steps 1 through 5.

The only significant change is that no longer are files added by dragging/dropping them onto the form one at a time.

Edit a File

Files and images are not edited from this sub tab.

Delete a File

To delete an file, select the file from the list of all available files, and then click on the delete icon. The file is removed from the case.

General Toolbar Actions

5. **Save** – Save the currently displayed file description
6. **Delete** – Delete the currently displayed file
7. **Import** – browse to a file stored locally or on the network. Once selected, the file will be added to the OPS database.
8. **Export** - save the currently selected file or files either a local or network location

Image Toolbar Actions

These items are only visible when an image is selected.

5. **Copy image to clipboard** – copy the image to the Windows clipboard. The clipboard is used to share data between applications.
6. **Paste image from clipboard** – paste an image previously added to the Windows clipboard. This action can be used to add an image to a Case
7. **Rotate 90 degrees** – rotate the currently displayed image. Use the Save action to save the current orientation.
8. **View images in Explorer for printing** – export all the Case images to a directory and launched Windows Explorer. For users running Windows XP the images can be viewed or printed using built in XP functionality.

Adding & Maintaining Contacts Involved in a Case

General Information

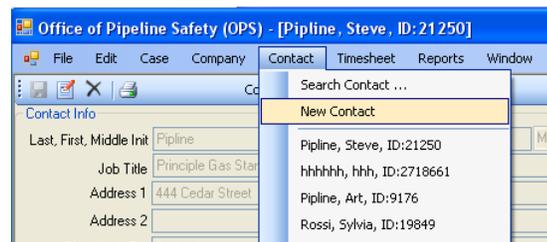
Each individual inspection unit of a pipeline operator is established as a separate record within the Company database, so that information can be tracked specific to each unit. Companies are selected as Involved Parties in each Case that is applicable to them, allowing full analysis of inspection and investigation activities associated with each company or inspection unit.

The OPS System Contact database contains contact information for all types of Contacts in all types of organizations. The system is flexible enough to allow any individual contact to be linked to multiple companies or inspections units. Each pipeline operator has a sole Primary and Secondary contact designated, which have been established in consultation with the operator. Additional operator personnel are included in the Contact database using other designations, such as CC, company contact, Inspection Unit, General Employee, etc.

Proper management of Contact information is essential to effective operations and communications. As such, MNOPS attempts to ensure the current information is accurate by requesting the operator review the information. This typically takes place annually around the beginning of each calendar year. When pipeline operator contacts are no longer active, the role must be edited for that contact. Persons who have retired, left the company, or passed away must be inactivated, by editing the role to Inactive and designating the Inactivation Date. They are not deleted because the Contact may have links or ties that would be lost if the Contact were deleted.

Creating New Contacts

Users must be connected to the network in order to add a new Contact. This is necessary so that the system can assign the next sequential ID that uniquely identifies each contact within the system. You will select the option to add a new contact from a menu.

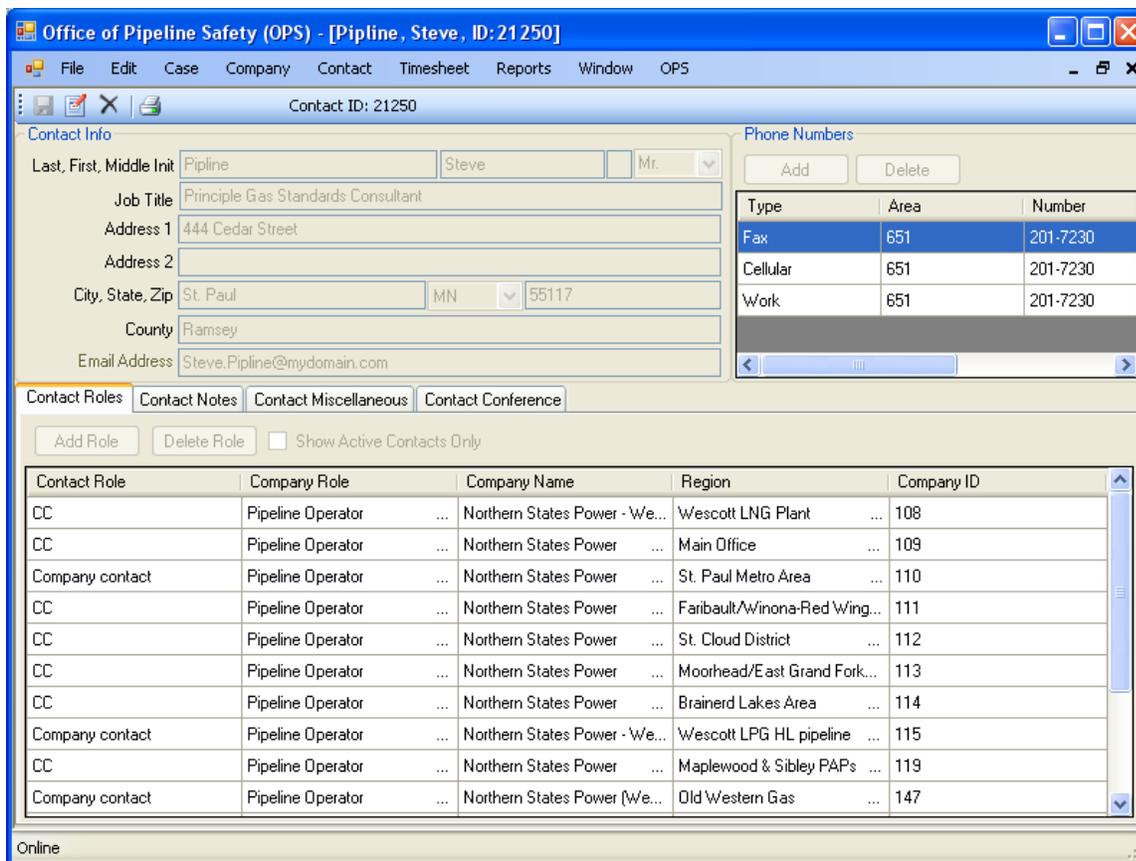


order
the

The system automatically displays the New Contact form in which information for a contact can be added. On the upper portion of the screen are editable fields in which to add basic contact information and you save the information. The basic information for a Contact must be added and saved before any subsequent information can be added in the related tabs below.

New cases are easily created using the Contact Tab in the OPS system.

- ☞ From the menu bar click on Contact and then select New Contact from the drop down menu.



Figure

25. Contact Form

1. Contact Name: (Last, First, Middle, Init, & Suffix)
2. Job Title:
3. Address 1: PO Box information
4. Address 2: Street information
5. City, State, Zip, County, email: Self-evident
6. Telephone Number: Can add multiple phone numbers for a contact

Searching for a Existing Contact

The **OPS System** contains functionality that allows for searches of existing contacts.

From the menu bar, click on Contact and then select Search Contact from the drop down list.

Search fields are located at the top of the Search Contact Form. You can conduct a search using one or more of these fields. Results of the search are displayed in a list on the lower half of the screen for you to view and select from. This assists you in selecting the desired case you would like to work with.

If you select one of the contacts listed in the search results, the system will automatically open the Contact screen and display that specific case record. The Contact Roles tab for the case is displayed as the default.

Search Contacts

Search Criteria

LastName First Name Company Name Contact Number

Show Inactive **Find**

100 Maximum Rows Displayed **Ok** **Cancel**

When the correct contact is found, highlight and click on the OK button or double click on the contact. This will open up the contact form.

Tip: If you can not find the contact you may need to type less information and scroll to the person or change the “Show this many rows” to accommodate all of the findings.

Recording the Role of a Contact

This tab is used to maintain company Contact links. The Contact usually will link or relate to a company.

Contact Roles Contact Notes Contact Miscellaneous Contact Conference

Add Role **Delete Role** Show Active Contacts Only

Contact Role	Company Role	Company Name	Region	Company ID
CC	Pipeline Operator	Northern States Power - ...	Wescott LNG Plant	108
CC	Pipeline Operator	Northern States Power	Main Office	109
Company contact	Pipeline Operator	Northern States Power	St. Paul Metro Area	110
CC	Pipeline Operator	Northern States Power	Faribault/Winona-Red Wi...	111
CC	Pipeline Operator	Northern States Power	St. Cloud District	112
CC	Pipeline Operator	Northern States Power	Moorhead/East Grand Fo...	113
CC	Pipeline Operator	Northern States Power	Brainerd Lakes Area	114
Company contact	Pipeline Operator	Northern States Power - ...	Wescott LPG HL pipeline ...	115
CC	Pipeline Operator	Northern States Power	Maplewood & Sibley PAP...	119

Adding a new Contact Role

To add a new role you will need to click the Contact Roles tab and then choose the “Add Role” button.

1. When the “Add Role” button is clicked the system will automatically open up the Search Companies form and will then allow you to search for the company that you want to relate your contact to.
2. Conduct your search for the desired company.

3. From the Search Result grid either select the desired company and then the close button or double-click the row for the company.
4. You will be returned to the Contact Roles grid and can define the new Contact and Company role values using the drop downs in the grid.

When your changes are complete, you can press the save button on the contact form's toolbar to save your changes to the database.

Edit an Existing Contact Role

 To update an existing role, first click on the edit button located in the contact form's toolbar.

1. Click on the cell in the grid that contains the data you want to modify.
2. Update the Roles as desired

When your changes are complete, you can press the save button on the contact form's toolbar to save your changes to the database.

Delete an Existing Contact Role

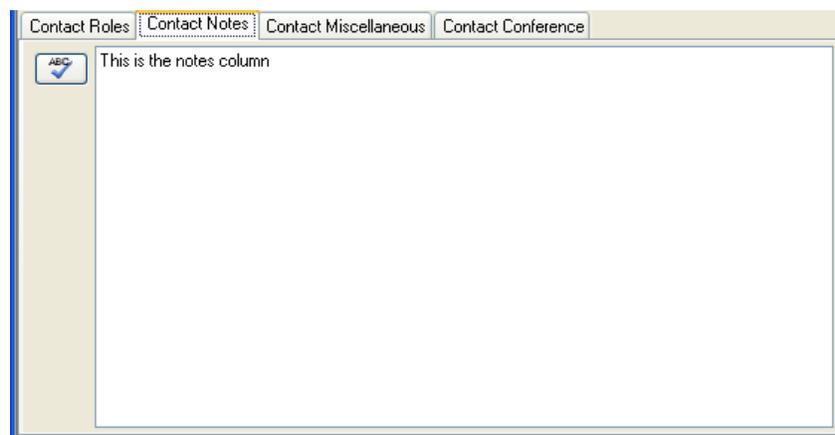
 To remove an existing role, first click on the edit button located in the contact form's toolbar.

1. Click on row in the grid for the role you want to remove.
2. Click on the "Delete Row" button.
3. System will display a pop up message asking you to confirm the delete. Click on the Yes button to complete the delete process.
4. The deleted role is removed from the case and no longer displays.

When your changes are complete, you can press the save button on the contact form's toolbar to save your changes to the database.

Contact Notes Sub Tab

This tab is used to record any free form text notes or case narrative that the field inspector may deem necessary and appropriate.



 Click on the edit button in the form's toolbar to enable the notes text box for entry.

1. Enter pertinent facts associated to the contact in the text box.
2. Check spelling by clicking on the spell check button.

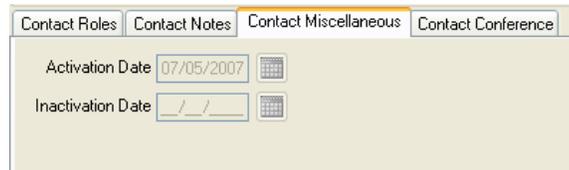
When your changes are complete, you can press the save button on the contact form's toolbar to save your changes to the database.

Any historical notes can be updated.

Contact Miscellaneous Sub Tab

Contact Miscellaneous Sub Tab is used to the current status of a contact.

MNOPS attempts to ensure the current information is accurate by requesting the operator review the information.



The screenshot shows a software interface with four tabs: 'Contact Roles', 'Contact Notes', 'Contact Miscellaneous' (which is highlighted), and 'Contact Conference'. Below the tabs, there are two date fields. The first is labeled 'Activation Date' and contains the text '07/05/2007'. The second is labeled 'Inactivation Date' and contains a date entry template '___/___/___'. Each date field has a small calendar icon to its right.

record

This typically takes place annually around the beginning of each calendar year. When pipeline operator contacts are no longer active, the role must be edited for that contact. Persons who have retired, left the company, or passed away must be inactivated, by editing the role to Inactive and designating the Inactivation Date. They are not deleted because the Contact may have links or ties that would be lost if the Contact were deleted.

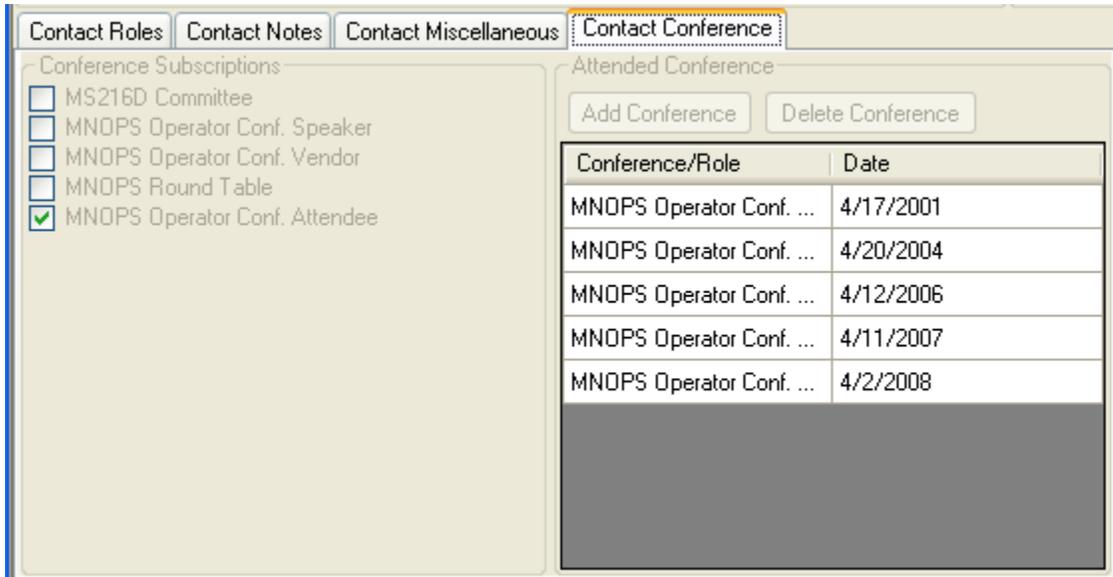
Recording the Status of a Contact

- ✎ Click on the edit icon located on the toolbar to enable status fields for entry or update.
1. Enter dates for the appropriate field(s).

When your changes are complete, you can press the save button on the contact form's toolbar to save your changes to the database.

Contact Conference Sub Tab

MNOPS directs a certain amount of resources towards training and education in the industry. This includes the annual MNOPS Educational Conference.



Conference/Role	Date
MNOPS Operator Conf. ...	4/17/2001
MNOPS Operator Conf. ...	4/20/2004
MNOPS Operator Conf. ...	4/12/2006
MNOPS Operator Conf. ...	4/11/2007
MNOPS Operator Conf. ...	4/2/2008

The tab is divided into two sections:

Conference Subscriptions

A contact may call and ask to be put on the mailing list for conference information. If a contact calls and asked to be added to the mailing list for a conference, the specified conference will be checked in the “Conference Subscriptions” portion of this form.

Attended Conference

The Attend conference section is used to track which conferences a particular contact has actually attended, and the role they played at the conference.

- After retrieving an contact, click on the edit icon to enable the fields for entry of conference information for a contact.

Add & Update Conference Information

- Click on the appropriate conference subscription option(s) to indicate which conferences the contact would like to receive information on.
- To add new conference attendance details, click on the “Add Conference” button. Select the conference in the newly added row in the grid, specify the appropriate date for their attendance.

Delete Conference Information

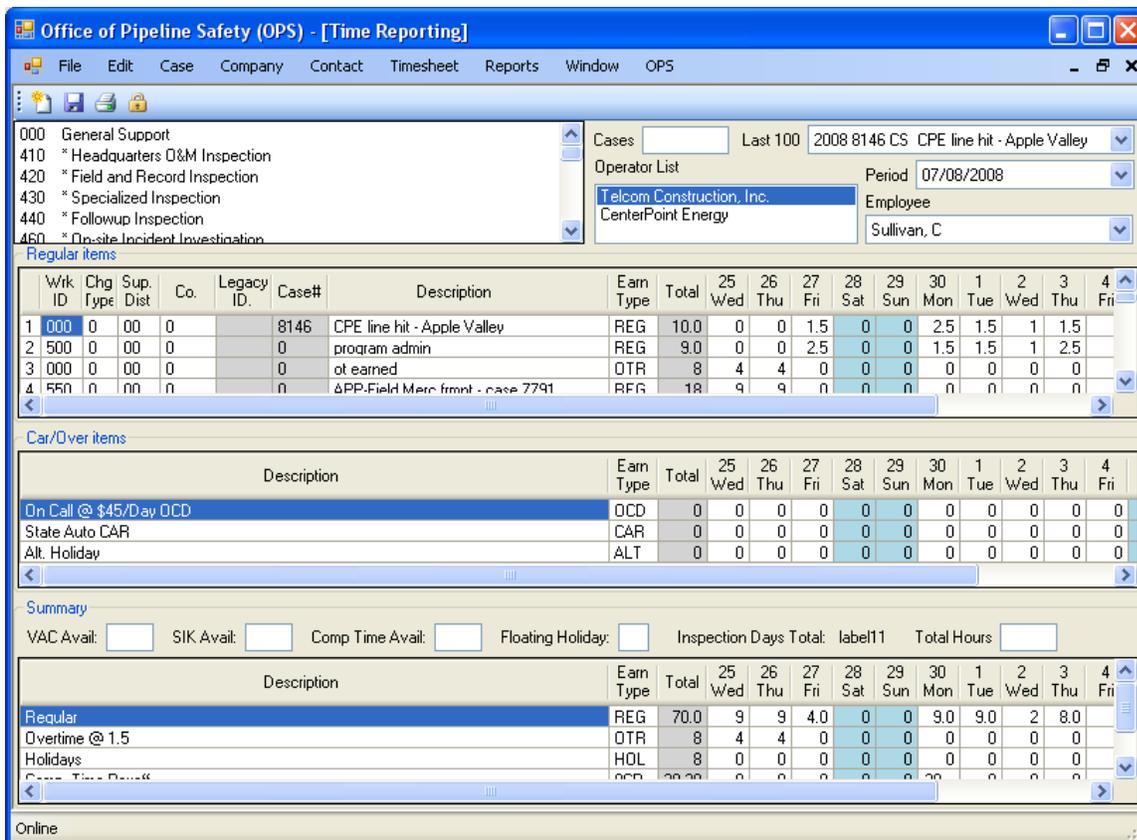
- Select the row in the Attended Conference grid that represents the information you wish to delete.
- Click on the “Delete Conference” button to remove the row.

When your changes are complete, you can press the save button on the contact form's toolbar to save your changes to the database.

Creating Your Timesheet

Timesheets must be completed by inspectors bi-weekly through the **OPS System Timesheet** function. They are critical links to important aspects of information and performance including quarterly billing, PHMSA certification information, case management and data analysis. Various trending and performance measures are also facilitated through proper utilization of the OPS System

The timesheet is made up of three separate data areas on one screen. "Regular" area is for adding function/description/hours etc. The "Car/Over" area is for adding non-hour-related items. This includes State car commutes, On-Call periods, and when the last alternate holiday was taken. The "Summary" section automatically queries by earn type and totals all hours.



Figure

26. Timesheet sample.

The first step is to choose your name from the Employee drop list in the upper right. Then the Period ending date to be viewed will need to be chosen. You will notice that all but maybe one will be registered as locked. You can view locked time sheets but will not be able to edit them. You will need to lock the last timesheet prior to creating a new time sheet. To do this, click on the **Padlock Icon** to lock the time sheet. Then click the new time sheet button (a clear page looking button). You are now ready to do a new time sheet.

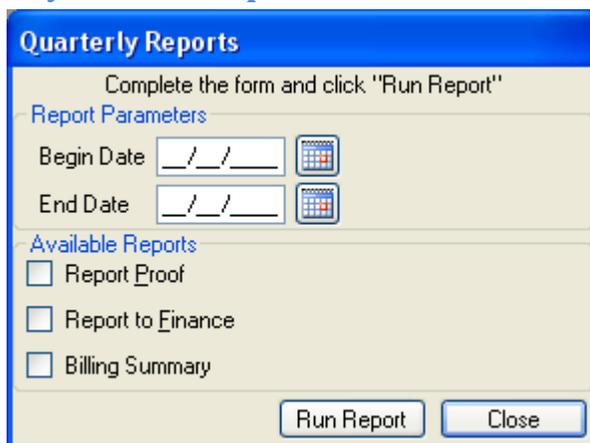
First click on the "cell" (CC1 and line 2), a list in the upper left will house all of the CC1 choices. Scroll and Click on the correct choice. Done the same for CC3, charge type. If there is a case associated with the time sheet row you can click on the drop list for the last fifty cases. If you do not find the case here then, you must SAVE the time sheet and find it in the case task section. When you find out the case number you will need to remember it and return to the timesheet. Choose the Earn type correctly and if a case was used, you can find the company in the operator list. Next is the description, edit as needed. Choose the correct earn type from the pick list and then add your hours. Repeat until time sheet is complete. Next add in the blue area any commutes and on-call periods. Save your time sheet and it will compile the totals. If it is correct and approved lock the time sheet and repeat process.

You can view and print the time sheet at any time by clicking the Print Button.

Creating Reports

The reports menu contains eight reports. Menu items with a trailing ellipses will present you with a form to specify filter criteria for the reports.

Quarterly Finance Reports



Quarterly Reports

Complete the form and click "Run Report"

Report Parameters

Begin Date / / 

End Date / / 

Available Reports

Report Proof

Report to Finance

Billing Summary

Run Report Close

Figure 27. Quarterly Reports

1. Specify a date range, you does not need to include time as part of the date.
2. Clear or check the reports to generate.
3. Choose run report.

Certification Reports

The certification reports are used to provide the supporting data for the annual certification process.

Annual Reports

Please enter the four digit year and selects the reports to be run.

Report Parameters

For calendar year

Natural Gas Reports

- Stats on Operators for Attachments 1 and 3
- Stats on Inspections for Attachment 2
- Probable Violations for Attachment 5
- Compliance Actions for Attachment 5
- Civil Penalties for Attachment 5

Hazardous Liquids Gas Reports

- Stats on Operators for Attachments 1 and 3
- Stats on Inspections for Attachment 2
- Probable Violations for Attachment 5
- Compliance Actions for Attachment 5
- Civil Penalties for Attachment 5

Miscellaneous Reports

- Inspection without an operator
- Significant Accidents

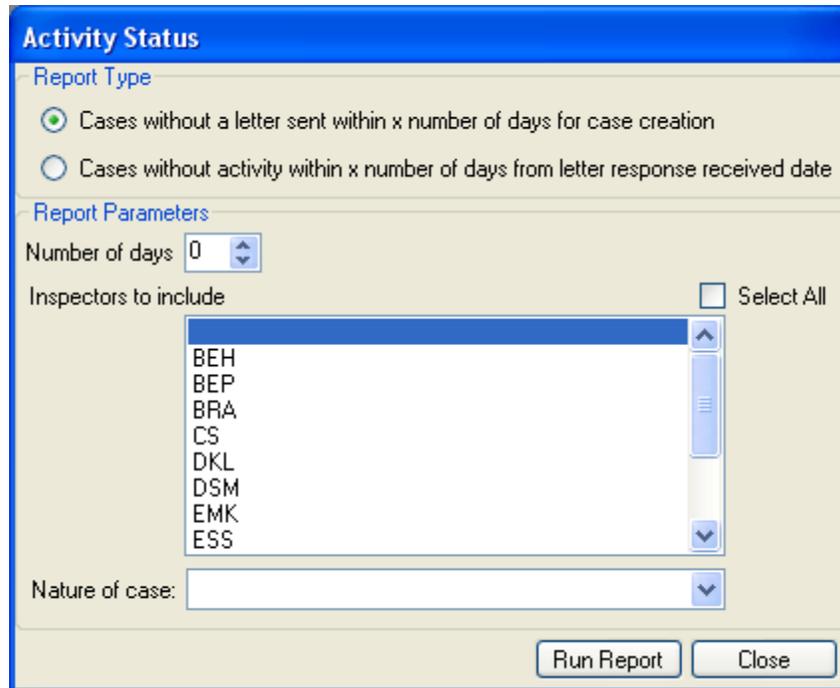
Figure 28. Certification Reports

1. Specify the year for the reports.
2. Clear or check the reports to generate.
3. Choose run report.

Note: the Inspection without an operator and the Significant Accident reports contain data for both Natural Gas and Hazardous liquid.

Activity Status Report

The activity reports are used to generate a list of cases where there has not been a letter sent within x days from the case creation or case without activity within x days from the letter response received date.



The screenshot shows the 'Activity Status' dialog box. It has a blue title bar and a light beige background. Under the 'Report Type' section, there are two radio buttons: 'Cases without a letter sent within x number of days for case creation' (selected) and 'Cases without activity within x number of days from letter response received date'. The 'Report Parameters' section includes a 'Number of days' spinner set to 0, a list box for 'Inspectors to include' with a 'Select All' checkbox, and a 'Nature of case:' dropdown menu. The list box contains the following items: BEH, BEP, BRA, CS, DKL, DSM, EMK, and ESS. At the bottom, there are 'Run Report' and 'Close' buttons.

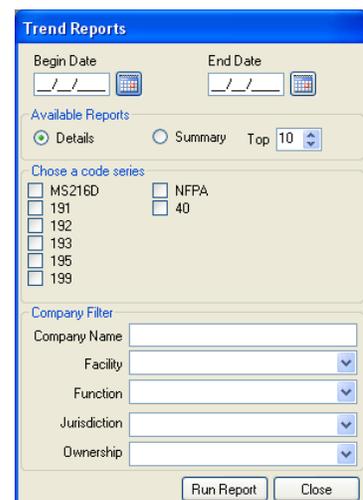
Figure 29. Activity Status

1. Choose the report type.
2. Specify the number of days from either case creation or response received date.
3. Choose the inspectors to include in the results.
4. Constrain results to cases with the specified nature (blank to include all).
5. Choose Run Report to generate results.

Trend Reports

The trend reports generate either a list of non-compliance information or a summary of the top x number of codes cited.

1. Specify the date range for the report.
2. Choose either the trend details or summary reports.
3. For the summary report, specify the number of ranging values to include in the report.
4. Choose a combination of code series to include in the report.
5. Specify a name pattern for the company (blank for any name).
6. Constrain the results to a specific company facility type (blank for any type).
7. Constrain the results to a specific company function (blank for any function).
8. Constraint the results to companies within a certain



The screenshot shows the 'Trend Reports' dialog box. It has a blue title bar and a light beige background. At the top, there are 'Begin Date' and 'End Date' fields with calendar icons. Below that is the 'Available Reports' section with 'Details' (selected) and 'Summary' radio buttons, and a 'Top' spinner set to 10. The 'Chose a code series' section has two columns of checkboxes: MS216D, 191, 192, 193, 195, 199 on the left; and NFPA, 40 on the right. The 'Company Filter' section includes 'Company Name', 'Facility', 'Function', 'Jurisdiction', and 'Ownership' dropdown menus. At the bottom, there are 'Run Report' and 'Close' buttons.

Figure 30. Trend Reports.

- jurisdiction (blank for any jurisdiction).
9. Constrain the results to companies with a specific ownership type (blank for any ownership type).
 10. Run Report.

Figure 31. Operator Lists

- name).
6. Constrain the results to a specific company facility type (blank for any type).
7. Constrain the results to a specific company function (blank for any function).
8. Constraint the results to companies within a certain jurisdiction (blank for any jurisdiction).
9. Constrain the results to companies with a specific ownership type (blank for any ownership type).
10. When displaying contact information.
 - a. Choose one or more contact types to include

Operator Lists Report

The operator lists allow you to generate either a two column report of companies, with or without contacts, or the generate mailing labels.

1. Choose whether to include operators or operators and their contacts.
2. Choose whether to include only main offices or main offices and inspection units.
3. Choose whether to create mailing labels.
 - a. optional: specify the Avery label number
4. Choose a combination of code series to include in the report.
5. Specify a name pattern for the company (blank for any

Email Contacts

This option is used to help generate an email with the address options pre-populated.

Past Due Report

The past due reports allow you to view information for cases with either letters or penalties past due.

1. Specify either, letters or penalties past due.
2. Specify the date range for the report.
3. Choose one or more inspectors to include in the results.
4. Specify a name pattern for the company (blank for any name).
5. Constrain the results to a specific company facility type (blank for any type.)
6. Constrain the results to a specific company function (blank for any function).
7. Constraint the results to companies within a certain jurisdiction (blank for any jurisdiction).
8. Constrain the results to companies with a specific ownership type (blank for any ownership type).
9. Run report.

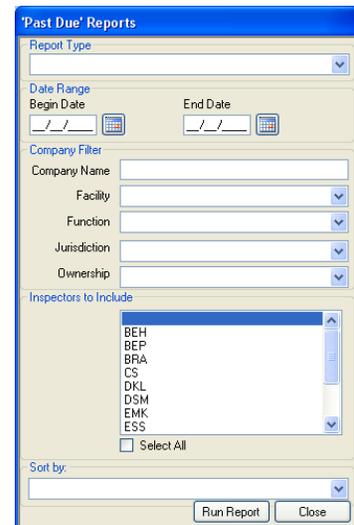


Figure 32. Past Due reports.

Inspection Day Report

The inspection day report provides details and summaries for the hours spend on inspection codes.

Inspection Day Report

Date Range

Begin Date: ___/___/___ End Date: ___/___/___ Include inspection days (leave both fields blank to report on all days)

Inspectors to Include

- Ardner, Brad
- Burmeister, Ken
- Donovan, Patrick
- Haugrose, Boyd
- Kallberg, Elisabeth
- Lemmerman, Darren
- Livshutz, Victoria

Select All

Codes to include

- 199.213
- 192.923
- 192.321 (b)
- 192.489 (a)
- 40.57 (c)
- 192.715 (a)
- NFFPA 59 5-1.4
- 40.101 (a)
- 192.319 (b)

Select All

Run Report Close

Figure 33. Inspection day filter.

1. Specify the date range for the report.
2. Choose one or more inspectors to include in the results.
3. Choose one or more inspection codes to include in the results.
4. Run report.

System Options

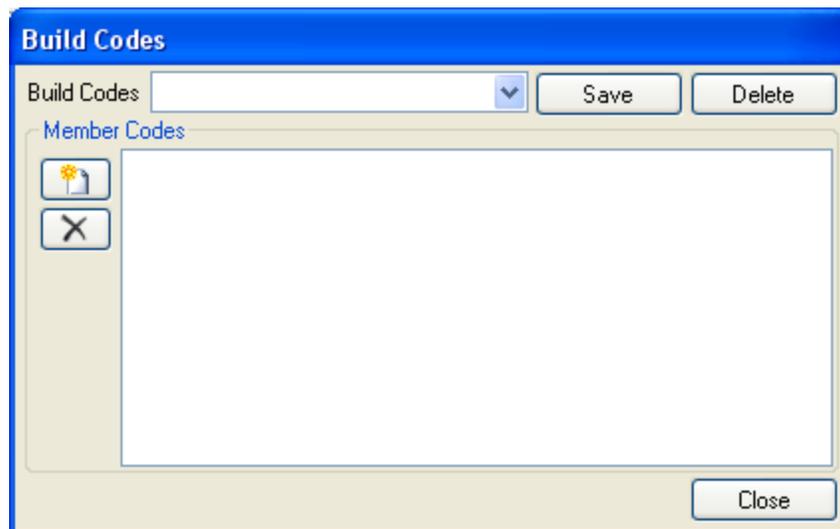
Building Codes

This tab allows those with the authority of system administration to build a new group of codes, which is referred to as a “Build Code”. This window is divided into three sections:

Build Code: list of all existing code groups that have been built.

Members of the Build Code: displays those codes that the user has selected from the list of all possible codes, to be members of a specific code group.

Code: lists all possible codes for a user to select from.



☞ From the menu bar click on OPS and then select System Options from the drop down menu.
Click on the Build Codes Tab

1. Click on the new button.
2. Enter a Name for the Build Code
3. Click on save.
4. The new code now displays in the list of all build Codes which is displayed in alphabetical order.

You have now create the build code name but you still have to determine what members will be in your code break.

5. From the Build Code section, select the code you just added.
6. Click in the search codes field. You can enter a whole or partial code.
7. Click on the Search button.
8. All the codes that match the search criteria will be displayed in the Code section.
9. From the list of codes click on which code you want to be members of this code break group.
10. Click on the << button to move the code over into the middle section titled Members of Build Code. You may select multiple codes at the same time by holding down the Shift key while selecting.
11. To remove members from the build code click on the >> button.

12. Customize your code break group as desired, adding and removing members as needed by using the << and >> buttons.
13. Click on the save button.

Edit and Existing Code Group

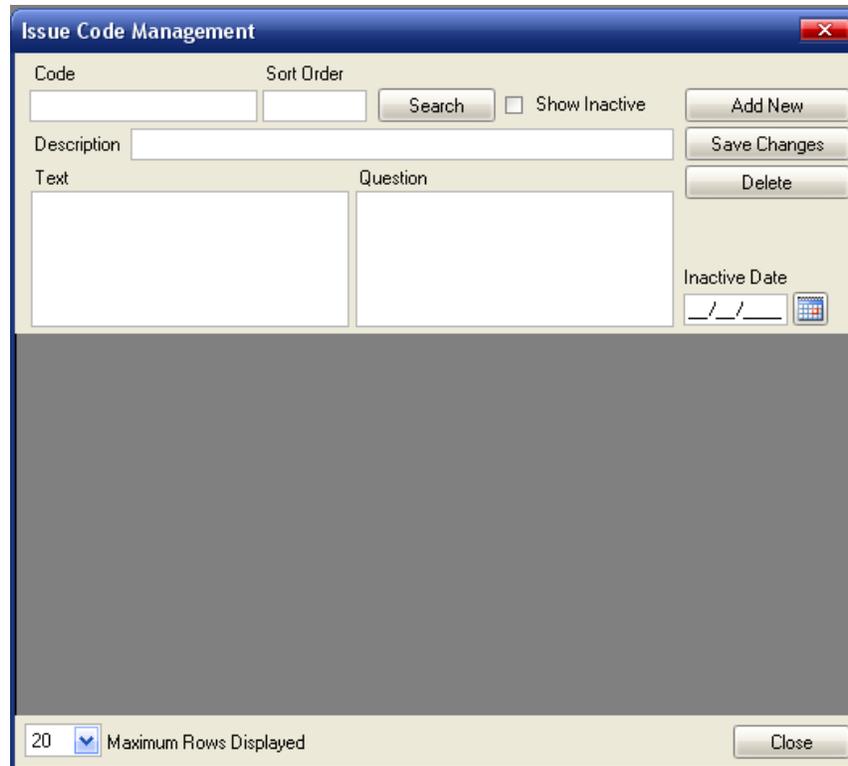
- ✎ Click on the edit button to update the Build Code Group
1. Select a Build Code Group from the list of all Build Code Groups
 2. The members of the selected Build Code Group are displayed in the Members of Build code Section.
 3. Update your code break group as desired, adding and removing members as needed by using the << and >> buttons.
 4. Click on the save button.

Delete an Entire Build Code Group

- ✎ Delete the entire Build Code group, which includes its members, by selecting the group from the list of all build codes and clicking on the Delete button.

Creating Codes

- From the menu bar click on OPS and then select System Options from the drop down menu.
Click on the Codes Tab



The screenshot shows a window titled "Issue Code Management" with a standard Windows-style title bar (minimize, maximize, close buttons). The window contains several input fields and buttons:

- Code**: A text input field.
- Sort Order**: A text input field.
- Search**: A button.
- Show Inactive**: A checkbox.
- Add New**: A button.
- Description**: A text input field.
- Save Changes**: A button.
- Delete**: A button.
- Text**: A large text area.
- Question**: A large text area.
- Inactive Date**: A date input field with a calendar icon.
- 20**: A dropdown menu showing the number of rows displayed.
- Maximum Rows Displayed**: A label for the dropdown menu.
- Close**: A button.

Creating Code Breaks

- From the menu bar click on OPS and then select System Options from the drop down menu.
Click on the code Breaks Tab

Creating Minnesota Towns

The purpose of this form is to view, edit, delete information on towns within the state of Minnesota. This tab also provides the ability to search. Although there is an add button on the menu, it is disabled. All new towns are directly added to the database.

Town Name	County Name
Aastad Township	Ottertail
Acoma Township	McLeod
Acton Township	Meeker
Ada	Norman
Adams	Mower
Adams Township	Mower
Adrian	Nobles
Adrian Township	Watsonwan
Aethna Township	Pipestone
Alton	Washington
Agassiz Township	Lac Qui Parle
Agder Township	Marshall

- From the menu bar click on OPS and then select “Minnesota Towns...” from the drop down menu.

Update information for a Town

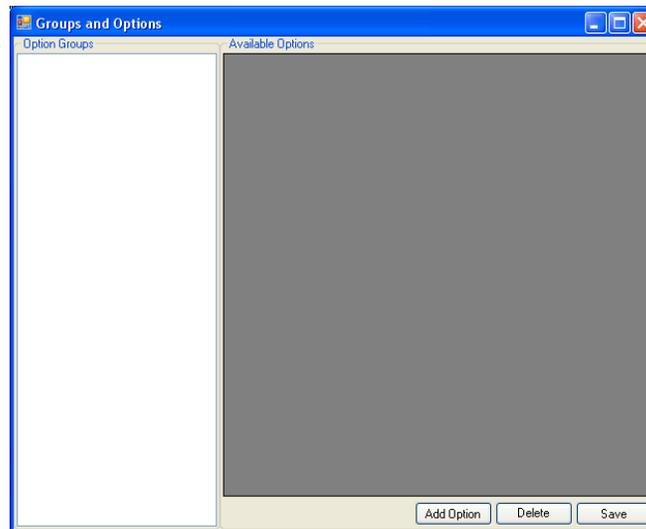
- To view a list of all existing towns click on the Search button. This populates the grid below. You can narrow the search by providing the beginning of a town name.
- Scroll through the list of names and locate the name of the town you wish to update.
- Select the desired row. The system will populate the details of the selected town in the fields above the grid. All fields are enabled for update.
- Update any of the populated fields for the town.
- Click on the save button.

Delete an Town

- To view a list of all existing towns click on the Search button. This populates the grid below.
- Scroll through the list of names and locate the name of the town you wish to update.
- Select the desired row. The system will populate the details of the selected town in the fields above the grid.
- View the details and verify that this is the town you wish to delete.
- Click on the delete button.
- The town is deleted from the system and no longer displays in the grid.

Maintaining Groups & Options for the OPS System

This tab is used to maintain the values that are displayed in the various drop down lists displayed throughout the OPS application. Any user, with the authority of system administrator, can add, edit, and delete the list of values, (referred to as “options”) for a group.



☞ From the menu bar click on OPS and then select System Options from the drop down menu. Click on the Groups and Options Tab

1. You will select the desired group from the list of all groups displayed in the grid.
2. Once the group is selected the existing options for that group are displayed.
3. You can add a new option to the group, update the name of existing option within a group, or delete any of the existing options from a group.

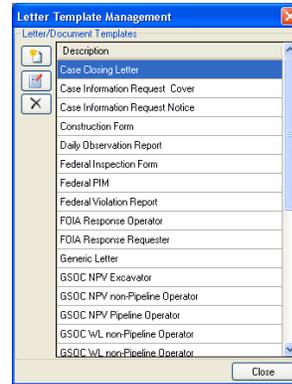
Maintaining Letter Templates

This tab is used to create and maintain the templates for letters generated by the system.

☞ From the menu bar click on OPS and then select System Options from the drop down menu. Click on the Letter Templates.

Creating a New Template

1. Type in the name of your new template in the Letter Template Title field.
2. Click on the new button to add the Template Title.
3. The Title of your template is now displayed in the list of all templates displayed in the grid in alphabetical order.
4. Within the grid, find and double click on the template title you just created.
5. This opens up a word processing document for you to create a new letter.
6. Once you have created your letter in word processing document click on the save icon.
7. The system will automatically close the word window and the Letter Templates tab is displayed again.



Editing letter templates (I suspect this functionality will change and this section will need to be updated.)

You have the option to either update either the title of the template or the body of the template .

Update the Title:

1. From the list of all letter templates click on the letter template that you would like to update.
2. The name of the selected template now displays in the Letter Template Title field.
3. Click on the edit button.
4. Update the name of the title.
5. Click on the save button.
6. The title is now updated.

Update the Body of the Template:

7. The system will automatically open up the selected template ready for updates.
8. Make any updates to the body of the document as necessary.
9. Click on the save button.
10. The system will automatically close the template and you are returned to the Letter Template tab.

Tip: Another way to select your template is to double click on the name from the list of all letter templates. This automatically opens up your template in the edit mode.

Deleting an existing Letter Template

1. From the list of all letter templates click on the letter template that you would like to delete.
2. Click on the delete button.

Merging Duplicate Records

1. From the menu bar click on OPS and then select System Options from the drop down menu. Click on the Merge Records Tab

If you have identified that the same contact or company exists on the system multiple times, you can request that the duplicate records be merged into one primary record. This function is performed by the administrator.

Merge Companies/Contacts

Record Type

Contact Find all occurrences of a duplicate item and merge data into the master item. If the merge operation is successful, the duplicate item is deleted from the system.

Company

Find Master

ID:
Name:
Description:
Address 1:
Address 2:
City/State/Zip:
County:
Last Changed On:
Last Changed By:

Find Duplicate

ID:
Name:
Description:
Address 1:
Address 2:
City/State/Zip:
County:
Last Changed On:
Last Changed By:

Perform

Figure X, Merge duplicate Companies/Contacts

1. First determine if you want to merge a company or contact and click on the radio button that supports that function.
2. Click on the Find Master button to locate the record that you want to have any duplicate records merged into.
3. Click on the Find Duplicate button and locate the duplicate record.
4. The system allows you to view the details of the selected records to verify that you working with the appropriate record.
5. Clicks on the Perform button to complete the process and merge the duplicate.

Once the duplicate contact or company has been merged, the duplicate item is deleted from the system. Any records that the duplicate contact or company was associated to, is replaced with the primary record automatically by the system. This process would be repeated for each duplicate record.

Maintaining Information on OPS Users

- ☞ From the menu bar click on OPS and then select System Options from the drop down menu.
Click on the PayMaster Tab

Only the system administrator may add or update information from this tab. To add a new record to the list of names you will click on the new button which creates an empty row within the grid. User types in the required information and clicks on save.

PayMaster

Appendix A – Timesheets

All MNOPS employees are required to submit bi-weekly timesheets which indicate the various hours charged to the program within the pay period. Pay periods run for two weeks, beginning on a Wednesday and ending on a Tuesday. The timesheets are used not only for employee compensation, but also to determine quarterly billing amounts for all the pipeline operators and to compile various performance measures for the annual PHMSA certification. Support staff typically will not differentiate between various program areas, but inspectors do. This procedure is primarily for inspection staff, to establish guidelines for completing bi-weekly timesheets consistently, and in accordance with program requirements.

Statutory requirements for charging time to MNOPS activities are contained in M.S. 299F.631 for intrastate pipeline operators, and M.S. 299J.12 for interstate pipeline operators. Minnesota Rules, Chapter 7530.5010 – 7530.5060 further clarify the process in which pipeline operators are billed for MNOPS operating expenses. While the quarterly billing process is not a part of this procedure, it is important to understand the relationship between timesheets and billing. Inspector time is charged as either per meter charges, direct charges, or support costs. Support costs may be charged to a specific type of pipeline operator or to overall operations (not to any specific operator type). Per meter charges are distributed to natural gas and LP distribution operators based on the number of meters they have in service. Direct charges, as the name implies, are charged directly to the individual pipeline operator. Support costs are distributed to individual pipeline operators based on the percentage of time spent within each program area, and the individual operator's share of that program, based on meters or miles, depending on the type of operator. For this reason, it's important that timesheets are an accurate reflection of inspector activities.

MNOPS program performance is measured in a number of ways, including how time is spent conducting various inspection and investigation activities. In order to properly differentiate these activities, numerous Time Codes have been established to indicate the type of work that has been performed. These codes will characterize the time as various types of inspections, investigations, training, preparation, order/report writing, or other activities. Between the various Time Codes, Charge Types, and Operator Types, enough information is maintained to accomplish all of the necessary program requirements.

The OPS System Timesheet function contains all of the basic employee information, such that employees only need to enter information for each line item within the pay period. The first line item on any timesheet defaults to General Support, and must not be changed. This is time spent within the pay period that is not specific to any particular activity or program area. Essentially, if time doesn't fit anywhere else in the timesheet, it goes into this category. Additional line items are added to the timesheet by the employee as necessary. Each line item must have values selected from drop down menus that have been established for individual columns titled Work ID, Charge Type, Support Distribution and Earn Type. These columns and options are discussed below.

Work ID – Characterizes the type of work associated with a particular line item, from various types of inspections and investigations to numerous other functions, such as order/report writing, training, meetings, special projects, and the like.

Charge Type – Characterizes the time charged as 0 – General Support, 1 - Direct Charge, or 2 – Per Meter Charge.

Support Distribution – Establishes the program area for the time charged. If the time doesn't fit a particular program area, it is coded as 00.

Earn Type – Used as a payroll function to distinguish between Regular, Leave, Overtime, and Holiday hours.

Work ID options:

000 General Support – Used when the line item doesn't fit into a particular work type, but for various reasons, it's desirable to create a separate line item from the first General Support line item. The Description field usually helps to clarify the activity. Charge Type must be 0 whenever Work ID is 000.

***410 Headquarters O&M Inspection** – Used for headquarters type inspections of operator procedures, including operations and maintenance, operator qualification, integrity management, and public awareness. Charge Type must be 1 for transmission, hazardous liquid, and LNG operators. Charge Type must be 2 for natural gas distribution, LP distribution, and master meter operators. Charge Type cannot be 0 for this Work ID.

***420 Field and Records Inspection** – Used for inspections of operator records and facilities. These will typically involve some procedural review as well, but the primary focus is on field and records, essentially the application of the operator's written procedures. Charge Type must be 1 for transmission, hazardous liquid, and LNG operators. Charge Type must be 2 for natural gas distribution, LP distribution, and master meter operators. Charge Type cannot be 0 for this Work ID.

***430 Specialized Inspection** – Used for specialized inspection activities which focus on a particular regulatory requirement, or group of requirements. They are typically not part of the annual inspection plan, but arise due to some type of specific safety concern, complaint, or other point of emphasis. Charge type will depend on the specific inspection activity that is being conducted, and the type of operator it's being conducted on. Charge Type cannot be 0 for this Work ID.

***440 Follow-up Inspection** – Used when additional inspection time is required to assess operator compliance, typically for specific regulatory requirements. It may include additional field and record review subsequent to a scheduled inspection. It may include inspection time used to confirm non-compliances have been corrected. It may include inspection time used to assess the status of longer term projects to ensure adequate progress is being made. Essentially, if the inspection time is used to follow-up on a previous non-compliance or other safety concern, 440 is a legitimate code to use. If the inspection time relates to 450 activities, however, the inspector should charge the time as 450. Charge type will depend on the specific inspection activity that is being conducted, and the type of operator it's being conducted on. Charge Type cannot be 0 for this Work ID.

***450 Construction, Design, Testing Inspection** – As the name implies, this code is used for any inspection that relates to construction, design, or testing of pipelines, including ILI digs and other anomaly assessments/repairs. Charge Type must be 1 for transmission, hazardous liquid, and LNG operators. Charge Type must be 2 for natural gas distribution, LP distribution, and master meter operators, unless the length of construction is 2000 feet or greater. In that case it must be 1. Charge Type cannot be 0 for this Work ID.

***460 On-Site Incident Investigation** – Used when time is spent investigating a pipeline incident on-site, or away from the Office. Much of this time may be spent on non-reportable incidents and accidents, where we receive notification from the State Duty Officer, or someone else involved in the

situation. Because these investigations typically tie directly into routine operations, maintenance, and emergency response functions, it has been determined that per meter charges (Charge Type 2) for natural gas and LP distribution operators are appropriate in many cases. Reportable incidents must be direct charged (Charge Type 1) to the operator. Any time spent in this category on interstate, hazardous liquid, transmission or LNG must be direct charged (Charge Type 1) to the operator. Charge Type cannot be 0 for this Work ID.

462 In Office Pipeline Accident/Incident Investigation – Used when time is spent investigating a pipeline incident in the Office. Much of this time may be spent on non-reportable incidents and accidents, where we receive notification from the State Duty Officer, or someone else involved in the situation. Because these investigations typically tie directly into routine operations, maintenance, and emergency response functions, it has been determined that per meter charges (Charge Type 2) for natural gas and LP distribution operators are appropriate in many cases. Reportable incidents must be direct charged (Charge Type 1) to the operator. Any time spent in this category on interstate, hazardous liquid, transmission or LNG must be direct charged (Charge Type 1) to the operator. Charge Type cannot be 0 for this Work ID, unless the activity relates to an In Office Complaint Investigation, as described in the Note, below.

***464 On-Site Pipeline Complaint Investigation** - Used when time is spent investigating a pipeline complaint on-site, or away from the Office. Because these investigations typically tie directly into routine operations, maintenance, and emergency response functions, it has been determined that per meter charges (Charge Type 2) for natural gas and LP distribution operators are appropriate in many cases. Depending on the circumstances of the complaint, direct charges (Charge Type 1) may also be appropriate. Any time spent in this category on interstate, hazardous liquid, transmission or LNG must be direct charged (Charge Type 1) to the operator. Charge Type cannot be 0 for this Work ID, unless the investigation cannot be tied to a particular operator.

**** NOTE **** There is presently no specific Work ID for **In Office Pipeline Complaint Investigation**. This work activity should be charged to the **462 Work ID** until a separate code is established. The Charge Type should follow the same logic as ***464 On-Site Complaint Investigations**, however, there may be circumstances that do not involve a particular pipeline operator, and therefore the Charge Type must be 0.

465 On-Site Non-Pipeline Complaint Investigation – Typically used for on-site One Call investigations and other situations not involving a pipeline operator. Charge Type must be 0 for the Work ID.

466 In Office Non-Pipeline Complaint Investigation - Typically used for In-Office One Call investigations and other situations that does not involve a pipeline operator. Charge Type must be 0 for the Work ID.

***470 Operator Training** – Used when time is spent on training activities associated with pipeline operators. MNOPS inspectors may provide and/or receive the training to/from pipeline operators for this to be a valid Work ID. MNOPS Conferences, Damage Prevention Presentations, CAER Meetings and related activities fall into this category. As long as the activity involves one or more pipeline operators, ***470** is the correct Work ID. If the activity does not involve one or more pipeline operators, **475** is the correct Work ID. Support Distribution is typically charged as 00 for this activity, except for Damage Prevention Presentations (30), or unless the activity is specifically related to a particular operator, or type of operator. Charge Type must be 0 for this Work ID.

475 Concerned Parties Training - Used when time is spent providing training to non-pipeline operators. Support Distribution is typically charged as 00 for this activity, unless the activity relates to Damage Prevention, in which case it is charged as 30. Charge Type must be 0 for this Work ID.

480 Order Writing and Review – Used when time is spent writing or reviewing orders associated with inspections or investigations. This Work ID can not be used for interstate pipeline operators.

Charge Type should follow the general logic for the Work ID that resulted in the Order, i.e. if it results from an activity that was per meter charged, the order writing and review should be per meter charged. If it results from an activity that was direct charged, the order writing and review should be direct charged. If it does not relate to a pipeline operator (One Call Enforcement) Charge Type must be 0.

482 Report Writing and Review - Used when time is spent writing or reviewing reports associated with inspections or investigations. This Work ID must be used for the documentation of interstate pipeline inspection and investigation results, as well as intrastate investigation reports. Charge Type should follow the general logic for the Work ID that resulted in the Order, i.e. if it results from an activity that was per meter charged, the report writing and review should be per meter charged. If it results from an activity that was direct charged, the report writing and review should be direct charged. If it does not relate to a pipeline operator Charge Type must be 0.

484 Inspection Preparation – Used when time is spent preparing for an upcoming inspection. The Charge Type should follow the same general logic as the inspection which is being prepared for, i.e. per meter for routine intrastate distribution inspections, or direct charge for interstate, hazardous liquid, transmission, or LNG inspections. Charge Type cannot be 0 for this Work ID.

486 Hearing Preparation and Attendance – Used when time is spent preparing for or attending a hearing. These most commonly involve One Call enforcement activities, but could arise through pipeline enforcement activities, as well. Other activities could involve pipeline routing, proposed waivers, encroachments, or other activities that MNOPS may be involved with. Charge Type will depend on the specific circumstances of the hearing, typically direct charged if it relates to a pipeline operator, or Charge Type 0 if it relates to a non-pipeline operator.

500 Office Administration – Should only be used by management or supervisory personnel to distinguish time spent that is applicable to overall Office Administration, but not further delineated by other Work ID's in the 500 Series, such as 530 Legislative/Rules, or 540 Federal. Clerical functions should generally be charged to Work ID 000, however individual line items can be added to distinguish various activities, if necessary. Charge Type must be 0.

510 Program Administration – Should only be used by management or supervisory personnel to distinguish time spent that is applicable to Program Administration, but not further delineated by other Work ID's in the 500 Series, such as 520 Special Project, 530 Legislative/Rules, or 540 Federal. Charge Type must be 0.

511 Risk Management-SII Program Administration – No longer used.

520 Special Project – Used for a wide variety of activities that aren't related to specific inspections or investigations, but the inspector spends a significant amount of time on. The Description field will help clarify the nature of the line item. Charge Type must be 0 for this Work ID. If the nature of the assignment relates to a particular program area, Support Distribution should reflect that, otherwise Support Distribution must be 00.

530 Legislative/Rules – Used for time spent in the Legislative/Rules development process. Support Distribution must be 00, unless the activity relates specifically to Damage Prevention, in which case it must be 30. Charge Type must be 0.

540 Federal (PHMSA) – Used for time spent on federal activities, such as grant paperwork, certification, or audit. Support Distribution must be 00. Charge Type must be 0.

550 Training Received – Used for all training received by personnel, including TSI, NACE, HAZWOPER, Defensive Driving, etc. Support Distribution must be 00. Charge Type must be 0.

560 Meetings – Used for time spent attending meetings, including staff meetings. Support Distribution could be applicable to individual program areas, but if not, 00 should be used. Charge Type must be 0.

When more than one employee is participating in an activity, the employees need to ensure they are charging their time consistently and correctly. Simply check with the other employee(s) to see how they're charging their time, and if there are discrepancies, correct them.

Case

Most Work ID's in the 400 Series relate to specific Cases, and the time charged should be tied to that Case. Simply type the Case # into the Cases box in the top center of the Timesheet screen, and the Case # will be transferred to the Line Item that you are working on. All of the Involved Parties will appear in the Operator List for the Case, and the applicable pipeline operator can be selected for the Line Item by clicking on it. If the work activity relates to an inspection, and there are multiple inspection units or pipeline operators, individual line items must be created for each involved party that time was spent on. This is necessary to tabulate performance measures for the federal certification. Do not create additional Line Items for non-pipeline operators, and do not select non-pipeline operators as a Company for timesheet purposes. Simply indicating the Case is sufficient for work activity involving non-pipeline operators. Pipeline operators with multiple inspection units have a Main Office inspection unit, as well as individual Inspection units for each physical area. **410** type inspections should be charged to the Main Office, while all other inspections and investigations should typically be charged only to the involved physical inspection unit(s). Preparation, Order Writing and Report Writing time does not need to be separated between individual units. In circumstances where inspectors spend a small amount of **480 Type** time on several cases, and there is no benefit to be gained from having individual Line Items, the time can be accumulated into a general **480/482 Type** Line Item without a Case Number. Just keep in mind that the time won't show up in the individual Cases.

Earn Type

The most common Earn Type is REG, meaning Regular Hours worked. Overtime hours are indicated as CE1 for straight Comp Time earned, C15 for Comp Time earned at a rate of 1.5 times the hours worked, OT1 for straight cash overtime hours, or OTR for cash overtime earned at a rate of 1.5 times the hours worked. Leave hours are similarly broken down between Vacation, Sick Leave, FMLA leave, and Comp Taken. Leave and Overtime hours must be earned and charged in accordance with applicable labor agreements, department policies, and state or federal requirements concerning Fair Labor Standards.

Commutes

Employees using state vehicles to commute to/from their primary residence to/from their permanent work location must charge one Commute for each round trip, or ½ Commute for each half round trip. If the employee is driving a state vehicle to/from a temporary work location and their primary residence, no Commutes are charged.

Timesheet Rules, Valids and Protocols

All entries must actually exist as codes in the drop down menus.

Any charge type 1 or 2 must have a valid pipeline operator ID.

Support Distribution Charges of 30 must be 0 charge type.

Work/Function 462 can not be 30 support distribution charge.

Work/Function Codes of 465 and 466 must have a 30 support distribution.

Except for 470 *Operator Training for all rules below.

Any 410, NEW 415, 420, 430, 431, 440, 450, 460, 464 “* 400 Series” Work/Function Code must have a valid pipeline operator involved and must have a charge type of 1 or 2

Support Distribution Charges of 14 must have a pipeline Operator ID that is an interstate gas transmission and the charge type can not be 2.

Support Distribution Charges of 15 must have a pipeline Operator ID that is an interstate HL transmission and the charge type can not be 2.

Support Distribution Charges of 16 must have a pipeline Operator ID that is an interstate LNG and the charge type can not be 2.

Support Distribution Charges of 21 must have a pipeline Operator ID that is an intrastate private gas distribution.

Support Distribution Charges of 22 must have a pipeline Operator ID that is an intrastate Municipal gas distribution.

Support Distribution Charges of 23 must have a pipeline Operator ID that is an intrastate LP gas system operator.

Support Distribution Charges of 24 must have a pipeline Operator ID that is an intrastate gas transmission and the charge type can not be 2.

Support Distribution Charges of 25 must have a pipeline Operator ID that is an intrastate HL transmission and the charge type can not be 2.

Support Distribution Charges of 26 must have a pipeline Operator ID that is an intrastate LNG and the charge type can not be 2.

Support Distribution Charges of 27 must have a pipeline Operator ID that is an intrastate Master Meter system operator.

Support Distribution Charges of 28 must have a pipeline Operator ID that is an intrastate Direct Sales gas transmission.

Support Distribution Charges of 29 must have a pipeline Operator ID that is an intrastate LP-Propane Air (PAP) Facility.

This addendum shall become part of the SOW and may be returned with, or acknowledged in, the response to the SOW.

RESPONDER NAME:

SIGNATURE:

TITLE:

DATE: