Workforce for ArcGIS:
Coordinate your Field Workforce

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Agenda

• How can ArcGIS help in optimizing field operations?
• What is Workforce for ArcGIS?
• Tour Workforce for ArcGIS
• Highlight and provide context on integrated ArcGIS Apps
• Tour Workforce Project Building Experience (app integration)
• Q & A
Optimizing Field Operations With ArcGIS
Workforce for ArcGIS

Dispatcher Assigns Work

Field Workers Receive Assignments

Work as a Team

New!

Field Operations

ArcGIS for Desktop

Workforce for ArcGIS
Field Operations

- ArcGIS for Desktop
- Workforce for ArcGIS
- Navigator for ArcGIS
- App-Link API
- Your Own Maps
Survey123 for ArcGIS

Collector for ArcGIS

ArcGIS for Desktop

Workforce for ArcGIS

Navigator for ArcGIS

Field Operations

Smart Forms
New!
Source Code Available
Real-Time Monitoring
Key Performance Indicators
Next Generation
Field Operations Dashboard

Survey123 for ArcGIS
Collector for ArcGIS

Navigator for ArcGIS

Workforce for ArcGIS
Workforce for ArcGIS | Coordinating field to office workflows

- Field workforce optimization
- Efficiently plan and assign work
- Receive assignments and report status from the field
Demo

Workforce for ArcGIS Tour
Workforce for ArcGIS | Coordinate in the Field

- View and complete work assignments
- Organize your work list
- Receive notifications
- Set your working status
- Add and edit notes
- View referenced attachments
Create new work assignments
- By Geocode
- From features
- Automatically
Assign, re-assign and cancel work
- Individually
- In bulk
Filter and sort assignments
View all mobile workers
Search the map
Create new Workforce Projects
Configure assignment types
Add Dispatchers and Mobile Workers
  - Contact Number, Job Title, Notes
Configure maps and layers
Configure apps
Workforce for ArcGIS | Work Assignments

- Properties of a Work Assignment
  - Status, Due Date, Priority, Assignee, Type
- States
  - Unassigned, Assigned, In Progress, Paused, Completed, Declined
  - Date/Time stamps
- Priorities
  - None, Low, Medium, High, Critical*
- Attachments
  - Documents, Pictures
Workforce for ArcGIS | Workers

- Dispatchers and Mobile Workers
- Worker Details
  - Contact Number, Title, Notes
- Worker Status
  - Working, On Break, Not Working
- Worker Location
  - Current Location, Location Tracks
Workforce for ArcGIS | Workforce Project

- Workforce Project Item
- Maps
  - Dispatcher Web Map
  - Mobile Web Map
- Layers
  - Dispatchers
  - Workers
  - Assignments
  - Location Tracking
- Project Group
- Project Folder
Demo

New Albany Street Sign Collection
Workforce for ArcGIS | Get to assigned work

- Integrated with ArcGIS Apps so you can:
  - Get to the location of work assignments using Navigator for ArcGIS
Workforce for ArcGIS | Collect at location

- Integrated with ArcGIS Apps so you can:
  - Get to the location of work assignments using Navigator for ArcGIS
  - Complete your work using:
    - Collector for ArcGIS

Open Collector and go to location

Return to Workforce when finished
Integrated with ArcGIS Apps so you can:

- Get to the location of work assignments using Navigator for ArcGIS
- Complete your work using:
  - Collector for ArcGIS
  - Survey123

Open Survey123

Workforce for ArcGIS | Survey at location

Return to Workforce when finished
Integration with the ArcGIS Platform
Navigator for ArcGIS | Features

- Get directions
  - Voice guided, turn by turn directions
  - Automatic route recalculation
- Complete stops one at a time or create a list of stops
- Integrated with other ArcGIS Apps
- Vehicle specific travel modes
- Send stops to Navigator from your website, ArcGIS apps, email, etc.
  - Custom URL scheme (on Github)
Navigator for ArcGIS | Use your data

- Add assets
- Add assets and digitize roads
- Add assets and load roads
- Create a map with just your data

- Create a mobile map package .mmpk
  - Transportation network (supports routing and geocoding)
  - Operational layers
  - Basemaps
Survey123 for ArcGIS

- Form centric data collection app
- Form - printed or typed document with blank spaces for insertion of required information
- Universally used
  - Utilities (Water, Electric, Telco, Gas)
  - Transportation
  - Government
  - Humanitarian, Non Profit, Conservation
  - Census
  - Health
  - Emergency Management
  - Agriculture
Survey123 for ArcGIS | Smart forms for ArcGIS
Survey123 for ArcGIS | Authoring forms

• Survey123 Connect
  - Desktop tool that can be downloaded and used to publish to ArcGIS
  - Works in combination with a spreadsheet editor (Excel 2013 is recommended)
  - Uses XLSForm spec. to define form

• Survey123 Web Designer
  - Web browser application
    - survey123.arcgis.com
  - Quickly build simple surveys with minimal training
  - WYSIWYG environment
  - Not all features from connect are in the Hub but it’s a good place to start
Survey123 for ArcGIS | The Field App

- Requires an ArcGIS account
- Form centric data capture app
- Works offline and online

**Workflow:**
- Login & download survey
- Capture data using smart forms (connected or disconnected)
- Submit data when online
Collector for ArcGIS

- Map Centric Data Collection
- High Precision
- Works offline
Collector for ArcGIS | Field Data Collection

What are people using Collector for?
- Collect Asset Inventory
- Ground-truth locations
- Citing Map-Change requests
- Inspecting Existing Structures
- Maintaining and replacing infrastructure
- Marking Violations
- Assessing Damage
- Control Points
- More…
Collector for ArcGIS | ArcGIS Platform Integration

• **Identity**
  - ArcGIS Online Identity
  - Enterprise Identity
  - SAML provider
  - Multi-factor authentication

• **Maps**
  - Web Maps created using ArcGIS Online/Portal for ArcGIS
  - Maps can be shared across organizations
  - Layers based upon web services (Hosted or On-Premises)
  - Download them to your device or connected
Operations Dashboard for ArcGIS | Monitor your Assets

- Configurable app that provides a common operating picture of systems and resources in your organization

- Enables monitoring, tracking and reporting on assets.
  - Support for real-time data

- Designed to support a full spectrum of device platforms

- Cross platform extensibility and framework
Operations Dashboard for ArcGIS | Dashboard Uses and Features

- Ready to use widgets that anyone can configure
  - Maps
  - Lists
  - Bar Charts
  - Gauges
  - Histograms
  - Indicators
  - Details

- Customer Use
  - Monitor day to day operations
  - Manage planned and unplanned events
  - Visualize KPIs (Key performance indicators)
Demo

Coordinate your Workforce
Summary

- Overview of what Workforce for ArcGIS is
- Integrations with ArcGIS apps
- Steps to build a Workforce Project
- How to integrate with the ArcGIS Platform