

# Q3

2009

## RAMM Newsletter



### 0800 CJNTECH

Those of you who have called the Help Line 0800 CJNTECH (0800 256 8324) recently will have noticed a change. The RAMM Support Team has been augmented and reconfigured. We now have two staff, Grant and Gina, whose chief role is to answer your phone call when you ring 0800 CJNTECH or 09 415 4790. If Grant and Gina are not available, our two trainers, Glen Nalepa and Richard Gale will answer. If they are also unable to answer the call, you can leave a message on the Support Help Line answerphone. The team will then contact you as soon as possible to sort out your issue.

#### HELLO GRANT AND GINA SPEAKING

Grant Kilkolly is our new Service Delivery Manager and Gina Jessop is our new Software Support Analyst. Grant and Gina come to us from support roles within the NZ software development industry.

They have both been surprised at the number of calls received and believe this probably reflects the Call Us culture which CJN has instilled in its RAMM users.



Glen on the left, Grant on the right



Gina

#### TRIAGE

When you phone for assistance, Grant and Gina can most likely deal with the immediate problem. However, if your issue is better handled by someone with hands-on real world experience, then they will pass your issue to Glen or Richard to sort out. If the issue is technical in nature or so complex as to be beyond the skillset of the Trainers, Grant and Gina will pass it on to one of our RAMM SMEs (subject matter experts). They will then analyse the problem and manage the solution. Those rare problems which require deeper analysis are passed to the appropriate software developer who checks if the

problem is a RAMM design issue, a user error issue or a software bug.

Grant and Gina will keep you updated on developments as appropriate. This process is aided by the sophisticated call-tracking system which Grant oversees. Every call for assistance is logged and analysed so that the areas of RAMM which are the source of the majority of calls, are identified. These are the areas which need the most attention from the Development Team. So the future of RAMM is very customer-centric.

The tracking software also reveals which companies and which individuals have the most help desk enquiries.

#### PERSONAL HIGHLIGHTS

Grant's personal highlight since joining the RAMM team has been overseeing the management of the Call Tracking system and using the results to drive changes in the software based on those results. The aspect of the job which has given Gina the most pleasure has been the rewarding feedback from users whom she has helped.

#### WHAT IS THE REASON FOR MOST OF THE CALLS?

The main reason for users to call the Help line is to add a user to the RAMM Hosting Service or to change the Staff Permissions of a user to grant greater access.

#### GRANT'S RECOMMENDATIONS

Grant's first response when asked what a user could do to save having to make a Support call in the first place was "RTM." or in plain English "Read the Manual.". PDF and XHTML versions of these guides are all available on the CJN Technologies web site. Printed manuals are available for \$20 plus GST each or for \$60 plus GST for the set.



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Excellence in Asset Management

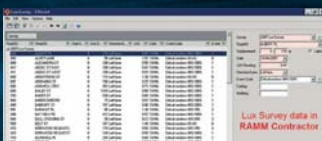
## RAMM SPOTLIGHT LUX SURVEYS

Does your organisation use high speed Lux Survey data to identify Street Lighting deficiencies? If you import Lux Survey data into RAMM Contractor you can readily assess the performance and upgrade priorities for your Street Lights.

Once imported, key information is readily available. So managers, who do not possess a detailed knowledge of Street Lighting, can quickly gain an appreciation of the performance and upgrade priorities of the Street Lights.

If you are creating a presentation, an asset management plan or a report, you can export survey data in a spreadsheet format for your use. The graphical representation of survey data - Lux levels vs RAMM distances is available in the main RAMM database. It is accessible through multimedia applications alongside other high speed survey data.

You can do other clever things with the information in the main RAMM database such as adding extra fields for upgrade cost estimates, GPS data and CAS night time crash data.



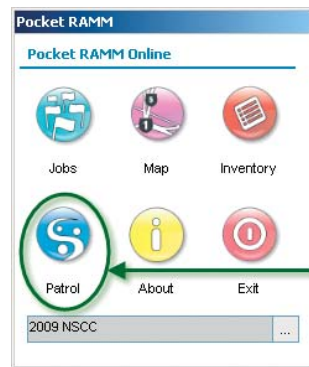
# One Touch does it ALL

**FIELD WORKERS** who perform simple repetitive tasks such as Street Sweeping, can now add Jobs in Pocket RAMM with One Touch of the PDA screen. With minimal set up and training, a worker operating Street Sweeping machinery can now add Jobs for Drain Inspection, Drain Unblocking, Pothole repair and whatever else you set up. They can do this with One Touch of their PDA screen.

## AUTO CLAIM LINES AND MAINTENANCE COST

These Quick Jobs can automatically contain Claim lines and Maintenance Cost details. The actual Location of the Quick Job is entered automatically using the GPS coordinates.

## CYCLIC PATROLS



You tap **Patrol**

One Touch has been designed for network inspection cycles such as Cyclic Patrols.

It would suit:

- drain inspection
- sweeping
- vegetation control (spraying and mowing).

With some testing it may be found to be suitable for:

- snow plough
- grit spreading
- grading metal roads.

## ROADS TRAVELLED REPORT

The Map is available in the PDA. So the user can see where they have been and where they have still to go. The Contractor and the Network Owner can see this information too.



## ANALYSIS

The Contractor could use it for analysis. By including and using the Travelling only button the ratio of travelling to sweeping can be checked. The Network Owner can see which Roads have been swept and when this occurred.

## MINIMAL TRAINING

With a minimum of training, a Pocket RAMM user can, with One Touch, enter a Pothole job, enter a Drain Inspection, or enter a Drain Clearance job.

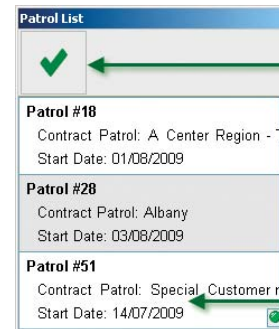


The Map shows where you've been and where you still have to go

Tap these buttons to add a Quick Job

## BIG BUTTONS

One Touch is sufficiently simple and the buttons are so big that the Pocket RAMM user can use a finger not a stylus to operate the device. The same Pocket RAMM licence fee applies. There is no extra charge for this feature.



Buttons have been Super Sized

You tap your Patrol



# RAMM Contractor Feedback

Another reason for using RAMM Contractor was that it would be able to provide us with most of the information we require for our measures without additional data gathering being required."

Julie Muir

66% of Councils are using the combination of RAMM Contractor and Pocket RAMM to run at least 1 of their maintenance contracts. So three current users, Jenny Braithwaite from Waipa District Council, Mark Chamberlain from Selwyn District Council and Julie Muir from the Central Otago Council, were asked to talk about their experiences.

Mark runs the Selwyn District Council road maintenance contract. Sicon is the Contractor. Selwyn and Sicon started using the RAMM Contractor and Pocket RAMM combination last December. Mark says it is a much tidier way of running the contract than before. He says that Sicon are just as keen to use the combination as Council.

Mark is just starting to use the Programming features in RAMM Contractor. He can see that once he has instituted his internal systems so that he can use Programming fully, there will be real benefits. Currently his use of it is "a work in progress".

Selwyn District Council have a separate contract to maintain RAMM data which they will be looking at in the near future. Pocket RAMM will be used for this. Because the person maintaining the data is standing right next to the Assets while entering the data, this means a large increase in efficiency with the data no longer being handled two or three times before it can be entered into the database.

Selwyn and Sicon have been using Pocket RAMM on HP Titans. This is not so much to save on the phone bills (it is not a phone). It is more because the Titan has the convenience of a bigger screen and an integrated GPS device.

When Mark has a problem he phones the Helpline. He says the staff are always good. Everyone has been helpful although some staff naturally have more knowledge than others.

The one improvement he would like would be to have some of the RAMM Contractor reports in a more convenient format.

Jenny Braithwaite has been using RAMM Contractor from April last year. The Contractor, Fulton Hogan, use Pocket RAMM for the contract which includes sealed pavements and Drainage. When asked about her use of RAMM Contractor she said "Everything is going alright so far."

Jenny uses the Programming functions in RAMM Contractor to agree a programme of works for the Claim period. She uses the Estimate/Claim Review Tool to manage the Estimate and Claims process. She says "It is good. We are getting a handle on it."

When Jenny has an issue with the software "I phone the Help line if there is a system problem. Otherwise I try to find the answer from the manuals."

Julie Muir from the Central Otago District Council is a fan of the RAMM Contractor reports. She and the Central Otago District Council have been using the reporting abilities of RAMM Contractor to change their SOPs to improve performance delivery to rate payers.

"In order to be able to understand and improve our performance, we identified that there were three key issues that need to be understood. These are the volume of demand, our capacity to meet this demand, and our ability to pay for the work required. Financial understanding is provided by identifying actual expenditure against the forecast, and the budget left compared to the backlog of work."

"We analysed 1900 service requests which were in our (legacy) system. This system had been set up for the purpose of reporting on response to customers for the annual plan performance targets. It was not developed to provide useful information to the contractor to action work, or to analyse trends. We found that while we were able to extract information on the number of calls and response times, it was very difficult to get simple information regarding what people were ringing about..."

"We now use RAMM contractor to record all public calls. We have a couple of customer service staff who have greater knowledge of roading to input these calls, rather than the previous free for all. This means that the information that is collected from the caller, and passed on to the contractor is more accurate up front. It is also available to everyone through one live system. Another reason for using RAMM Contractor was that it would be able to provide us with most of the information we require for our measures without additional data gathering being required."

"We are able to break the calls down by type, issue, and location to identify exactly what the common issues are and identify where to act first to achieve improvement by understanding the predictability of issues."

"Because of the unreliability of the previous service request system, the last 6 months have been an information gathering exercise for us to determine what our current performance is. From July we will be reporting on this measure to Council. Over the next few months we expect to begin to start seeing improvements in these measures as we act on the issues that most commonly affect people. We will also begin to address the areas of our work which generate the greatest number of calls."

## RAMM Tip

**Did you know that you can split Assets with a few taps of the screen in Pocket RAMM?**

For instance, if you need to replace a section in the middle of an old Footpath with a brand new rebuilt section, then once you have replaced the old section with brand new footpath, you want to have three footpath records instead of the previous one. There would be the two old sections and the new Footpath section between the other two.

The easiest way to do this is from the Job screen in Pocket RAMM when you are in Work on Job mode. This way, the Job dimension and Location data such as Length, Displacements, Width and so on are defaulted to the new Asset.

**Sick of adding Estimate or Claim lines one at a time? Ever hear of Auto Estimating ?**

In RAMM Contractor you are able to set up auto claim or estimate rules that allow you to add multiple Estimate or Claim lines based on the Asset Type, Fault, and Priority.

For example you can set up a claim rule for the Asset Type of Roothing, the Fault of Digout - Depression and Priority of All. You then associate the rule with multiple items from your schedule. Once this is done the user in Pocket RAMM or RAMM Contractor, who has done the Job, will be delivered a tick list of the items that you have already predefined. The user just selects what they have used. To them, it is just a check list of what they had done or intend to do, but in actual fact they have just claimed or estimated, depending on your set up.

This really saves time, eliminates data entry and the field crew are just doing a check list. Now your Administrator becomes a full auditor rather than a data entry person who checks their own work.



# PDA SD Cards

CJN has discovered a problem with PDAs running Pocket Manager 2008 that use an SD card for storing data. This problem affects all PDAs supported by CJN. It occurs most frequently when using Pocket Manager 2008 in offline mode. It does not affect Pocket Manager 2007 or the laptop/tablet version of Pocket Manager 2008.

The problem occurs when the Windows Mobile operating system loses connection with the SD card and causes further problems for all applications such as Pocket Manager 2008 that rely on this connection to the SD card. The symptoms of this problem for Pocket RAMM 2008 include having to recreate user logins and/or a failure to successfully synchronise. Error messages similar to those below indicate that this problem has occurred:

- There are no users set up
- A database error has occurred
- Your database is corrupt

The impact of this problem varies depending on what Pocket Manager was doing when the problem occurred. It may require the recreation of a user. There could be data loss.

**NOTE: You should contact CJN Support at 0800 CJNTECH or [support@cjntech.co.nz](mailto:support@cjntech.co.nz) if this problem occurs.**



## TAKE THESE STEPS

Performing the following steps will help to reduce the occurrence of this problem and may mitigate its effect:

- Synchronise regularly
- Log off Pocket Manager 2008 whenever it is not in use - select Exit from the Run Pocket RAMM screen at night after synchronizing
- Power off the PDA whenever it is not in use
- Work online if necessary

CJN is taking this problem very seriously and although the best solution is for the Mobile operating system to handle SD card disconnections gracefully we can not rely on this. Therefore CJN is undertaking the following:

- Investigating whether this problem is linked to the type of SD card
- Implementing a software changes to store specific data in both PDA memory as well as on the SD card
- Continuing to monitor any progress on this issue from Microsoft.

We will provide regular updates as we move towards a robust solution for this problem. If you have any questions please feel free to call our Service Delivery Manager Grant Kilkolly on 09 415 4814.

If you have a query or a problem that you would like to talk to us about, feel free to contact us on 0800 256 832 (CJNTECH)

For more information or to arrange a demonstration contact:

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## RAMM People

### BART JOY - POCKET MAN

Bart Joy joined the RAMM team in 2007. He is a software developer who works mainly on Pocket RAMM.

He particularly likes making PDAs, Tablets, PCs and Servers all interact seamlessly. So he is very proud of his efforts for Pocket RAMM Synchronisation. His best work, he says, is the back room development which nobody sees but which invisibly enhances the Pocket RAMM user experience.

After completing his Bachelor of Technology at Massey University, Bart worked at the TAB. He admits to still having the odd flutter. He then performed



software development in China where he became a fluent Mandarin speaker.

Bart's interests include cycling, hockey, windsurfing and enjoying his new daughter Sasha with his wife Cindy.

### Bart's Favourite Quote

"There are no limits. There are only plateaus, and you must not stay there, you must go beyond them."  
(Bruce Lee)

## 2009 TRAINING COURSES

These courses are administered by the New Zealand Institute of Highway Technology (NZIHT) in conjunction with CJN Technologies Ltd. For more information, call Lisa Knowles on 06 759 7065 or email her at [lisa@nzihit.co.nz](mailto:lisa@nzihit.co.nz), stating the course title.

RAMM Contractor (1day)	2 October	Auckland
RAMM Forward Work Programme (1day)	21 September	Christchurch
RAMM Getting more out of RAMM (2 days)	29-30 September	Auckland
RAMM Inventory Management (1 or 2 days)	23-24 September	Hamilton
RAMM Using RAMM (1 day)	28 September	Auckland



Excellence in Asset Management