



FEMA

Hazus Modernization Support

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RiskMAP
Increasing Resilience Together



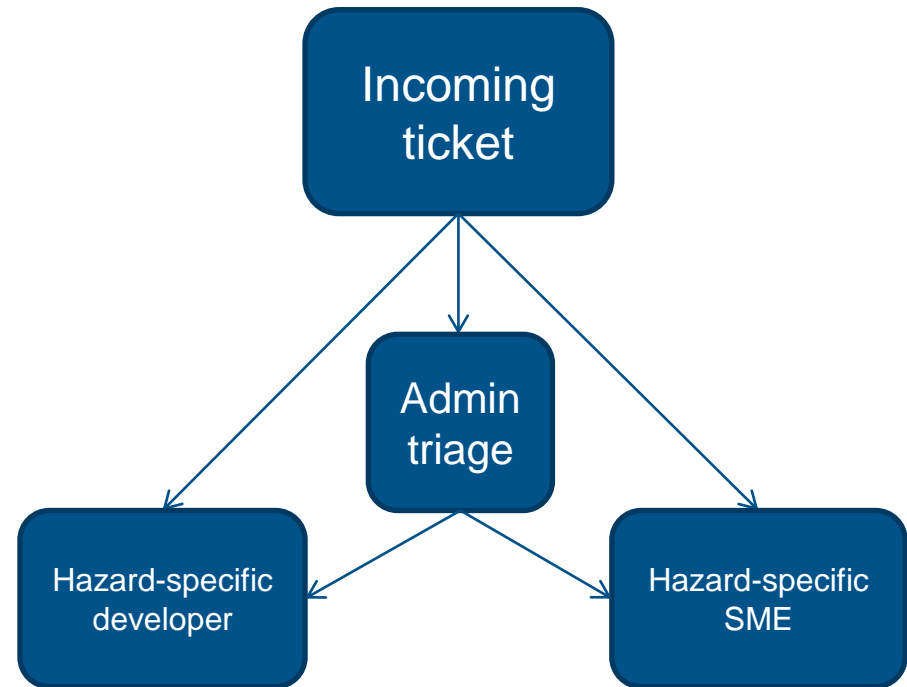
Hazus Modernization Support

- Hazus Modernization releases officially completed with the Hazus 3.2 release on 10/31/16
- Support and Maintenance are ongoing

Hazus Help Desk – Then

Direct to Expert

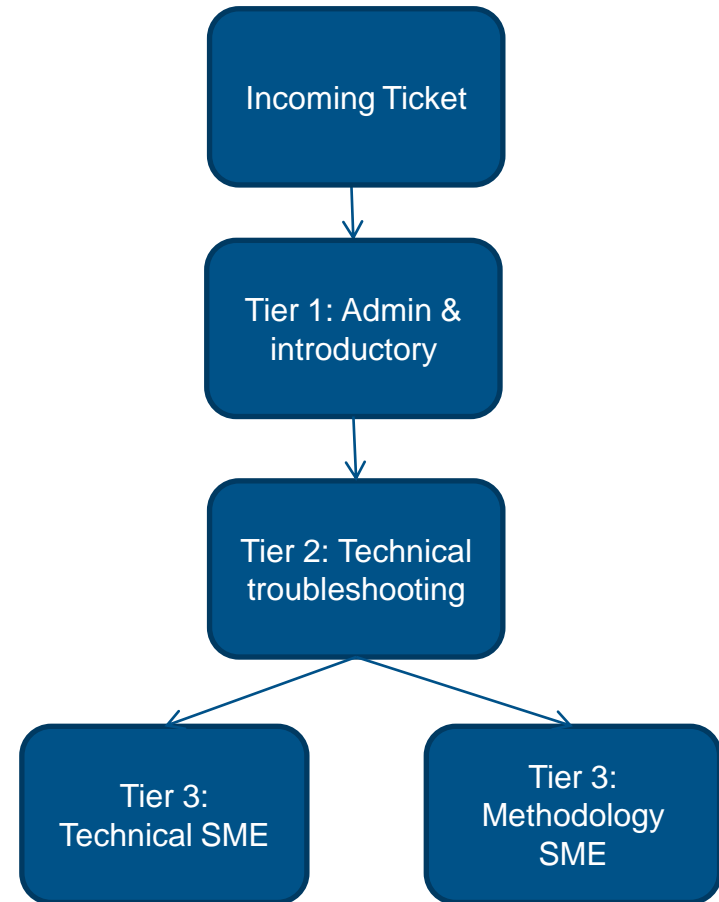
- Pros:
 - Get help directly from people who wrote the code or documentation
 - Instantly alert development team to bugs, and sometimes get immediate fixes
- Cons:
 - Takes time away from SMEs to sometimes answer pretty basic questions
 - No centralized bug or code fix management
 - **No SLAs – meaning no clear definition for response times or scope**



Hazus Help Desk – Now

Tiered Support

- Pros:
 - Efficient use of all technicians
 - Single line of communication makes for easier bug management
 - **Umbrella Risk MAP SLA** - clearly defined targets for response time and scope
- Cons:
 - No more direct contact with developers or SMEs
 - All new bugs must go through the same prioritization process



Hazus Help Desk – Risk MAP SLA

- SLA = Service Level Agreement
- Hazus Help Desk does not have a contractual SLA; Risk MAP defaults to the MIP Help SLA:
 - Response/acknowledgement of ticket/Tier assignment within 24 hours (excluding weekends)
 - No requirement for resolution time, however --
 - Ticket closed after one week of inactivity, with notice to user
 - Any and all new bugs found through troubleshooting are recorded in RTC and the bug number provided to the user

Hazus Help Desk – Support Scope

- Hazus Help Desk does **NOT** support:
 - Versions of the software other than the current version and one version back; currently, this is Hazus 3.2 and Hazus 3.1
 - ArcGIS or Microsoft SQL Products
 - International versions of the software or data
 - User-created versions of Hazus, e.g. writing your own script to set up calculations from the technical manual for a highly specialized area of the Hazus analysis
 - Bug fixes – any new bugs discovered through the Help Desk enter a queue for prioritization in the next Hazus release

*****Our site is no longer publicly available due to security issues; FAQs and Solutions are now available on [fema.gov](https://www.fema.gov) (no more passwords!)* ****

Hazus Help Desk – Contact Us!

hazus-support@riskmapcds.com – Email is best!

FMIX Toll-Free: **(877) FEMA MAP** (1-877-336-2627)

Website: <http://fema.gov/hazus-help-desk-resource-and-solutions>

Hazus Modernization – Hazus 3.2

- Enhance Reports
 - Upgrade the existing reports to Crystal Reports 2011, which introduces new graphics capabilities, facilitating cosmetic improvements and the inclusion of the FEMA logo on all reports, as well as enhancements to selected reports to include thematic maps, pie graphs, and charts as mutually agreed upon with FEMA
- ArcGIS 10.4 Upgrade
 - Port the Hazus 3.1 code base to ArcGIS 10.4
- CDMS Desktop Enhancements
 - Implement functionality for -
 - Polyline edit, allow user to import polyline data
 - UDF data import
 - Homeland Security Infrastructure Program (HSIP) data import, allow import of Essential Facilities and Utilities data
 - Advanced Engineering Building Module (AEBM) data import

Hazus Modernization – Hazus 3.2

- EQ module integration of USGS ShakeMap
 - To integrate EQ module with USGS JSON API for accessing ShakeMap data
- Minimize impact of ArcGIS version change
 - Enhance code to replace dependency on ArcGIS versions
 - Enhance setup to remove dependency on ArcGIS versions
 - Replace ArcObjects calls with Stored Procedures

Hazus Modernization – Hazus 3.2

- Installing Hazus on new machine -
 - To avoid getting “Error loading type library/DLL” in HU model, please ensure all Windows updates and patches have been applied to the machine

Hazus Modernization – Hazus 3.2






- Editing Settings.xml

- Navigate to C:\Program Files (x86)\Hazus-MH and locate the file settings.xml
- **Create a copy of this file with a new name (example: settingsOriginal.xml) and save it in a separate location**
- **Open settings.xml in Notepad or XML Editor. Wordpad is not supported**
- Search for the settings for RowLimit, and change the limit to your desired number of records (in the screen shot, the default value of 100,000 is shown)

```
<HazardFolderPath>C:\HazusData\HazardInput\</HazardFolderPath>  
<RegionVer>161616</RegionVer>  
<RowLimit>100000</RowLimit>  
<ServerName>FFX-PC-215\HAZUSPLUSRVR</ServerName>  
<ServerStp>15</ServerStp>  
<SystemCatalog>syHazus</SystemCatalog>
```

Hazus Modernization – Hazus 3.2

- When upgrading Hazus 3.1 to 3.2, users must first upgrade ArcGIS 10.2.2 to ArcGIS 10.4
- When installing ArcGIS 10.4, a patch must be applied for Hazus 3.2 to properly display ArcGIS attribute tables from the ArcMap Table of Contents. The patch is available at: <http://support.esri.com/download/7427>
- Setup what's new -

| Name | Type |
|--|------------------------|
|  InstallSetupFiles | File folder |
|  Getting Started.pdf | Adobe Acrobat Document |
|  Hazus 3.2 User Release Notes.pdf | Adobe Acrobat Document |
|  InstallHazus.exe | Application |
|  InstallHazus.exe.config | CONFIG File |