

ITS Work Orders			
<u>Program Area</u>	<u>Group</u>	<u>Activity Description</u>	Detailed Description
ITS	Materials Management		Activities associated with materials/inventory management.
		Inventory, Lifecycle Upgrade	Material purchase for lifecycle upgrades
		Inventory, Spare Parts	Material purchase to maintain ITS Spare Parts Inventory
		Material Transfer	Material transfer between warehouses or to contractor
		Material Return/Repair Request	Request to vendor/manufacturer for material return/repair
ITS	Operations/Lifecycle		Activities to address operational or planned equipment modifications.
		Firmware/Software	Update firmware/software for electronic devices, including via remote access
		Infrastructure Change	Install new devices, conduits, poles, etc; planned removal of devices; decommission/retire installations.
		Other	Planned outage, salvage parts, etc.
		Locate	Locate utilities or assist utility-locate contractor
		Program Change	Program/configure controllers or other electronic devices, including via remote access
		Replace/Upgrade Equipment	Planned replacement of devices, including lifecycle upgrades
ITS	Preventative Maintenance		Activities to prevent deterioration or failure and ensure system reliability.
		Annual PM	Routine annual Preventative Maintenance checks
		Calibrate	Test and calibrate detection
		Clean	Clean cabinet or device, including removal of vegetation and vermin
		Inspect	Inspect any work by contractor, including project acceptance
ITS	Repair Maintenance **		Activities necessary to restore operation or equipment condition due to decay or damage.
		Battery/Power Trouble	Low voltage; unplanned power outage
		CCTV Control Issue	Troubleshoot/resolve CCTV control issues (PTZ, washer, etc.)
		Communications Issue	Troubleshoot/resolve comm. issue, including repair/replace ethernet switches, splices, fiber, etc.
		Damage Repair	Repair/replace damage due to knockdown or cable hit
		Damage Secure	Secure damage due to knockdown
		Detection Issue	Repair/replace/refocus detection associated with SDSs and Ramp Meters
		DMS Display Trouble	Repair/replace DMS panels
		Lamp(s)/Pixels Out	Repair/replace signal LEDs associated with Ramp Meters and Flashers
		Ramp Metering Issue	Troubleshoot/resolve operational issues associated with Ramp Meters
		Repair Other	
		Underground	Repair/replace conduit, cable, wire, etc.
		Video Issue	Troubleshoot/resolve CCTV video quality issues

** Enter Problem Found on Details tab

ITS Work Orders

Program Area - ITS

Group - Repair Maintenance

Activity Description - any and all

Problem Found**	Description
Comm/Programming	Issue with an end device such as an incorrect or missing IP address, subnet mask, or gateway, an incorrect equipment setting that needs to be input or changed, equipment that has been factory defaulted and lost its settings, or equipment in need of software or firmware update
	Recalibration of equipment that has gone out of acceptable tolerance. (non-intrusive detectors)
	Wireless communication issues that requires troubleshooting regarding antenna/radio placement/aiming or adjustment of channels in order to establish the best possible communication link
	Communication cable(s) and/or couplers found to be disconnected or loose at termination point(s)
	<i>EXCLUSIONS:</i> <i>Request to update programming, setting, firmware, etc. (complete under Group - Operations/Lifecycle)</i> <i>Request to recalibrate non-intrusive detectors due to construction (complete under Group - Operations/Lifecycle)</i>
Backup Power Failure	All issues related to generators or uninterruptible power supplies (UPS), including batteries.
Equipment Failure	Removal and replacement of defective or inoperable equipment/component, which may include cables and wire (e.g. network cable, power cable, loops, etc.)
	Faulty port on equipment or network switch that is resolved once network cable is changed to a different port.
	<i>EXCLUSIONS:</i> <i>Backup Power system components</i> <i>Solar Power system components</i>
Equipment Locked	Equipment (controller, modem, switch, CCTV camera, etc.) requiring a power cycle/reboot/reset to resolve a communication or performance issue, whether completed remotely or in the field
Fiber	Any WisDOT-managed fiber-related repair or issue; such as cleaning or re-terminating a fiber end, replacing a fiber jumper, and/or changing to an unused port on a fiber patch panel
Knockdown	Response and/or repair to site damage from a knockdown
	Damage or misalignment of equipment caused by snow plow, lawn mower, or other vehicle
Lightning Damage	Equipment damage or outage caused by suspected or confirmed lightning
Network	3rd party (non-WisDOT) fiber issue
	Server reset or other system/software related issue that TAPCO does not have permissions/access to address (INOC, BITS, Teleste, ATMS, etc.)
	Cellular service outage
	Firewall issue
No Trouble Found	Site or equipment found to be locally operational/functional; no onsite issues found
	Work order canceled prior to dispatch; no onsite troubleshooting necessary
Power Failure	Issue with electrical service
	Tripped breaker, tripped GFI outlet, or blown fuse
	Power cable(s) found to be disconnected, or loose at termination point(s)
	<i>EXCLUSIONS:</i> <i>Backup Power system components</i> <i>Solar Power system components</i>
Rodent Damage	Damage found to cables or other equipment caused by rodent infestation; typically causes loss of communication to site or specific equipment.
	Includes vermin/pests/insects (e.g. mice, bees, ants)
Solar Power	All issues related to any component of the solar power system (solar panels, solar controller, solar batteries, etc.)
	Clearing snow from solar panels
Vandalism	Physical damage to site caused by suspected vandalism
	Misalignment of equipment that cannot be attributed to vehicular traffic, wind, snow, etc.
	Theft or defacement of cabinet/equipment
Weather	Damage or misalignment to a site or equipment caused by wind, storm, flooding, or other elements
	Freeze/thaw damage
	Clearing snow or debris from equipment
	Cleaning dirty camera domes (includes insect in camera dome)
	<i>EXCLUSIONS:</i> <i>Lightning Damage</i> <i>Clearing snow from solar panels</i>

** Enter Problem Found on Details tab