



GRID
PROTECTION
ALLIANCE

User's Group

openXDA PQDashboard openSEE
openMIC. TrenDAP miMD
POWER QUALITY Digest SE Browser System Center

openXDA
eXtensible Disturbance Analytics



GPA Upgrades, Improvements, and Resolutions

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

Application Improvements



eXtensible Disturbance Analytics

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

A screenshot of the 'New Meter Wizard' Step 1. The title is 'Step 1: General information about the new meter'. It contains several input fields: 'Asset Key' (with a note 'A unique key of up to 50 characters is required'), 'Name' (with a note 'Name must be less than 200 characters'), 'Short Name', 'Time Zone' (with a dropdown menu showing 'None Selected'), and 'Description'. A 'Clear Data' button is in the top right, and a 'Next' button is in the bottom right.A screenshot of the 'New Meter Wizard' Step 2. The title is 'Step 2: Substation information for the new meter'. It contains several input fields: 'Select location' (with a dropdown menu showing 'Add New'), 'Key', 'Name', 'ShortName', 'Altitude', 'Longitude', and 'Description'. A 'Clear Data' button is in the top right, and a 'Next' button is in the bottom right.

etc...

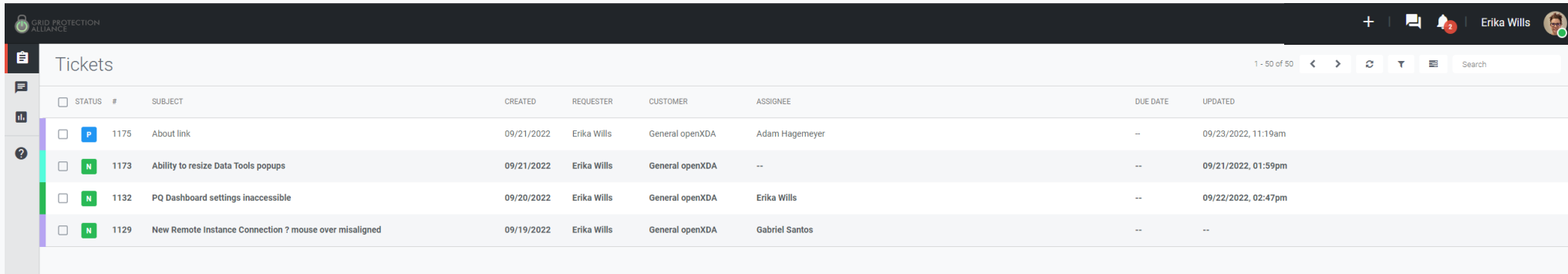
- Addressed 100+ bugs and UI fixes in beta
- 117 outstanding tickets as of 9/26 to be completed before full release
 - Dedicated full-time staff to address

Code Control

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

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



<input type="checkbox"/>	STATUS	#	SUBJECT	CREATED	REQUESTER	CUSTOMER	ASSIGNEE	DUE DATE	UPDATED
<input type="checkbox"/>	P	1175	About link	09/21/2022	Erika Wills	General openXDA	Adam Hagemeyer	--	09/23/2022, 11:19am
<input type="checkbox"/>	N	1173	Ability to resize Data Tools popups	09/21/2022	Erika Wills	General openXDA	--	--	09/21/2022, 01:59pm
<input type="checkbox"/>	N	1132	PQ Dashboard settings inaccessible	09/20/2022	Erika Wills	General openXDA	Erika Wills	--	09/22/2022, 02:47pm
<input type="checkbox"/>	N	1129	New Remote Instance Connection ? mouse over misaligned	09/19/2022	Erika Wills	General openXDA	Gabriel Santos	--	--



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

Grid Protection Alliance, Inc. 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	

Ticket #1129

New

OFF Add Comment

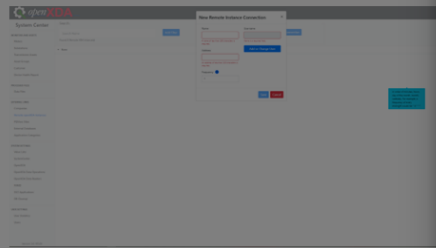
Assignee
Gabriel Santos
gcsantos@gridprotectionalliance.org

Type: Bug
Priority: Low
Group: General openXDA
Due Date: 09/26/2022
Tags: Accepted, System Center

New Remote Instance Connection ? mouse over misaligned

Erika Wills <erikawills@gridprotectionalliance.org>
Sep 19, 2022, 04:44pm

Mouse over tooltip is not aligned.



Comment

B I T < > " ' : : | | | | |

Attach images by dragging & dropping or pasting from clipboard.

Subject
Group: General openXDA
Type: Bug
Priority: Normal (selected), Urgent, Critical, Low
Description: Attach images by dragging & dropping or pasting from clipboard.
Please try to be as specific as possible. Please include any details you think may be relevant, such as troubleshooting steps you've taken.

Post Comment

CANCEL CREATE



Generate Report

Select Report

Tickets by Groups

Tickets by Priorities

Tickets by Status

Tickets by Tags

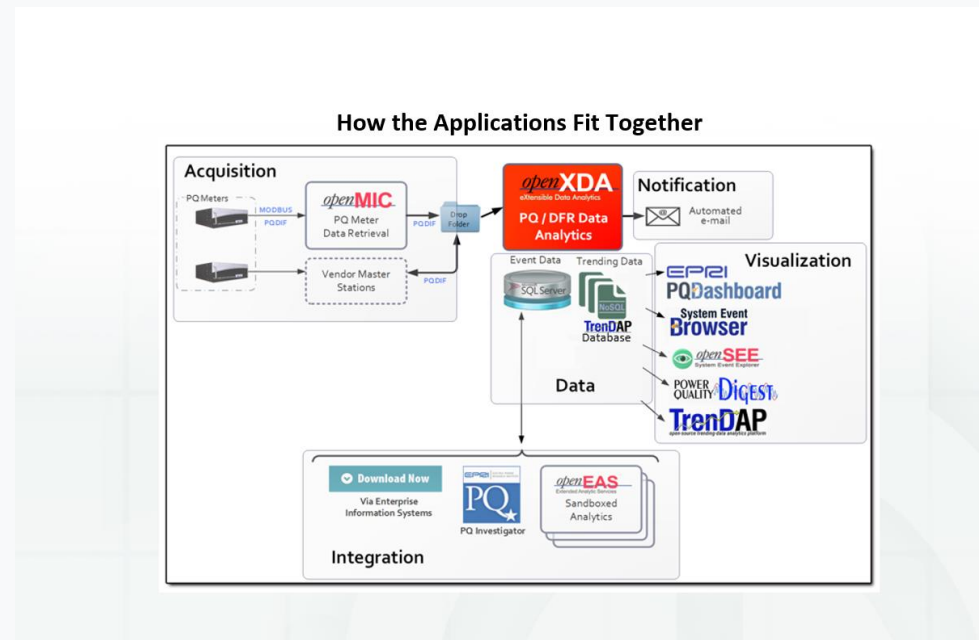
Tickets by Types

Tickets by Assignee

Please select a report type

Coming Soon

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



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

open **SEE**
System Event Explorer

TrenDAP
open-source trending-data analytics platform

Search

Search functionality is consistent throughout application

Search:

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)

Name	City	Substation	Assets	Meters	Meters
Holmes City 2	Holmes City, OH	HOLMES CITY	16	420	80
New City 404	New City 404	NEW CITY	7	420	80
Marietta, OH	Marietta, OH	MARIETTA, OH	4	420	50

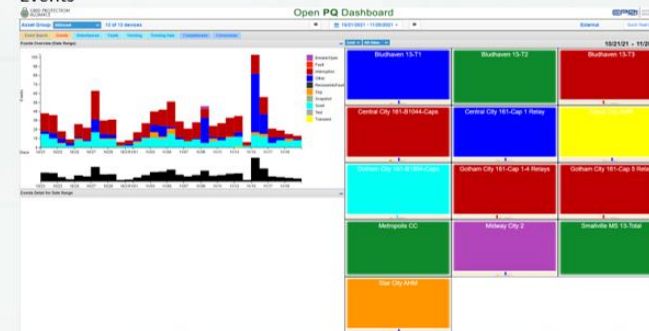
Usage

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)



Thank You



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