VES User Manual

Department of Environment, Land, Water & Planning

Document	VES User Manual
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Document History

Version	Date	Description
1.0	29th June 2018	Initial version.
1.1	16th July 2018	Amended to update “NES” terminology to “VES”
1.2	9th August 2018	Amended to incorporate Phase 2 changes

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1 VES Overview

1.1 Background

The VICMAP Editing Service application is a web based application that is provided by the Department of Environment, Land, Water & Planning to improve processes for notifying and maintaining changes to Victoria’s authoritative spatial datasets. One of the primary data sets available for notification within VES is the Vicmap Suite of products, Victoria’s authoritative framework datasets for spatial data.

The Vicmap Editing Service is available to state and local government organisations, state utilities and other private enterprises that already participate in data sharing and data maintenance programs with the Department of Environment, Land, Water & Planning.

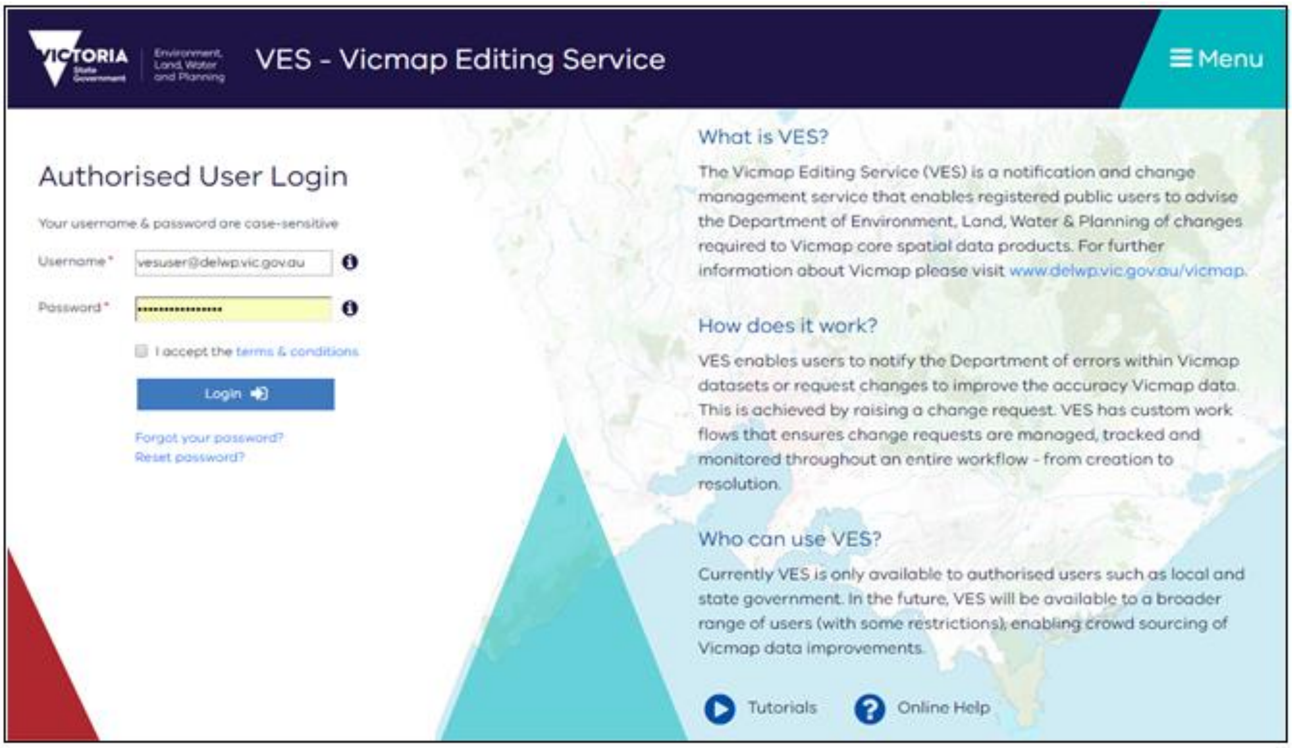
1.2 Document Purpose

The objective of this document is to define the system process and provide guidance to use the features of the Vicmap Editing Service.

This user manual will provide guidance on how to use the VES Portal, detail the function of each role and the different ways in which change requests and updates to datasets can be raised, reviewed and actioned.

2 Accessing VES

The VICMAP Editing Service is a web-based application that users access via a web portal. The sections in this chapter detail user account requirements for logging into the system, how to access and how to use the VES portal.



VES Login window

2.1 Login

To use the VES portal, all users are required to be registered account holders.

2.2 Register

A user can register from the **VES Home** window by clicking on the **Register** button using a valid email address. Upon registration, an account will be created for the person and the login details are emailed to the provided email address.

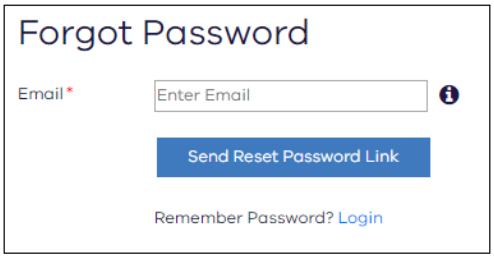
2.3 First Time Login

A first-time user can access the system by using the login details received during registration. When logging into the system using these details, the users are prompted to change their passwords. The user must change the system provided password to complete the registration process and log in to the system.

For more details, please refer to the Help Guide in Section 12.

2.4 Forgot Password

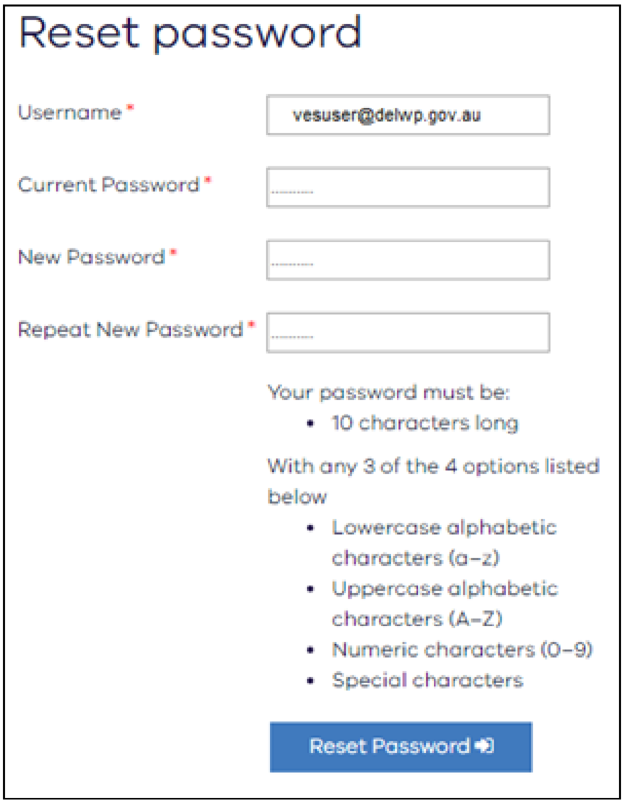
If the user forgets the VES login password, the password can be reset by clicking the Forgot your Password? link from the **VES Login** window. Clicking on this link opens the **Forgot Password** window. The user is required to specify the registered email address and click the Send **Reset Password Link** button. A link to the **Reset Password** window is emailed to the user, to reset the password.



Forgot Password window

2.5 Reset Password

Users can reset their VES login password using the **User Preference** window. Clicking on the **Reset Password** button from the **User Preference** window opens the **Reset Password** window. The old password can be reset with the new password from this window. The window also contains the password requirements for the new password.



Reset Password window

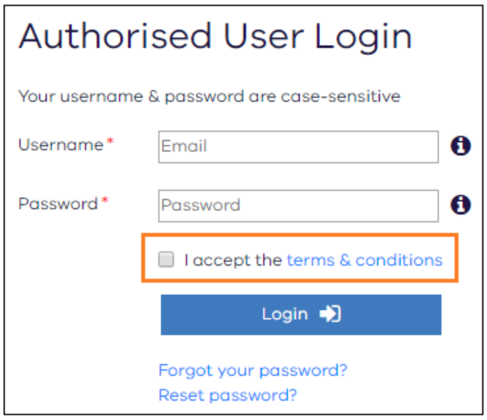
The Password will expire after every 90 days. The user will be notified 15days prior to the password expiration when user login to VES.

Reset Password Notification

The user will have to change the password using the **User Preference** window. If the user fails to reset the password before password expiration date, the account will be locked. Once the account is locked, the user will have to click on the ‘Forgot your Password’ link to get a temporary password and then login using the Temporary Password. For more details, please refer to the Help Guide in Section 12

2.6 Terms and Conditions

Once the login details are specified, the user needs to accept the Terms and Conditions. The user is logged into the VES application only after accepting the Terms and Conditions by selecting the check box on the **Authorised User Login** window.



Login window

2.7 Login

When the user logs in to the VES application, the initial window displayed is the VES Dashboard.

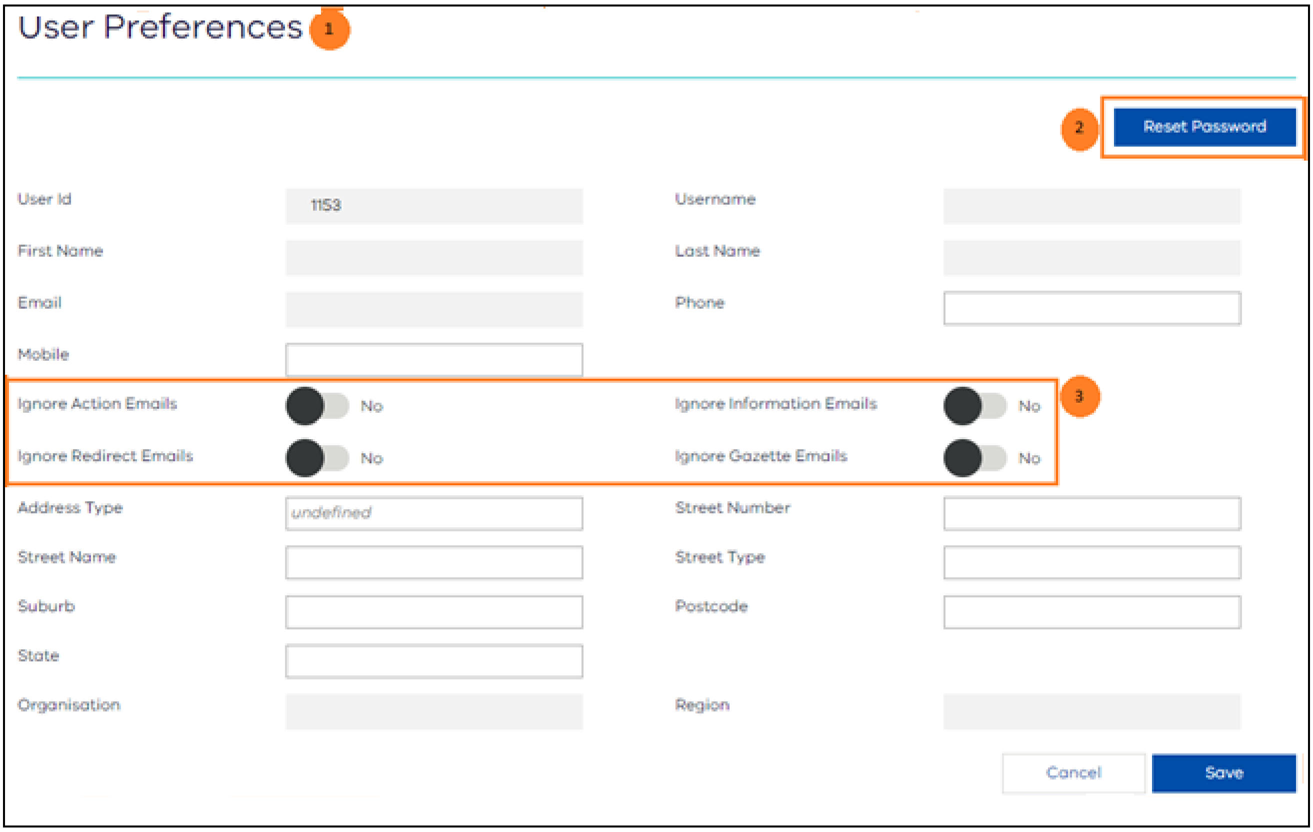
The list of CRs displayed and the available actions for these CRs depend on the user's role. The functions available for a user in the VES system also depend on the permissions assigned to the user's role and organisation.

The user will be logged out from the VES application after 30 minutes of inactivity.

3 User Management

The **User Preferences** window allows the user to set up personal information and preferences. The user details can also be edited from this window.

The following section describes the fields available in the **User Preference** window.



User Preference window - Screenshot to change

3.1 Field Description

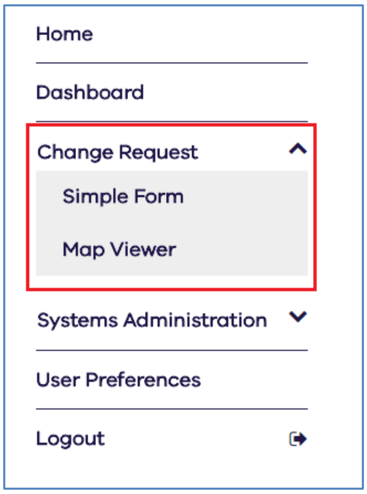
Number	Field Name	Description
1	User Details	The User details include the name, email address and contact details of the user. The User ID is system generated and cannot be edited.
2	Reset Password	Clicking on this button opens the **Reset Password** window. The VES login password can be changed from this window.

Number	Field Name	Description
3	Notification Emails	Users can enable or disable Notification emails sent to them by turning **ON** or **OFF** these notification buttons. VES sends the following types of notification emails: Action Notification Emails - Action Emails are automatically generated by VES after any action is performed on a CR. Information Notification Emails – Information emails are configured for specific status on the workflow by the system administrator. Redirect Notification Emails – Notification is generated when the CR is in Redirect status. Consult Notification Emails – Notification is generated when the CR is in Consult status.
4	Address Details	The user's postal address details of the user. This also includes the **Organisation** and the **Region** that the user belongs to.
5	Cancel / Save	**Cancels** the changes made or **Saves** the changes made to the user details.

4 Creating a Change Request

Accessing the **Change Request** Menu in VES, displays the following options to choose from:

- **Map Viewer** – This option provides the users a way to create change requests via an interface that provides the users with an Interactive map,
- **Simple Form** – This option provides the users with a way to create change requests by loading forms that are pre-defined by the administrator.

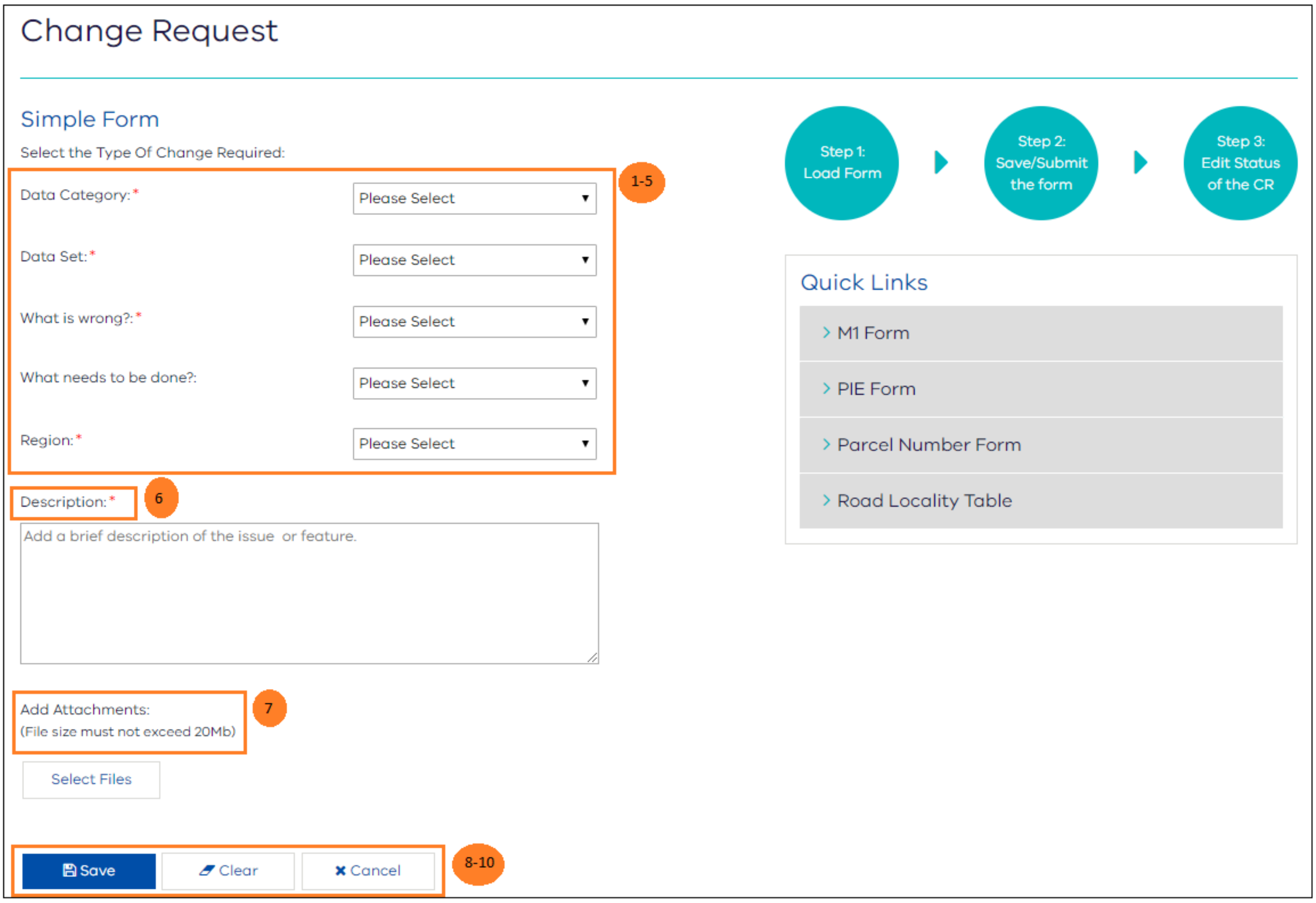


Create Change Request

A Change Request can be created using the **Simple Form** or the **Map Viewer**. The following sections provide a step-by-step guide on creating the Change Requests using both the methods.

4.1 Simple Form

The **Simple Form** allows users to create Change Requests by submitting change request forms using the **Quick Form** Links provided on the window.



Simple Form

The user is required to follow a 3-step process to create a change request on the VES system.

- Load form using '**Quick Form Links**' and fill in all mandatory attributes (Please refer the reference table for more details).
- **Save** (Submit) the form after the form is updated.
- Edit Status of the change request to move it along the workflow.

When a Change Request is submitted, it gets assigned to a group of users as per the workflow rules. The actions permitted on the CR also is based on the applied workflow rules. These workflow rules are created and maintained by the VES Administrator.

4.1.1 Field Description

The following table describes the fields available on the **Simple Forms** window.

Number	Field Name	Description
1	Data Category	Mandatory. Type of change – Data Category
2	Data Set	Mandatory. Type of change – Data Set.
3	What is wrong?	Mandatory. Type of change – What is wrong?
4	What needs to be done?	Mandatory. Type of change – What needs to be done?
5	Region	Mandatory. The **Region** dropdown allows the users to select a region from the list.
6	Description	Mandatory. The **Description** field allows users to elaborate on the change request.
7	Add Attachment	This option allows users to upload single/multiple attachments.
8	Save	The **Save** button will enable user to save the Form details.
9	Clear	The **Clear** button will reset all the details that were entered by the user.
10	Cancel	The **Cancel** button will cancel the change request and take the user back to the Dashboard.

4.2 Map Viewer

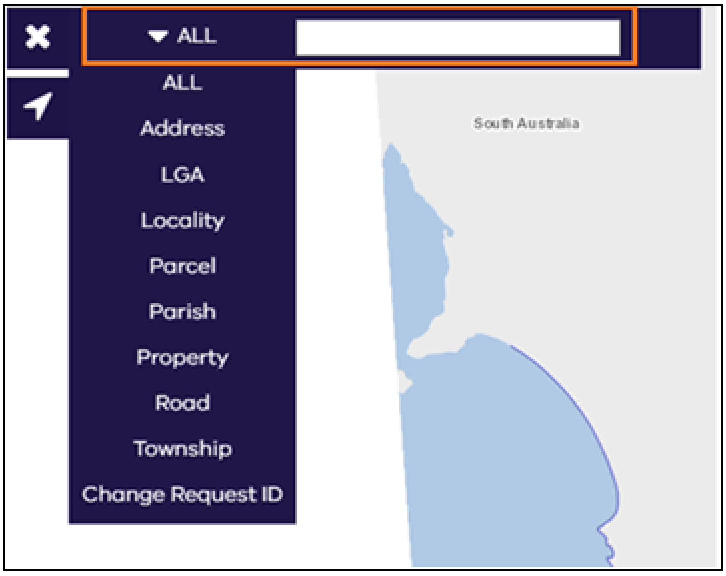
The Map Viewer allows change requests to be created by marking the area on the map that requires to be changed. Creating a change request is a three-step process:

1. Identifying the required location on the map
2. Creating a mark-up on the location
3. Raising the Change Request.

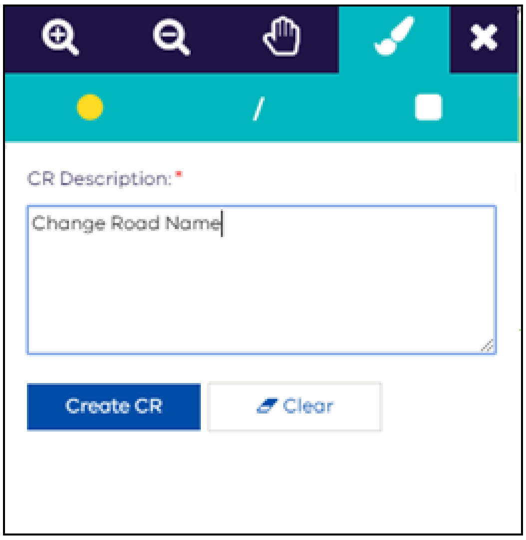
4.2.1 CR Creation Process

The following is a step-by-step process to raise a Change Request using the Interactive Map.

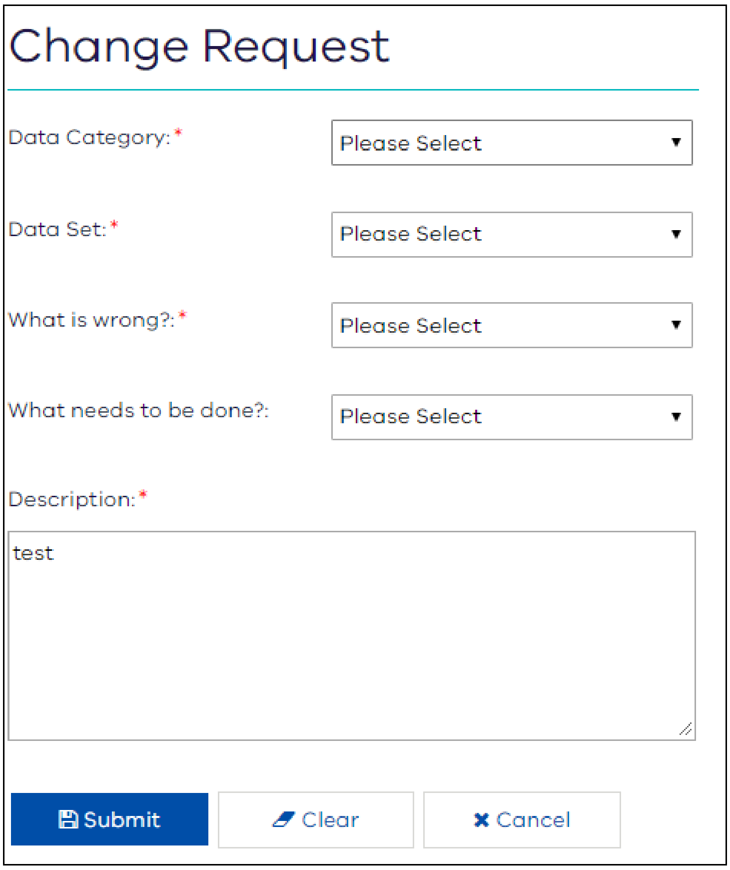
1. On the Interactive map, search or identify the required location using the search tool.



1. Using the Mark up tool from the toolbar, outline the area on the map. A mark-up can be drawn using the point, the line or the polygon.
2. Enter a brief description for the change being notified.



1. Click on the **Create CR** button. The **Change Request** window is displayed to specify the required changes.

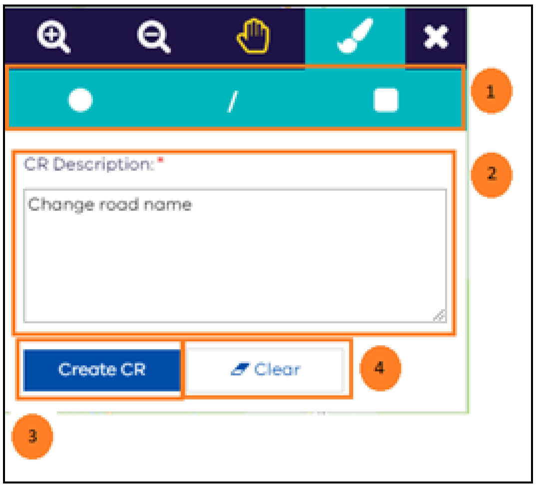


2. Specify the type of change that the Change Request is being raised for.
   The Description is automatically being populated from the previous step. This can be updated if required. The Region will be selected based on the Type of Change selected. The region will be either CMA or LGA region. The user will not be able to change the Region while creating the Change Request from Map Viewer. The custodian/Maintainer can change the Region Type on the '**Edit Details**' window
3. Click the **Submit** button.
4. You will now receive a Unique ID for the Change Request. The Change Request is now generated and will be available for viewing in the Dashboard and on the map.

NOTE: Please note that the system only permits one type of mark up to be created per change request notification.

4.2.2 Markup Tool Features

The Markup tool is used to mark an area on the map that requires to be changed. A change Request is raised after the markup is complete.



Markup Tool

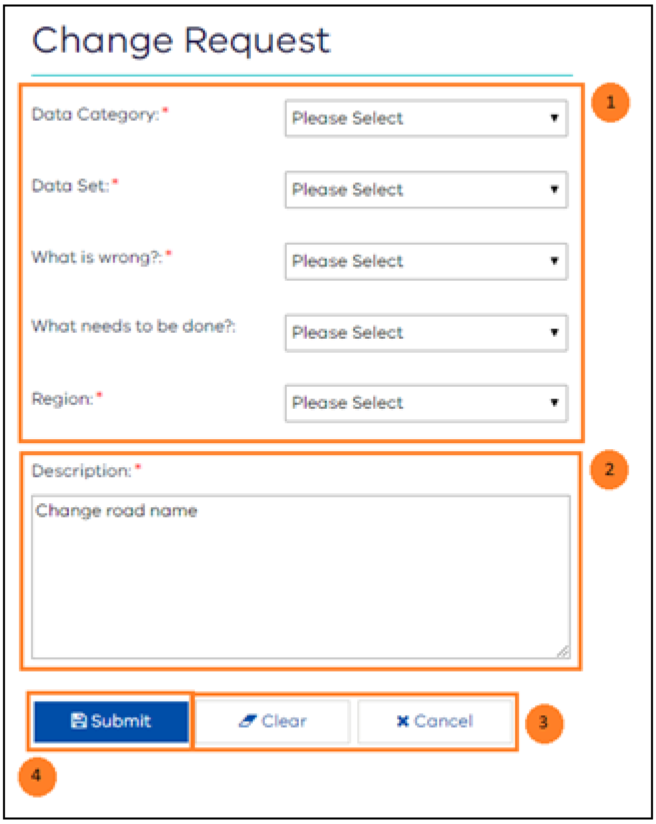
4.2.2.1 Field Description

The following table contains the description of the fields in the Markup tool.

Number	Field Name	Description
1	Point / Line / Rectangle	Mandatory. Selecting one of the options, selects the type of markup to be created on the map. The markup options can be used to highlight the area on the map that requires a change to be reported. Only one type of markup can be selected per Change Request.
2	CR Description	Mandatory. Once a markup is created, a description needs to be added for the markup. This description is carried over to the **Change Request** window.
3	Create CR	Clicking on this window opens the **Change Request** window to specify the Type of Change for the mark up.
4	Clear	Clears the markup and the description.

4.2.3 Change Request Window Features

The **Change Request** window is displayed after the mark up is created and the user clicks the **Create CR** button from the **Markup** tool.



Change Request Window

4.2.3.1 Field Description

The following table contains the description of the fields in the **Change Request** window.

Number	Field Name	Description
1	Data category	Mandatory. The Type of Change that the Change Request belongs to. The drop-down values include all the Types of Change currently configured in the VES application using the **Type of Change** window.
	Data Set	
	What is wrong?	
	What Needs to be done?	
	Region	
2	Description	This field is prepopulated with the description specified in the **Markup** window. If required, the description can be edited.
	Clear	Clicking on the **Clear** button clear the specified Type of Change.

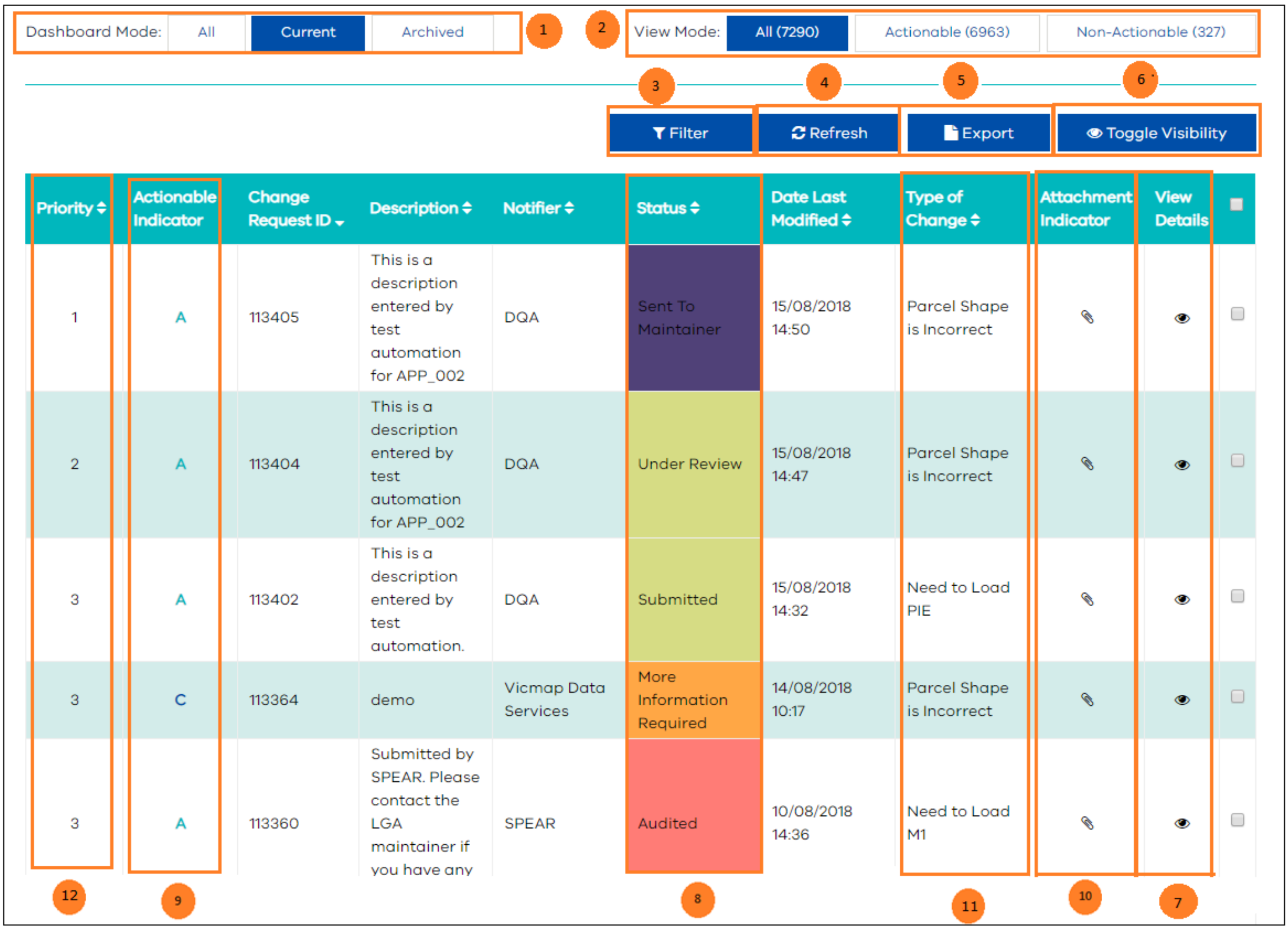
Number	Field Name	Description
3	Cancel	Clicking on the **Cancel** button, closes the **Change Request** window and navigates back to the Markup tool.
4	Submit	Clicking on the **Submit** button saves the Change Request and creates a Change Request ID.

5 Dashboard

The Change Request Dashboard is the main interface in the VES portal. The Dashboard contains a list of all the change requests in the system. The list of change requests displayed on the dashboard varies based on the user's role. The functions permitted for each of these CRs also varies based on the user's role and the workflow rules attached.

Therefore, the roles of Notifier, Custodian, Maintainer and System Administrator can view different CRs and perform different actions for the CRs.

The following screen displays all the features and functions available on the Dashboard.



Change Request Dashboard

5.1 Field Description

Number	Field Name	Description
1	Dashboard Mode	The Dashboard mode is used to determine the list of change requests to be made available for viewing on the Dashboard. The Dashboard mode contains the following options: All - All total number of change requests in the VES system. Current – All the currently active change requests. Archived – All the archived change requests. The rule for archiving is determined by the System Administrator.
2	View Mode	The View mode filters the change requests based on the following categories: All - displays all the current change requests Actionable - displays all the current actionable CRs Non-Actionable - displays all the current CRs that are non-actionable. The Dashboard also provides the statistics (count) of the CRs that are in the above categories.
3	Filter	This button opens the Filters that can be defined for to refine the list of Change Requests to be displayed on the Dashboard.
4	Refresh	Refreshes the Dashboard by reload the recent activities on the change requests.
5	Export	This button enables a Change Request to be exported in a GML or CSV format. Refer to the export section.
6	Toggle Visibility	The Toggle Visibility is used to select or hide the columns on the Dashboard. By default, all the columns are visible except the Region column. If required, this column must be enabled from the list.
7	View Details	Clicking on this button opens a new window to view the CR details.
8	Status	A detailed list of statuses currently used in VES is available from 'Change Request Status'.
9	Actionable Indicator	The Action icon indicates that the CR is available for actioning by the logged in user. The Dashboard currently identifies the following actionable indicators:

Number	Field Name	Description
		A – Actionable R – Review C – Consult
10	Attachment Indicator	The attachment icon indicates that the CR includes an attachment. Hovering over the indicator also provides a count of the attachments included for the Change Request.
11	Type of Change	“What is wrong” Level 3 of the Type of Change for the CR will be displayed
12	Priority	Priority icon indicates the priority of the CR. Whenever the CR is raised the priority will be 3. Only users with ‘Priority’ special function can edit the Priority of the Change Request from the Edit details

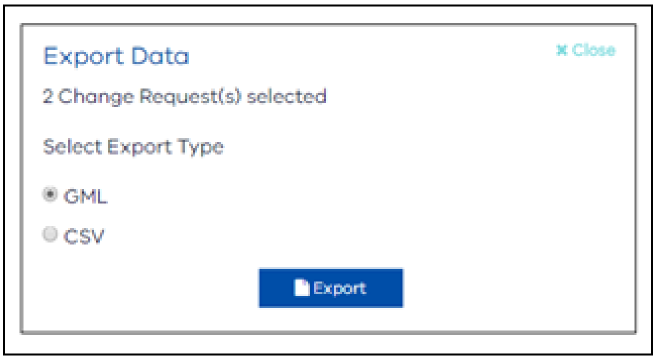
5.2 Export

VES application allows the export functionality for exporting the following data:

- List of CRs
- Change Request Details
- Individual CR History

5.2.1 Export CRs

Multiple CRs be selected and exported using the **Export** button on the Dashboard. Clicking the **Export** button provides the option to export the CR details ins a GML or CSV format.



Export Options

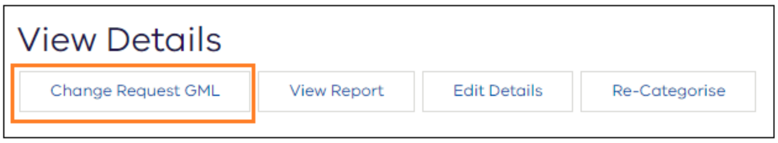
The following is a sample of the CR data exported in a CSV format.

Change Re	Description	Notifier	Source	Status	Creation Date	Date Last Modified	Region
75900	New CR Creation-File Name	Local Government Authority	Portal	Submitted	5/06/2018 11:45	5/06/2018 11:45	Wyndham City
75903	Test New	Vicmap Data Services	Portal	Submitted	5/06/2018 17:18	5/06/2018 17:18	Wangaratta Rural City
75902	Test	Local Government Authority	Portal	Submitted	5/06/2018 14:24	5/06/2018 14:24	Darebin City

Export CR List

5.2.2 Export CR Details

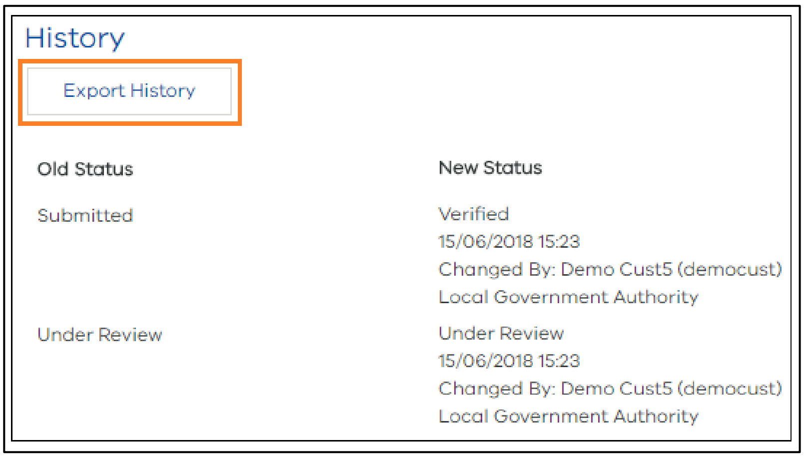
Individual Change Request details can be exported from the **View Details** window, by clicking on the **Change Request GML** button. Clicking this button exports the CR details in an xml format.



Export CR GML

5.2.3 Export CR History

The history of the Change Request can be exported in a CSV format using the **Export History** button from the **View Details** window.

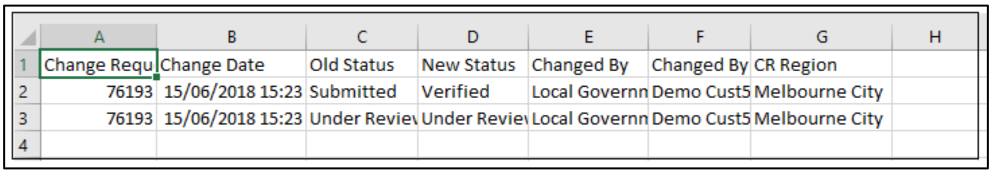


Export History button

Clicking the **Export History** button exports the CR's history in a CSV format as displayed below. The exported data contain the following information:

- CR ID
- All Changed Status (New and Old)
- Date of status change
- User

- Organisation
- Region

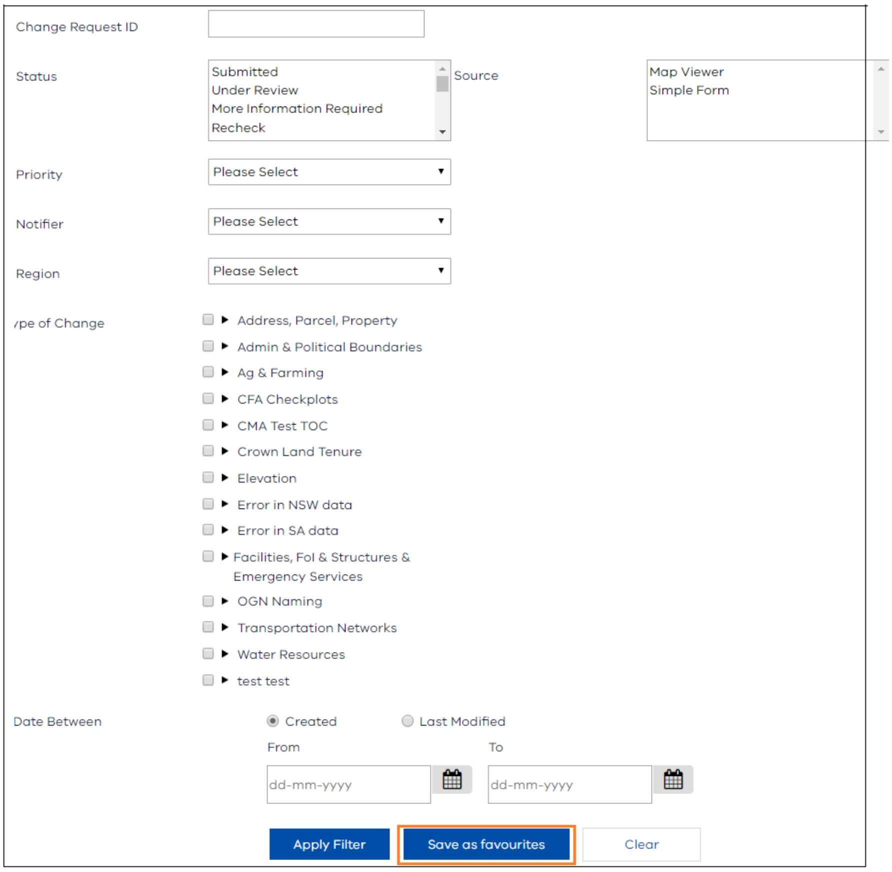


	A	B	C	D	E	F	G	H
1	Change Requ	Change Date	Old Status	New Status	Changed By	Changed By	CR Region	
2	76193	15/06/2018 15:23	Submitted	Verified	Local Governn	Demo Cust5	Melbourne City	
3	76193	15/06/2018 15:23	Under Reviev	Under Reviev	Local Governn	Demo Cust5	Melbourne City	
4								

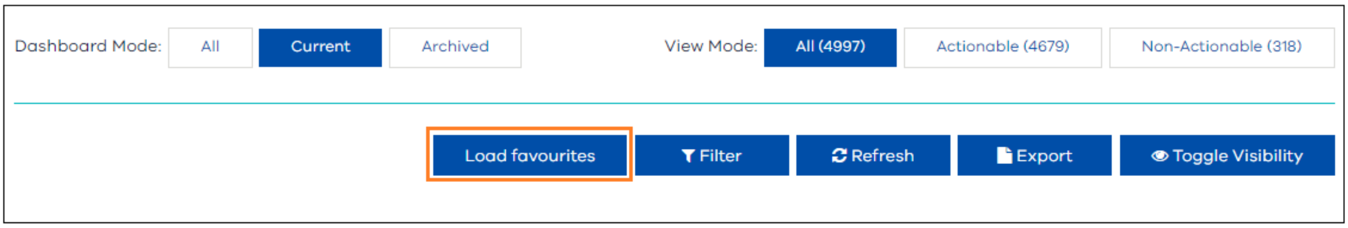
CR History

5.2.4 Save and Load Favourite

The users have the ability to save the filter and the Toggle visibility fields as favourite and can load the favourite. The users can only save one favourite. Users can select the required filter fields and the Toggle Visibility fields and click on 'Save as Favourites'. To override the existing Favourites, user has to select the required filter fields and click on 'Save as Favourites' again.



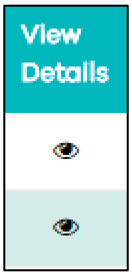
'Load Favourites' will be available on the Dashboard after the user has at least one favourites saved.



When the user clicks on ‘Load Favourites’ the Dashboard will display all the Change Requests based on the saved filter and toggle visibility values.

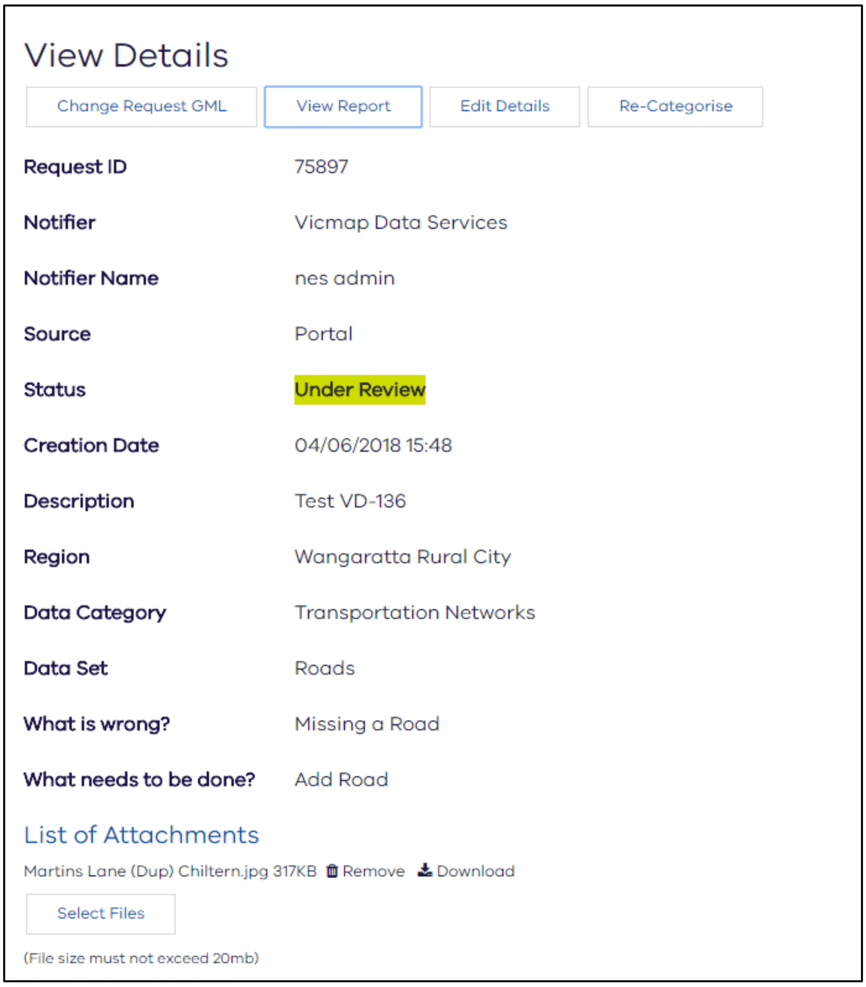
6 Viewing a Change Request

Additional details about a Change Request can be viewed by clicking on the **View Details** icon from the Dashboard.



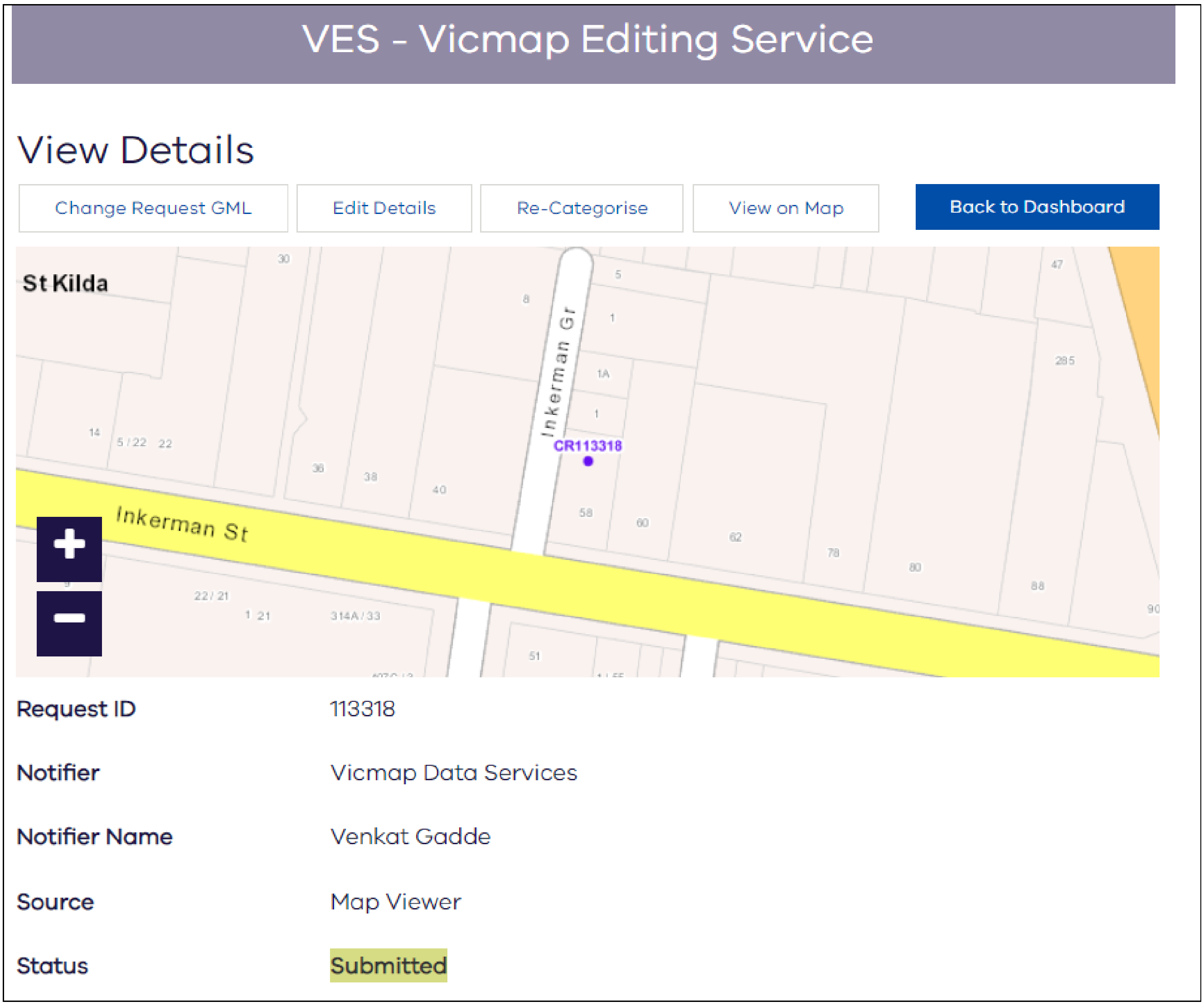
View Details icon

Clicking on the **View Details** icon will open the **View Details** window, which contains more detailed information about a Change Request. This section lists the main components from the **View Details** window.



View Details window

For Change Request raised by map viewer, the embedded map will be displayed on the **View Details** window with zoom in and zoom out feature.



View Details window for map viewer Change Request

6.1 Export

The data of the Change Request, including all comments and other information, can be exported into GML or CSV formats.

6.2 Change Request Status

The status refers to status and the permitted action of the Change Request. The status or action is determined in the workflow.

On the Dashboard, the Change Request statuses are colour coded. This highlights the status of the Change Request and indicates the required action for these Change Requests.

All possible statuses that exist in VES, their description and preconditions are listed in the table below.

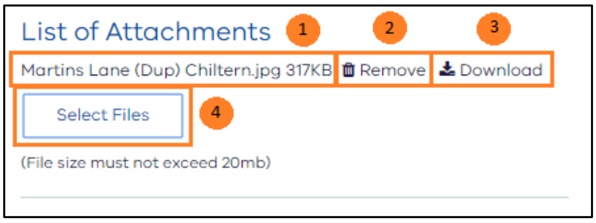
Status Colour	Status	Description
Submitted	Submitted	A new CR has been created by a Notifier or Custodian. Any new CR is immediately submitted when it is created.
Under Review	Under Review	A CR is placed under review by the Custodian. A CR with status **Submitted** can be placed under review.
More Information Required	More Information Required	The Custodian returns the CR to the Notifier requesting more information to review the CR and decide about the change required. A CR with status **Under Review** can request more information.
Declined	Declined	The Custodian reviews a CR and declines the change indicated in the CR. A CR with status **Under Review** can be Declined.
Recheck	Recheck	The CR contains information that was unable to be processed by the maintainer. The CR must be re-checked and information corrected before it can be re-sent. A CR with the status **Sent to Maintainer** can be set to Recheck.
Verified	Verified	The Custodian reviews and verifies the change indicated in the CR. A CR with status **Under Review** can be Verified.
Referred to OGN	Referred to OGN	The CR is redirected to an alternate Custodian to reviews and then approves or declines the change. A CR with status **Under Review** can be Referred.
On Hold	On Hold	The CR is put on Hold by the Custodian or Maintainer as an external process is required to complete its review or further processing. A CR with status **Under Review** can be put on hold.
Sent To Maintainer	Sent to Maintainer	The CR is sent to the maintainer of the selected dataset. (Determined by the Type of Change selected). A CR with status **Verified** can be sent on to a maintainer.
Sent to Transport Maintainer	Sent to Transport Maintainer	The CR is sent to a specific maintainer (Transport Data). The Custodian must make the decision if the CR is required to be sent to this maintainer. A CR with status **Verified** can be sent on to a maintainer.

Status Colour	Status	Description
Sent to VTT Maintainer	Sent to VTT Maintainer	The CR is sent to a specific maintainer (Road Data). The Custodian must make the decision if the CR is required to be sent to this maintainer. A CR with status **Verified** can be sent on to a maintainer.
Sent to VLAT Maintainer	Sent to VLAT Maintainer	CR is sent to a specific maintainer (Address Data). The Custodian must make the decision if the CR is required to be sent to this maintainer. A CR with status "Verified" can be sent on to a maintainer.
Sent to VLAT & VTT Maintainer	Sent to VLAT and VTT Maintainer	The CR is sent to two specific maintainers simultaneously (Address & Road). The Custodian must make the decision if the CR is required to be sent to both the maintainers. A CR with status **Verified** can be sent on to a maintainer.
Recheck	Recheck	If a CR contains information that cannot be processed by the maintainer, then CR must be re-checked and information corrected before it can be re-sent. A CR with status **Sent to Maintainer** can be set to Recheck.
Maintainer Reviewing	Maintainer Reviewing	The CR is being reviewed by the data maintainer in preparation for data loading. A CR with status **Sent to Maintainer** can be set to Maintainer Review.
Partially Loaded	Partially Loaded	If Dual Maintainers are involved in the maintenance process, when one maintainer finishes, they set the status to Partially Loaded to inform the other maintainer to finish the process. The second maintainer then closes the CR once they have processed data by setting the status of the CR to Change Accepted. A CR with status **VLAT and VTT Maintainer** can be set to Partially Loaded.
Change Accepted	Change Accepted	Maintainer approves the change indicated in the CR and closes the CR. A CR with status **Sent to Maintainer** and **Partially Loaded** can be set to Change Accepted.
CR Closed	CR Closed	The CR is Closed when no action is required.
OGN	OGN	The CR is with the Office of Geographic Names.

Status Colour	Status	Description
Under OGN Review	Under OGN Review	The Office of Geographic Names is currently reviewing the naming request.
Pending appeal	Pending Appeal	The naming request is being held pending an appeal.
Vicnames Registration	Vicnames Registration	The naming request has been registered at Vicnames.

6.3 Attachments

All attachments included for a Change Request are displayed in this section. The attachment can include any type of file extension.



CR Attachments

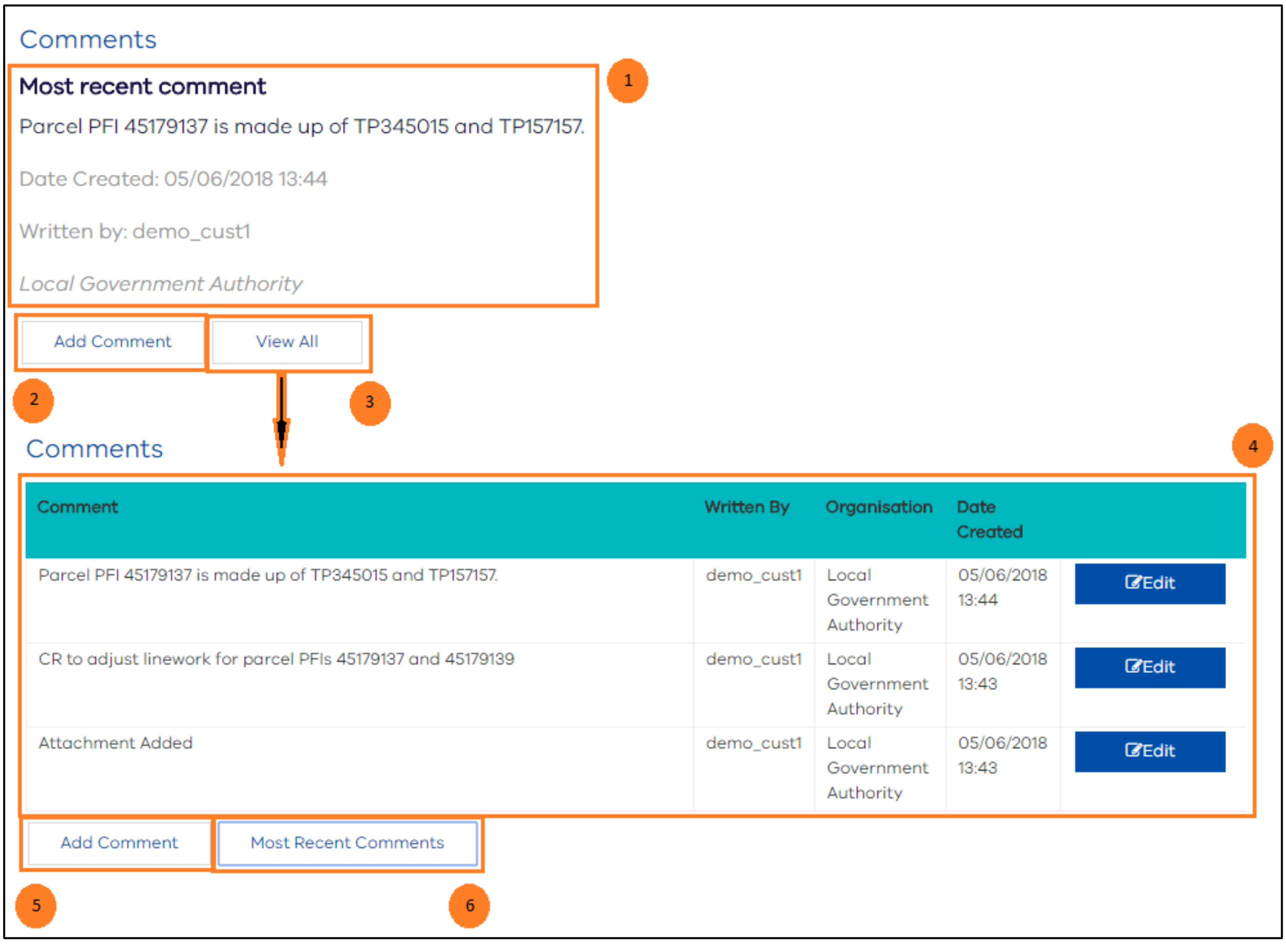
Number	Field Name	Description
1	Attachment	The attachments attached to the Change request.
2	Remove	Clicking the button, deletes the change request attachment.
3	Download	Clicking **Download** downloads the attachment. The downloaded attachment can then be viewed and if required, saved.
4	Select Files	Clicking on the **Select Files** button opens the window to select a file for attaching as an attachment to the CR. The attachment size must not exceed 20mb.

6.4 Comments

Comments can be added to a Change Request using the **Add Comment** button. The most recent comment is displayed here with the user ID and the Date the comment was added.

The **View All** button displays all the comments included in this CR.

Editing a comment saves a new copy of the comment. The original comment is still retained in the history.

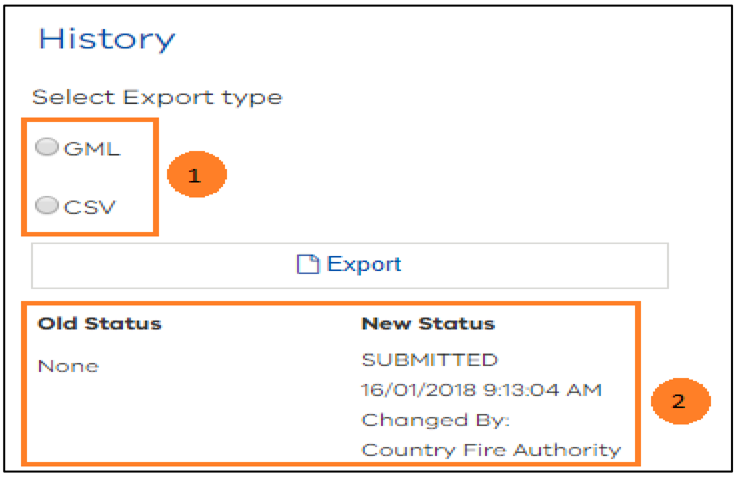


CR Comments window

Number	Field Name	Description
1	Recent Comments	The most recent comment is published in this section. This information includes: The date the comment was added User ID Organisation of the user
2	Add Comment	Clicking the **Add Comment** button provides the ability to add a comment to the CR.
3	View All	Clicking the **View All** button displays a list of all the comments added to the CR.
4	Comments List	List of all the Comments added to the CR.
5	Add Comment	Clicking the **Add Comment** button provides the ability to add a comment to the CR.
6	Most Recent Comments	Clicking this button displays the most recent comment added to the CR, as mentioned above.

6.5 Exporting History

This information includes the life Cycle of the Change Request in the Workflow from the time it was submitted. Change Request history can be extracted from the **View Details** window in a .csv format.



Export History Button

The following table provides a description of the fields available in the above image

Number	Field Name	Description
1	Export Type	The CR History can be extracted in GML (XML) format or .csv format. The exported data contains the following information: • CR ID • All Changed Status (New and Old) • Date of status change • User • Organisation • Region
2	Status	This is the history of the status change of the CR. The information displayed here is the same as the information displayed in the exported document. Each time the Change Request is Actioned either by: o Change to CR Status o Redirect or Rewind the history is recorded here. At each Action, the OLD and NEW status is shown and the user who made the change. A timestamp stating the date and time the status was changed is also shown.

Clicking the **Export history** button exports the history of the Change Request in a CSV format as shown below

Change Re	Change Date	Old Status	New Status	Changed By	Changed By User	CR Region
75895	4/06/2018 17:10	Submitted	Under Review	Local Government Authority	LGA Demo (demo_cust1)	Wangaratta Rural City
75895	4/06/2018 17:10	Submitted	More Information Required	Local Government Authority	LGA Demo (demo_cust1)	Wangaratta Rural City
75895	4/06/2018 17:10	Under Review	Under Review	Local Government Authority	LGA Demo (demo_cust1)	Wangaratta Rural City

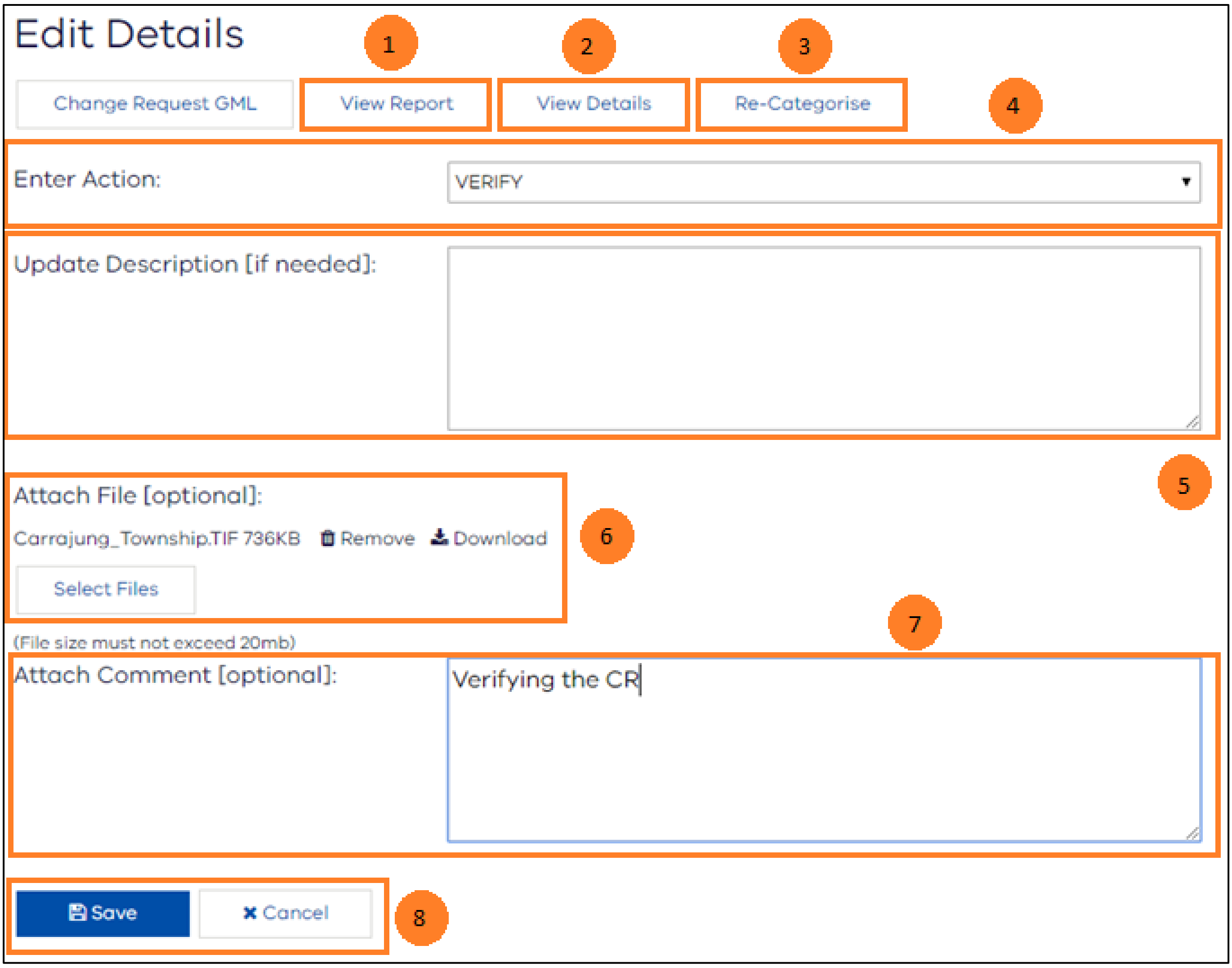
Change Request History

7 Editing a Change Request

The **Edit Details** window can be accessed by clicking on the **Edit Details** window from the **View Details** window. The **Edit Details** window allows changes to be made to a Change Request including changing the status of the Change Request.

Access Edit Details

Clicking the **Edit Details** button opens the **Edit Details** window.



Edit Details window

The following table contains the descriptions for the fields in the **Edit Details** window.

Number	Field Name	Description
1	View Report	Clicking on the button brings to user to the **View Report** window.
2	View Details	Clicking on the button returns the user to the **View Details** window.
3	Re-Categorise	Available based on the user role. Refer to the **Re-Categorise** section below.
4	Enter Action	Contains a list of statuses that the user can apply to the CR. The list of statuses displayed depends on the workflow rules set for the user's role.
5	Update Description	If required, change the CR description.
6	Attach File	Add files to the CR. Refer to the **Attachments** section.
7	Attach Comment	Add comments if required. Refer to **Comments** section.
8	Save / Cancel	Clicking **Save** saves the changes to the Change Request and opens the Dashboard. Clicking **Cancel** clear the changes made displays the original CR details.

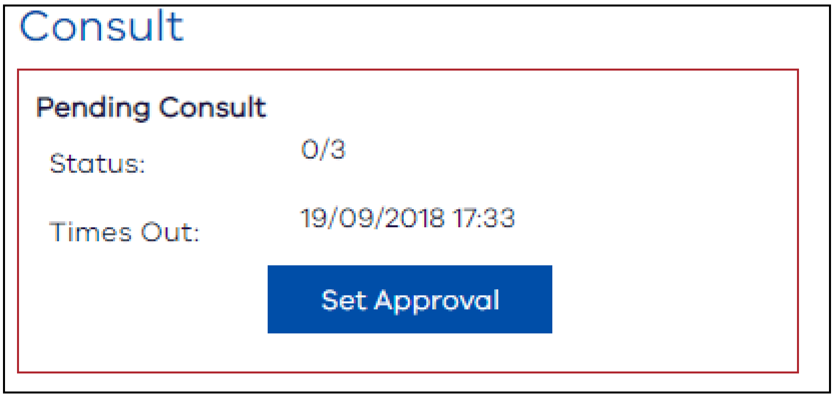
7.1 Consult

A Change Request can be sent to a different organisation for consulting on the Change being notified.

A user can forward a Change Request to a Consultation Group from the Edit Details window.

When a Change Request is approved, the consult section will update. It will list the respondent and the date of when it was approved.

A user from the consult group can approve or reject the consult. The appropriate comments needs to be entered while rejecting/approving the consult.



View Details-Consult

Consult Window

7.2 Redirect

When a Change Request needs to go to for review to another Custodian, who is outside the normal designated workflow, then the current Custodian can Re-direct the Change Request to the required custodian.

The user to whom the Change Request is redirected will inherit the statuses and permissions for the Change Request from the custodian sending the redirect.

When viewing the CR details for a redirected CR, the previous status and current status will be the same as no actual status has been altered.

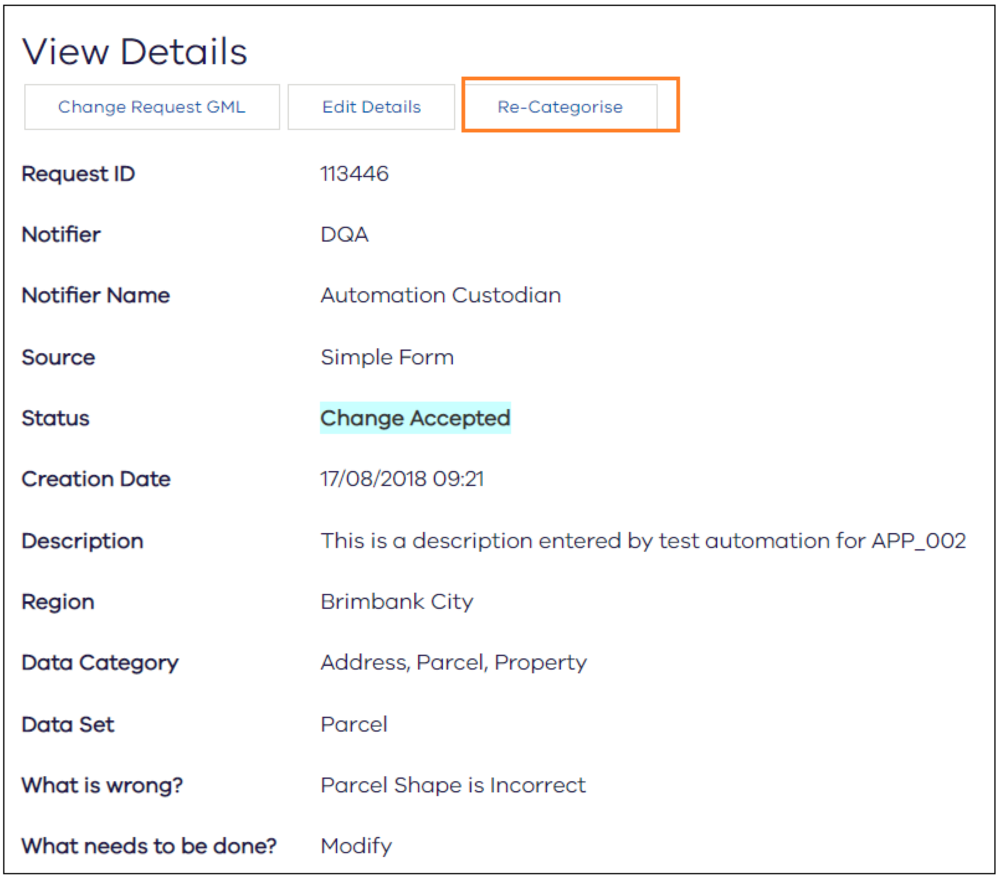
7.3 Recategorize

When a Change Request needs to be moved to another Type of change, the current Custodian can Re-categorize the Change Request to the desired Type of Change.

Once the Change Request is Re-categorized, the Change Request will be moved to ‘Submitted’ status.

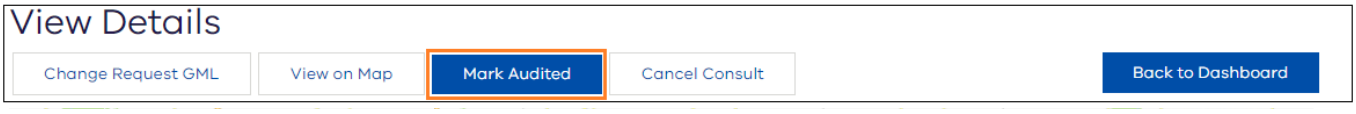
The user can Re-categorize the Change Request only if the user has the permission to do so. If the Change Request is a redirected change request, then the user will inherit the permissions for the Change Request from the user sending the redirect.

The ‘Recategorize’ button will be available on the View details page if the user has the applicable permissions.

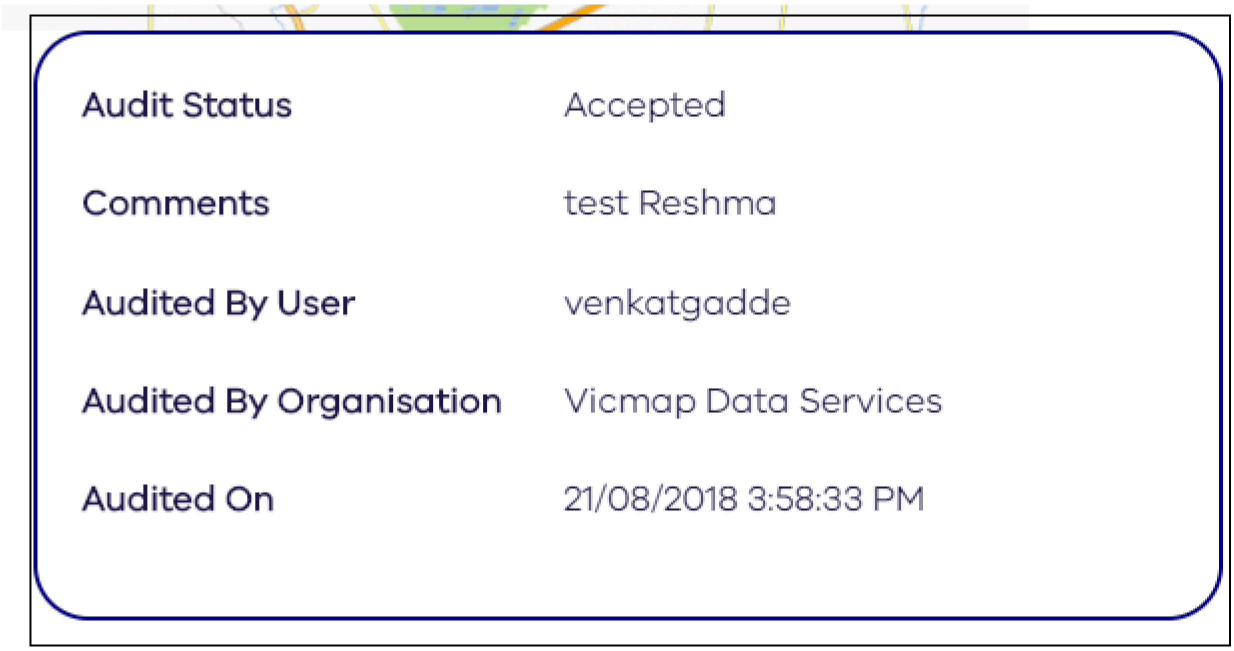


7.4 Audit

A Change Request can be audited by the users only if the user has the permission to do so. The user can Audit the Change Request from the **View Details** window. '**Mark Audited'** button will be available if the user has the permissions and the Change Request is in 'Change Accepted' status.



Once the Change Request is Audited, the Audited details will be displayed to those users who has the required access.



The '**Mark Audited**' button will not be available once the Change request is audited. If the Change request status is changed and then again moved back to Change Accepted then, the 'Mark Audited' button will be available.

8 Map Viewer

VES Map Viewer

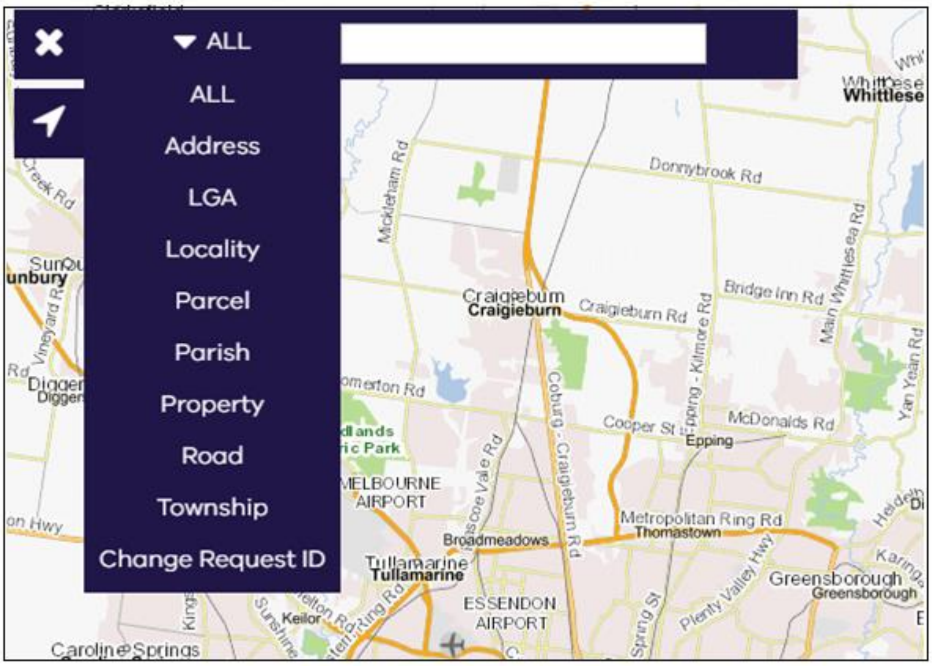
8.1 Map View Field Description Table

Number	Field Name	Description
1	Search	Clicking on the **Search** button opens the Search area to specify the search criteria
2	Toolbar	Clicking on the Toolbar icon opens the functions available from the toolbar. The functions include the following: • Zoom In • Zoom Out • Pan • Markup
3	Zoom In	When clicking an area, the map will zoom into the selected point.

Number	Field Name	Description
4	Zoom Out	When clicking an area, the map will zoom out from the selected point.
5	Coordinates	Coordinates display the exact location of the cursor on the map.
6	Layers	Clicking the arrow opens the layers available in the map view. Further information about the layers is available from the [Layers section](#).

8.2 Search

The **Search** button opens the search area. The user can search for the required location by specifying the search criteria. The drop down next to the Search box contains a list of datasets that the search can be performed on. Selecting an option restricts the search to be performed on the selected dataset only.



Search Area – Screen to change

When a user searches based on the Change Request ID, the map will display the related Change Request and the user can click on the change Request to view more Details.

8.3 Tool bar

The Tool Bar gives the user different tools in order to help them navigate the map.

Tool Bar

Number	Field Name	Description
1	Zoom In	Clicking the **Zoom In** icon zooms into a map area. A Marquee zoom can be performed by clicking Zoom In and drawing a rectangle on the map. The map will zoom in to the area drawn.
2	Zoom Out	Clicking the **Zoom Out** icon zooms out of a map area. A Marquee zoom can be performed by clicking **Zoom Out** and drawing a rectangle on the map. The map will zoom out with and the area where the rectangle is drawn is the focal point.
3	Pan	Clicking the **Pan** icon helps move the map.
4	Markup	Clicking the **Markup** icon opens the Mark up tool. Refer to the Markup section.

8.4 Live Coordinates

The live coordinates for a map are displayed at the bottom of the map. The live co-ordinates are displayed as follows:

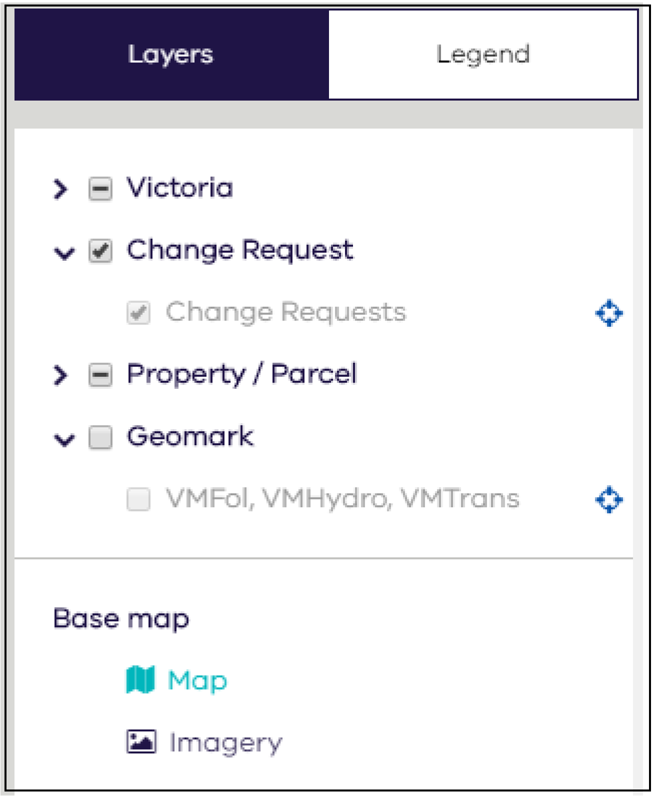
Live Coordinates

8.5 Layers

The Map layers provide additional features to a map. Additional layers available for the VES Map viewer can be enabled by clicking on the required layer. Not all the layers are enabled by default and each zoom is available for enabling at a different zoom level.

The currently available layers are grouped under the following headers:

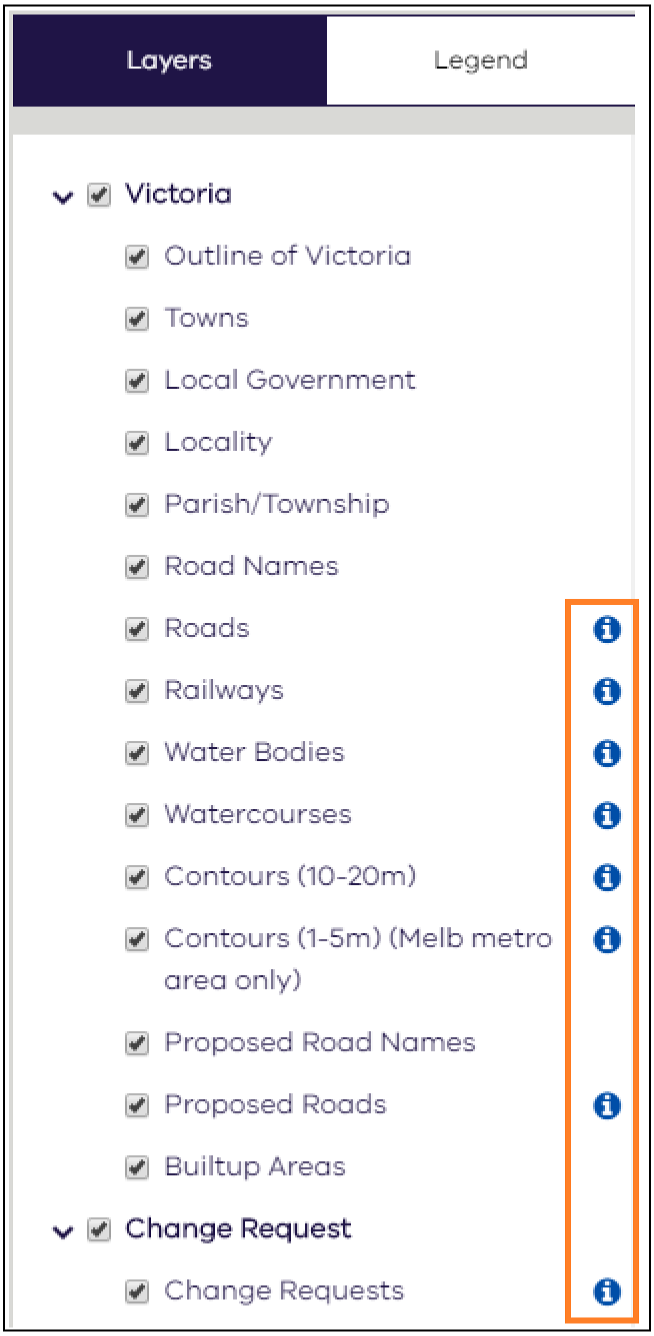
- Victoria
- Change Requests
- Property / Parcel
- Geomark



Map Layers

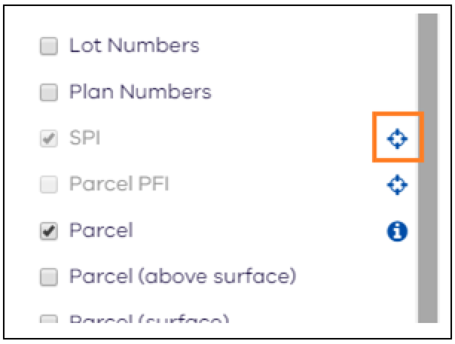
8.5.1 Identify

The Identify button is displayed for some layers indicating that additional information relating to that layer is available for the selected location. The Identify feature is only available for selected layers. The Identify button will only be visible when the layer is enabled for the map view. Clicking on the Identify button and then an area on the map provides additional information about the layer for that particular location on the map.



8.5.2 Zoom to Scale

The map layers are activated at different zoom scales. Clicking on the icon will zoom the map to the required scale to activate the layer and enables the check box for the layer.



Zoom to Scale Icon

8.5.3 Map View Type

There are two view types available in the map viewer. The type of map view to be displayed can be changed by clicking on the required map view type. The following map types are available:

- Map view is the default option.
- Imagery view displays a satellite map view with a birds-eye view.

These map view types can be accessed from the arrow on the right of the screen > Layers > Vicmap

Map View Type

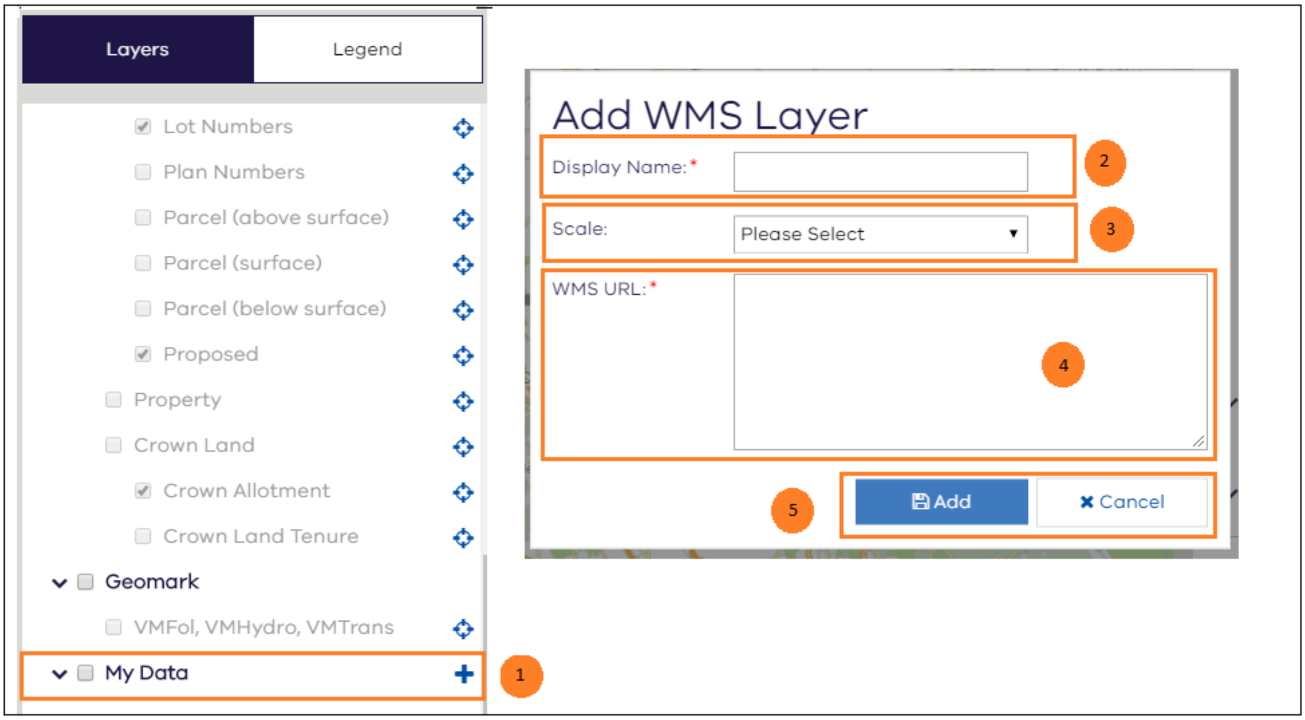
8.5.4 Legend

This area contains the legend for the layers used in the map.

Map Legend

8.5.5 Adding 3rd party WMS layers

The users can add 3rd party WMS layers to the Map Viewer. The WMS layer will be available to the user only for that session. Once the user logs out the new added WMS layer will not be available.



Adding WMS Layer

Number	Field Name	Description
1	+	Allows you to add 3rd party WMS layer to the Map Viewer.
2	Display Name	Name with which user would like to view the Layer under My Data.
3	Scale	Image Scale of the layer that needs to be added.
4	WMS URL	The WMS URL the user wants to add.
5	Add Cancel	Add will add the layer under 'My Data'. Once added, user can select/deselect as required. Cancel will exit the window without adding the layer.

9 Change Request Workflows

Every Change Request created in the VES system follows a specific workflow. These workflows are configured by the VES System Administrator and determine the life cycle of the CR.

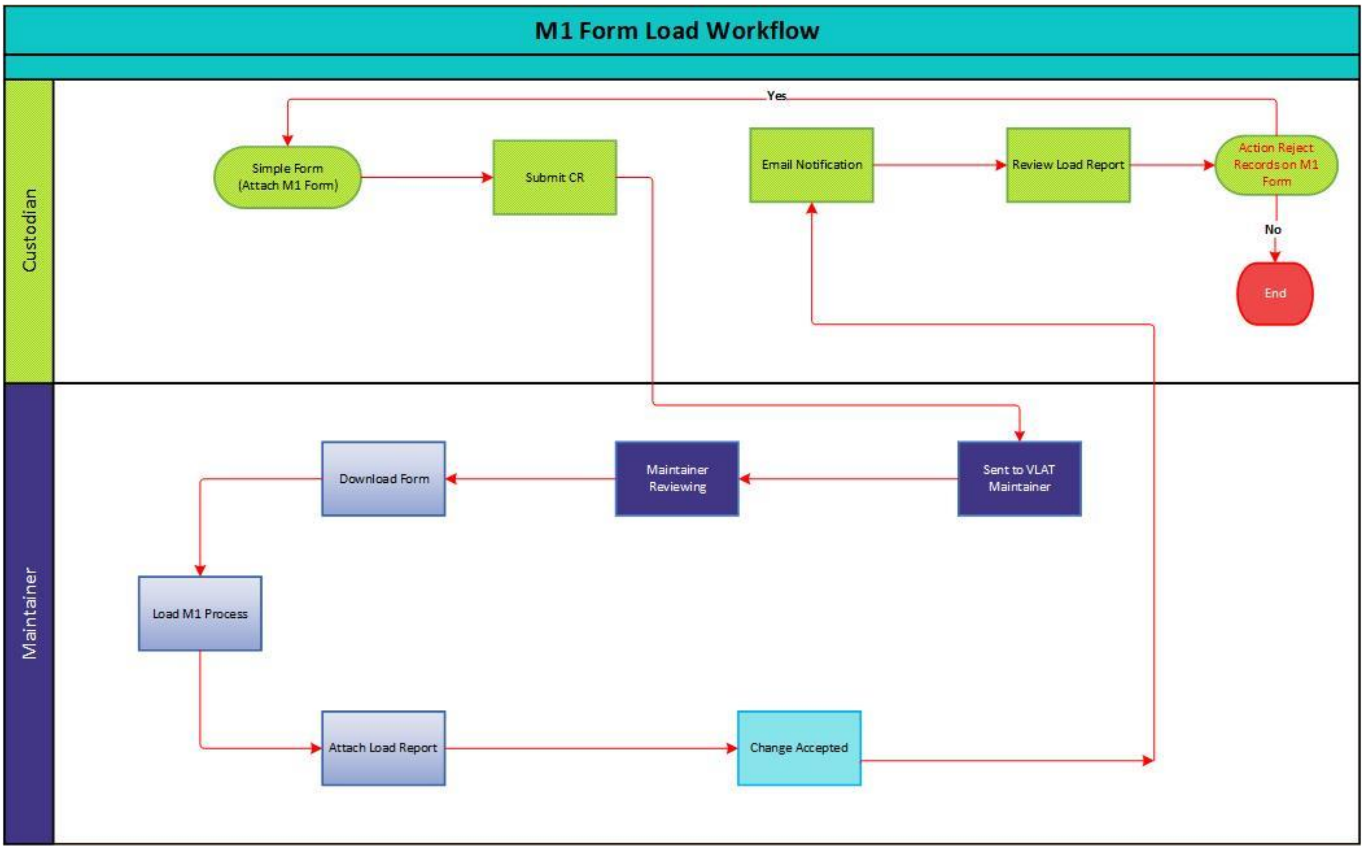
The following section describes the workflow for some of the common Change Requests in the VES system:

- M1 Form Load
- Vicmap Address Change
- Vicmap Transport – New Road Name Change
- Vicmap Transport – Error in Vicmap Road Name – Change
- Name / Rename Vicnames Record – Change
- Vicmap Features of Interest - ESO – Reserve Name Change

9.1 M1 Form Load

An LGA officer uses VES application to submit M1 Form. This change is recorded in VES under **Address, Parcel & Property- Load Forms – Need to Load M1 – Load M1 form** Type of Change.

This section describes the workflow involved in the **M1 Form Load** type of Change (TOC).



M1 Form Load

9.1.1 Description

The following steps only describe the flow of the Change Request after the Custodian raises the **M1 Form Load** Type of change and submits the CR.

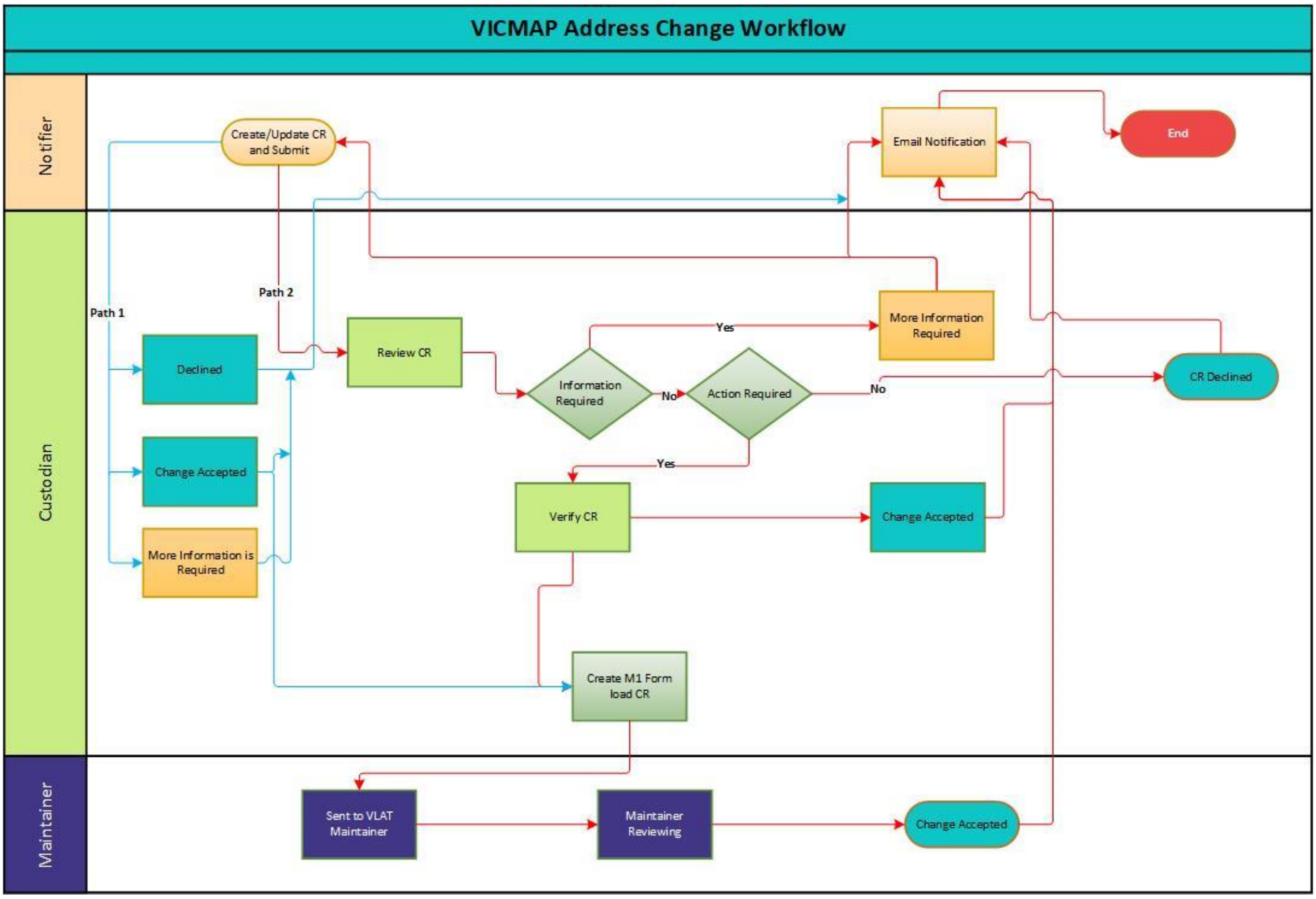
1. After a CR is submitted, the Custodian refers the CR to the Address Maintainer by selecting the status **Sent to VLAT Maintainer**. The CR status will be updated on the Custodian's dashboard and will appear on the Maintainers dashboard as an Actionable CR.
2. The Maintainer will change the CR status to **Maintainer Reviewing** indicating that the CR is being actioned on.
3. The Maintainer will download and process the M1 form.
4. After the processing of M1 form, a load report will be generated with a count of the Successful and Unsuccessful records.
5. The Maintainer will attach the Load Report to the CR and change the status of the CR to **Change Accepted.** A notification will be sent to the Custodian on the CR status change.
6. The Custodian verifies the Report. If any unsuccessful records are identified then the Custodian will raise a new CR for those records. If all are successful then no actions are required.

9.2 Vicmap Address Change

This Type of Change is used to report an error in Vicmap Features of Interest Data.

A mapping officer (VES user) with in Emergency Service Organisation finds an address error in Vicmap and wishes to report the error via VES. This change is reported in VES using the **Address, Parcel, Property → Address → Change Address → Modify** Type of Change (TOC).

This section describes the workflow involved in the **Vicmap Address Change**.



Vicmap Address Change

9.2.1 Description

The following steps only describe the flow of the Change Request after the Notifier raises the **Vicmap Address Change** Type of change and submits the CR.

This type of Change can follow two workflows based on the process the Custodian of the CR follows. Both the workflows are described below:

Workflow 1(Path 1)

a. The Custodian reviews the CR and changes the status of the CR to the following status. A notification will be sent to the notifier.

- **Change Accepted** if any action required
- **Declined** if no action required and updates the CR with appropriate comments.
- **More Information Required**

b. After the CR status is changed to **Change Accepted**, the Custodian will follow the M1 form Load process as mentioned in Workflow 2. No action is required if the CR status is changed to **Declined** or **More Information Required** status.

Workflow 2(Path 2)

a. The Custodian will change the CR status to **Under Review** indicating the CR is being actioned on.

b. The Custodian will check if any information is required, If required the CR status will be changed to **More Information required.** A notification will be sent to the Notifier.

c. If no Information is required and no action is required, the status of the CR will be changed to Declined. A notification will be sent to the Notifier.

d. If any action is required then Custodian change the status of the CR to **Verified.**

e. The Custodian will then close the original CR by changing the CR status to **Change Accepted** and update the CR with a comment that CR will go in next M1**.** A notification will be sent to Notifier.

f. The Custodian will raise a new M1 Form Load CR or update the existing M1 Form Load and submit the CR.

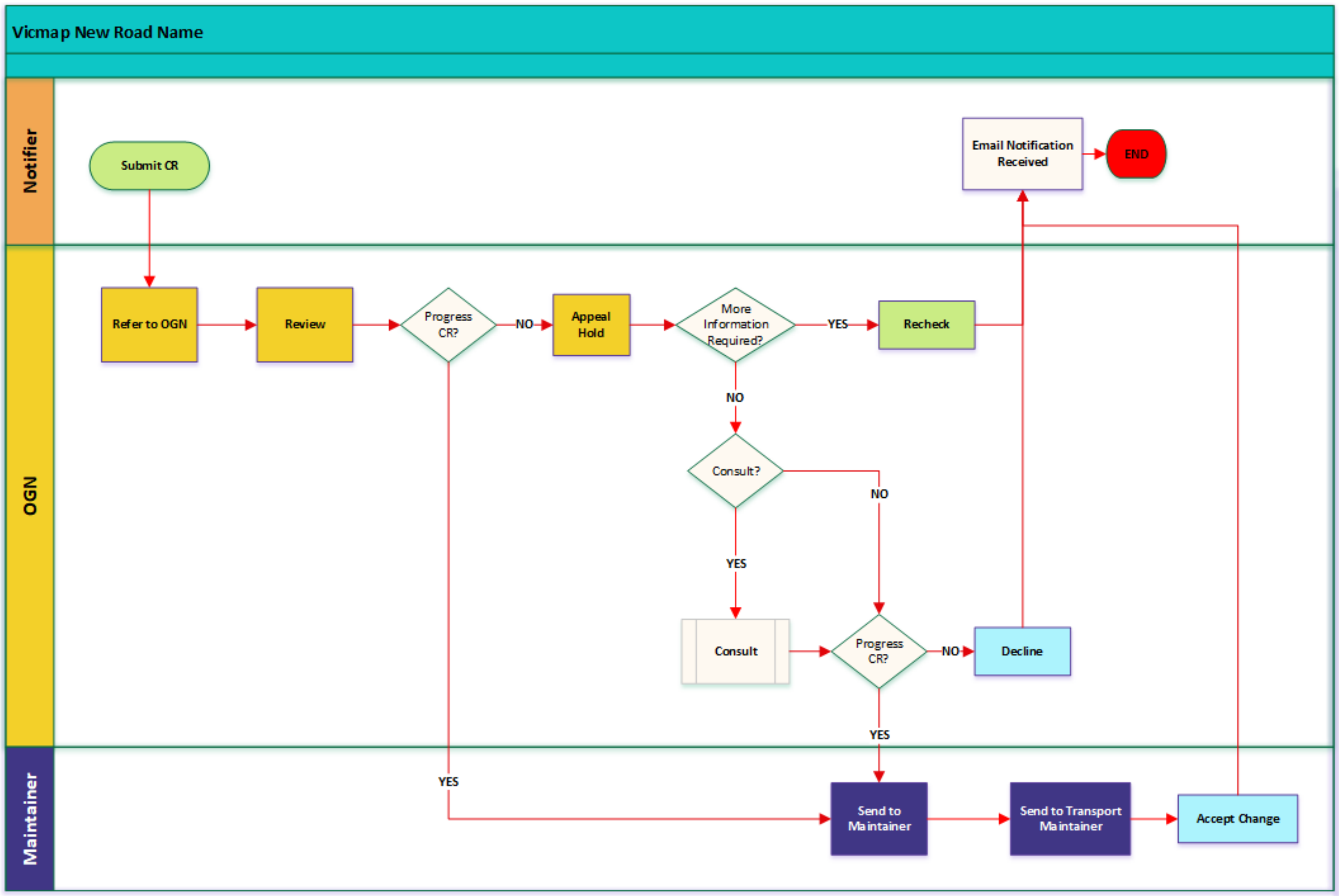
g. After a CR is submitted, the Custodian refers the CR to the Address Maintainer by selecting the status **Sent to VLAT Maintainer**. The CR status will be updated on the Custodian's dashboard and will appear on the Maintainers dashboard as Actionable CR.

h. The Maintainer will change the CR status to **Maintainer Reviewing** indicating the CR is being actioned on.

i. The Maintainer will process the form and change the status to **Change Accepted.** A notification will be sent to Custodian on the CR status change.

9.3 Vicmap Transport – New Road Name Change

Road Authority Management Group



Change / New Road Name

9.3.1 Description

The following steps only describe the flow of the Change Request after the Notifier raises the Change / New Road Name Type of change and submits the CR.

1. After a CR is submitted, the Notifier refers the CR to the Registrar of Geographic Names (Geonames) by selecting the status **Refer to OGN**. A notification is sent to the Custodian with the CR status.
2. The Geonames custodian changes the CR status to **Review**, indicating that the CR is being actioned.
3. If the Custodian is satisfied with the change request, then the CR is forwarded to the maintainer using the **Send to Maintainer** status for processing.
4. The CR is then sent to the **VTT Maintainer** and the CR is **Accepted**.

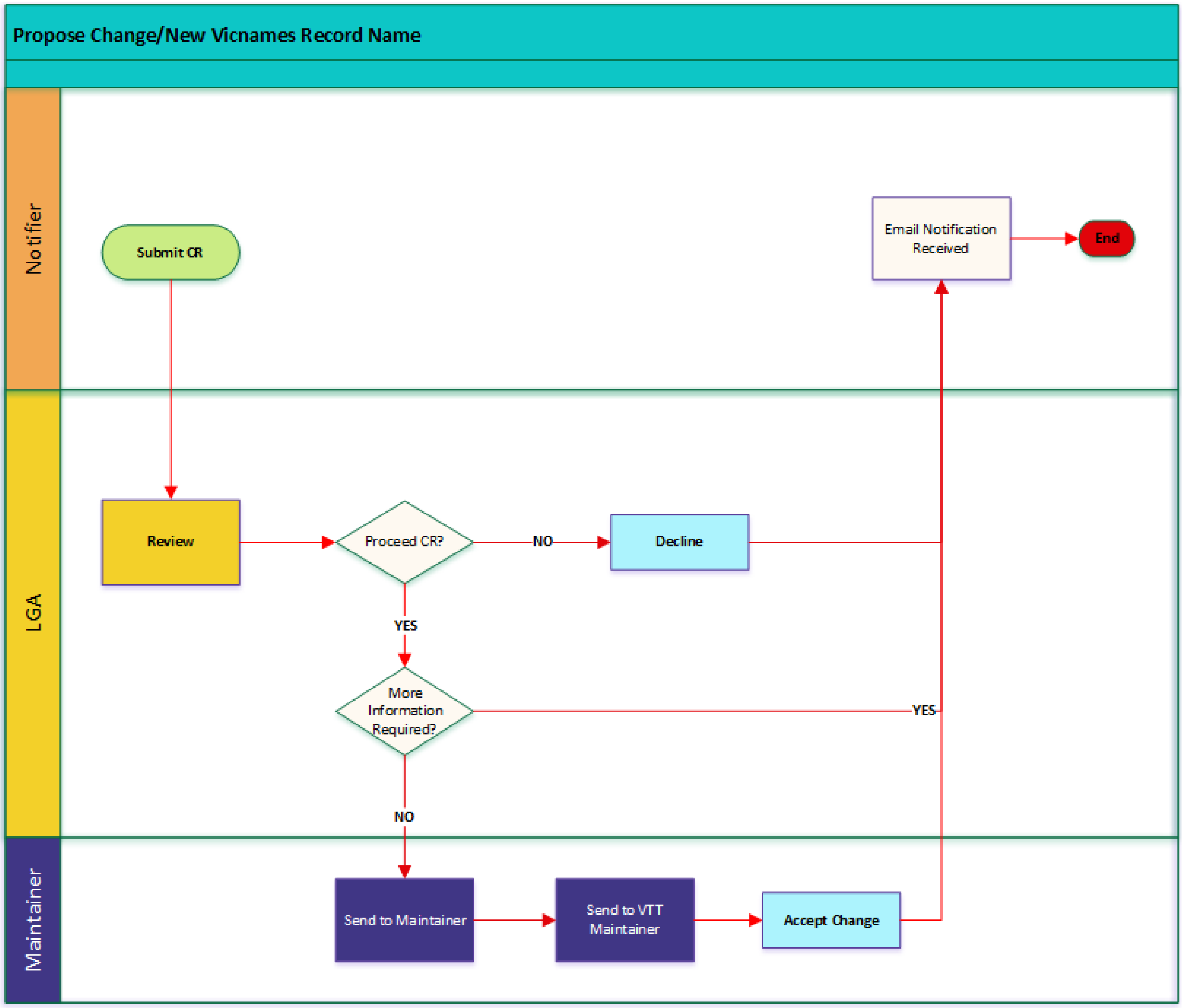
Alternatively, after step 2, if the Geonames custodian requires further information on the CR, an email notification is sent to the notifier. The notifier re-submits the CR with the additional information attached.

If further information is not required, then the CR is forwarded to another custodian for consultation. Based on the feedback received, the CR either follows the process listed in step 3, or gets declined.

9.4 Vicmap Transport – Error in Vicmap Road Name – Change

When an error has been detected in a Road Name in the *Vicmap Transport – Road* dataset and the user wishes to have the error corrected, the **Error in Vicmap Road Name** type of Change is used to report this error.

This section describes the workflow involved in the **Error in Vicmap Road Name** type of Change (TOC).



9.4.1 Description

The following steps only describe the flow of the Change Request after the Notifier raises the **Error in Vicmap Road Name** Type of change and submits the CR.

1. When a CR is submitted, the custodian accesses this CR for review.
2. If the Custodian is satisfied with the change request, then the CR is forwarded to the maintainer using the **Send to Maintainer** status for processing.

   Alternatively, if the custodian is not satisfied with the CR details, the following 2 steps can take place:

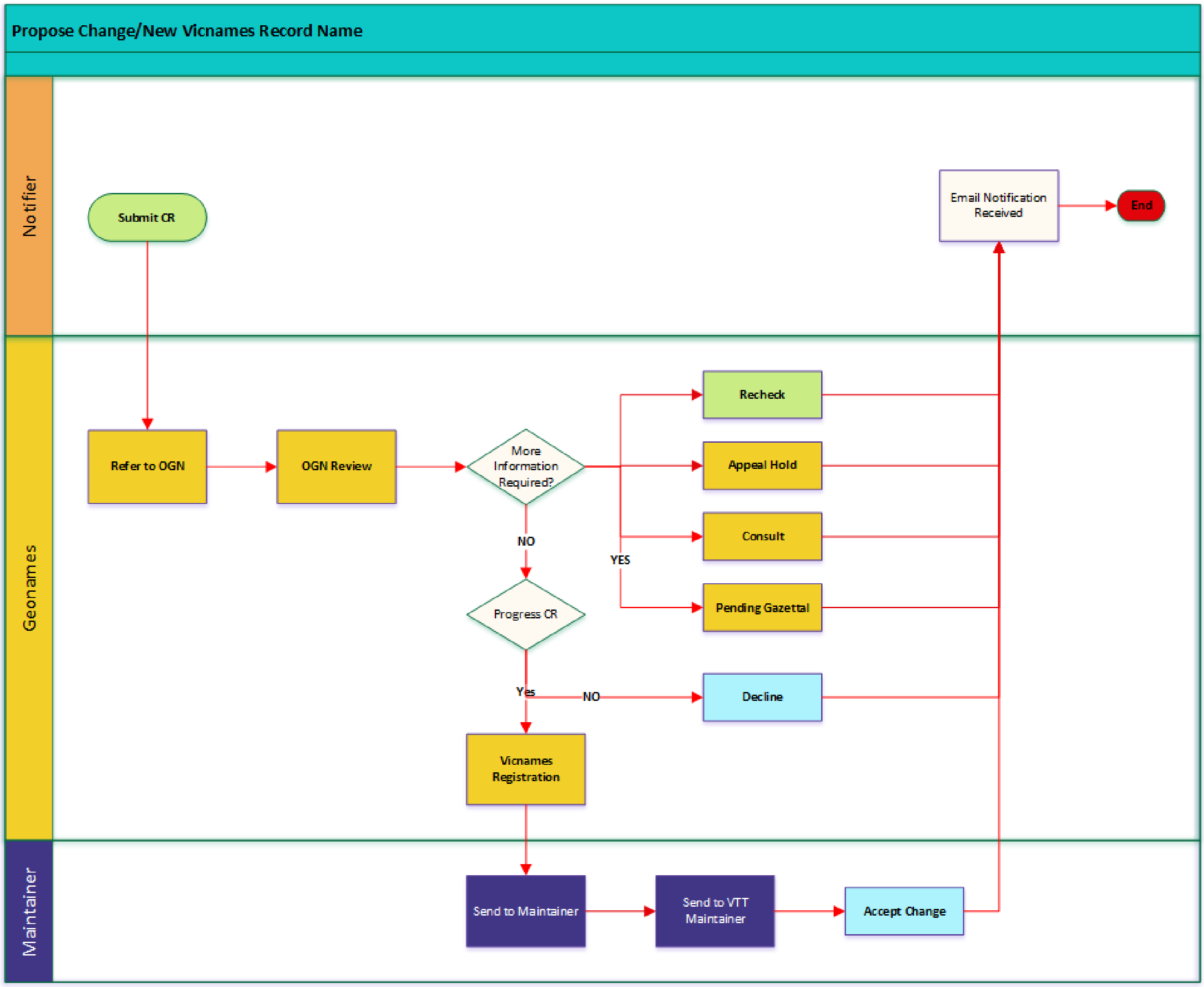
   A. An email notification is sent to the notifier requesting further information. The notifier re-submits the CR with the additional information attached.
   OR

   B. If the custodian is not satisfied with the information, the CR can be declined.
3. The CR is then sent to the **VTT Maintainer** and the CR is **Accepted**.

9.5 Name / Rename Vicnames Record – Change

The Registrar of Geographic Names uses the VES application for proposing new records or changes to existing record names in the Vicnames Register. This change is recorded in VES using the **Propose Change/New Vicnames** Type of Change.

This section describes the workflow involved in the **Name / Rename Vicnames Record** type of Change (TOC).



Propose Change/New Vicnames Workflow

9.5.1 Description

The following steps only describe the flow of the Change Request after the Notifier raises the Propose Change/New Vicnames Type of change and submits the CR.

1. After a CR is submitted, the Notifier refers the CR to the Registrar of Geographic Names (Geonames) by selecting the status **Refer to OGN**. A notification is sent to the Custodian with the CR status.
2. The Geonames custodian changes the CR status to **OGN Review**, indicating that the CR is being actioned on.
3. If the Geonames custodian requires further information, one of the following happens:
   A. An email notification is sent to the notifier requesting further information. The notifier re-submits the CR with the additional information attached.

B. The CR is in **Appeal Hold** status for upto 30 days and forwards the CR for consultation. The members of the Consult group will have 30 days to respond.

C. Or, if Geonames are happy for the Vicnames Record Change CR to proceed, where appropriate, they set the CR to 'Pending Gazettal'.

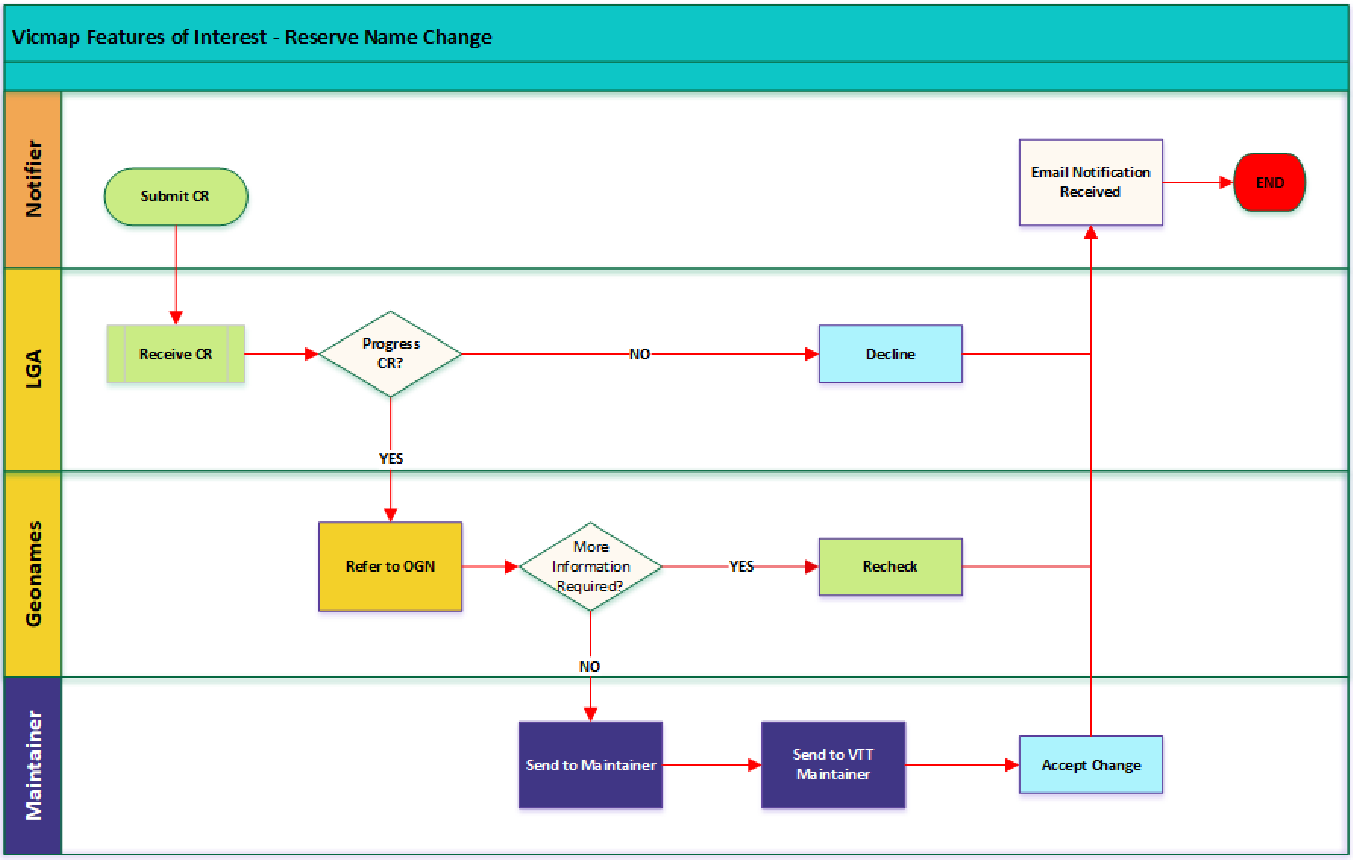
4. If the custodian is not satisfied with the CR, the CR is declined.

   Alternatively, if the Custodian is happy with the CR, the CR is forwarded to the Vicnames Registration to close the CR.

5. The CR is then forwarded to the Maintainer and the VTT maintainer for accepting the change.

9.6 Vicmap Features of Interest – Reserve Name Change

Vicmap Features of Interest – Reserve Name Change is the Type of Change to be used when the Change Request requires correcting a Reserve name or boundary of a Reserve held in Vicmap Features of Interest. This document refers to this Type of Change only.



Vicmap Features of Interest Workflow

9.6.1 Description

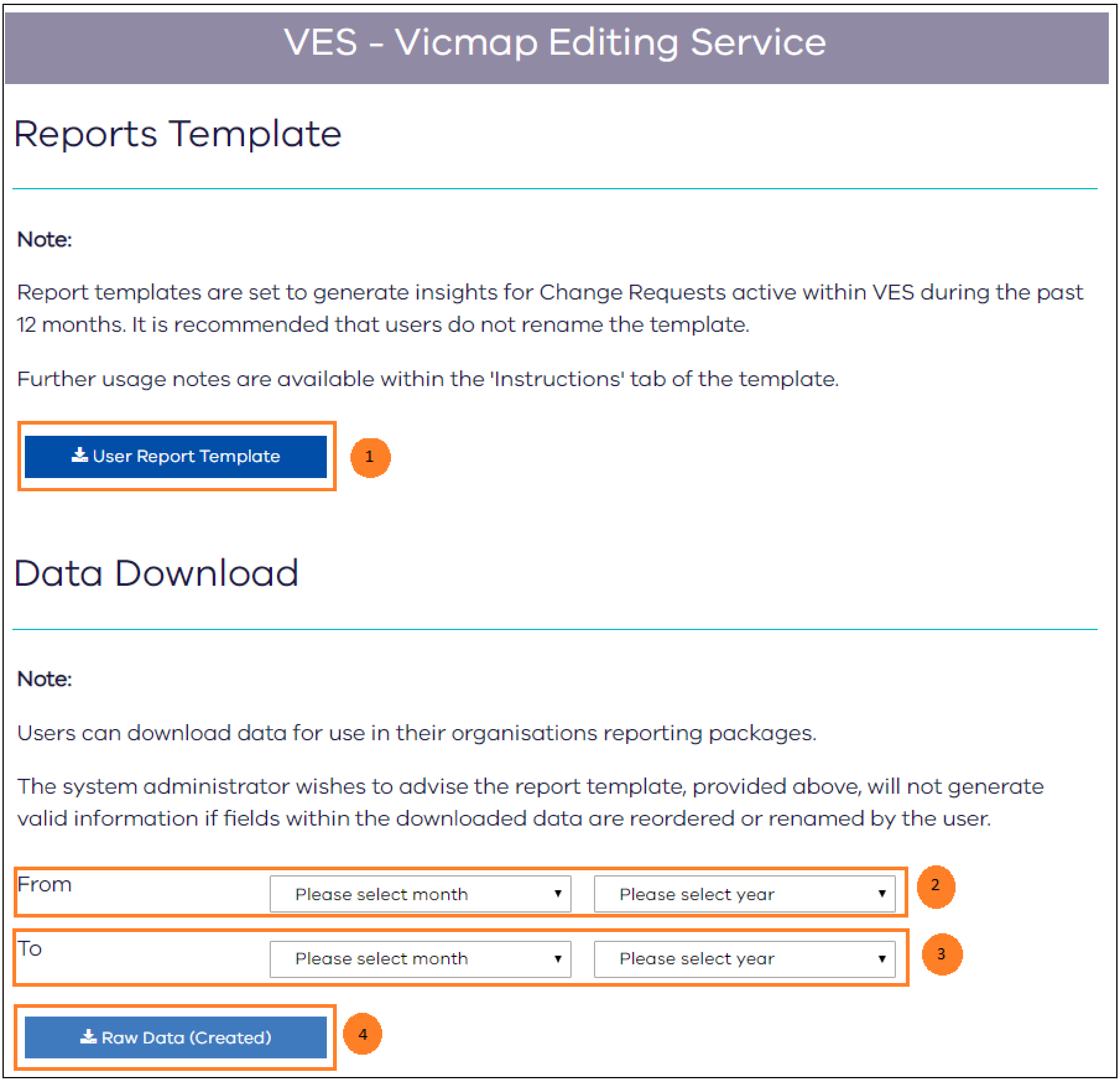
The following steps only describe the flow of the Change Request after the Notifier raises the Propose Change/New Vicnames Type of change and submits the CR.

1. The LGA custodian reviews the CR.
2. If the Custodian is satisfied with the CR to proceed, it is referred to the Registrar of Geographic Names (Geonames) Custodian using the Refer to OGN status.
   Alternatively, the custodian can decline the CR.
3. If the OGN custodian requires further information, an email notification is sent to the notifier requesting further information. The notifier re-submits the CR with the additional information attached
4. If not, the CR is forwarded to the Maintainer.
5. The Maintainer then forwards the CR to the VTT Maintainer.
6. Vicmap Data Services (VDS) sends the CR to the Topographic Maintenance Contractor. VTT Maintainer accepts change.

10 Reports

The Reports window will be available for all the users to generate the charts or download csv file based on the permissions applicable.

10.1 Normal User Report

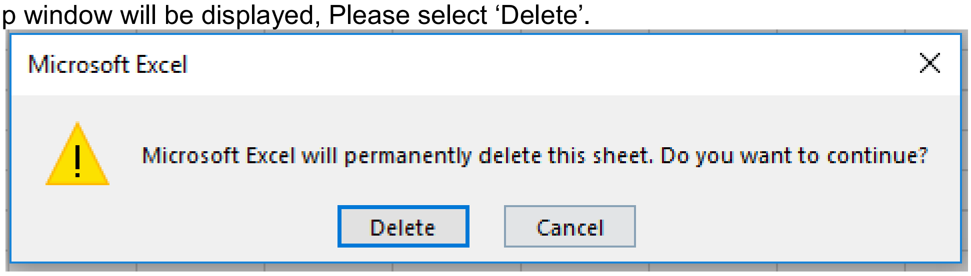


Reports Window for normal users

Number	Field Name	Description
1	User Report Template	Clicking the **User Report Template** button will download the User_Report.xlsb file.
2	From	Enter from Month & Year for which the report needs to be generated. The date will always be ‘01’ for the month selected.
3	To	Enter To Month & Year for which the report needs to be generated. The date will be end of the month.
4	Raw Data(Created)	Clicking the **Raw Data (Created)** button downloads the .csv file with all the Change Request detail records based on the user profile created for the entered From & To date.

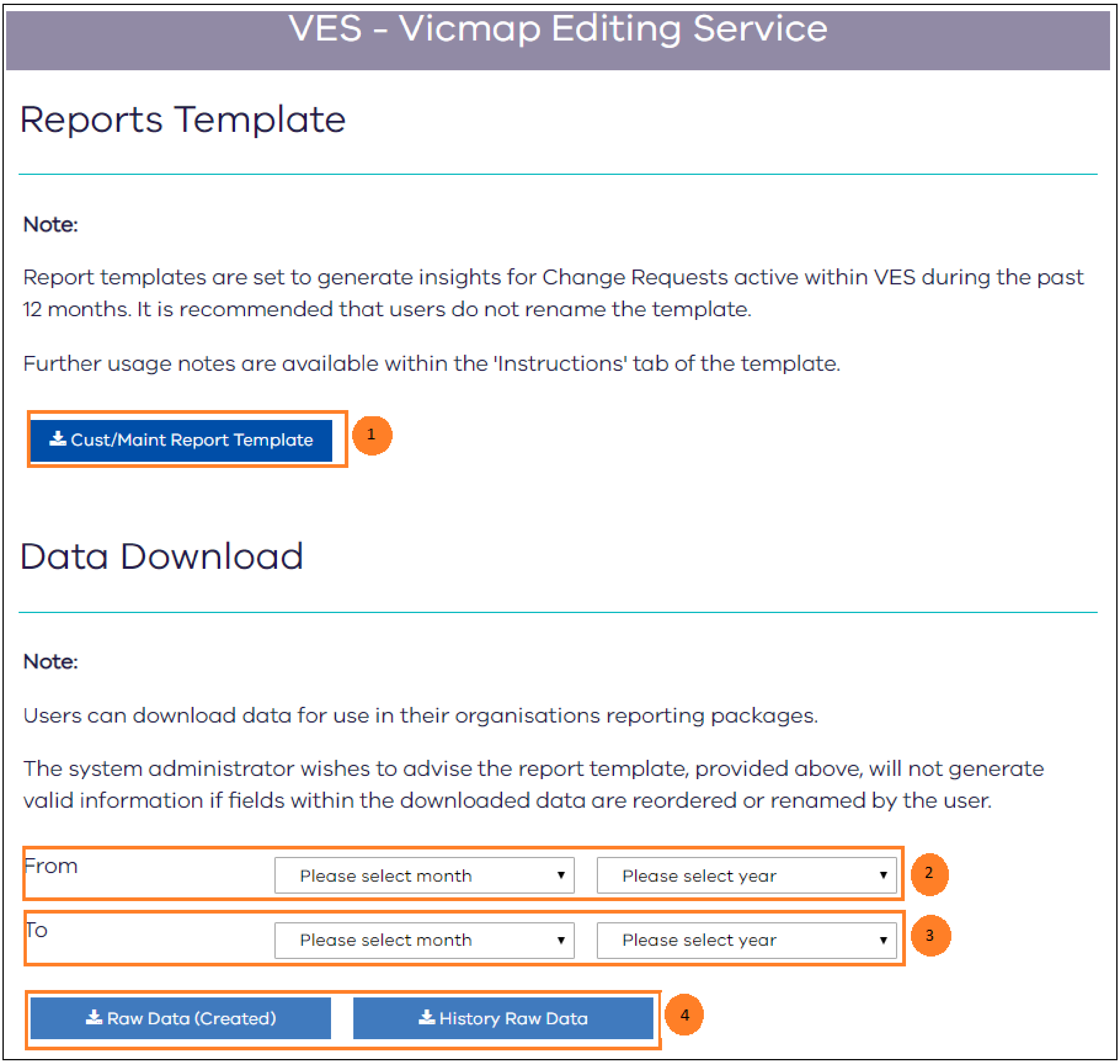
Instructions on Generating the Reports for normal users:

- Download the User Report Template, make sure the name of the report is **User_Report**. If there are any old version of **User_Report** in the Download folder, please delete the older versions before downloading the new one.
- Download the **CR Data yyyymmdd_mmss.csv** file using the **Raw Data (Created)** button for the required from and to months
- Open the User_Report.xlsb file, click on ‘Enable Content’ on the top of excel to enable the macros.
- Once the macros are enabled, click on **Load Raw Data (Created)** button.
- A pop up window will be displayed, Please select ‘Delete’.



- Once **‘Delete’** button is clicked, excel will prompt to select the file that needs to be loaded. Once the window prompts, select the location where the **CR Data yyyymmdd_mmss.csv** is available and select (double click) the CR Data yyyymmdd_mmss.csv file.
- The CR Data sheet will be loaded with all the records. Then go to **Dashboard** sheet and click on **‘Generate Reports’**. The following 2 charts will be generated:
    - All the CR’s by status – Count of Change Request by Status
    - All CR’s Submitted by Type – Count of Change Request by TOC

10.2 Custodian & Maintainer Report

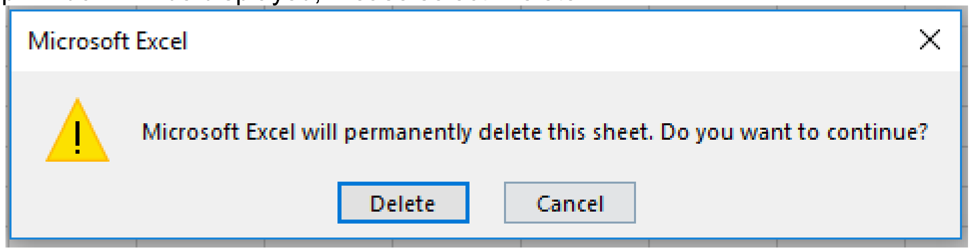


Reports Window for Custodians & Maintainers

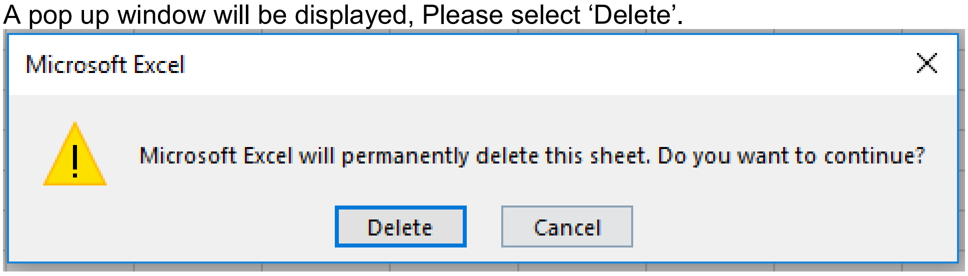
Number	Field Name	Description
1	Cust/Maint Report Template	Clicking the **Cust/Maint Report Template** button will download the CustMaint_Report.xlsb file.
2	From	Enter from Month & Year for which the report needs to be generated. The date will always be '01' for the month selected.
3	To	Enter To Month & Year for which the report needs to be generated. The date will be end of the month.
4	Raw Data(Created) History Raw Data	Clicking the **Raw Data (Created)** button downloads the .csv file with all the Change Request detail records based on the user profile created for the entered From & To date. Clicking the **History Raw Data** button downloads the .csv file with the History Records for all the Change Request created between the From and To date based on the user profile

Instructions on Generating the Reports for Custodians/Maintainers:

- Download the Cust/Maint Report Template, make sure the name of the report is **CustMaint_Report**. If there are any old version of **CustMaint_Report** in the Download folder, please delete the older versions before downloading the new one.
- Download the **CR Data yyyymmdd_mmss.csv, CR History Data yyyymmdd_mmss.csv** file using the **Raw Data (Created) & History Raw Data** button for the required from and to months
- Open the CustMaint_Report.xlsb file, click on 'Enable Content' on the top of excel to enable the macros.
- Once the macros are enabled, click on **Load Raw Data (Created)** button.
- A pop up window will be displayed, Please select 'Delete'.



- Once **'Delete'** button is clicked, excel will prompt to select the file that needs to be loaded. Once the window prompts, select the location where the **CR Data yyyymmdd_mmss.csv** is available and select (double click) the CR Data yyyymmdd_mmss.csv file.
- The CR Data sheet will be loaded with all the records. Then go to **Dashboard** sheet and click on **'Load History Raw Data'** button.
- A pop up window will be displayed, Please select 'Delete'.



- Once **'Delete'** button is clicked, excel will prompt to select the file that needs to be loaded. Once the window prompts, select the location where the **CR History Data yyyymmdd_mmss.csv** is available and select (double click) the **CR History Data yyyymmdd_mmss.csv** file.
- The CRStatusHist sheet will be loaded with all the History Records. '**Working Days from Create Date'** column calculates net working days from the Change Request created to the date when the status was changed. '**Working Days for each Status Change**' will calculate the net working days taken for each status change.
- Once the CRStatusHist sheet will be loaded with all the records. Then go to **Dashboard** sheet and click on **'Generate Reports'**. The following 2 charts will be generated:
    - All the CR's by status – Count of Change Request by Status
    - All CR's Submitted by Type – Count of Change Request by TOC

Note: If the user wants to mark any day as a Holiday, then the user needs to update 'Holiday' sheet on the CustMaint_Report.

11 Training Videos

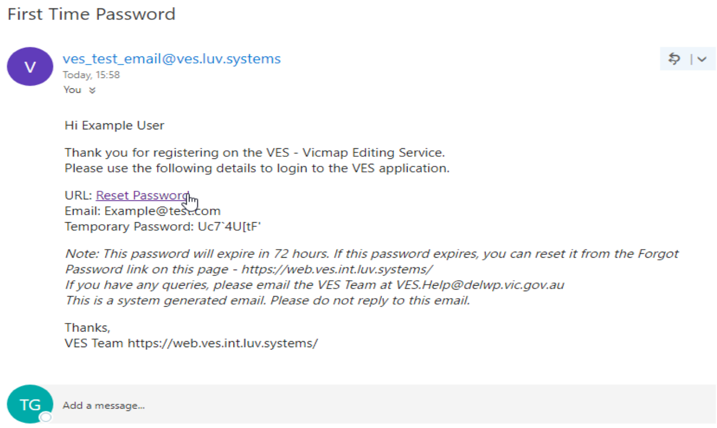
The VES portal also contains Training Videos for the following sections:

- Using the Dashboard
- Creating Change Requests using the Simple Form
- Creating Change Requests using the Map Viewer
- Viewing Change Requests
- Editing and Actioning Change Requests
- User Management

12 VES First Time Setup Help Guide

12.1 How to Reset Password from First time Password Email notification

Step 1: Click on the ‘Reset Password’ link from the email with subject ‘First Time Password’


First Time Password

ves_test_email@ves.luv.systems
Today, 15:58
You

Hi Example User

Thank you for registering on the VES - Vicmap Editing Service.
Please use the following details to login to the VES application.

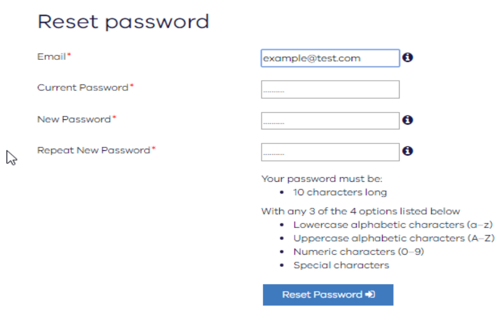
URL: Reset Password
Email: Example@test.com
Temporary Password: Uc7`4U[tF'

Note: This password will expire in 72 hours. If this password expires, you can reset it from the Forgot Password link on this page - https://web.ves.int.luv.systems/
If you have any queries, please email the VES Team at VES.Help@delwp.vic.gov.au
This is a system generated email. Please do not reply to this email.

Thanks,
VES Team https://web.ves.int.luv.systems/

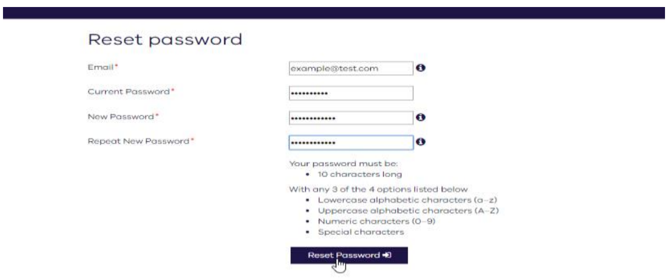
Add a message...

Step 2: The ‘Reset Password’ page is displayed

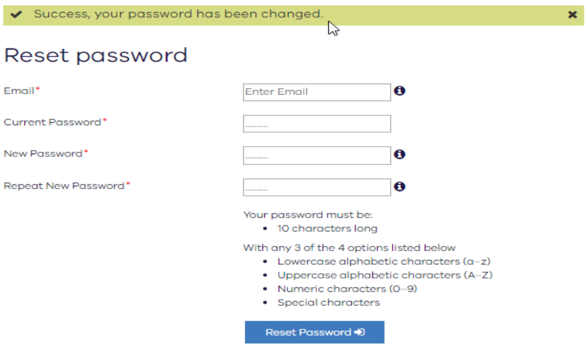


Step 3: Enter Email address and Current password (Temporary password as is mentioned in the email). Copy the email address and Temporary password from the email and paste it on the Reset Password page.

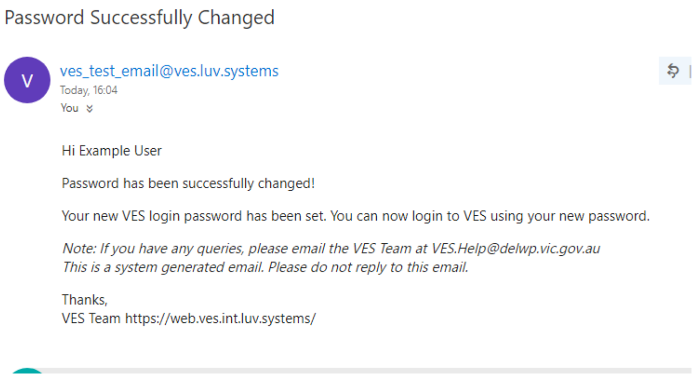
Step 4: Enter New Password , repeat New Password and click on ‘Reset Password’.The New Password and Repeat New Password should be exactly same.



Step 5: A success message ['Password is successfully changed'] is displayed



Step 6: A success email notification will be send out to your registered email id.

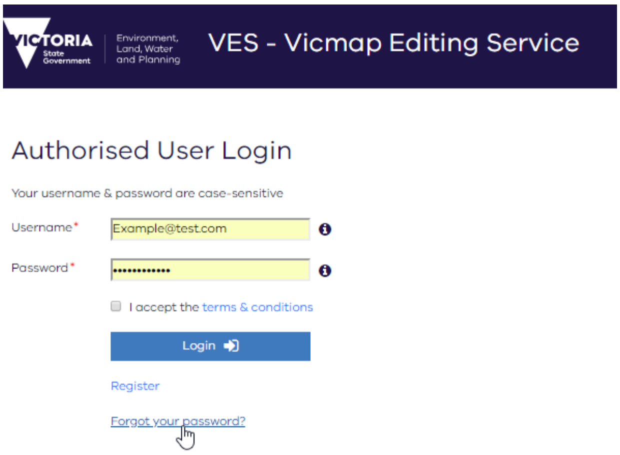


Step 7: Close the page reset page

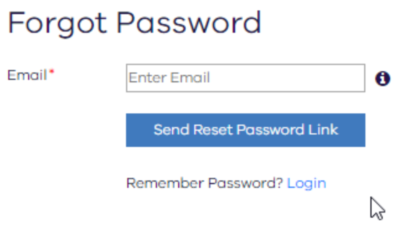
Step 8: Enter the VES URL and enter the step one user email address and password (after you reset – do not use the password from Email notification) to Login

12.2 How to Reset Password When you Forgot Password

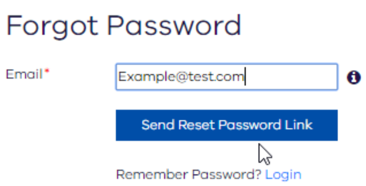
Step 1: Click on ‘Forgot your Password?’ hyperlink on the VES Login page.



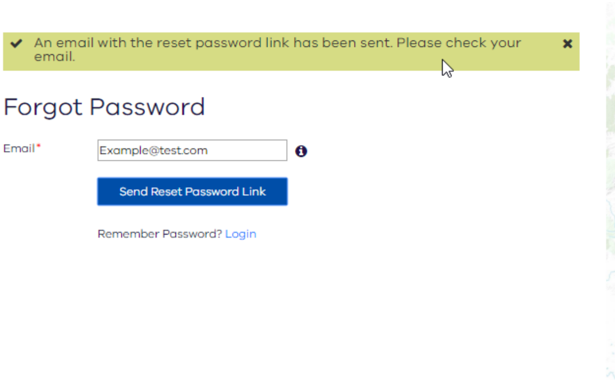
Step 2: ‘Forgot Password’ page will be prompted to enter the email id/Address.



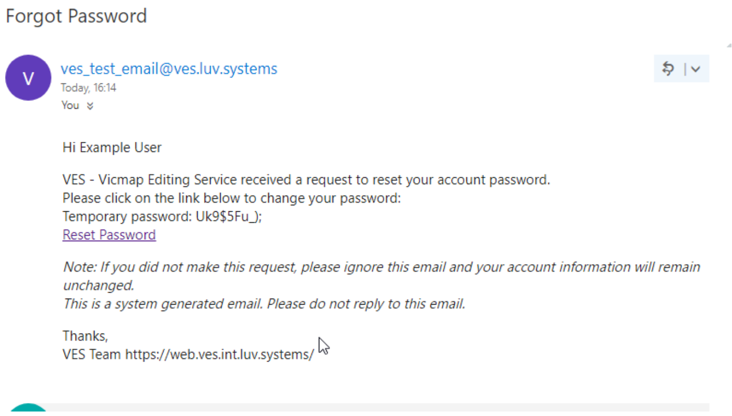
Step 3: Enter the user Email Address and click on the ‘Send Reset Password Link’ button



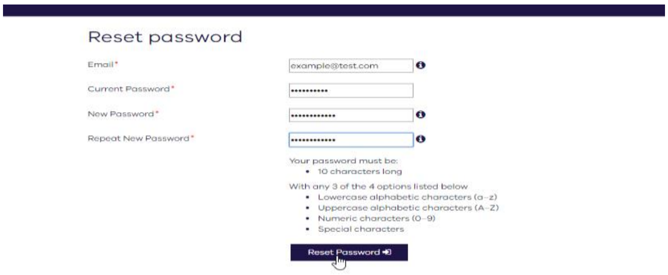
Step 4: Once the reset password link has been sent, a success notification will be displayed on the top.



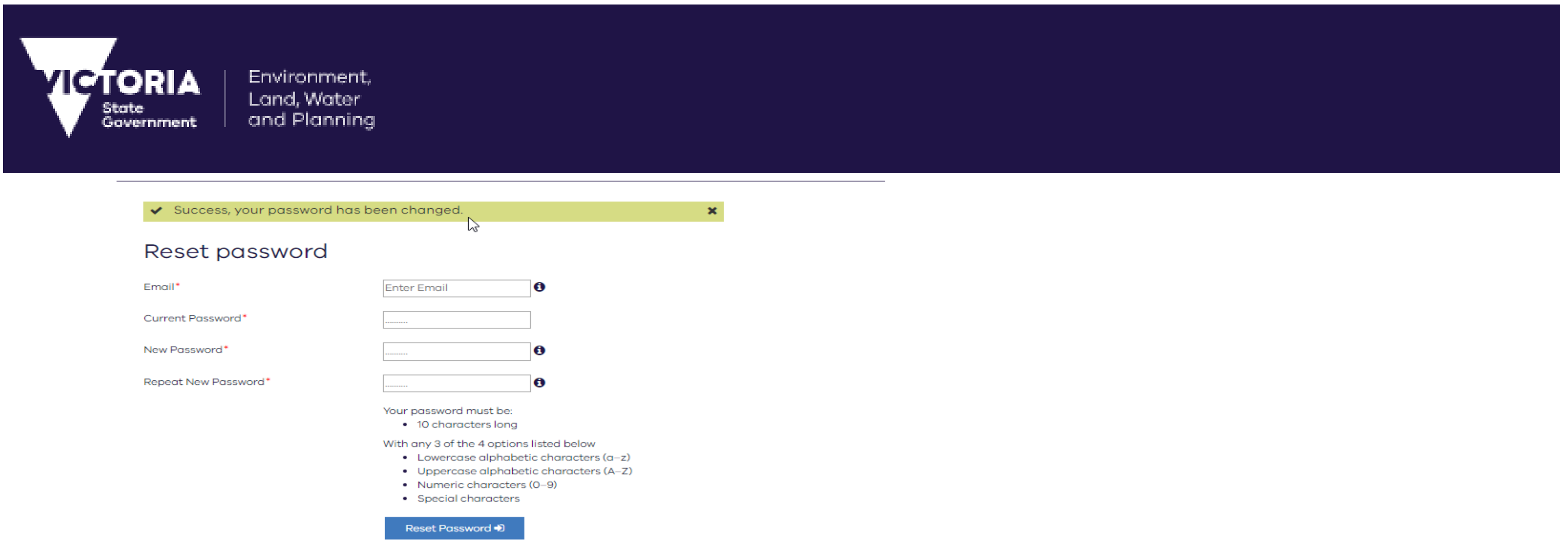
Step 5: An email with subject ‘Forgot Password’ will be received.



Step 6: Click on the Rest Password link, and enter the email id/address & copy paste the Temporary password from the email onto the Reset Password Page. Once done click on ‘Reset Password’ button.



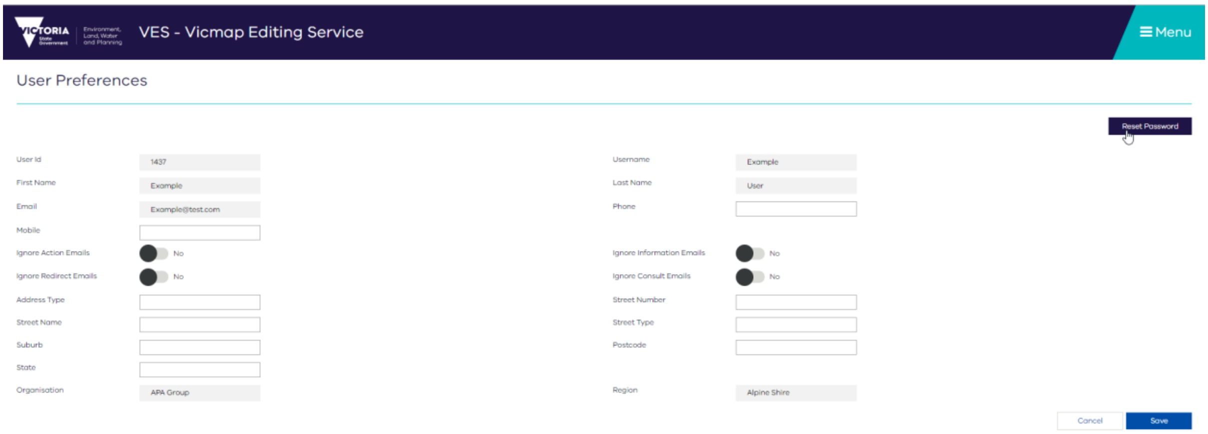
Step 7: A success message [‘Password is successfully changed’] is displayed and an email confirmation will be sent to the registered email address/id.


Environment, Land, Water and Planning
Success, your password has been changed.
Reset password
Email *
Enter Email
Current Password *
New Password *
Repeat New Password *
Your password must be:
• 10 characters long
With any 3 of the 4 options listed below
• Lowercase alphabetic characters (a-z)
• Uppercase alphabetic characters (A-Z)
• Numeric characters (0-9)
• Special characters
Reset Password

12.3 Reset Password from User Preference screen with in the VES Application

Step 1: Login to **VES (https://ves.land.vic.gov.au/login)**

Step 2: Navigate to **User Preference** and click on **Reset Password** button



Step 3: The Reset Password Page will be prompted. Enter the email id/address, Current Password and the New Password. Once done, click on Reset Password button. The Password will be set if no errors. A success message and an confirmation email notification will be sent after the Password has been reset successfully.

13 Change Request WMS URL

The user can use the below URL link to add Change Request Layer to their own map.

URL: https://map.ves.land.vic.gov.au/geoserver/wms

LayerName: CHANGE_REQUESTS

SRS: EPSG:3111

WMS URL:

https://map.ves.land.vic.gov.au/geoserver/wms?SERVICE=WMS&VERSION=1.1.1&REQUEST=GetMap&FORMAT=image%2Fpng&TRANSPARENT=true&LAYERS=CHANGE_REQUESTS&STYLES=&FIRSTTILE=true&SRS=EPSG%3A3111&WIDTH=2881&HEIGHT=1022&BBOX=2489727.5315383966%2C2390105.0927101853%2C2527840.8369316743%2C2403625.3280839897

14 Glossary of Terms

Term/Abbreviation	Definition
Administrator	DELWP, responsible for user access, allocation of data permissions, workflow, validation rules and generally running the service.
Change Request (CR)	When someone wishes to notify a Custodian of an error or omission contained within a dataset, he or she raises a change request (CR) to notify the system of this information.
Custodian	Organisation responsible for the quality and completeness of a data element(s) in Vicmap e.g. Road Names – LGA, VicRoads, DELWP, Melbourne Water, Parks Victoria etc.
Dashboard	The Dashboard is the main interface in the VES. The Dashboard displays all change requests either created by the user (or user's organisation) or that require action by the user (user's organisation).
Feature	A representation of a real-world phenomenon on a map. The feature consists of a graphic element and textual information about that feature.
GDA94	GDA94 is a coordinate reference system whose origin coincides with a determination of the centre of mass of the earth, hence the term 'geocentric'. GDA94 is a 'plate-fixed' or 'static' coordinate datum based on the International Terrestrial Reference Frame 1992 (ITRF92), held at the reference epoch of 1 January 1994.
Geographic Coordinates	A **Geographic Coordinate** system is a reference system that locates points on the Earth's surface. The unit of measure is usually decimal degrees. A point has two **coordinate** values: latitude and longitude.
Geography Mark-up Language (GML)	Default file format for all data imported into or exported from VES. GML is a specific XML grammar developed for geographic information.
Layers	A visual representation of a geographic dataset in a digital environment
Maintainer	Organisation or person responsible for editing Vicmap data e.g. Vicmap Topo Maintenance Contract Manager for roads.
Mark-up	The process of indicating the location of changes on a Map using the system drawing tools to place a point on a map or draw a line or shape.
MGA Coordinates	Brief description and insert project ID (WKID?)

Term/Abbreviation	Definition
	Technical specifications are available when searching the EPSG code • MGA Zone 54, (EPSG:28354) • MGA Zone 55, (EPSG:28355)
NES	Notification of Editing Service
Notification	A notice generated to alert relevant users (i.e. Custodian, Notifier) that an action associated to a change request has occurred within the system. Notifications are sent to the person who raised the change request and to the relevant person/organisation within the service who must action the change request.
Notifier	Registered person, usually a user of Vicmap data, who can report errors in data via a Change Request.
Re-Categorise	If a Custodian receives a Change Request and they are not the responsible authority to action the request (e.g. Notifier categorises the Type of Change incorrectly), the Custodian has the ability to Re-Categorise the change request to the appropriate Custodian.
Type of Change (TOC)	This is a method for uniquely categorising a Change Request. The Notifier must categorise a CR by the “type of change” they are trying to report on. This will determine which workflow to direct the Change Request to and therefore which custodian will receive the CR to action.
VES	VICMAP Editing Service
VICMAP	Vicmap™ is the foundation that underlies most spatial information in Victoria. This portfolio of spatial related authoritative data products, made up from individual datasets, is developed and managed by the Department of Environment, Land, Water & Planning. The information provides the foundation to Victoria’s primary mapping and spatial information systems, and is used for building business information and systems. Vicmap is a registered trademark of the Victorian Government and is synonymous with authoritative state-wide mapping since 1975.
Work Order	Allow Custodians to bundle together Change Requests for submission as a single work order, and maintainers to receive and view the work orders.
Workflow	Workflow describes the steps a change request must follow from the moment it is created to the moment it is committed to a database. Every possible change request, which can be raised in VES, has a specific workflow associated with it. Workflow is used to manage the users and roles within the system to determine which datasets they can raise change requests on, review then action or decline, and lastly commit the changes to a database. Workflow is designed to be

Term/Abbreviation	Definition
	completely configurable and flexible, so that at any point in time if the responsible parties for any given data set change, or new datasets are added, a workflow can easily be created or reconfigured.

VICTORIA State Government

Environment, Land, Water and Planning