Q1 2013

RAMM

excellence in asset management

RAMM LATEST NEWS

RAMM GIS - The Sky is the Limit

Use of RAMM GIS is increasing exponentially as RAMM users everywhere discover how to leverage their data from RAMM, and other sources, to work smarter. They are using RAMM GIS in the most inventive and clever ways to achieve amazing results.

Smart Long Term Plan Display

You can use RAMM GIS to display your long term plans for assets located in the same general area, such as your water, storm water, waste water, power, roads and so on. You use its clever display differentiation options to ensure that where particular assets are related, your long term plans for each them are coordinated. Everybody has stories of the same road being dug up and sealed many times over, when one time should have been enough. Smart use of RAMM GIS stops this in its tracks.

Floods and Contours

One council is using the free web services from LINZ (Land Information NZ) to overlay their city map with a contour map. This makes it easy to identify potential flood-prone areas.

Bus Routes

Have you ever wanted to see at a glance if carrying out an activity on the road would affect public transport? Well, if you have bus route data external to RAMM you can use it to display all your bus routes in RAMM GIS. Most likely, you would achieve this by setting up your own own User Defined Table (UDT) to hold your bus route data and then using that UDT to create a bus route layer.

View Storm Water Drains

You could create a UDT for your storm water drains so that you can visually connect your catchpits with them on the map. Again, you can then see at a glance whether an activity in the road corridor could affect the storm water drains.

Workflow Checklist

Thanks to Mark Hollows for alerting us to this one. It is a beauty. Because Corridor Access Request (CAR) and traffic disruption data can be displayed in RAMM GIS, you can view the closed roads and the details of the event (see the graphic below).

You can also set up a UDT, as in the graphic below, to create a workflow checklist for road closures. You use it to check that the interested parties such as bus companies, affected businesses, parking wardens, emergency services, and police have been informed. Also that advertisements and insurance have been taken out, and payments made.

To learn how to get the most out of RAMM GIS, check the Training Diary on the back cover for the course dates.

Welcome Max

Those of you phoning our Support lines 0800 256 832 (NZ) and 1800 196 213 (Aus) will have noticed a new, slightly deeper voice than the dulcet tones of Charmaine and Raneen to which you have become accustomed. We are delighted to announce that Max Chilmeran has joined the Support team in the Auckland office.

Max was born in Baghdad, Iraq and came to NZ in 1996. So now we have two Iraqis in the Support team (Raneen is the other one).

Max attended AUT and graduated with a diploma in business computing. He used this qualification to gain support roles in the insurance and health industries. In one of these roles Max was seconded to Canada to help form a new support team for Canadian clients. Max comes to RAMM with nearly ten years of support experience.

Now he is helping RAMM users and making things work for them. His particular areas of expertise are RAMM Patrol, Pocket applications and RAMM Contractor.

When Max is not supporting RAMM users you will likely find him in his aluminium dinghy with his trusty rod and a chilli bin full of snapper (not that he has brought any in to the office and shared them yet).

SIGN OF THE TIMES

DISPATCHES

Our RAMM Contractor users have asked for improvements in the Dispatch workflow and for more Dispatch functions. So you can now perform assessments of assets from within Dispatches using RAMM Patrol. Patrol operators can perform inspections of Dispatches. You can also bulk complete Dispatches and filter on Dispatch running time. Multimedia handling has also been improved.

Assessments in Dispatches

The logic of having contractors perform assessments on assets when working on them is compelling. Once you have set up your assessment templates in RAMM Contractor, your Patrol operators can select the appropriate template and answer the user-defined sets of questions to assess the assets. Asset types may have more than one Template depending on the Assessment reasons. Use of Templates ensures consistency of assessments and responses.

Dispatch Inspections

Both Network Owners and Contractors have reason to audit work performed under a maintenance contract. We have used the new RAMM Contractor Assessment functions to create the option of generating an inspection for any Dispatch in the contract.
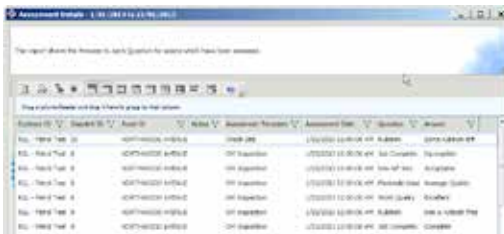Whilst the results can be viewed in RAMM Contractor, they are entered only through RAMM Patrol. The graphic below shows an example of an inspection being undertaken in RAMM Patrol.

Inspection Reports

Reports are accessed by pressing Assessment Details on the Patrol Assessment Navigator. You have report options such as Contract, Road, Patrol and date range.

Below is an example of the report listing the inspection results
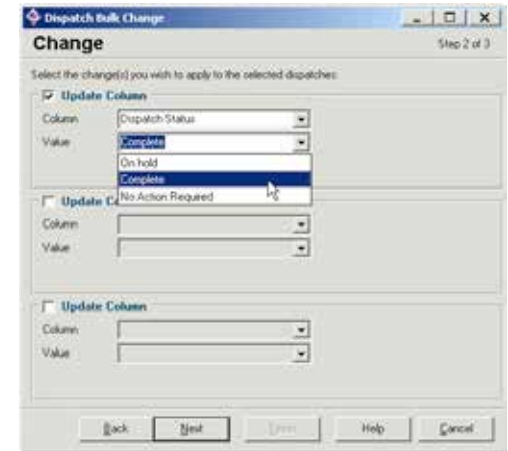
View Inspection Results in RAMM Contractor

You can view the results of Dispatch Inspections at the Analysis tab on the Dispatch maintenance screen.

Bulk Complete Dispatches

The ability to Bulk Change the Status of Dispatches has been added. At the Dispatch maintenance screen in RAMM Contractor you follow the menu path Actions > Bulk Change, select the Dispatches to be updated and follow the existing update process. In the second step at the Update Column section you select the column Dispatch Status and select On Hold, Complete or No Action Required.

Filter On Dispatch Running Time

Users have requested a simple way to see Dispatches that have been open for long periods. Dispatch Running Time has now been added to the Dispatch filter. This is highly configurable, especially when used with other filter criteria. In the example below, the Filter Dialog has been set for Dispatches with a Status of Dispatched or Started Work which have been running for Greater Than or Equal to seven days.
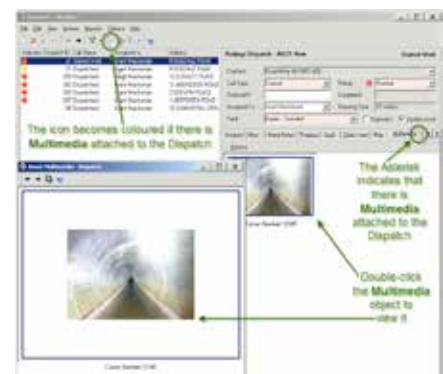
Multimedia

Now, if the Multimedia icon in the Dispatch tool bar is greyed out, there is no associated multimedia. If the icon is coloured then there is associated multimedia. If you double-click the Multimedia icon, whether greyed out or not, the Select Multimedia Object dialog opens for you to add multimedia objects to the Dispatch.
If there is an asterisk (*) on the Multimedia tab then there is multimedia attached to the Dispatch.
When you are online you can double-click multimedia object icons to view the multimedia files in their own resizable screen. If you want to check or edit the details of the multimedia object you press the toggle switch. Once you press the toggle switch the Media, Details and Audit tabs become available. At the Details tab, you can view and edit the multimedia object details.

CAR MANAGER IS TOPS IN THE NZ MARKET

More than half of the 67 City and District Road Controlling Authorities (RCAs) in New Zealand now use RAMM's CAR Manager to handle their corridor access requests (CARs). NZTA is also live on the system. For those of you who don't know, CAR Manager is the online application used by NZ corridor managers to manage requests 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 and for general use of the road for Santa Parades and so on.

Designed by the Councils

Thirty six Councils plus NZTA use CAR Manager for a number of reasons. For instance, it is proudly owned and created right here in New Zealand. It was designed specifically for the NZ market to comply with the NZ CAR Code of Practice.

Normally, there is no data entry required by the council staff, because the CAR information which the Contractor enters into the beforeUdig web site is seamlessly transmitted to CAR Manager. The entire CAR process is handled electronically.

In a very real sense, this software is so successful because it was designed by the users for the users. We listened to our clients who dealt with CARs on a day-to-day basis. We built the software to do what they said the software needed to do to streamline the CAR process for them.

One Mouse Click

An example of its ease of use is that once you have generated the WAP (Work Access Permit) and the Conditions documents (which is just so simple to do) users can approve a CAR with one mouse click. Also, at the end of the two year warranty period, users can sign off the warranty and close the CAR application with one mouse click.

Complete Video Set and Training

For those users who like to learn at their own pace and on the device of choice, there is a complete set of videos demonstrating the setting up and running of CAR Manager. These are available from the RAMM Software Ltd web site and from within the CAR Manager itself.

There are also three training courses teaching you how to set up and run CAR Manager as well as demonstrating its Temporary Traffic Management (TTM) functions. Check out page four for the next course dates.
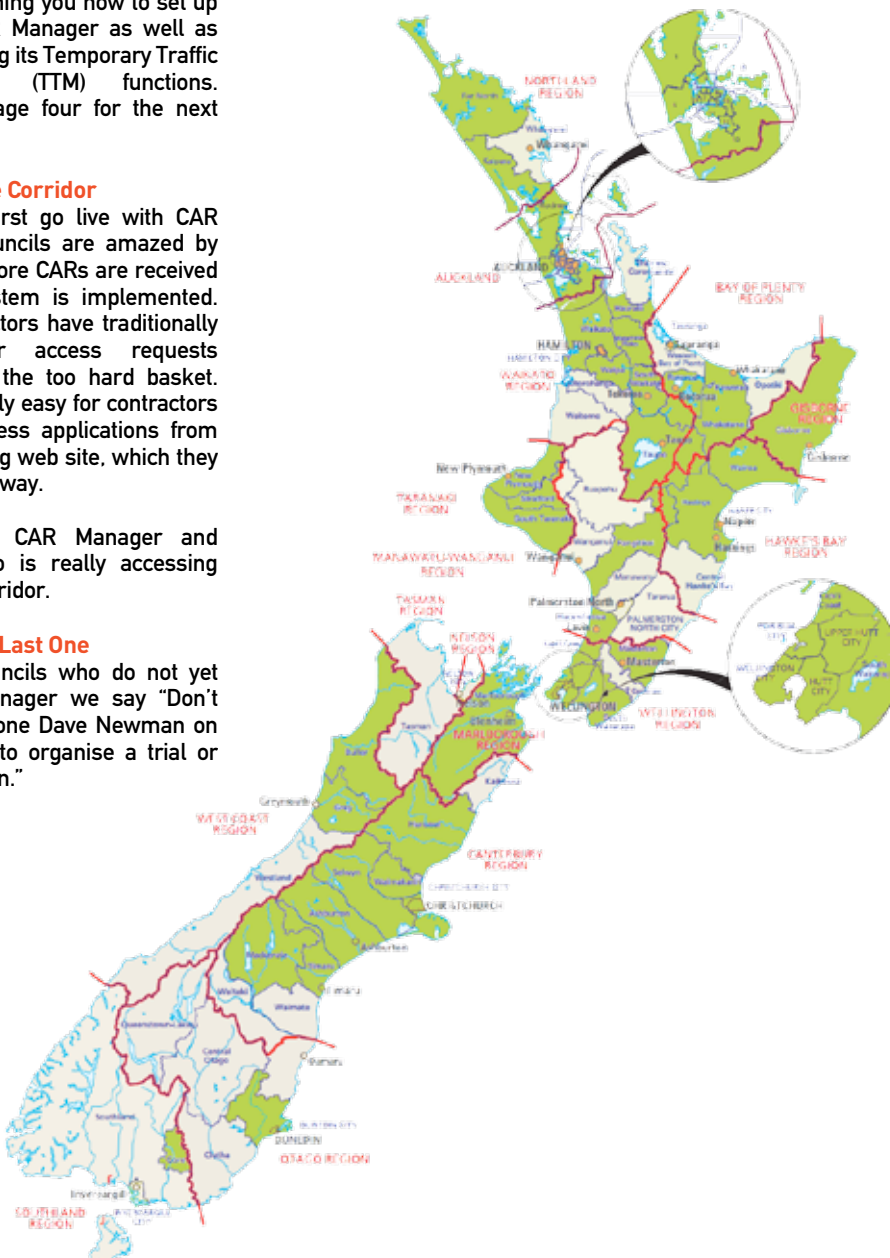
Who Is In the Corridor

When they first go live with CAR Manager, councils are amazed by how many more CARs are received once the system is implemented. Many contractors have traditionally placed their access requests straight into the too hard basket. Now it is really easy for contractors to make access applications from the beforeUdig web site, which they are using anyway.

So use the CAR Manager and discover who is really accessing your road corridor.

Don't be the Last One

To those councils who do not yet use CAR Manager we say "Don't miss out. Phone Dave Newman on 09 475 0513 to organise a trial or demonstration."

RAMM TIP

Use Pocket Launcher
There is now a better way to start Pocket Manager and open RAMM Patrol. Pocket Launcher can be downloaded from the RAMM Software Ltd web site Downloads page. You use it to
- Start Pocket Manager in Offline or Online mode
- log in via a PIN
- add new users to a device and
- select a RAMM database before starting Pocket Manager.

Add a New User
You use Pocket Launcher to add a user to a device. After you have downloaded Pocket Launcher the first thing you need to do is to add yourself as a user. Then you can open Pocket Manager.
You also use this screen if you share your device with other users. You add them to the device (or they add themselves).

Use PIN Number
Once you have been added as a user, from then on you log in to Pocket Launcher using your PIN.
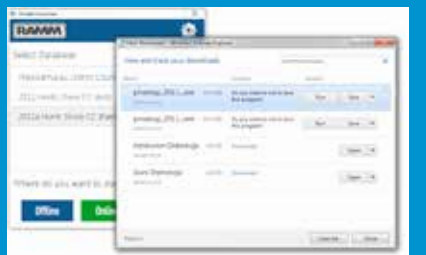
Different Database Versions
The beauty of Pocket Launcher is that if you use databases of different versions of RAMM, Pocket Launcher is able to launch them all. You select the database for your Patrol and press Offline or Online. You press Main to open the main Pocket Manager screen if, for instance, you want to sychronise.

Automatic Pocket Manager Download
If you have not downloaded the correct version of Pocket Manager for the database you select, Pocket Launcher detects this and begins the required download automatically.

LATEST RCI VALUES
Please find the latest RCI values.

1671	31/12/2010
1718	31/03/2011
1742	30/06/2011
1738	30/09/2011
1762	31/12/2011
1773	30/06/2012
1779	30/09/2012
1780	31/12/2012

RAMM PEOPLE - MIKE ALFORD

Mike joined RSL 10 years ago as a Business Analyst and has seen the company triple its staff numbers to the present 33.

He set up the Rational Robot automated testing regime, designed the initial pocket RAMM Patrol system, designed the web services that connect CRM systems to Contractor, merged the Auckland super city databases into Auckland Transport, and has been particularly involved with implementing RAMM solutions for NZTA and the State Highway databases.

In real life he likes nothing better than tramping to remote and unpopulated huts in the mountains, searching for rare native plants and photographing landscapes.

Mike's favourite quote is:

"A man on foot, on horseback or on a bicycle will see more, feel more, enjoy more in one mile than the motorized tourists can in a hundred miles." – Edward Abbey, Desert Solitaire

RAMM Training Matrix

At the RAMM User Group Conference last year there was consistent feedback that RAMM users who wanted to know about a particular aspect of RAMM found it difficult to locate the information on the RSL web site.

We have listened and improved our RAMM Training web page. You just open the RAMM Training page of the RAMM Software Ltd web site and use the training matrix. This is a table with subject links such as Assessment, Bridges, Security Zones and so on.

For instance, if you want to know anything about, say, Security Zones, you press the Security Zones link. You will be directed to a page with links to all our Security Zones training information, videos and Help documentation.

You will be told which training course to attend to learn about Security Zones (the RAMM 201 Advanced course) with links to the training course information sheet and the training course timetable. There are links to all the videos related to Security Zones (the Hosting Administration RAMM Access set). If you want to read about Security Zones there are links to all the Security Zones documentation (the Security Zones chapters of the Working with RAMM and Forward Work Programme manuals). These open up on your computer screen. If you want to read a paper version of the relevant information there is a link to PDF versions which you can print.

Assessment	Asset Valuation	Bridges	Bylaws
CAR Manager	Detail Screens	Emergency Information	Filters
Find the Answer	Forward Work Programme	Grid Screens	Hosting Administration

RAMM Training Diary

The following training courses are scheduled. Course detail sheets are available on the RSL web site (RAMM Training > Course Information).

RAMM 101 Fundamentals of RAMM
Monday 22nd April, Monday 6th May, Monday 10th June

RAMM 202 RAMM Network Manager
Tuesday 21st May

Trained

RAMM 204 Asset Valuation
Monday 8th April, Monday 24th June

RAMM 205 Forward Work Programme
Tuesday 9th April, Tuesday 25th June

Did not train

RAMM 302 RAMM GIS
Tuesday 26th March, Tuesday 23rd April, Tuesday 7th May, Tuesday 11th June

RAMM 303, 304, 305 CAR Manager Set Up, Use and TTM
Monday 25th March, Monday 20th May

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:
David Newman
P +64 9 475 0513
E david.newman@ramm.co.nz

RAMM Software Ltd
P O Box 302 278
North Harbour
Auckland
New Zealand

ramm.co.nz