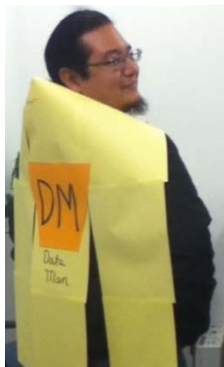# DataDventures → episode 2: data-nator + data man vs. device outage

by Data Man a.k.a Jorge Andrews

Summer is awesome. The California hills turn golden with unwatered vegetation, beaches are full of people trying to keep cool, and tobacco control data collection efforts start anew across the state. It is the season where anything can happen and new discoveries can be made as hundreds of volunteers march out in search of answers.

Sitting in his lair, Data Man is watching, monitoring, and waiting… for Data Man knows that at any moment his peaceful silence can be interrupted by the Prompt Help/Orientation Needed Expediently (P.H.O.N.E) device. And then it happens. The P.H.O.N.E device screams. A call for help comes in.

"Hello, TCEC help line," responds our hero. "Yes, I see….The button is not there? When you press the other button it causes a crash? You can't complete data collection?"

Data Man begins to process the threat. Something is wrong. He can feel it in his fiber optic-laced bones.

"So tell me, how long has this been happening? Since yesterday? It was working just fine two days ago? I see. Did you made any changes to your survey around that time? No, but you updated the SurveyPocket app? Hmm."

Data Man can't help but think that his old nemesis Device Outage has struck. This villain preys on local lead agencies by sending enticing messages that a new update is available for data collection apps on handheld devices.

Data Man recalls his last run-in with Device Outage. It was during the statewide Retail Campaign data collection training where representatives from all of the LLAs had gathered. There Outage tricked many attendees into updating their data collection app but when they did, their devices malfunctioned and would not allow users operate the keyboard. It nearly caused a training disaster!

Apparently, this evil doer—a cousin of the Parisian rebel Sab Otage—is once again threatening California. To counter the spread of this malady, Data Man realizes he'll need help from an ally so he calls the Data-Nator.

Drawing on her amazing power of mass communication and rapid organization, the Data-Nator and Data Man will create a prompt two-pronged response to this threat. With the speed of an explosion,

Data-Nator kicks it into action by contacting the SurveyPocket development team to make them aware of the problem. **KAPOW!** On another front, Data Man sends a mass warning to the field that Device Outage is on the loose. **BAM!** The SurveyPocket team mobilizes to develop a programming patch to address the problem. **THWACK!** But since there is no telling how long that will take, in the meantime Data-Nator and Data Man try to come up with a rapid response workaround solution.

"I know!" exclaims Data-Nator. "The TCEC device lending program is what we need. We will contact the LLAs and let them know that if they need to begin data collection right away, TCEC has devices ready for lending and we are on standby with help." **DOUBLE WHAMMY!!!**
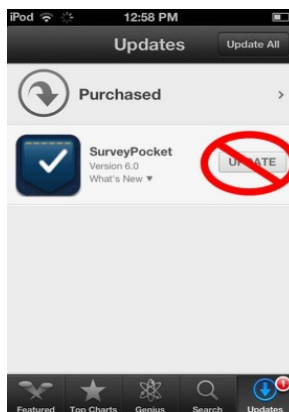
The Data-Nator delivers a KAPOW to Device Outage

"Brilliant!" says Data Man.

Almost as soon as the solution is agreed upon, the P.H.O.N.E device begins to screech with calls for assistance. It appears that other LLAs have fallen prey to Device Outage, putting a few counties out of commission with the glitch. Not to be outdone, Data-Nator begins to schedule times for devices to be lent out, and Data Man prepares the devices by syncing them to the relevant accounts, uploading the proper versions of the survey, and checking other key functions of the devices. **SWOOSH! BIFF!!**

With a fleet of devices primed and on standby, TCEC is ready to take on Device Outage—standing as a thin line between mayhem and order. The message goes out to all LLAs: "TCEC is here to help and advise. And remember, **do not** update device apps or IOS until TCEC has had a chance to check and clear the updates for action.

A good rule of digital thumb is '*if it ain't broke, don't fix it*'. So if your data collection app is functioning properly, **don't update**."

With this crisis averted. Data Man and Data-Nator return to the superhero lair to recuperate....for now!

Photos: Shutterstock and TCEC