

Q1

2010

RAMM Newsletter



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RAMM Training Goes Online

CJN now offers you a series of online training courses. This is as well as the manuals, the on-site hands-on training we have always offered and the YouTube video library we are creating.

The online courses cover a range of common RAMM, RAMM Contractor and Pocket RAMM topics. The courses are free. They are scheduled to take approximately one hour and are delivered online.



Charmaine, Gina (pictured), Glen, Grant and Richard host the online presentations.

WHO CAN PARTICIPATE?

Any employee of any client of CJN Technologies is welcome to learn online with us. Participants do not have to be RAMM users with a RAMM login.

Each course can accommodate up to 25 attendees. These can be from various organisations or all from the same one.

These places are filled on a first come first served basis. If you miss out, the presentations are being repeated so you can book in to the next presentation.

WHAT DO YOU NEED TO PARTICIPATE?

All you need is:

- a computer
- a broadband internet connection
- a web browser such as Internet Explorer
- a telephone to ring the 0800 toll free number.

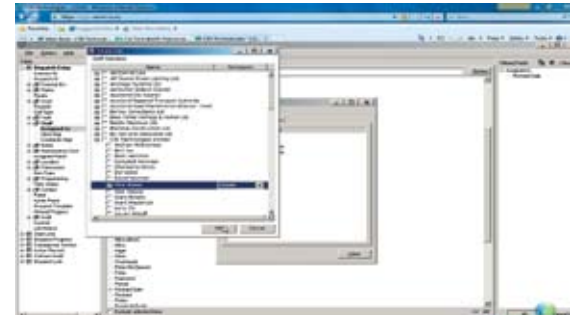
HOW DO YOU SIGN UP?

If you are interested please email (support@cjntech.co.nz) or call support (0800 CJN TECH) to register.

HOW DOES ONLINE TRAINING WORK?

When you are participating in online training, it is as if the trainer and the participants are together in the same room at the same time. Everyone sees and hears the same things. Except that nobody can see the other participants.

This is achieved using WebEx software to share the computer screen of the presenter and a toll-free 0800 conference call number so everyone can talk to and hear everyone else.



Online participants see on their own screens exactly what is on the screen shot of the presenter. So they can see exactly what to do. This screen shot is from Filters WebEx.

DECIDE WHAT YOU WANT TO LEARN

First, you decide on the course you want to take. These are listed on page 3 of this newsletter and on our CJN web site. You then indicate your interest in the course to our helpful support staff who will book you in.

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RAMM Road Map

CJN is committed to ensuring that RAMM remains the premier asset management system in NZ. To this end we have engaged an external Engineering Consultant to assist us in refining our current RAMM development road map.

The consultant has defined the elements of an ideal infrastructure asset management system. These elements will be matched against RAMM 2010. The elements which RAMM meets in full, partly meets or doesn't meet will be identified, grouped and listed. From this insight, a document with potential enhancements/focus points will be produced.



This will be made available to interested stakeholders for their comment and recommendations. After receiving this input, CJN will refine the list of potential enhancements and send it out to RAMM clients to vote on. This is the same voting mechanism used previously by CJN to enable prioritisation of those enhancements/focus points which will be of the greatest benefit to the largest number of our clients.

The votes will be collated and used as input into the RAMM Road Map. Watch this space.



Excellence in Asset Management

RAMM SPOTLIGHT

Follow RAMM on YouTube



RAMM IS NOW ON YOUTUBE.

Admittedly, at the time this newsletter went to press there was only one video loaded but it is the start of something great. By the time you are reading this newsletter, there should be a series of videos describing the use of the RAMM Report Writer which is due for release in RAMM 2010. So it is a taste of things to come.

We have our own Channel as you can see in the picture above. Unsurprisingly it is called RAMMVIDEOS.

HOW DO I FIND THE VIDEOS?

You go to www.youtube.com and type RAMMVIDEOS in the search field. Adding a Job in Pocket RAMM should appear at the top of the list.

BE CAREFUL

There are millions and squillions of videos on YouTube. The nature of their content varies wildly. Unfortunately, the name RAMM has different connotations depending on your personal proclivities. So organisations other than CJN Technologies Ltd have uploaded videos with the RAMM Tag used by the search engine.

Some of these are not suitable for viewing. So be prepared to ignore these when you are searching for our videos and we apologise in advance for any unwelcome surprises in the search results.

Sign of the Times



RAMM Training Goes Online

Continued from page 1

INVITATION EMAIL

The support staff will send you an email to invite you to the online training. In the email there will be helpful information and a link for you to click when you want to join the session.

WHAT TO DO ON THE DAY

The online presentations currently all commence at 10:30 am. So it is recommended that you log in and phone in some time between 10:15 and 10:25. This will give you time to introduce yourself to the presenter and to resolve any technical issues which may arise.

HOW TO LOG IN

To login to the webex meeting:

1. Click the link in the invitation email to start the meeting
2. Enter your name and email address
3. Enter the meeting password from the invitation email
4. Click Join Now.

HOW TO JOIN THE CONFERENCE CALL

To join the conference call:

1. Call 0800 451 616
2. Enter the meeting number from the invitation email
3. Enter your user id # (your user id will be in the invitation email – if you don't have this enter 0 #)



The online training sessions are run in a relaxed, user friendly manner. You can see Gina's desktop has been projected on the wall of the boardroom.

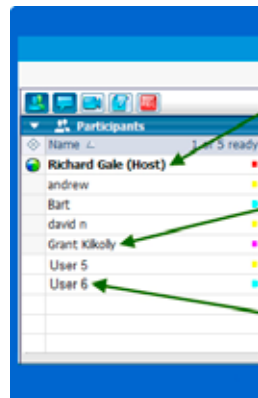
A FEW SENSIBLE WEBEX POINTERS

The sessions run more smoothly and efficiently if the participants follow a few simple rules:

- mute your telephone (cut down background noise)
- ask questions at the end of the presentation (save time)
- do not discuss anything confidential to your organisation (if fellow participants are from other organisations)
- call 0800 CJN TECH if you have technical issues logging in.

The format so far has been that the presenter will give the training for thirty to forty minutes uninterrupted. The remainder of the session hour is given over to questions from the participants.

At the end of the session you just hang up your phone.



The Host name is always Richard Gale

The Host can see those who have signed on with their user IDs

You appear in the list as User X if you do not log in with your user ID

PARTICIPANT LIST

Before the training starts, the WebEx software shows a Participant panel to the RAMM Trainer. This displays the names of those participants who have logged in. The participants below who are listed as User 5 and User 6 logged in using 0 # instead of their user ID from the invitation email.

ALL THE PRESENTERS ARE RICHARD GALE

When you join a RAMM Training Centre online presentation, the first thing you will notice is that, no matter who is actually presenting the training, the presenter is named on your screen as Richard Gale. That is because the more WebEx logins we (CJN Technologies Ltd) have, the more we are charged.

The online presentations are free to RAMM Users. As we only run one online presentation at a time, it seemed sensible to keep costs down and purchase only one login account.

Richard Gale (pictured) is the anointed one.

WHERE DO I FIND THE ONLINE TRAINING SCHEDULE?

When online training sessions are scheduled, the list is published on our web site www.cjntech.co.nz. You follow the menu path Support → Online Presentations to view the programme.



RAMM Web Service Means Customer Service

Did you know that when members of the public phone council CSRs (Customer Service Representatives) to report a problem, such as a streetlight out or graffiti on a wall, the CSR can use their ordinary customer service software to add a job into RAMM to have the situation remedied?

RAMM WEB SERVICE

They can do this by using the RAMM Web Service.

So what is a web service? A web service is a software system designed to support interoperable machine-to-machine interaction over a network. Or in English, it is a piece of software which allows one software product (such as your customer relationship software) to talk to another software product (such as RAMM Contractor).

WHAT DOES THE CSR SEE?

Well that depends on the software used but the information which comes back from RAMM Contractor includes:

- when the job is assigned to the Contractor
- any changes of address
- Progress Notes entered into Pocket RAMM or RAMM Contractor
- when the job is completed.

So if the person who rang with the complaint phones back to ask about progress (or lack of it) the CSR can quickly access the latest information on the status of the job.

HOW IS IT SET UP?

The recommended system is where the council software developers create their own tool to extract job information from their customer service software and send it to our web service. Our web service sends it to the RAMM database. They also need to create software to poll the RAMM web server at regular intervals to obtain a list of changes to the jobs. These changes then become available from within the customer service software.

This is the cheapest solution for the council. If the vanilla CJN web service is used, CJN is not required to make any software changes for the council, so no billing for extra CJN services is required.

Another solution is for CJN to create an intermediate layer to push job information to the council customer service software (rather than the information being pulled to the customer service software by regular polling). This is the less preferred option as it involves greater expense to the council. Software development expenses may also be ongoing. If there are changes to the council contract, there may need to be changes to the intermediate layer. CJN would have to charge for this.

WEB SERVICE SET UP

Anyone interested in setting up their software to use the RAMM Web Service should first contact their Account Manager or RAMM Support.

Online Training Dates

The following online training sessions are planned.

Tuesday 2nd March 10:30 am	Presenting a Claim (suitable for contractors)
Thursday 4th March 10:30 am	Accepting a Claim (suitable for network owners/consultants)
Tuesday 9th March 10:30 am	What is Estimating? - Using the Estimate Review tool (suitable for all RAMM users)
Thursday 11th March 10:30 am	Pocket RAMM - Working with Estimating (suitable for contractors)
Tuesday 16th March 10:30 am	Using the Map in RAMM (suitable for all RAMM users)
Thursday 18th March 10:30 am	Filters, Layouts and Reports (suitable for all RAMM users)
Tuesday 23rd March 10:30 am	Contractor Claiming Procedures (suitable for contractors/network owners/consultants)
Thursday 25th March 10:30 am	Accepting a Claim (suitable for network owners/consultants)

Please contact Grant Kilkolly on +64 9 415 4814 if there are any topics you would like presented online or if you would like an online presentation specifically for your organisation.

Support Hours Increase

All you early risers out there will be pleased to know that the RAMM Support Centre has increased its hours of operation. Until recently they were from 08:30 am to 05:00 pm.

The phones will now be answered from 07:30 am to 05:00 pm on normal working days.



Stop Press

Manukau City Experience

Manukau City Council went live with their web service in September 2009. Their customer service staff have logged over 1500 jobs into RAMM since then.

Andrew Thomas from Manukau City Council has no hesitation in praising the results.

"Our Customer Services Representatives (CSRs) do exactly what they did before. There has been no change for them at all. They log the jobs as always. Now the job goes directly into RAMM. With the previous integration the jobs had to be collected by the contractor from one application and then entered into RAMM. The RAMM updates then had to be loaded back into that software."

"So there is a significant saving in time for our contractors with no more doubling up of job entry and update."

"The progress notes from the jobs are now sent back directly from RAMM. Where our contractors use Pocket RAMM it gives more timely updates as the job updates come in straight in from the field."

"So the CSRs no longer have to phone the contractors to find out what is going on. This saves everyone a lot of time."

"We have had several integrations with our customer service software. The RAMM Web Service has been the least troublesome and was definitely the best roll-out of any."

"The cooperation from CJN was good and especially from Mike Alford."



RAMM People

DAN KANE

Dan joined CJN in 2008. He works in our .Net (pronounced dot net) software development team on a variety of applications.

When he first started at CJN his main task was working on the new version of Pocket RAMM, moving the application from Delphi to C# (pronounced see sharp). He has since moved on to a number of other projects including the RAMM web service and Pocket Patrols. He has also led the introduction of extra reporting and scripting possibilities into the RAMM suite of products. He enjoys working on user interfaces and likes how the Pocket Patrol is starting to make Pocket RAMM a more touch friendly application.



Dan grew up in Whanganui and escaped up north to study at Auckland University. He graduated in 2007 with a Bachelor of Technology. CJN is his first major job in the IT industry.

Dan's interests include hockey and badminton but will play or watch almost any sport. He also likes the occasional poker game and will go and see any good comedian or band that comes over to New Zealand.

Dan's Favourite Quote from Scott Adams – Creator of Dilbert

"In case you ever consider getting off caffeine yourself, let me explain the process. You begin by sitting motionlessly in your desk chair. Then you keep doing that forever because life has no meaning."

2010 TRAINING COURSES

Getting More Out of RAMM

Auckland 18-19/03/2010
Palmerston North 26-27/05/2010
Dunedin 08-09/09/2010
Hamilton 05-06/10/2010
Wellington 10-11/11/2010
Presenter CJN Technologies Ltd

RAMM Assessment

Auckland 13/10/2010
Wellington 17/11/2010
Presenter CJN Technologies Ltd

RAMM Asset Valuation

Wellington 14/04/2010
Auckland 12/10/2010
Presenter CJN Technologies Ltd

RAMM Contractor

Auckland 09/03/2010
Christchurch 03/06/2010
Wellington 16/11/2010
Presenter CJN Technologies Ltd

RAMM Forward Works Programme

Auckland 10/03/2010
Wellington 13/04/2010
Christchurch 02/06/2010
Presenter CJN Technologies Ltd

RAMM Inventory Management

Auckland 28-29/04/2010
Christchurch 14-15/06/2010
Presenter Chris Shaw

Using RAMM

Auckland 17/03/2010
Palmerston North 25/05/2010
Dunedin 07/09/2010
Hamilton 14/10/2010
Wellington 09/11/2010
Presenter CJN Technologies Ltd

To book NZHIT Courses

Phone (06) 759 7065 or
email admin@anzhit.co.nz

RICHARD GALE AND GLEN NALEPA

Richard and Glen are Training and Implementation Consultants at CJN Technologies. They present most of the NZIHT RAMM training courses.

Richard has a BA in Psychology and Education and has been working with RAMM since 2003. Glen has almost completed his BCom and has been working with RAMM since 2004.

Richard and Glen have been heavily involved in the training of users in all aspects of RAMM software. Their continued input to the development team ensures that the software remains aligned with user expectations.

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 8324 (CJNTECH)

For more information or to arrange a demonstration contact:

David Newman
Ph 64 (09) 415 3749
Email: Davidn@cjntech.co.nz

CJN Technologies Ltd
P O Box 302 278
North Harbour
Auckland
New Zealand

www.cjntech.co.nz



Excellence in Asset Management