

# Q3

2010

## RAMM Newsletter



### RAMM CAR Management

RAMM Software Ltd is developing a CAR management system. Corridor Access Requests (CARs) are requests to corridor managers by utility operators, or their contractors, to access the road corridor. Access to the corridor is required to make changes to electricity, gas, telecommunications, water, wastewater and postal infrastructure.

Larry Chi (on the right in the front row) collated the function requests and has created an initial prototype. This prototype was made available to the attendees to check out.

Grant Mackenzie (in the middle of the front row) created a video of the prototype in action, for the attendees to view as well. The feedback is being included in the development.

#### IN THIS ISSUE

P2

RAMM People  
RIMS RAMM Workshops

P3

Offline Synchronisation  
Optimised  
Welcome Rebecca

P4

RAMM Software Online  
Training  
NZIHT Training Courses

PLUS

Sign of the Times

Latest RCI Values



The big question at the meeting was "Who ate the pies?"

A National Code of Practice for Utilities' Access to the Transport Corridors has been written. It is expected to be ratified by legislation. The CAR management system will be part of ongoing RAMM development so that our users can comply with the requirements of the new CAR Code of Practice.

#### Industry Consultation

RAMM Software invited industry players to our offices to tell us what they wanted from a CAR management system.



#### What Will It Do?

It is a bit early to have a complete feature list. Nonetheless, you can be sure that it will enable corridor managers to view the location of the intended work and send electronic Approvals.

The forms from the National Code of Practice document will be used. A complete audit trail of all documents produced will be kept. There will be extensive reporting functions.

### We Are RAMM Software Limited

After nearly 20 years of being CJN Technologies Ltd, we are now RAMM Software Ltd. This is logical and positive. It clearly identifies the company with its principal business which is the sales and maintenance of New Zealand's premier Asset Management software - the RAMM suite of products.

#### What Changes Will You See?

The change to the new corporate identity should be seamless to you, the RAMM user. If you have sharp eyes you will have noticed that our staff email addresses have changed. They are now in the format `firstname.surname@ramm.co.nz`. The old CJN addresses still work.



Excellence in Asset Management

# RAMM People

Gina Jessop - RAMM Supporter



Gina is one of the software support analysts at RAMM Software Ltd. She has been in IT related roles since she was 20 years old and has worked as web developer, web designer, technical analyst, in telecommunications and software support.

She is an Auckland girl born and bred and spent her teenage years growing up on a farm in Whitford, running around in gumboots, herding sheep and scaling pine trees. Living on a farm she of course had some pets that were a bit different from the norm. Her Newfoundland Monty was a surf rescue dog scared of deep water. When coming home from school, she was greeted daily by her pet peacock that thought it was a cat and would come on command. She had a cockatoo Pepe, which had, well, a fairly vulgar vocabulary and would dance and sing to the oompa loompa song everytime she watched Willy Wonka and the Chocolate Factory.

She is also into all aspects of art and in her spare time she is a fashion photographer, working for the likes of FashionNZ, the NZ Herald, and her own company, Gina J Photography.

### SIGN OF THE TIMES



# RIMS RAMM Workshops



RIMS (Road Information Management Steering Group) is planning a RAMM industry workshop for later in the year. This will be a great opportunity for our industry, firstly, to reflect on where we have come from and, secondly, to workshop ideas for the future of RAMM and asset information.

### A Brief History of RAMM

The sessions will commence with a brief history of RAMM from three men who have had a great influence on its metamorphosis and use. John Hallet from Beca will outline its genesis and its early years. Dave Robertson of NZTA will tell the story of its national adoption. Campbell Newman of RAMM Software Ltd will complete the story to date touching on the commercial environment and the new technologies.

### Workshops

Attendees will then break out into the following workshops.

#### Sharing of Information

Having RAMM integrated into all of our businesses is the key to our joint success. This workshop will consider the potential for sharing of information stored within RAMM with other business applications.

#### Procurement of RAMM Services

This workshop will consider the issues relating to the procurement of RAMM services by RCAs. In particular, the scope of the services, the skill levels required for delivery, the accuracy levels, QA and the elimination of duplication.

#### Quality and Confidence

This workshop will consider how to improve roading asset data quality in a cost-effective manner. The data quality requirements vary for different asset types. The quality requirements should be related to the value of the information.

#### Location Referencing

This workshop will review the current location referencing in RAMM and look at the different options for determining asset locations. It will consider the benefits of spacial and linear referencing.

#### Promoting and Facilitating Innovation

This workshop will consider the need for innovation to take place within the RAMM framework. It will start by asking what is the protocol for intellectual property for innovations within RAMM and using RAMM information. The aim is to find the most appropriate methods to promote and facilitate innovation of RAMM information and tools within the industry.

#### Commercial Tension

This workshop will consider RAMM meeting the commercial objectives of RCAs and suppliers. It will seek methods to minimise delays in data exchange caused by inconsistencies in data format.

#### Data Ownership

This workshop will consider if it is time to update the ownership and management of data within RAMM now that multiple parties are creating and storing data in RAMM. The aim is to reach a common industry view on data ownership.

#### Development and Production

This workshop will consider the best way to influence the future development of RAMM. How can system reliability be improved to ensure RAMM continues its success story?

### Sponsorship

Downer, Fulton Hogan, Opus and RAMM Software have agreed to provide full sponsorship of the venue and catering. This will lower the cost to attendees to just their travel and their time.

RAMM Software Ltd is pleased to be a co-sponsor of this industry meeting.



# Offline Synchronisation Optimised

The Super City database is the largest RAMM database to date. The sheer scale of the database has crystallised some issues, the resolution of which will benefit all RAMM users, whatever their database size. One of the issues we faced was that synchronising Pocket RAMM for Offline operation with a really huge database, could have been faster. Now it is.

The Offline synchronisation issues were related simply to the size of the Super City database. When queries are run from a Pocket RAMM device they trawl through the database looking for search items. If the amount of data the query has to look through has increased in size by a factor of seven, the search function needs to be optimised to preclude performance degradation.

The need for speed made us look very closely at what was actually occurring in the synchronisation process.



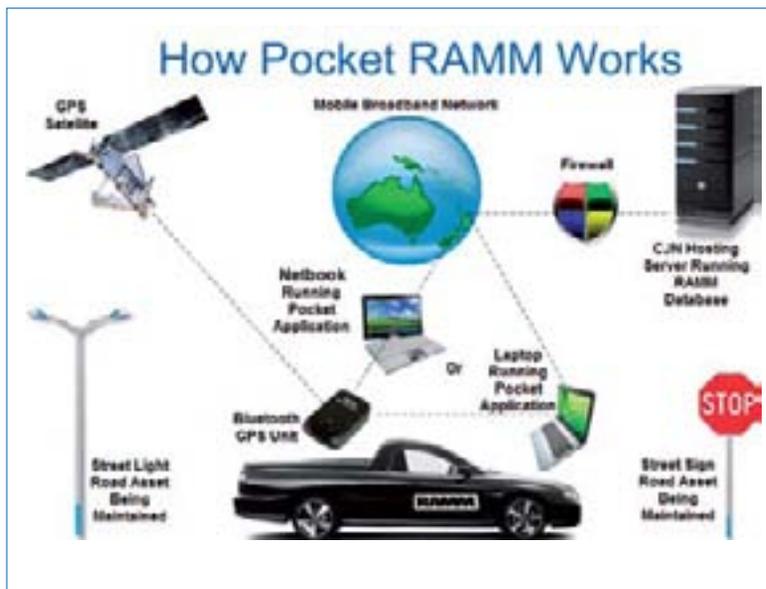
Peter McClymont did most of the under-the-hood work on synchronisation optimisation

## Client Server Communication

The Offline synchronisation process involves data exchange between the server (RAMM) and the clients (RAMM users). This data exchange had been optimised in RAMM 2010 and so was faster than for RAMM 2008. Our developer Peter McClymont recognised this and backfilled the 2010 sync enhancements into RAMM 2008. This gave our RAMM 2008 users efficiency gains. These will be fully realised when they upgrade to RAMM 2010.

## Sync Monitoring

Developers now have far more useful synchronisation information available to them for analysis. So when a user is experiencing synchronisation issues, metrics are available for all their syncs for comparison purposes. It is now much easier to analyse why one synchronisation might have been faster or slower than another.



## Audit Logging

The first area streamlined was the logging process. Audit logging is where the software sends reports to a log file to say what it is doing or has done. Duplication was removed where no useful purpose was served. A data summary log was added. So fewer audit logging records were created but those created were more meaningful.

## Indexing

Anyone with Windows 7 will know that searching files on their computer is significantly faster than before. This is achieved through intelligent data indexing. We have implemented better indexing of the RAMM database for faster query resolution.

## Benefits

By the end of this exercise, synchronising was taking one third of the time it had been before we embarked on this optimisation.

The scale of the Auckland Super City Database is mind-boggling. It is seven databases combined into one. It has 504 users with RAMM logins. These users come from in excess of forty organisations.

This is a change from the days when the RAMM box was a 386 PC in the corner of the Roading Engineers office.

## WELCOME REBECCA

July is always going to be the busiest month for RAMM Support calls as this is when new Contracts are let and existing ones rolled over.



In preparation for this rush of calls we took on a new staff member Rebecca Newman (pictured) to help us out during the busy period. So we now have four support personnel ensuring that your call is answered. When the trainers Glen and Richard are in the office that makes six.

In July there were 842 calls to RAMM Support personnel on the freephone 0800 number. This is a record. The results for the three months are:

May - 448  
June - 660  
July - 842

## 22 New Contracts

This July there were 22 new contracts being run on RAMM Contractor.

## RCI Values

The latest RCI values are listed below. You should check that you have entered these values in RAMM Manager.

1477	31/03/2007
1499	30/06/2007
1523	30/09/2007
1557	31/12/2007
1587	31/03/2008
1665	30/06/2008
1723	30/09/2008
1648	31/12/2008
1605	31/03/2009
1608	30/06/2009
1618	30/09/2009
1619	31/12/2009
1640	31/03/2010

# RAMM Software Online Training

The following online training sessions are planned

## 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](mailto:support@cjntech.co.nz) or call support (0800 256 832) to register.



COURSE SUBJECT	PRESENTER	DATE	TIME
Pocket RAMM - Setting up a GPS	Charmaine Okros or Rebecca Newman	Tuesday, 21st September	10:30 am
	Gina Jessop	Thursday, 30th September	13:30 pm
Pocket RAMM/RAMM Contractor 2010 - One Touch Patrols	Charmaine Okros or Rebecca Newman	Thursday, 16th September	13:30 pm
RAMM Contractor - Accepting/Rejecting a Claim	Gina Jessop	Thursday, 2nd September	10:30 am
	Gina Jessop	Thursday, 30th September	10:30 am
RAMM Contractor - Presenting a Claim	Gina Jessop	Tuesday, 28th September	10:30 am
RAMM Contractor/Pocket RAMM - Auto Claiming	Charmaine Okros or Rebecca Newman	Tuesday, 14th September	10:30 am
RAMM Contractor/Pocket RAMM - Maintenance Costs	Charmaine Okros or Rebecca Newman	Thursday, 23rd September	10:30 am
RAMM Contractor/Pocket RAMM - Mapping	Gina Jessop	Thursday, 2nd September	13:30 pm
RAMM Contractor/Pocket RAMM - Programmes	Charmaine Okros or Rebecca Newman	Thursday, 9th September	10:30 am
	Charmaine Okros or Rebecca Newman	Thursday, 23rd September	13:30 pm
RAMM - User Defined Tables	Charmaine Okros or Rebecca Newman	Thursday, 16th September	10:30 am
Traffic Count Estimation	Grant Mackenzie	Thursday, 9th September	13:30 pm
What's New in RAMM 2010	Grant Mackenzie	Tuesday, 7th September	10:30 am

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

For more information or to arrange a demonstration contact:

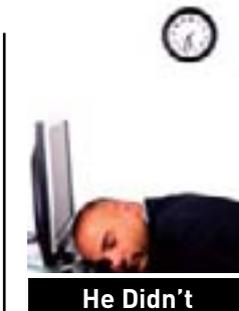
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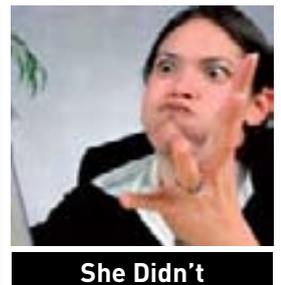
He Trained



He Didn't



She Trained



She Didn't

## NZIHT Training Courses

**Getting More Out of RAMM**  
Dunedin 08-09/09/2010  
Hamilton 05-06/10/2010  
Wellington 10-11/11/2010

Presenter RAMM Software Ltd

**RAMM Assessment**  
Auckland 13/10/2010  
Wellington 17/11/2010

Presenter RAMM Software Ltd

**RAMM Asset Valuation**  
Auckland 12/10/2010

Presenter RAMM Software Ltd

**RAMM Contractor**  
Wellington 16/11/2010

Presenter RAMM Software Ltd

**Using RAMM**  
Dunedin 07/09/2010  
Hamilton 04/10/2010  
Wellington 09/11/2010

Presenter RAMM Software Ltd

**To Book NZIHT Courses**  
Phone (06) 7597065  
or email [admin@nziht.co.nz](mailto:admin@nziht.co.nz)



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