GRID PROTECTION ALLIANCE

User's Group

openXDA PQDashboard openSEE
openMIC TrenDAP miMD
Power Quality Digest SEBrowser System Center

openXDA
eXtensible Disturbance Analytics

GPA Upgrades, Improvements, and Resolutions

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Utility Challenges

- Project Management
  - Hired additional staff
  - Created a single point of contact for support and project management
  - Improved Code Control
- Application Improvements
  - Improved UI
  - Simplified commonly used workflows
  - Fixed bugs
  - Performance improvements
- Support Procedures
  - Updated 24/7 support procedures
  - Support portal
- Documentation
  - Develop extensive user documentation
  - Develop tutorials
  - Focus on training

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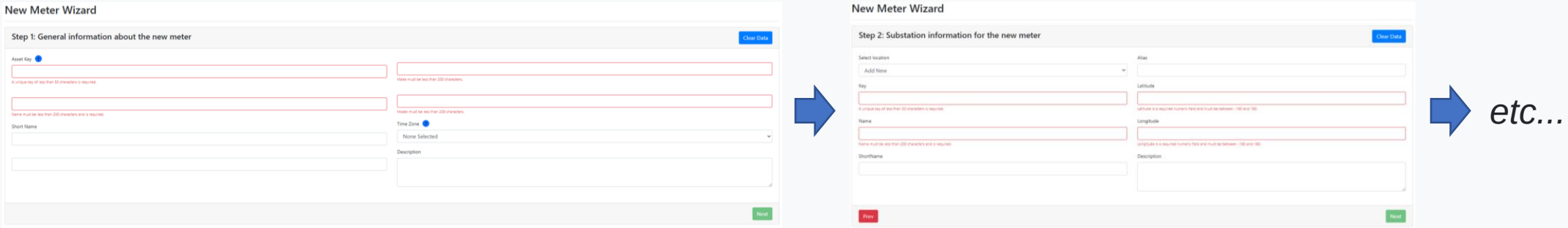
Application Improvements

openXDA
eXtensible Disturbance Analytics

- Workflow and UI improvements
  - New Meter Wizard, for example



- Addressed 100+ bugs and UI fixes in beta
- 117 outstanding tickets as of 9/26 to be completed before full release
  - Dedicated full-time staff to address

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Code Control

- Added usability testing before deployments
  - Common Workflows
  - Regression testing
- Improved internal processes
  - Additional code review
  - Better version management

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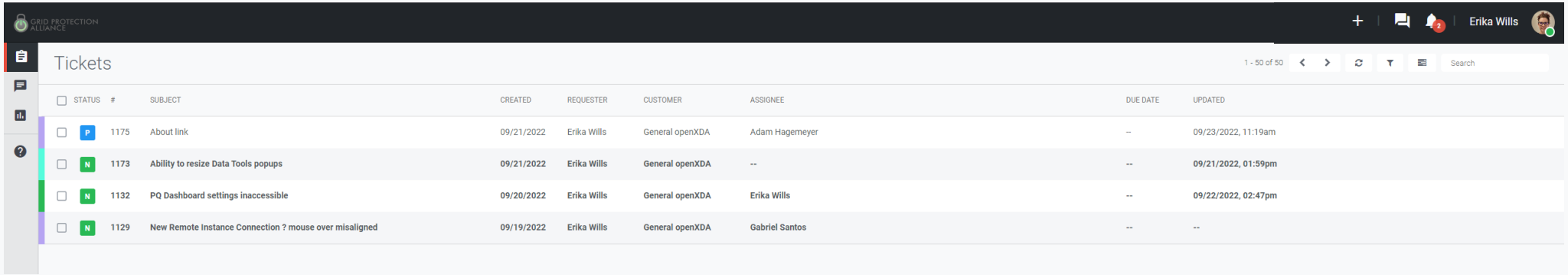
Support Ticketing System

- Allows GPA maintenance agreement customers to view, submit, and track the status of their issues and requests
  - Functionality to export tickets to CSV files
- Keeps GPA staff organized and on task
- Began rolling out customer logins this month with more to follow



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October 2022

RE: **New Support Ticketing Site**

GPA has implemented a new support ticketing system for our Maintenance Agreement customers to submit new support tickets and view open and completed tickets. This site will allow us to better serve you by collecting support tickets in a central location for tracking by both GPA and your organization. Your organization's tickets will stay private between GPA and your authorized employees. We will use this platform to keep your issues and enhancements a top priority and provide transparency in the update process.
Additionally, we have implemented the ability to export reports of your organization's tickets to a .csv file for internal uses.

Current methods to get support are:

- New ticketing site: https://support.gridprotectionalliance.org/
- Email: support@gridprotectionalliance.org
- Phone: +1 (423) 206-9982

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Annual Product Maintenance

Current Products Supported by an Annual Maintenance Agreement

	Product		24x7 Support	Agreement Expiration
PQ Tools	Analysis	openXDA EE	X	12/31/2099
		System Center	X	12/31/2099
		miMD	X	12/31/2099
	Data Collection	openMIC EE	X	12/31/2099
	Visualization	PQ Dashboard	X	12/31/2099
		openSEE	X	12/31/2099
		SE Browser	X	12/31/2099
	Interval Data	SPC Tools	X	12/31/2099
		TrenDAP	X	12/31/2099
	PQ Digest		X	12/31/2099
Synchrophasor Tools	openPDC		X	12/31/2099
	SIEGate		X	12/31/2099
	openHistorian		X	12/31/2099

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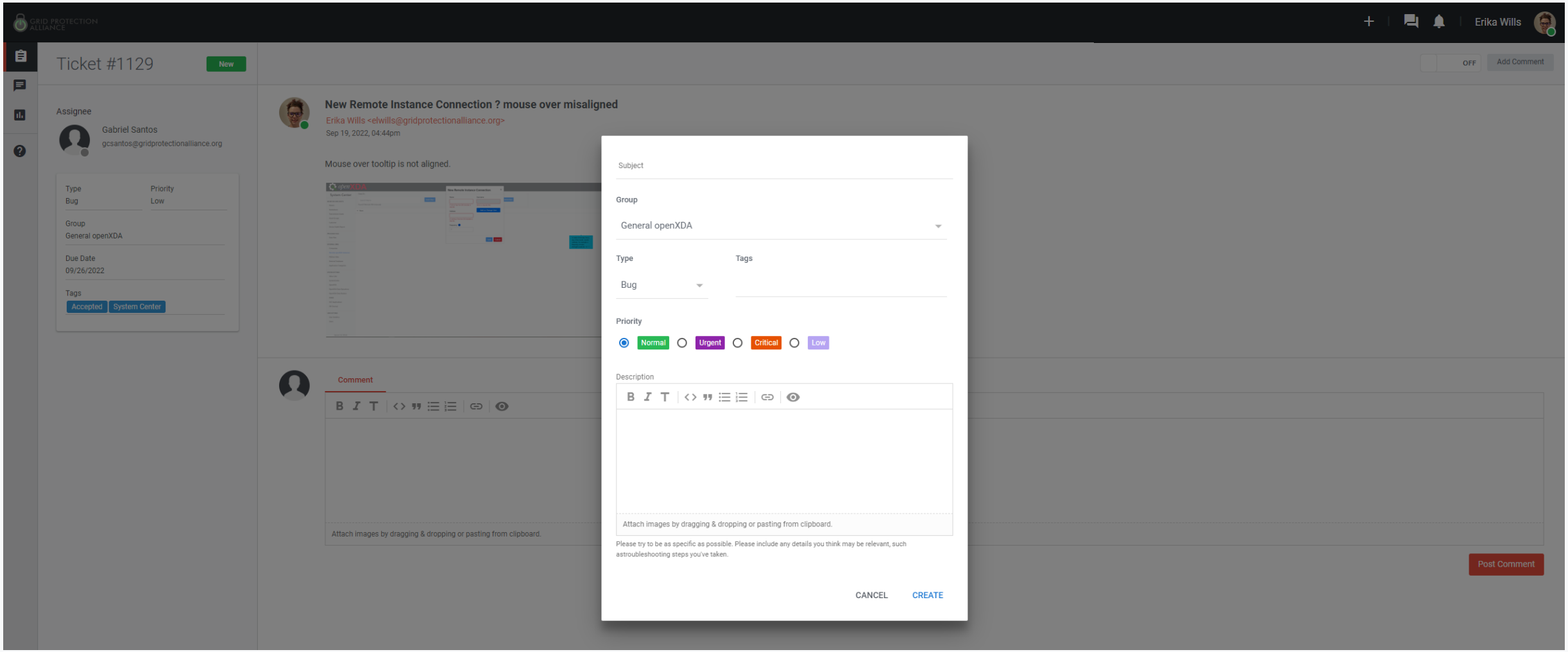

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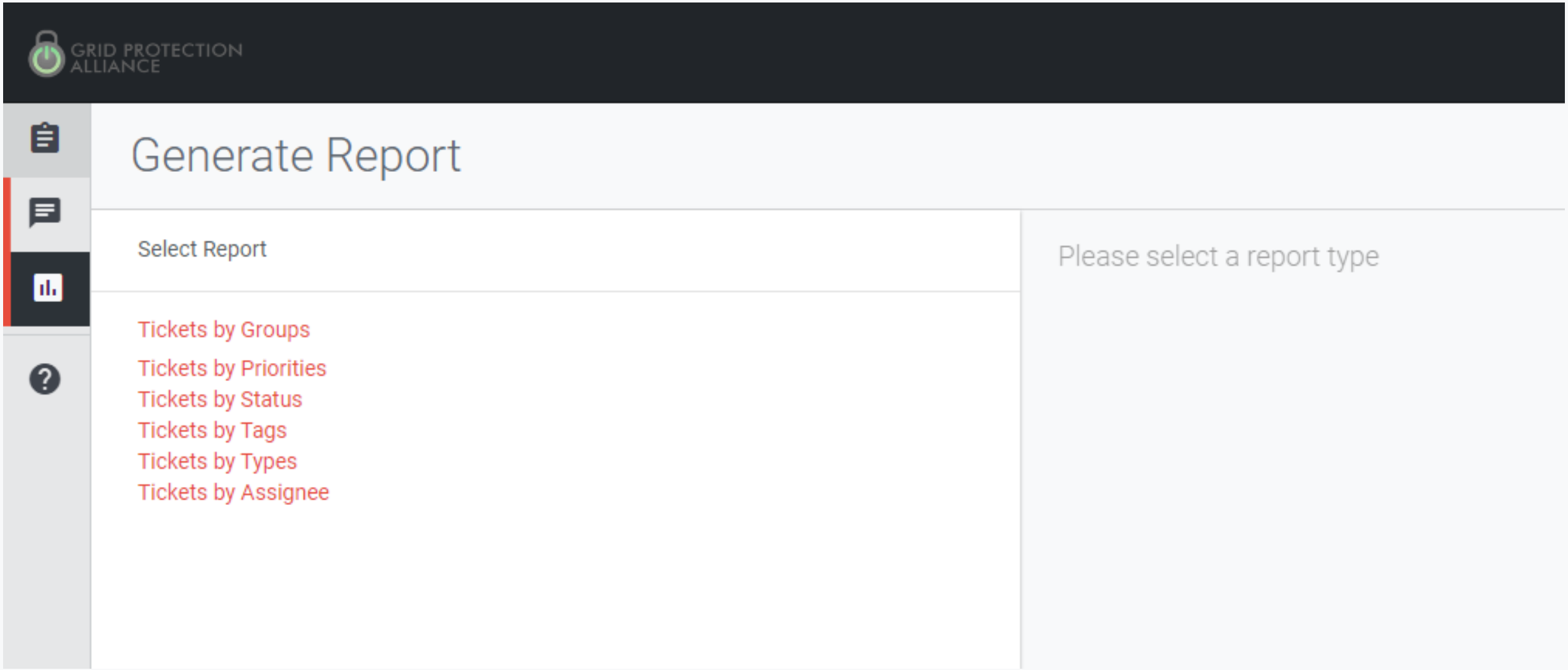

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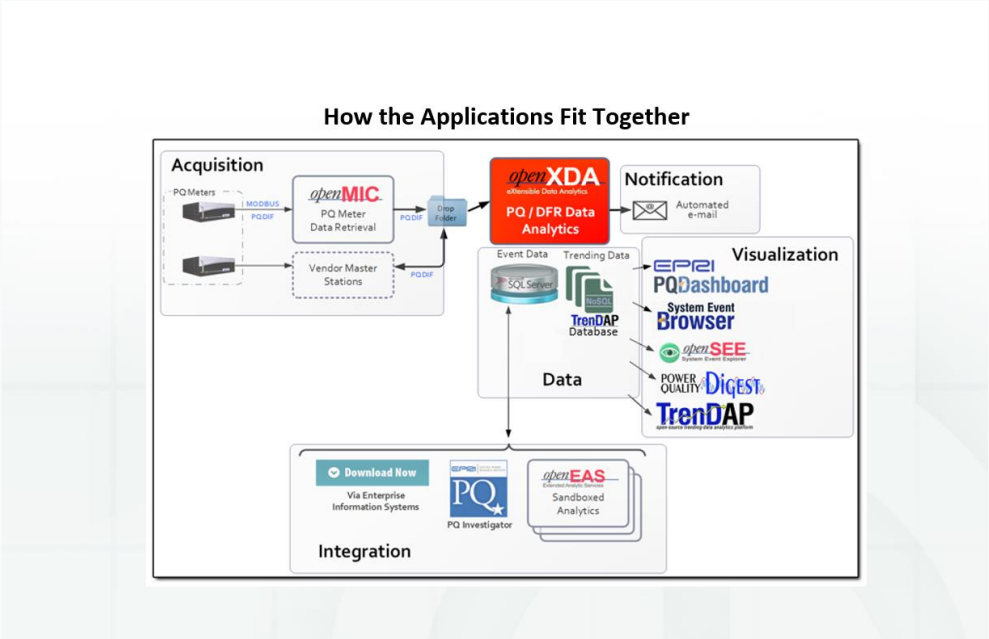
Coming Soon

- New usage documentation
  - Includes training materials and tutorials
  - Available for everyone with a maintenance agreement



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Documentation covers:

- Configuration

System Center
for configuration of GPA's PQ Tool Suite

Statistical Process Control
PQ:SPC
for Interval Data Alarming

Notification Pages
for event and reporting notification subscriptions

- Visualization

PQDashboard

System Event Browser

openSEE
System Event Explorer

TrenDAP
open-source trending-data analytics platform

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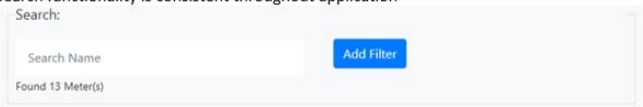
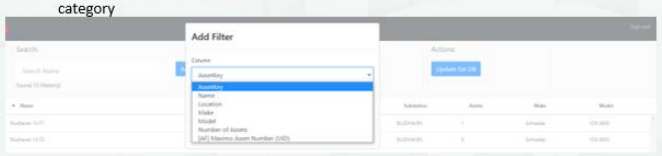
Search

Search functionality is consistent throughout application



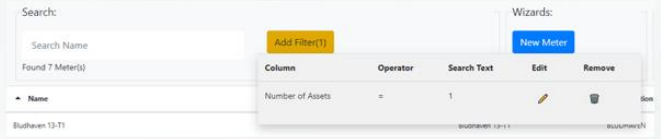
Add Filter

- Filters labeled [AF] are Additional Fields, which can be configured for each System Center category



- Operators are LIKE, =, and NOT LIKE

- Once a filter is added, mouse over of the button shows active filters



Sort

- Click the desired header to sort
- Click device name for details (functionality consistent across application)

Usage

PQ Dashboard

Event Search

Opens SE Browser

Events

Asset Group

- Select Asset Group (top left) to view desired Meters (*editable in System Center > Asset Groups*)

Time Range

- Defaults to 30 days
- Calendar popup always shows two consecutive months (see screen shot below)

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Thank You

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