

Q2 2011



excellence in asset management

RAMM LATEST NEWS

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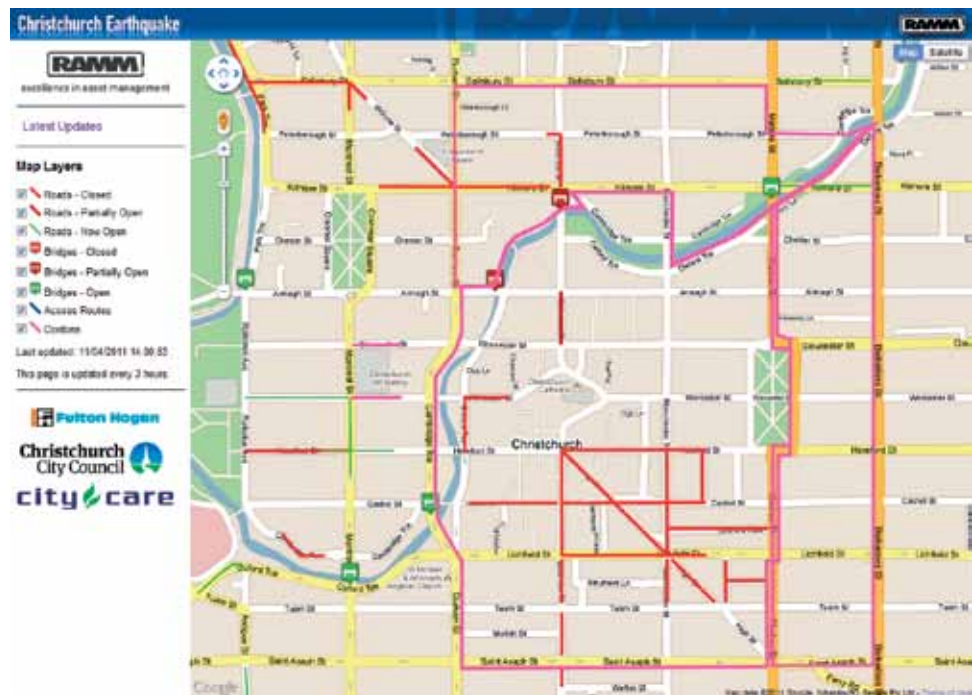
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RAMM and the Christchurch Earthquake



Earthquake Map

After the earthquake struck Christchurch in February, the rescue operation desperately needed easily accessible and accurate information detailing which roads were open and which were impassible.

RAMM Software Limited made this happen. It created a map of Christchurch to display the roads, bridges, cordons and information updates. This Christchurch Earthquake map was made publicly available to anyone with access to the internet. Follow this link www.ramm.co.nz/ChristchurchEQ.php to see it in action.

When the earthquake hit Christchurch, RAMM Software Limited sprang into action. Campbell Newman, Glen Nalepa and Richard Gale travelled asap to the Christchurch emergency response command centre where they worked tirelessly. They combined with our Development and Support personnel in Auckland to create and maintain the Christchurch Earthquake map (above). This made road and bridge access information available to everyone involved with the rescue and recovery effort.

They collated road information gathered by Fulton Hogan and displayed it on the map. It showed roads, bridges, cordons and information updates. Anyone with internet access could see the roads which were open, impassible, partially closed and recently opened. Drivers and planners could quickly find out which bridges which were open, which ones were open but with restrictions, and those bridges which were closed.

Most importantly, the access routes for traffic to follow to the affected areas were displayed. Drivers could see the authorised routes for light and for heavy transport. We also displayed the cordons restricting access.

This vital information was updated every hour.

New Emergency Information System

The map is one aspect of the RAMM Emergency Information system created in response to the earthquake. Check out the details of this system elsewhere in this newsletter.

RAMM SPOTLIGHT

Emergency Information System

RAMM Software Limited made an immediate, thoughtful and useful response to assist the emergency team in Christchurch deal with the aftermath of the recent earthquake. The system developed to create and update the Christchurch Earthquake map has been modularised so that it can be used elsewhere if the need arises.

Call Us

If there is another emergency of similar proportions, the appropriate RCA should contact RAMM Software Limited as soon as possible. Each emergency is likely to be different. So our response would also be specific to the circumstances of the emergency.

Campbell Newman is the man to speak to about this. His number is 09 475 0502.

What Is It?

The Emergency Information system consists of a standard RAMM User Defined Table (UDT) which is able to be imported into databases on the RAMM Hosting Service. Road, bridge and other information is entered into the UDT. A batch file polls the UDT and sends the updates to another file which creates and maintains a Hypertext Preprocessor (PHP) dynamic web page which consists mostly of a Google map with an information layer superimposed.

Check out the graphic of the Christchurch Earthquake Map on the front page to see the expected result. Anyone with access to the internet can then access vital road and other information.

The Road Information

The road and bridge closure data is entered into a RAMM User Defined Table (UDT). This is where the records are kept for the status of each affected road or bridge. Other useful information is stored in the table.

It is easy to enter the data as the drop-down lists are already set up with standard values. The UDT contains Notes fields when you need to write messages or notes for users to see.

Latest Updates

One feature of the system is the ability to create a list of updates to be disseminated. These appear at the Latest Updates link. Users can download a status report in .pdf or Excel format.

This chronological list is used not just for road information but for any useful information which the disaster management team need disseminated.

Soil liquefaction underneath has damaged the roads on top.



Car Manager

RAMM Software Limited has created and released the CAR Manager. It ensures that contractors, utilities and Road Controlling Authorities (RCAs) can enjoy a seamless electronic system for the management of works involving underground assets in the road network corridor. This is available, at no extra cost, to all New Zealand Road Controlling Authorities (RCAs) who are RAMM license holders. It is included as part of their annual support and maintenance charges.

Designed by the Users

The key to the success of the CAR Manager is that it was designed with the assistance and input of the corridor managers themselves. It was developed following extensive consultation with corridor managers from all over New Zealand.

The CAR Manager is a joint venture with beforeUdig who were already providing an easy and quick online service to assist contractors in determining the presence of underground assets in and around any proposed dig site. Contractors apply for access to the road corridor through beforeUdig. The CAR is then automatically channelled through to the appropriate RCA for approval. CAR Manager is used for the entire corridor management process from the initial receipt of the application, to the sign-off of the warranty period. It is internet-based and completely digital. So the corridor management process becomes virtually paper-free. It uses all the standard forms as recommended in the Code of Practice - Working in the Road document.

Try it Out Today

CAR Manager is being used by several Local Authorities including Dunedin City Council, Hastings District Council, The Hutt City Council and Upper Hutt City Council. It is available through RAMM Applications. If you would like to try out the system yourself, just contact the helpful staff at RAMM support at support@ramm.co.nz or 0800 256 832. Learn how it all works by watching the ten videos embedded in the software, by joining one of the RAMM Training WebExes or by coming to Auckland for one of our classroom sessions in our new training facility.

For more information on this software, please contact David Newman on 09 475 0513.



RAMM Applications

RAMM Applications is the new way to log in to RAMM. It is also the pathway to your new RAMM applications. New to RAMM are Hosting Administration, RAMM Graphs, Works Selection and Treatment Length Dynamic Segmentation.

Hosting Administration is an application for the management of user access to RAMM databases. Client organisations will use Hosting Administration to maintain user records and database access. RAMM users will view and maintain their own personal details, change their own password and view their RAMM Hosting Service usage. Hosting Administration is being rolled out to client organisations.

RAMM Graphs is the new way to view your RAMM data in graphical form. You can display Inventory, Condition and other details in a variety of formats. You can export the graphs for reporting purposes. Check it out and see how easy it is to use and how good it will make your reports look.

Works Selection is an application used to plan your programme of works for your network. You combine your current condition data, traffic volumes and level of service parameters with a standard script to generate a programme of recommended treatments and treatment costs. Treatment Length Dynamic Segmentation is an application you use to divide your roads into recommended Treatment Lengths. A script considers the characteristics and condition of your roads. Where there is a significant change in surface performance and/or purpose, it creates a Treatment Length on each side of the change. It does this based on road attributes, options and value bands you have set. If you prefer the recommended Treatment Length set to the existing set, you apply them to your network.



RAMM 2011

The latest iteration of the RAMM software suite is RAMM 2011. It was released selectively last year and is now available for adoption by the wider RAMM community of users.

The most visible change is the introduction of RAMM Applications. This is the new way to log in to RAMM. It is also the home of a number of new applications such as RAMM Graphs, Works Selection and Treatment Length Dynamic Segmentation.

So many aspects of RAMM have been enhanced there is not enough room to mention them here. So go to our web site www.ramm.co.nz and check out the extensive What's New in RAMM 2011 document and discover them for yourself.



RAMM Software Has Shifted

RAMM Software Limited has shifted to 102 Rosedale Road, Albany in Auckland (pictured below). We have done this as part of our drive to maintain the highest possible standards for all our RAMM users.

Software is only as good as the developers who write the code. We need to attract and retain staff of the highest quality to develop your RAMM software and despite all the evidence to the contrary, software developers are human. They need a comfortable and pleasant work environment. Our old offices were too small to squeeze in any more staff. As we have been on a recruitment drive for more staff in both support and development roles, we needed more space.

One of the benefits of the shift is that we now have our own dedicated training facility. So we now run our own training courses. See the back page for details.



RIMS Group Conference

RAMM Software Limited, in association with Downer, Fulton Hogan and Opus, was pleased to provide full sponsorship of the venue and catering for the Road Information Management Systems (RIMS) group conference held recently (pictured). We supplied the beer which was good and cold.



RAMM TIP

RAMM Training Videos

The fastest way to learn is a personal step by step demonstration. The next best option is to watch a video. RAMM Software Limited trainers cannot be everywhere at once. So they have been creating videos for you.

Where Are The Videos?

The videos have been uploaded to YouTube and so are Googleable (if that is a real word). If you go to the RAMM Training (<http://www.ramm.co.nz/index.php?section=218>) tab on the RAMM Software Limited web site and follow the Training Videos link, this will open the RAMM Training Video Library (see below). You press the button for the area you are interested in or use the search.



The video library is quite new. There is only a limited number so far. The first videos show:

- how to add an Estimate Line
- how to add a Claim line
- how to add a Dayworks Claim
- how to log in to a RAMM WebEx
- how to use the RAMM Report Writer (which has yet to be released)
- how to set up Pocket RAMM on a device (link shown below).



There are also ten videos for the CAR Manager. You access these from within the application. These will not be uploaded to YouTube. Our documentor Grant Mackenzie recently created a presentation showing how to make user assistance videos and in particular the decision-making process you must go through before you start shooting. He presented it at the TCANZ (Technical Communicators Association of New Zealand) conference. He has since been asked to repeat the presentation for several different organisations including the office of the Auditor-General.

RAMM People Glen Nalepa



Glen Nalepa has been working with RAMM since 2004 and is now the Training and Implementation Manager at RAMM Software Limited.

Before developing his keen interest in Road Assessment and Maintenance Management, Glen was a professional Opera singer in Canada. He is not one to name drop but his singing teacher, when he was earning his BMus degree in Performance Singing at Canterbury University, was (drum roll) Dame Malvina Major.

Glen also has a background in Psychiatric Nursing and so is uniquely prepared for the Rooding Industry and the people that work within it. He livens up his training sessions with musical ditties. When trainees prove recalcitrant, he falls back on his advanced psychiatric techniques.

Glen is heavily involved in the training of users in all aspects of RAMM software packages and loves the interaction with the people he trains. He also enjoys the diversity of RAMM users who need training.

His continued input to the development team ensures that the software remains aligned with user expectations.

RAMM Training Room

The RAMM trainers now have their own purpose-built training room. This enables us to run our training courses in-house.

We are very keen to train our clients. So we will be running our scheduled courses even if only one user registers.

Details for the courses are on the RAMM web site www.ramm.co.nz. This includes the course schedules, notes and registration information. You can also phone 0800 256 832 or email support@ramm.co.nz. Thanks to NZIHT for arranging the courses up until this year.



Training Courses

See the web site for details.

WebEx Dates

RAMM 101 - Data Entry 11/05/2011, 17/06/2011
RAMM 101 - Filters and Map Layouts 20/05/2011, 15/06/2011
RAMM 101 - Grid and Detail Screens 13/05/2011
RAMM 101 - Maps 18/05/2011, 24/06/2011

RAMM Contractor - Auto Claiming Rules 03/06/2011
RAMM Contractor - Dispatch Screen Tool Bar 10/06/2011
RAMM Contractor - Estimate Review Tool 01/06/2011, 06/07/2011
RAMM Contractor - Maintenance Costs 08/06/2011
RAMM Contractor - Map Screens 08/07/2011
RAMM Contractor - Monthly Claiming 27/05/2011, 29/06/2011, 01/07/2011



Trained



Didn't Train

If you have a query or a problem that you would like to talk to us about, feel free to contact us on:
New Zealand 0800 256 832
Australia 1800 196 213

For more information or to arrange a demonstration contact:

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The Australian Connection



Today Australia. Tomorrow the world.

You can't keep a good thing secret forever. Our Australian cousins have discovered RAMM and are taking to it like a platypus duck to water.

The shires of Western Australia are scheduled to go live on RAMM 2011 in the very near future. Citywide, a major Australian physical services company, is using RAMM and Pocket RAMM for contracts in Victoria outside Melbourne. They are doing this in conjunction with VicRoads, the Victorian equivalent of our NZTA.