FIBER BUILD PROJECT MANAGEMENT
User Guide

Created for Consolidated Communications

Consolidated communications

WIRELESS inSight

User Guide

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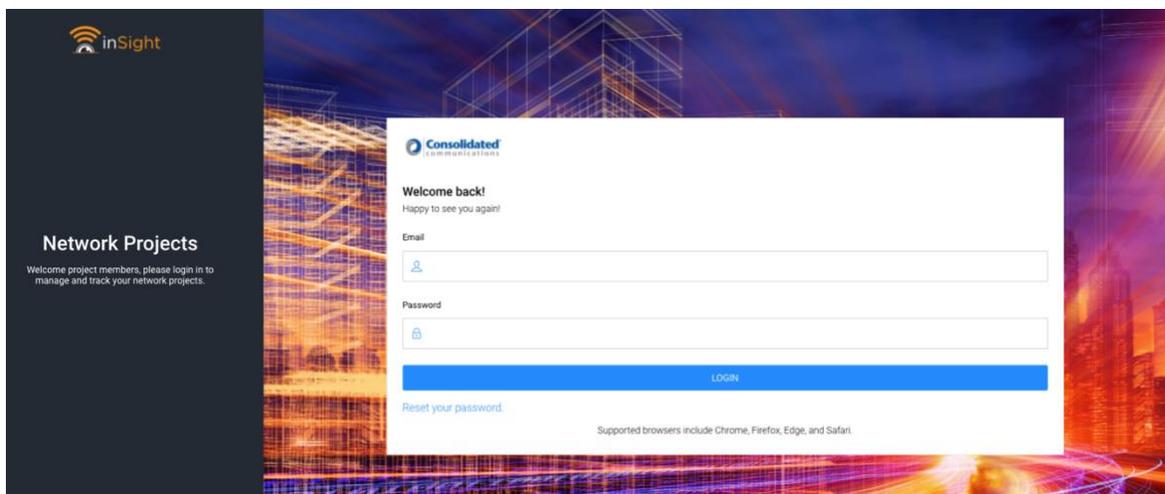# Application Access

T O access the system please use one of the supported browsers below from your computer or tablet. The preferred browser is **Google Chrome**. This application was developed as a hosted platform to help manage the buildout stages for delivering fiber optics. As a hosted solution the system is accessible anywhere, anytime.

If you do not have access, then contact the system administrator to the application. A welcome email will be sent to you with a link to initialize your password. If you do not see the email, then please check your junk folder.

- URL is https://www.insight-cci.com/

- Login id is your email address.

- Password must have a minimum of 7 characters.

- Supported browsers include Google Chrome, Firefox, Edge, and Safari.

Application Layout

3. Special navigational links to help jump to a particular schedule.

4. Use the Log Out before closing the browser.

5. Project filter will appear on all pages.

2. Click down arrow to expand or contract the schedule

6. Toggle to view open or closed projects.

7. Add notes to help explain status. When adding a note user can set the color to Red, Amber, or Green.

1. Menu, based on your access the menu may look different.

8. Popup menu for additional functions for the row.

9. Click to open the add task window.

10. Task start date can be set by clicking on the 'Select Date' box or the system will set this automatically when entering a % Complete the first time.

Wire Center Components

Project Filters
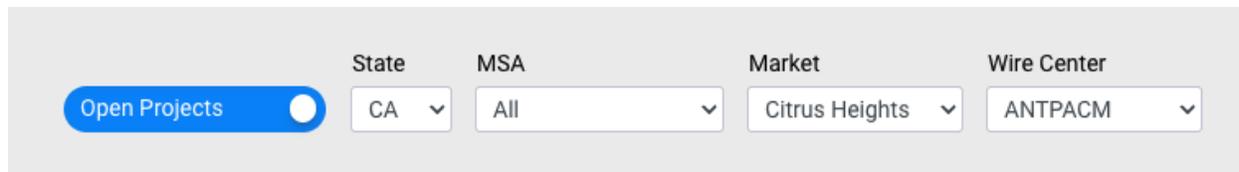
Across all pages the above criteria will help filter project schedules, tasks, reports and even project related documents down to the wire center. Please note if 'All' is selected in any of the criteria then this could slow down the page refreshing.

The filter has a left-to-right hierarchy: **State** > **MSA** > **Market** > **Wire Center**. For example, the valid values listed in the MSA dropdown will be based on the state, valid values listed in the Market dropdown will depend on the State and MSA, and the values subsequently seen in the Wire Center dropdown will be based on the State, MSA, and Market selected.

Navigating

The system is designed to provide several natural ways to navigate around the projects.

1. From the **project summary** page, click on a row

   - Based on the row selected the project filters will prepopulate with values
   - The project schedules will list

2. **Menu** items listed on the left will navigate/open that window directly (explanation found on the next page).

2. From the **marketing summary** page click on the awareness box or marketing direct cell. This will navigate and open the applicable marketing page (marketing awareness or marketing direct window).
3. When viewing the core upgrade tasks, clicking on a specific wire center name in column 2 will navigate to the project schedules page, listing all engineering and build schedules for that wire center.
4. At the top of project schedules window there are navigation boxes to quickly jump you to that schedule (Engineering, Construction, Splicing, Testing, CO Turn Up, Provisioning, and FPC).

The application menu on the left will display functionality based on your access level. Contact your application admin if you do not see a needed menu item. All available menu items available as of this publication are listed below:

Menu Item	Brief description
Project Summary	All Wire Center projects will be listed based on the common filter criteria. On this page you can add new wire center projects in addition to editing existing wire centers. This page is also used to navigate to a specific wire center, to access the other menu items listed below.
Project Schedules	When a wire center project is selected from the project summary page, the system will navigate and open all of the project schedules for the selected wire center: Engineering, Construction, Splicing, Testing, CO Turn Up, Provisioning, and FPC.
Core Upgrades	Core upgrades are CO tasks which are linked across multiple wire centers. The core upgrade task can be managed once on this page and status changes will be reflected automatically in each wire center's project schedule.
Marketing Summary	High-level list of the marketing plans based on the filter criteria. From here there's a link to view the detail awareness tasks and the direct marketing tactics.
Marketing Awareness	List all awareness tactics and status.
Marketing Direct	List all direct marketing initiatives and status.
Documents	View and upload project documents associated with a wire center.
User Credentials	Page to view and manage users with access to the system.
Contracting Firms	Setup contracting firms. Users flagged as a contractor need to be associated with a firm within the application.
Reports	All project status reports are listed here.

Project Hierarchy

1. A project administrator will create a new **Wire Center** project from the project summary page. When this is saved the system will auto-generate the engineering tasks from a template and a set of marketing awareness tasks also from a template.

2. Next the project administrator will create one or more **FDHs** within the wire center. The system will auto-generate tasks for each FDH created: construction, splicing, testing, provisioning, and FPC. The system will also auto-generate direct marketing tactics from a template for each FDH.

Please note the templates are found in the appendix.
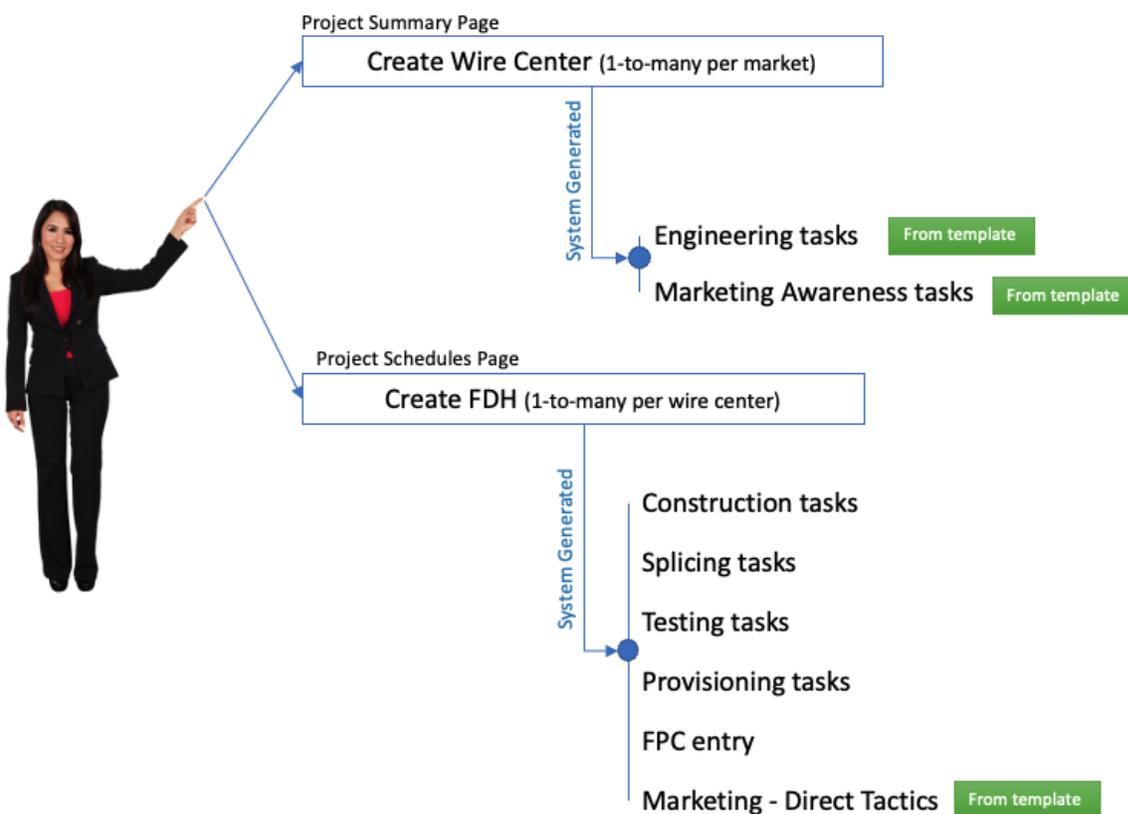
Project Summary Page

This is the default first page to open when you log into the application. Modify the filters at the top to find the wire center projects. Clicking on a row will navigate you to the view/modify the project schedules.

1. **Add Wire Center**

   From the **project summary** page select the large horizontal add wire center button. You can edit an existing wire center by selecting the pencil icon.

2. **Project alert preferences.**

   Any person with access to the application can setup their own project alerts for a wire center. Alert emails are sent out overnight.

3. **Contractor access settings.**

   Contractors will not have access to update a project until the admin grants access for their contracting firm name.

Creating Wire Centers

When creating a new wire center project, the system will populate default values.

Default values:

- Aerial Miles: **0.95 miles per day**
- Underground Miles: **0.25 miles per day**
- Test Days: **14 days**
- CO Turn Up Days: **45 days**
- Target Factor: **25%**
- Project Start Year: **Current year**
- FPC Dates: **Manually calculated**

Report only fields:

- Project Start Year
- Market Construction Start Date

Project Complete checkbox:

If this box is checked, then the wire center project will no longer be listed as an open project. Use the toggle (shown below) to switch views between open and closed projects (found with the common filters).

Wire Center Calculations

Aerial miles/day **Underground miles/day** **Target Factor**	All 3 fields are used to calculate the Construction Target Date: ((TotalMilesRequired * PercentAerial/100))/(AerialMilesPerDay) + (TotalMilesRequired * ((100-PercentAerial)/100)) / (UndergroundMilesPerDay)) * (*Target Factor*)
Test days	Value is used to calculate <u>Testing Target Date</u> = Start Date + *Test Days*
CO task days	Value is used to calculate <u>CO Turnup Target Date</u> = CO Actual Start Date + *CO Task Days*

Project Schedules

When an FDH is added to a wire center project, a row is added to the following project schedules: Construction, Splicing, Testing, FPC. A complete Direct Marketing plan is generated for the FDH. Engineering and CO Turn Up tasks are created and managed across the wire center; they are not directly linked with a single FDH.

Engineering

As noted earlier the Engineering Tasks are created by the system automatically from a stored template for each new Wire Center. Checkout the Engineering Template in the appendix.

User can perform the following actions to update the Engineering work:

- In addition to the initial set of tasks generated by the system the user can add a new task.

- Start Date can be set manually, or the system will set the start date when % Complete is first entered. Start date cannot be changed once the task has started.

- Update % Complete.

- Complete Date is only set by the system when the task is set to 100% Complete.

Adding FDH

Work conducted by engineering for the wire center will lay the groundwork for the necessary construction work orders. At this time someone will begin adding FDH entries in the application to support the project. The application is designed to build the schedules with minimal data entry.

The display here shows the FDH add window. A few fields require some additional explanation:

Start Date is not required. Until a start date is entered the user cannot update the % Complete in Splicing, Testing, and Provisioning because their target start dates are dependent on the construction start date.

Several fields are used for reporting purposes only, (no formula or calculation):

- Total homes Passed
- RDOF Homes Passed
- Buried Homes Passed
- Buried Homes Passed Completed
- Buried Homes Passed No Access
- FPC QTR

Bypass testing, if checked, indicates that testing is not required. Testing status will not be factored into the total build status on the project summary page.

Material tracking, if checked, requires entering material when updating the status for construction and splicing.

System Generated Schedules

After FDH is created, at some point the construction will start for each FDH. Establishing the start date will trigger the system to generate target dates and set start dates for all schedules. The graph and table below illustrate the logic and dependencies (using April 12th as construction start date).

Stage	Start Date	Logic	Target Date
Construction	April 12	Add workdays needed for aerial and underground	April 20
Splicing	April 20	Add workdays needed for aerial and underground	April 28
Testing	April 28	Add testing workdays needed (during setup, default 14 days)	May 18
Provisioning	April 12	Start date = construction start date, target date = FPC – 1 workday	May 17
FPC	N/A	Initial FPC Target date determined using latest target date from above schedules	May 18
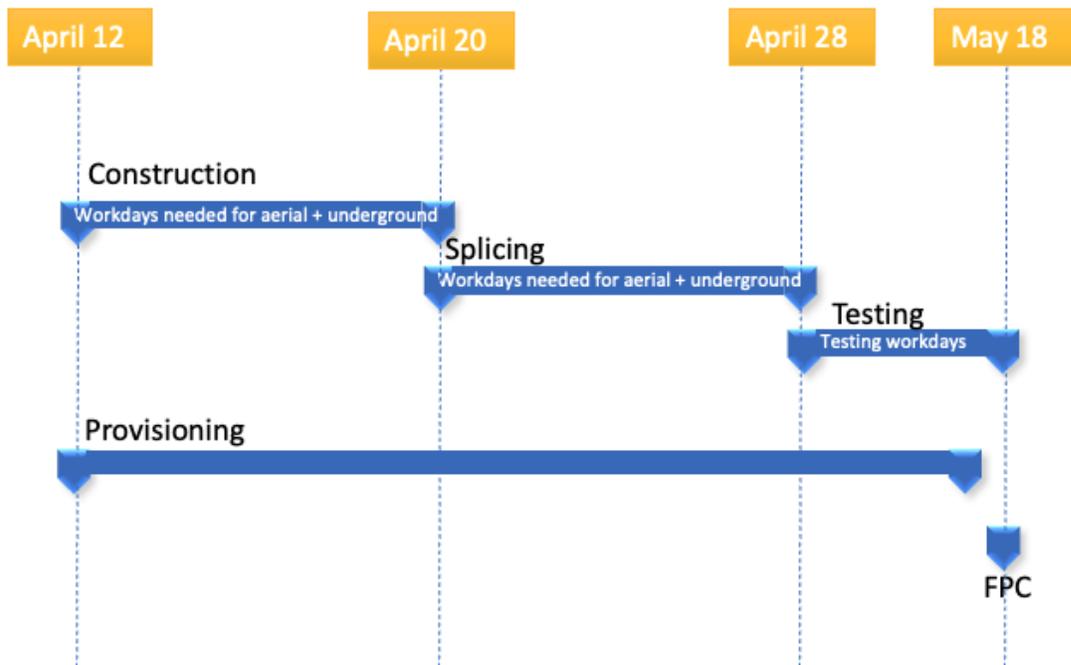
Start Dates

The construction start date can be set explicitly by clicking the 'Select Date' box. Alternatively, the start date will be set to today the first time updating the % Complete value. When the project admin sets the start date the system will then calculate all target dates are start dates for all schedules (see prior page).

% Complete

To record status updates for the schedules the project administrator will click on the % Complete cell for an FDH. Some schedules require updating the progress for subtasks or entering material if material tracking was set on. Regardless of what is required, the % Complete value will display for that FDH task. When the work is 100% complete then the status will show as complete.

Actual Complete Dates

The project administrator can enter an actual complete date if necessary. The following common rules apply.

- o the entered date must be **<= today's date and > start date**
- o this will mark this task as 100% complete
- o When the complete date is set the letter to the right of the complete date will change from 'T' (for Target Date) to 'A' (for Actual Date)

Material Tracking

Material is tracked at the FDH level for the construction and splicing stages. Activating/deactivating Material Tracking is managed on the FDH properties popup window.

1. Add a new FDH.

2. Edit the properties for an existing/active FDH.

3. Default FDH values, currently set for all new FDHs in Maine, NH, and VT.

If FDH is in blue, then material tracking is 'on' for the FDH

New icon is visible to indicate material tracking is required for the FDH. If this icon is blue, then material was entered.

Click the menu icon to edit FDH properties where you can turn on/off material tracking.

Material Tracking for Construction

When FDH **material tracking is on** then the window shown here will appear when updating the construction status. Total Footage Completed will be calculated based on total reel footage.

% Complete is also calculated by the system when material tracking is on.

Construction Status | close

CAPE COD, MA
Market: CAPE COD
Wire Center: SAGAMORE
FDH CLLI: CLLI 01
FDH: FDH 01

Total Footage Completed	0	(0 Miles)

Completed to-date	0 Foot	(0 Miles)
Required distance	32,320 Feet	(6.12 Miles)
Date started		
Target complete date		

0% complete

Reels:

Reel #	Cable Size	Start footage	Stop footage	Total footage

Splitters:

Size	Quantity

FDH:

Type	Size	Quantity

Click to mark complete | Save

When material tracking is off then this window will display when updating the construction status.

When updating total footage in this window the system will calculate miles completed and % completed.

Please note, when selecting the complete button, the total footage will be updated to match the required distance and the % complete will be set to 100%. Once marked complete it cannot be undone.

Construction Status   close ☒

CAPE COD, MA
Market: CAPE COD
Wire Center: SAGAMORE
FDH CLLI: 456 WO
FDH: XYZZ

Total Footage Completed   0   (0 Miles)

Completed to-date   0 Foot   (0 Miles)
Required distance   52,342 Feet   (9.91 Miles)
Date started
Target complete date

0% complete

Click to mark complete   Save

Material Tracking for Splicing

The following window will appear when tracking FDH splicing material.

Splicing Status   close ☒

CAPE COD, MA
Market: CAPE COD
Wire Center: SAGAMORE
FDH CLLI: 456 WO
FDH: XYZZ

% Complete   65

Splice Closure   Quantity

FOSC 450D ∨   100

Terminal   Quantity

12 Port ∨   800

OTE   Quantity

6 Port ∨   35

Save

Additional Features

Alert Preferences

Each person with access to the application can setup their own project alerts for the wire center build. Alerts are sent out in the evening during the overnight batch.

My Project Alerts   close ❌

Roseville, CA

Wire Center   GRBACA04

[Set-All]   [Clear-All]

☐ FDH construction begins

☐ Days before FPC date   0   Days

☐ FPC reaches 100% complete

☐ FPC quarter changes

☐ E-WO changes

☐ FPC date changes manually

☐ Testing is 100% complete

☐ CO task is 100% complete

☐ Construction completed with material

☐ Splicing completed with material

Automated alerts will be sent out nightly via email

[Save]

Contractor Access

Assign Contractors to Wire Center APLCFLXA   close ❌

Contracting Firm	Construction	Splicing	Testing	CO Turn Up
Advantage	☐	☐	☐	☐
CCI	☐	☐	☐	☐
CCI Systems	☐	☐	☐	☐
CS	☐	☐	☐	☐
Eustis	☐	☐	☐	☐
Gridiorn	☐	☐	☐	☐
J&L	☐	☐	☐	☐
JBC	☐	☐	☐	☐
KGP	☐	☐	☐	☐
Mirra Co.	☐	☐	☐	☐
Phoenix	☐	☐	☐	☐

Users linked with a contracting firm will not have access to the project schedules unless the system administrator checks off the applicable boxes.   This is set at each wire center level.

Custom Sort Order

Sorting FDH has a default sort where the first FDH rows are listed at the top and the last one is listed at the bottom. To modify the sort order there are a few icons listed in the heading row.   See image below for an explanation of how to show the sort-column and then make a change. The sort order will propagate to the other project schedules.

FTP Reports
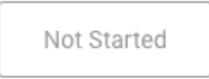
During the nightly cycle a process will generate the following reports and store them in an FTP folder. This occurs daily at 12:30 AM.

Status Boxes

Each task on a schedule has a status box that indicates if that task is not-started, on-time, complete, delayed, or at risk. The following explains how the system determines the status. Please note that the size of the project is helpful when looking at the At-Risk and On-Time status criteria. For this application, <u>a small project is defined as having total construction miles less than 5 miles</u>, otherwise the project is considered a large project.

Status Value	Criteria	
Complete	When the task is 100% Complete	
Not Started	Not started will show until the work is started unless the task is delayed or at risk.	
Delayed	When work was targeted to complete before today.	
At Risk	For small projects, if % Complete < 30% and days remaining is < 3	For large projects, if % Complete < 75% and days remaining is < 11 days
On Time	For small projects, if % Complete >= 30% or days remaining is > 2	For large projects, if % Complete >= 75% or days remaining is > 10

Project Notes

Notes can be easily viewed and entered on any schedule. The message icon on the far left will open a popup window to view notes across all build schedules (construction, splicing, testing, …). When entering a note, the user can also set a RAG color (**R**ed=alert, **A**mber = warning, and **G**reen = positive or neutral message).

Mini Task Menu

≡ When viewing the project schedules, including the engineering tasks, the second column contains an icon. When clicked a small menu will open to list functions relative to that schedule.

Example of the mini menu.

Engineering	• Engineering Parameters • Engineering Notes • History Log
Construction	• FDH Parameters • Project Notes • History Log
Splicing	• Project Notes • History Log
Testing	• Project Notes • History Log • Test Documents
CO Turn Up	• CO Turn Up Parameters • CO Turn Up Notes • History Log
Provisioning	• Project Notes • History Log
FPC	• Project Notes • History Log
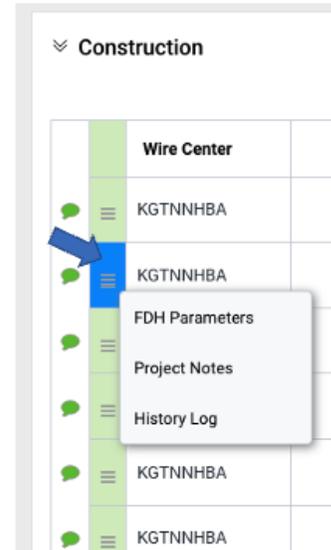
Special Construction Column

On the construction schedule there's a column icon that allows the user to swap views in the same column, switching between the FPC Quarter value (entered during FPC setup) and miles completed.

Appendix

Engineering Template

For each new wire center added to a market, the system will auto-generate the engineering tasks using the following table.

Task Name
CO Engineered
CO PS Approvals & Released to Ops
OSP Engineered
OSP PS Approvals & Released to Ops
Prints
Service Address List

Marketing Awareness Template

For each new wire center added to a market, the system will auto-generate the marketing awareness tasks using the following table.

Category	Details	RFS Days
Broadcast TV	N/A	-70
Community / Chamber Groundbreaking Events	N/A	-70
Digital	Town-Specific Website Landing Page	-70
Digital - Owned / Organic Social Media Posts	Groundbreaking	-70
Digital - Owned / Organic Social Media Posts	Fiber Construction	-70
Digital - Owned / Organic Social Media Posts	Splicing	-70
Print	Town Flyer	-70
Print	The Keene Sentinel (Its Coming)	-63
Out of Home	Yard Signs	-42
Out of Home	Vehicle Magnets	-42
Digital	Streaming Audio	-35
Digital	YouTube	-35
Digital	Display (Behavioral, Retargeting, Geo-fencing, geo-farming)	-35
Digital	Social Advertising (FB, IG) Including Social Conquest	-35
Digital - Owned / Organic Social Media Posts	Testing	-35
Out of Home	Digital OOH (Video Screens at Gas Stations, Grocery Stores, Etc.)	-35
Outbound Telemarketing	Pre-Orders	-35

Press Release	Announce Pre-sales	-35
Digital - Owned / Organic Social Media Posts	Pre-Orders	-28
Print	The Keene Sentinel (Pre-Enroll)	-28
Digital	Over the Top (OOT) Streaming Video	0
Digital - Owned / Organic Social Media Posts	Ready for Sale	0
Out of Home	Gas Pump Toppers	0
Out of Home	Convenience Store Posters	0
Out of Home	Pizza Boxes	0
Out of Home	Indoor Posters (Restaurants, etc.)	0
Print	The Keene Sentinel (RFS)	0

Direct Marketing Template

For each new FDH added to a wire center, the system will auto-generate the following direct marketing tactics using the following table.

Category	Details	RFS Days
Direct Mail	Groundbreaking announcement that fiber Internet is coming to your town (postcard)	-63
Digital - Email Blast (Purchased List) / Email Newsletter (Opt-in)	Announcement that fiber Internet is coming to your town	-56
Out of Home	Door Hanging (Pre-Enroll)	-35
Direct Mail	Announcement that fiber is 30 days out from being available in your town (postcard)	-28
Digital - Email Blast (Purchased List) / Email Newsletter (Opt-in)	Announcement that fiber is 30 days out from being available in your town	-21
Direct Mail	Announcement that Fiber is now available in your town (self-mailer)	0
Out of Home	Door Hanging (RFS)	0
Outbound Telemarketing	Ready for Sale	0
Digital - Email Blast (Purchased List) / Email Newsletter (Opt-in)	Announcement that Fiber is now available in your town	7
Direct Mail	Announcement that Fiber is now available in your town (messaging appeal #	28
Digital - Email Blast (Purchased List) / Email Newsletter (Opt-in)	Announcement that Fiber is now available in your town (messaging appeal #	35
Direct Mail	Announcement that Fiber is now available in your town (messaging appeal #	63

Digital - Email Blast (Purchased List) / Email Newsletter (Opt-in)	Announcement that Fiber is now available in your town (messaging appeal #	70
Direct Mail	Announcement that Fiber is now available in your town (messaging appeal #	98
Digital - Email Blast (Purchased List) / Email Newsletter (Opt-in)	Announcement that Fiber is now available in your town (messaging appeal #	105
Direct Mail	Announcement that Fiber is now available in your town (messaging appeal #	133
Digital - Email Blast (Purchased List) / Email Newsletter (Opt-in)	Announcement that Fiber is now available in your town (messaging appeal #	140