Service Request

Field Application

• Built on Esri® ArcPad® technology, versions 7.1.1, 8.0 SP4 or 10 required

• Includes standard ArcPad functionality for map navigation

• Works with any GPS receiver supported by ArcPad (fully supported on selected Juniper Systems and Trimble hardware)

• Simplified ArcPad interface with mosquito service request tools

• View and update assigned service requests

- View and sort by status, priority, work zone, and distance from GPS

- View all service request details

- Update service request status after tasks have been completed

- Place service requests on the map using GPS or stylus

• Access to standard ArcPad map tools

- Standard ArcPad Tools: Zoom In, Zoom Out, Fixed Zoon In, Fixed Zoom Out, Zoom Full Extent, Zoom Next/Previous, GPS Preferences and Position Window, Rotate Map, Clear MapRotation, Identify, Measure, Radial Measure and Map Refresh.

• Use your own GIS base map data if you have it (e.g. Zone Boundaries, Roads, Parcels, etc.) or use freely available GIS base map data

Desktop Application

• Built on Esri® ArcGIS® 10.0

• Service Request Manager Application

• Use standard ArcGIS Desktop tools for editing, map and data exploration, cartography, map book creation, querying, and analysis

• Ability to create relevant interactive map for use in the Mobile Application

- Add user specific GIS base map data such as streets and parcels

• Ability to view service request locations

- Geo-coded service requests using locator service of your choice or by manually placing on map

- Service request "tree" browsable by request status, zone, and geocoding status

- Identify trends and problem areas

- Filter map view by date and problem target

• Supervisory Tools to define mobile application configuration

- Configure pick lists for employees, supervisors, problem targets and field notes

- Define zone layer

- Define locator service for geocoding

Standalone Web-based desktop application*

- Enter service request details (date/time of request, resident/caller, priority, assignee, type) and location address

- Query based on caller details, date range, request status (open, assigned, pending review, closed) priority

* Additional Requirements for Service Request Module

• Microsoft® SQL Server 2008 Express Edition with Management Tools – free software available for download from www.microsoft.com that provides a storage location for Service Request data.

• Microsoft Windows Internet Information Services – Windows components that must be enabled for the Service Request Web application

* ASP .NET AJAX Extension

* Static IP Address (e.g. Web Server)

- View, export, or print report data

- Generate status report

- Generate follow-up report to ensure customer satisfaction

DataLink™ GIS

• Electronic Data Solutions Application

• Synchronize data automatically from unlimited mobile devices

- Support for multiple applications (Adulticide, Larvicide, Surveillance, Service Request, etc.)

• Merge new data from Mobile Application with the existing central data repository (Access or SQL Server)

• Centralized application logging

System Components

Sentinel GIS is compatible with and fully tested on the following hardware: –

- Juniper Systems® Archer Ultra-Rugged Field PC
- Juniper Systems® Mesa
- Trimble®'s Juno SB/SC
- Trimble®'s Nomad 900 G
- Trimble®'s Yuma
- MobileDemand®'s T7000 Tablet

NOTE: Sentinel Adulticiding requires a 9-pin RS-232 connection. The Trimble Juno SB/SC is not compatible with Adulticiding.

NOTE: Other mobile devices that are compatible with ArcPad may be used with Sentinel. The hardware must be sent in to Electronic Data Solutions for testing and certification to be fully supported, and an annual support agreement must be purchased for the hardware to be supported.

Microsoft® ActiveSync or Mobile Device Center – free software available for download from www.microsoft.com (search for ActiveSync) that enables a mobile device to connect to a desktop PC. ActiveSync must be installed on each PC that will be connected with mobile devices. Version 4.5 is recommended. Windows 7 uses the Mobile Device Center rather than ActiveSync technology.

DataLink GIS – Automatic synchronization software that supports unlimited mobile devices. Receives and processes GIS data collected in the field, sends needed configuration files and GIS data to mobile devices. One license of DataLink GIS would be needed per organization, per physical site.

ArcPad software – Whatever the mobile data collection hardware may be, Esri ArcPad 7.1.1, 8.0 SP4 or 10 software provides the basis for field data collection. One license of ArcPad software is needed for each mobile collection device.

ArcGIS Desktop 10.0 –
Standard desktop GIS for manipulating and analyzing GIS data collected in the field. One license of ArcGIS Desktop would be needed for each PC that will be used to analyze or work with GIS data.

Sentinel GIS: Service Request Supervisory Tools – Specialized tools for configuration are packaged as a customized toolbar that displays in ArcMap™.

Sentinel GIS: Service Request Web Application – Web browser application for creating, editing, searching, and creating reports for service requests. Does not require any specialized software (tested in Internet Explorer and Google Chrome)

Sentinel GIS: Service Request ArcPad toolbars – Specialized tools for tracking field activities, recording actions taken, and exploring map data are packaged as a customized toolbar that displays in ArcPad.

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