



February 2016

# GSOC 2016:

## What You Need to Know About the New Operational Changes

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With the new year comes many exciting changes at Gopher State One Call (GSOC). From a new online ticketing system to a new office location, here are the top 5 things you need to know about the 2016 operational changes at Minnesota's one call excavation notification center.



### Online Ticketing System: ITIC\*

Starting January, 2016, GSOC began using ITIC, an internet-based ticketing software that streamlines the notification process through advanced technological features. This software was designed with both the excavator and facility operator in mind and can be accessed through any web-enabled device. Features include interactive mapping, ticket generation based on visually mapped areas, and unlimited ticket filing in a single session.

Excavators are encouraged to try a fully-functional version of ITIC. Go to the “sandbox” [mn.sandbox.occinc.com](http://mn.sandbox.occinc.com) to get hands-on training by entering test tickets without releasing them to Facility Operators. GSOC also sponsors free ITIC training courses in-person or online. Training dates can be found here: [www.gsoc2016.org](http://www.gsoc2016.org) or contact 651-681-5700 to arrange an on-site presentation.

### Facility Operators Database Management: IMAP\*

IMAP is a database management tool for Facility Operators. Users have the ability to manage notification area databases. View, modify, and delete notification polygons with IMAP.

### Facility Operators Ticket Management: LTM\*

Facility Operators and Locators/Locator Managers can use LTM to receive tickets, assign them to locators, track progress of assigned work, update positive response information, archive tickets, and run reports. Ticket information is updated in real-time, so users have the most current data available.

**\*ITIC, IMAP, and LTM are all free online services designed to aid the user with managing their interactions with GSOC.**

### New Office Location

GSOC has moved to a new location in Mendota Heights with a renovated office and an enthusiastic operations team. Our new address is 1110 Centre Pointe Curve, Suite 100, Mendota Heights, Minnesota 55120. Note that all GSOC phone numbers have remained the same.

## New Faces At GSOC



**Kim Boyd, General Manager**, relocated to Minnesota for this opportunity. Her duties are to oversee the day-to-day operations of the call center, which includes everything from staffing the center to monitoring the calls and managing the statistics/goals of the center. She looks forward to “partnering with GSOC and all of the GSOC stakeholders.” “We all have a common goal and that is damage prevention and safety. I am excited to share our technology with the customers.”

**Tammy Gardner, Office Manager**, is responsible for ensuring callers receive proper service, that employees are provided with the training and materials needed to file locate requests, and to make sure that the center meets its high standards of service.



**Lisa Freeman, Online Ticketing (ITIC) Coordinator**, supports ITIC users with training, answers to questions, and general assistance and guidance on system use. When asked for her perspective on the 2016 changes, Ms. Freeman exclaimed, “With all of the ITIC trainings, we are getting a lot of feedback, and people are really excited for the new system.”



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