

WINDOGRAPHER MONITOR – ADOPTION GUIDE & SUCCESS CRITERIA

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1. PURPOSE

This document defines the scope, responsibilities, support model, and success criteria for an adoption of Windographer Monitor. It is intended to ensure a clear, efficient evaluation and a definition of success at the end of the adoption period.

2. WHAT WINDOGRAPHER MONITOR DOES

Windographer Monitor is a lightweight desktop application that bridges your measurement campaigns and your analysis team. It runs in the background, picks up new raw data files as soon as they arrive, imports them, runs your quality checks, appends them to your .windog dataset (recommended) or/and database, and archives the originals. Monitor reads every data format that Windographer supports, from met-mast loggers to LiDAR and SoDAR, and works with local, network and OneDrive folders. Monitor runs on your own PC or server, so raw files, QC results and datasets never leave your infrastructure.

3. ADOPTION SCOPE AND TIMELINE

Typical adoption duration: 3 months (unless otherwise agreed).

Early adoption phases (typical):

- Kick-off: confirm objectives, sites/datasets, users, notification recipients and environment readiness.
- Setup (1st day): configure folder structure, .windog datasets, Monitor datasets (Datasets tab) and QC profiles, including notification thresholds; define notification recipients on ul-renewables.com; validate first imports with Scan Now.
- Operational period (3 months): continuous ingestion and QC, user adoption, and feedback capture.
- Close-out (end of period): KPI scorecard review, and next-step plan.

4. ROLES AND RESPONSIBILITIES (ADOPTION OPERATING MODEL)

The adoption is most successful when both parties follow a clear division of responsibilities.

Table 4.1: Responsibilities during adoption period

Area	UL Solutions / Windographer team provides	Customer provides
Software access	Adoption license and access to Windographer Monitor.	A suitable Windows machine/environment to run the Monitor service and application.
Onboarding guidance	Customer-facing guidance, reference configuration and recommendations.	Named points of contact (primary + backup) and availability for kick-off and key checkpoints.
Support during adoption	Remote support for product-related questions (configuration, ingestion, QC profiles and notification thresholds, notifications, troubleshooting).	First-line operation: run the tool, review alerts, investigate issues, and apply operational fixes in your environment.
Data readiness	Best-practice recommendations on inputs, dataset setup, QC profile structure and notification thresholds.	Create/verify destination datasets in the windog file before monitoring; ensure continuous raw data delivery into the correct input folders.
Feedback & evaluation	Structured collection of feedback and KPI review; synthesis of themes and recommendations.	Use the software in normal operations and provide timely feedback (what works, what does not, and priority improvements).

5. IMPORTANT BOUNDARIES

- **Customer-owned deployment and data:** You control and are responsible for your environment, configuration choices, and data governance (access, retention, security, backups).
- **Guidance and remote support only:** UL Solutions does not perform hands-on installation or operate/configure software on customer-owned systems.
- **Monitor appends to existing datasets:** Destination datasets must already exist in the .windog file and be correctly configured before automated ingestion begins.
- **You own your campaigns:** Datasets are added, edited or deleted by the customer from the Datasets tab whenever a campaign starts or ends, without asking IT or a support team. Admin rights are only needed to install Monitor and start the scanning service."

6. CUSTOMER EXPECTATIONS DURING THE ADOPTION PERIOD

To obtain meaningful results, the customer agrees to:

- Provide a **dedicated** or always-on **Windows environment** where the Monitor service can run continuously.
- **Prepare windog datasets** upfront (IDs, metadata, columns/units, sensor heights, and time zone) for each dataset in scope.
- Ensure **continuous raw data delivery** into the designated dataset **input folders** and maintain clean segregation between datasets.
- **Assign an operational owner** to review the Status, Activity and Focus tabs and the notification emails, respond to QC alerts, errors and warnings, and coordinate corrective actions.

- **Define notification recipients** on ul-renewables.com (Dashboard → Company Administration → Company Settings → Notifications → Windographer Monitor) so the right team members receive Monitor activity emails.
- **Use the product regularly** (day-to-day monitoring) and submit feedback.

7. UL SOLUTIONS COMMITMENTS

UL Solutions will:

- Provide **adoption period access to Windographer Monitor** and supporting documentation.
- Run a **kick-off session** to align on scope, environment prerequisites, and evaluation criteria.
- Offer **remote support for product-related issues and configuration questions** within agreed support hours/channels.
- Provide an **evaluation scorecard template** and facilitate **end-of-adoption review**.

8. SUCCESS CRITERIA: HOW WE DEFINE A SUCCESSFUL ADOPTION OF WINDOGRAPHER MONITOR

An adoption is considered successful when the following outcomes are demonstrated for the agreed scope (sites/datasets/users):

Table 8.1: KPIs and criteria

Criterion	What “success” looks like	Evidence / how measured
Reliable monitoring pipeline	Ingestion runs continuously with minimal manual intervention; expected files are processed on schedule.	Status tab daily calendar shows healthy timeliness; Focus tab shows files processed and file status; no 'time since last import' errors; confirmed append results in the .windog file.
QC applied automatically	QC profiles run on newly ingested data and produce expected flags/alerts, plus errors and warnings from notification thresholds (time since last import, minimum hours of data per file, maximum gap between dataset and new file)..	Activity tab shows QC actions; spot checks in Windographer (opened from the Datasets tab) confirm correct flagging
Operational visibility	Users can quickly identify missing data, QC issues, and errors using the dashboard views.	Status calendar, Focus tab (site map and processing statistics), Events, Log and notification emails support troubleshooting; issues are actionable and understandable..
Resilience to change	Common changes (new or closed campaigns, column mapping adjustments, logger format changes) are managed by the customer from the Datasets tab without breaking ingestion..	Change events documented; recovery time within acceptable limits; WAS mapping updates are traceable.

Table 8.1: KPIs and criteria

Criterion	What “success” looks like	Evidence / how measured
Efficiency improvement	Reduced recurring effort vs. prior process (ingestion checks, QC review, issue detection).	Qualitative user feedback + simple before/after time estimate; fewer manual steps reported.
User acceptance	Users judge the tool valuable for day-to-day monitoring and would continue using it.	Short survey (0–5) + top 3 likes/pain points; recommendation (Yes/No) with rationale.

9. END-OF-ADOPTION OUTPUTS AND SUBSCRIPTION DECISION

At the end of the adoption period, the customer should have:

- A validated, production-ready monitoring configuration (folder structure, monitored dataset list, QC profiles with notification thresholds, notification recipients, and destination .windog file(s))
- A completed adoption scorecard summarizing KPIs, operational highlights, and issues encountered.
- A feedback log of usability observations and prioritized improvement requests.

10. APPENDIX A – QUICK READINESS CHECKLIST (BEFORE KICK-OFF)

1. ☐ Windows machine available (dedicated/always-on recommended).
2. ☐ Admin access is available for installation and starting the folder-scanner service.
3. ☐ Input folder locations defined and accessible (service account has read access).
4. ☐ Output/Archive locations defined and accessible (service account has write access).
5. ☐ Windog file created per site and destination datasets pre-created and verified.
6. ☐ QC notification thresholds agreed per dataset (days since last import, minimum hours of data per file, maximum gap in hours)
7. ☐ Notification recipients defined on ul-renewables.com.
8. ☐ Representative raw file(s) available for each measurement system in scope.
9. ☐ Named primary and backup users confirmed.

11. APPENDIX B – ADOPTION SCORECARD (CHECKBOXES)

Use this scorecard to capture outcomes during the adoption period. Complete once at close-out and share with UL Solutions.

11.1 Adoption information

- ☐ Customer name: _____
- ☐ Adoption period (start – end): _____
- ☐ Sites / datasets in scope: _____
- ☐ Customer primary contact: _____
- ☐ UL Solutions primary contact: _____
- ☐ Monitor version: _____

11.2 Success criteria scorecard

Mark one status per criterion and add brief notes/evidence (screenshots, logs, examples).

Table 11.1: Scorecard 1= not meet; 3= partially meet; 5= meet

Criterion	1	3	5	Notes / evidence
Reliable monitoring pipeline: Ingestion runs continuously; expected files are processed on schedule with minimal manual intervention.	☐	☐	☐	
QC applied automatically: QC profiles run on newly ingested data; expected flags and alerts appear.	☐	☐	☐	
Operational visibility: Users can quickly identify missing data, QC issues, and ingestion errors using Status/Activity/Events/Logs.	☐	☐	☐	
Resilience to change: Common changes (new dataset, logger format/channel changes, mapping updates) are manageable without breaking ingestion.	☐	☐	☐	
Efficiency improvement: Reduced recurring effort vs. prior process (ingestion checks, QC review, issue detection).	☐	☐	☐	
User acceptance: Users consider the tool valuable for day-to-day monitoring and would continue using it.	☐	☐	☐	

11.3 User feedback (quick)

Overall satisfaction (0–5): 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Would you recommend adopting Windographer Monitor internally? Yes ☐ No ☐

Top 3 positives:

- _____
- _____
- _____

Top 3 issues / improvement requests:

- _____
- _____
- _____