

# 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 early 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 automates ingestion and quality control (QC) for met-mast, LiDAR, and SoDAR data streams. It monitors designated folders for new raw files, imports and QC-checks them, and appends results into an existing windog file (recommended) or a SQL database. A background service performs folder scanning; the desktop app provides configuration, status, logs, and alerts.

## 3. EARLY ADOPTION SCOPE AND TIMELINE

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

Early adoption phases (typical):

- Kick-off: confirm objectives, sites/datasets, users, and environment readiness.
- Setup (1<sup>st</sup> day): configure folder structure, windog datasets, Monitor datasets, and QC profiles; validate first imports.
- 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. |

**Table 4.1: Responsibilities during adoption period**

| Area                    | UL Solutions / Windographer team provides  | Customer provides  |
|-------------------------|--|--|
| Support during adoption | Remote support for product-related questions (configuration, ingestion, QC behavior, 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, and QC profile structure.                      | 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 and be correctly configured before automated ingestion begins.

## 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 views, respond to QC alerts/errors, and coordinate corrective actions.
- **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 shows healthy timeliness; low rate of ingestion errors; confirmed append results in windog. |
| QC applied automatically     | QC profiles run on newly ingested data and produce expected flags/alerts.  | Activity tab shows QC actions: spot checks in Windographer confirm correct flagging.                   |
| Operational visibility       | Users can quickly identify missing data, QC issues, and errors using the dashboard views.                                  | Status grid trends, Events/Logs support troubleshooting; issues are actionable and understandable.     |
| Resilience to change         | Common changes (new dataset, column mapping adjustments, logger format changes) are manageable without breaking ingestion. | Change events documented; recovery time within acceptable limits; WAS mapping updates are traceable.   |
| 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, 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.  Representative raw file(s) available for each measurement system in scope.
7.  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 |
|--|--------------------------|--------------------------|--------------------------|------------------|
| <b>Reliable monitoring pipeline:</b> Ingestion runs continuously; expected files are processed on schedule with minimal manual intervention.         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| <b>QC applied automatically:</b> QC profiles run on newly ingested data; expected flags and alerts appear.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| <b>Operational visibility:</b> Users can quickly identify missing data, QC issues, and ingestion errors using Status/Activity/Events/Logs.           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| <b>Resilience to change:</b> Common changes (new dataset, logger format/channel changes, mapping updates) are manageable without breaking ingestion. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| <b>Efficiency improvement:</b> Reduced recurring effort vs. prior process (ingestion checks, QC review, issue detection).                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                  |
| <b>User acceptance:</b> Users consider the tool valuable for day-to-day monitoring and would continue using it.                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                  |

### 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:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_