

USER MANUAL WATER RESOURCE UTILITY

Version 1.1.1

WIZ - User Manual Water Resource Utility – Administrative Office v. 1.1.1

WIZ was developed by Consorzio Pisa Ricerche

Text by: Caterina Guazzelli

June 2012

Preface

WIZ is an environmental project co-funded by the European Programme LIFE+.

Project partners are :

- ∞ Acque Spa (Pisa, IT), beneficiary co-ordinator
- ∞ Autorità di Bacino del Fiume Arno (Florence, IT)
- ∞ Ingegnerie Toscane Srl (Florence, IT)
- ∞ Fundación Instituto Tecnológico de Galicia (A Coruña, ES).

The general objective of the project is the integration of concepts and procedures for the protection and sustainable management of water in urban planning processes and of the building environment in general, taking into consideration the impact of climate changes.

The project represents a useful decisional instrument for the local authorities involved in territorial planning since it helps the optimization of water basing on a detailed knowledge of the territory itself.

Moreover, WIZ intends to spread among citizens the awareness of the real condition and availability of water thus guiding people's future choices.

TABLE OF CONTENTS

Preface	3
Introduction	5
1 System Access	6
1.1 Service bar	6
1.2 Function bar	6
1.3 institutional Information bar	7
2 Login window	8
3 Home Page	9
3.1 Service bar	9
3.1.1 Notifications	10
3.1.2 Settings	10
3.1.3 Profile	11
3.2 Function Bar	11
4 Functions	13
4.1 Water Request	13

Introduction

WIZ is a web portal that allows a general vision of the local water distribution and the current and future water availability, taking into consideration impacts on the environment due to climate change.

The platform provides relevant information to local authorities involved in the decision-making process by assuring the definition of “informed” decisions during the territorial planning process.

The system favours public participation in water management, directly involving both citizens and enterprises in the water resource management. Citizens’ participative management of water is granted by the provision of detailed information on the system state. This information is provided to any single user who makes a specific request to the system. Moreover, the direct data input by citizens will contribute to the increase of knowledge base on water conditions in the territory thus allowing more precise and reliable outputs.

This manual is directed to the personnel of the Water Resource Utility and aims at providing an exhaustive explanation on the system functioning by showing all functionalities available for the user.

The *Water Resource Utility* manages the water resource and is the recipient of water requests made by the *Planner user*: he has to provide feasibility and non-feasibility advice of the requests received. This function requires different knowledge and competences, thus, two different categories of users were identified:

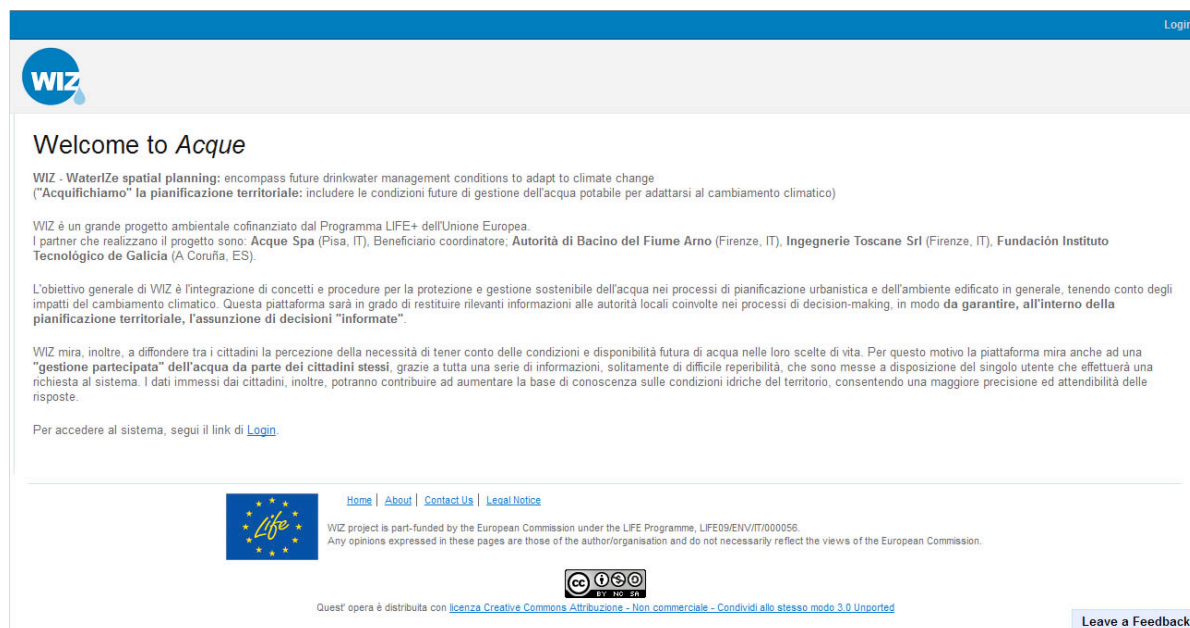
- Technical office
- Administrative office

The *Technical Office* user deals with the technical evaluation of water requests.

The *Administrative Office* user provides opinions on the adequacy of the water request and officially informs the *planner user* on the commitment to satisfy the request

1 System Access

Link to the internet address of the web portal <http://wiz.acque.net> to access the system



Picture 1 – Access to the system – initial page

The page is structured in 4 horizontal areas distinguished by different colours. From up to down:

- ∞ Upper bar with service buttons;
- ∞ Functioning bar that contains the buttons of available functions for the user;
- ∞ Central part where information generated by various functions is visualized;
- ∞ Final section containing official information positioned at the bottom of the page.

With the exception of the final section, all areas vary according to the role of the user and the position within the portal, thus increasing functionalities.

1.1 Service bar

the service bar is always visible in the portal, it has a management and service role during the use of the system.

For a non-logged user, the bar only reports the login frame on the right.

1.2 Function bar

the function bar varies according to the user's role.

For security reasons, a non-logged user cannot access those functions actively interacting with the system itself. Thus, the function bar does not show buttons but only the project logo on the left side of the screen.

For this category of users, the list of functionalities includes:

- Login: it allows the identification of the user inserting username and password

- Registration: it allows the registration to the system to perform the login
- Password recover (if already registered): the user can request the system a new password

1.3 institutional Information bar

This bar is always shown on the portal and reports all official information on the project like the content disclaimer, the project logo and any licence information (Licence Creative Commons – non commercial)

Moreover, the bar contains the following links:

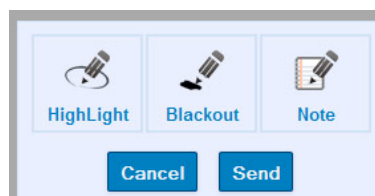
- Home: allows the user return to homepage
- About: basic information and project partners presentation
- Contact Us: information on contacts: telephone numbers, e-mail to contact project responsible
- Legal Notice: contains legal information on the system use



Picture 2 – Institutional Information bar

The system offers the user the possibility of leaving a feedback on the service, including notes.

In any page of the portal, on the bottom-left side of the screen you can find the button *Leave a Feedback*. By clicking on the button you can access the page in picture 3



Picture 3 - Leave a Feedback

This function allows printing and delivering the current screenshot to the administrator. Notes can also be delivered if activated by pressing the *Note* button. Notes can be freely typed with a limit of 500 digits.

In case it is necessary to highlight parts of the print or hide others, the buttons *Highlight* or *Blackout* can be clicked and the portion of the screen to be printed is shown.

2 Login window

the login procedure allows authentication of a registered user in the system.

In order to guarantee security of data and functionalities in the system, the access is protected by a user name and password provided by the system after registration.

Login

Please fill out the following form with your login credentials:

Fields with * are required.

Username *

Password *

☐ Remember me next time

Login

New users? [Register!](#)

Forgot your password? [Retrieve password!](#)

Picture 4 – Login Window

To facilitate future accesses, It is possible to memorize credentials in the system by ticking the corresponding box (*Remember me next time*).

In case the user does not have user name and password yet, it is possible to register by clicking the registration button (*Register*), immediately below the access button .

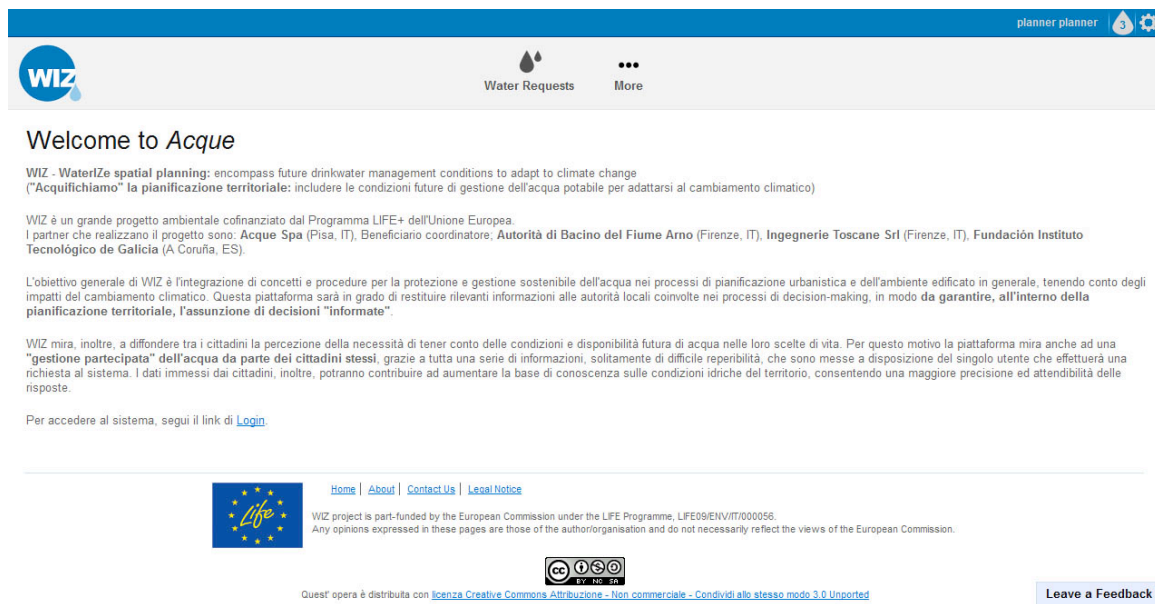
By clicking on the function *Retrieve password*, below the registration button, it is possible to obtain new credentials by e-mail, these will be sent to the address left during the account creation phase or currently in the system. The system will ask for a username and, if that username exists, it sends a new password to the e-mail address indicated during registration.

If authentication is successfully concluded, the user will enter the Home Page where he can access all WIZ portal services.

3 Home Page

the Home Page shows the same areas of the Login Page. These are:

- ∞ upper bar containing the service buttons;
- ∞ function bar, that includes buttons of available functions for the user;
- ∞ central part where information generated by the various functions are visualized;
- ∞ final bar containing the institutional information.



Picture 5 - Home page

The content visualised in the central area of the Home Page varies according to the function used.

3.1 Service bar

the Service bar, always present in the portal, manages the user account during the use of the system.

Data contained in the bar are visualised on the right side of the screen and are:

User name: shows the basic data of the user currently logged

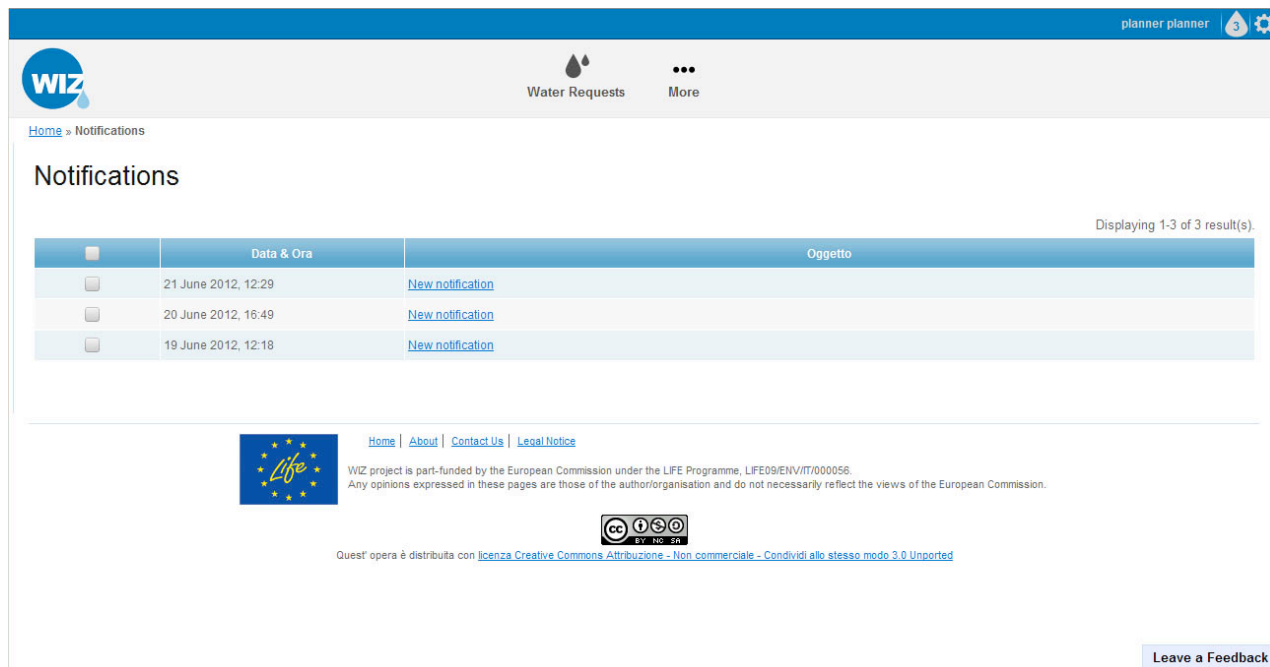
Notifications: indicates the presence of non-read notifications

Administration: allows the management and personalisation of the account. It is divided into three sub-sections:

- ∞ Settings: allows personalisation of the notification management through e-mail. The user can decide what type of action to receive (or not) by e-mail.
- ∞ Profile: shows data of the logged user (inserted during the registration phase).
- ∞ Logout: allows exit from the system

3.1.1 Notifications

Notifications are messages automatically generated by the system when certain events occur, they can be directed to a user in particular or to all users that belong to a specific category.



The screenshot displays the 'Notifications' page in the WIZ system. At the top, there's a blue header with the WIZ logo and navigation links like 'Water Requests' and 'More'. Below the header, the page title 'Notifications' is shown. A table lists three notifications, each with a checkbox, a date, and a subject. The subjects are all 'New notification'. The page also includes a footer with the LIFE logo, a Creative Commons license, and a feedback button.

	Data & Ora	Oggetto
<input type="checkbox"/>	21 June 2012, 12:29	New notification
<input type="checkbox"/>	20 June 2012, 16:49	New notification
<input type="checkbox"/>	19 June 2012, 12:18	New notification

Picture 6 – Notification Summary

The screen highlights the number of notifications to be read.

Clicking on the *drop* icon up right in the service bar, you can visualize the list of notifications received and their reception date. For further details, the single notification needs to be selected.

3.1.2 Settings

This function allows the user to set parameters for the reception of notifications by e-mail.

After selecting *Settings*, click on the symbol up right and select the first heading *settings*. The system will show those settings that are currently activated. To activate/deactivate a category, click on the corresponding box.

[Home](#) » [Settings](#)

Settings

Disable the field if you do not want to receive email notification associated.

Category

Waterrequests create ☒

Salva

Picture 7 - Setting of e-mail notification parameters

3.1.3 Profile

The section *Profile* shows data of the logged user, inserted during registration.

planner planner

WIZ

Water Requests More

[Home](#) » [View Profile](#)

View Users #planner

First Name	planner
Last Name	planner
Municipality	Altopascio
Email	planner@acque.net
Username	planner
Password	07fb6c80c5084c9c29982841e48c281b
Active	1
Role Name	planner
Approved	
Last Login	Not set
Activation Link	planner-865b67f89dafa58652a8ac879e4d9f62747291a

[Home](#) | [About](#) | [Contact Us](#) | [Legal Notice](#)

WIZ project is part-funded by the European Commission under the LIFE Programme, LIFE09/ENV/IT/000056.
Any opinions expressed in these pages are those of the author/organisation and do not necessarily reflect the views of the European Commission.

Quest'opera è distribuita con [licenza Creative Commons Attribuzione - Non commerciale - Condividi allo stesso modo 3.0 Unported](#)

[Leave a Feedback](#)

Picture 8 – User profile

By using the function *Update Profile* the user can update all data but his Role which cannot be modified by the user.

3.2 Function Bar

The function bar can vary according to the user's role.

The user *Water Resource Utility – Administrator* can access only one function:

- Water Requests: allows evaluation of water requests submitted by the *Planner users*

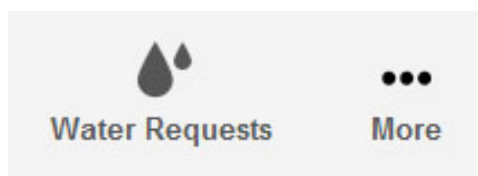
This functionality allow the Water Resource Utility to evaluate receive, manage water requests and plan future requests.

4 Functions

the *Water Resource Utility* manages water resource and is the recipient of water requests made by the *Planner* user, he has to provide feasibility opinions on requests received.

When a water request receives a positive feasibility evaluation from the *Technical Office user*, the same request arrives to the *Administrative Office* that has to provide an advice on the opportunity to confirm the request. The administrative office thus communicates to the *Planner User* its commitment to satisfy the water need specified in the water request .

The *administrative office* user does not receive all water requests sent by the *planner user*, it only receives those who received a positive technical evaluation and are substantially approved by the *technical office* user. According to internal politics in the water resource utility, the user will decide which requests to confirm and which to reject. As a further level of autonomy, the user can also decide to postpone the decision and not to take a definite position communicating the *planner user* a general interest in satisfying its requests in the future.



Picture 9 - Functions for Water Resource Utility user

4.1 Water Request

the *Technical Office* is the first to visualize the requests submitted by the planner and to provide a technical feasibility opinion. In particular, beside visualizing all the requests submitted and, eventually, creating a paper copy, the user can approve the request by providing a positive opinion or reject it sending it back to the planner to be modified.

By clicking on the button **Water Requests** you can access the function.

The system shows the requests submitted, each one with the list of significant data.



Picture 10 – list of requests received

The visualization of the requests can be changed. By default, the system visualises requests as a list but a grid can be visualized by selecting the request state (save, submitted, approved).

To make the selection click on:

- All: history of the requests presented (selected by default)
- Submitted: requests submitted by planner users both in preliminary and executive phase .
- Saved: requests saved by planner users but not submitted yet. These requests are only visible for monitoring the *Planner* use of the system.
- Approved: requests evaluated and sent for approval to the *Administrative* user.

Water Requests

[Create New Water request](#)

View: **All** | [Submitted](#) | [Cancelled](#) | [Saved](#)

[Visualizza le richieste del Comune di Altopascio](#)

Picture 11 –request visualization order

The visualization of requests submitted in a preliminary phase represents an important instrument for the *Water Resource Utility* since it allows a draft planning of the actual water needs in a zone and the evaluation of potential future investments to be made to enlarge the water network according to the real user needs. This evaluation will only be indicative and approximate since it is not mandatory for the *Planner* user to request its maintenance.

The *Resource Utility* users can only visualize this kind of request but cannot make any evaluation.

The visualization of requests in “saved” state is temporary and allows the System Manager to monitor and understand the actual use of the system by the *Planner* user. At full performance, this visualization will no longer be available, it will not be possible to visualize projects filled in by the Planner and saved but not submitted.

By selecting a request, all details can be visualized.

Picture 12 –Water Request Evaluation

The user visualizes the request completed with all information inserted by the *Planner*. Moreover, the user can visualize, in the form of an archive, the technical evaluations eventually enclosed by the water resource utility – technical office.

The user can modify the visualization and the details of information included in the map, by default it is shown as openstreetmapp.

Possible Operations are :

- Base Layer
 - ⇒ OpenStreetMapp: classic visualization of the digital map
 - ⇒ Orthofoto 10k: picture of the ortho-rectified area (geometrically corrected) with geographical references so that the representation scale of the picture is equal
 - ⇒ CTR 2k e 10k: basic cartography of the regional territory.
- Overlayer
 - ⇒ Municipal Borders
 - ⇒ Geoms
 - ⇒ Service Areas
 - ⇒ Sources
 - Collection from Water Courses
 - Collection from Lakes- Water Tanks

- Collection from Wells
 - Collection from Springs
- Plants
 - ⇒ Plants for making water drinkable
 - ⇒ Adductions
 - ⇒ Water Accumulations
 - ⇒ Pumping plants
- Distribution network
- Search result

By selecting an item, it is possible to increase information to be visualized on the map with details on availability of the current water network .

For requests in the executive phase the following buttons are available:

- In Future: indicates that the request will not be satisfied for the moment.
- Refuse: rejects the request and communicates the planner the water utility intention to not satisfy the request
- Approved: approves the request and communicates the planner the official commitment of the utility to satisfy the request.

For all the three cases a comment on the decision taken can be enclosed.

If the user approves the request he will have to monitor the actual works as indicated in the water request created by the planner user and, in particular, indicate the starting and ending date of works. These two dates will be kept in the system and they will help the water utility to know the real quantity of water used.