

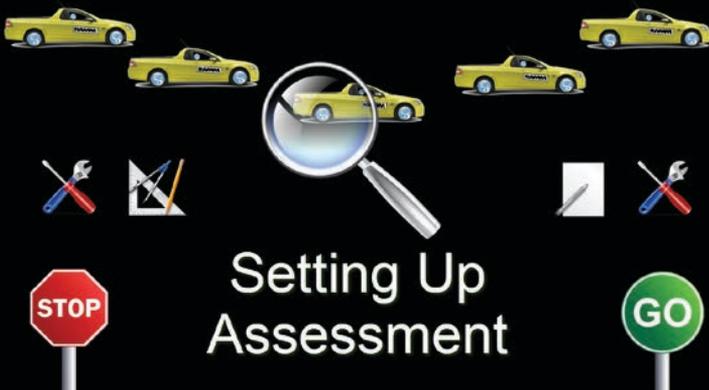
Q2 2013



excellence in asset management



# RAMM LATEST NEWS



Setting Up  
Assessment



Inspections  
in RAMM Patrol

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## PATROL AUDITS AND INSPECTIONS

There is a logic to having patrol operators perform asset assessments, inspections and audits while they are on patrol. After all, if they are out on the road, standing next to an asset, why not add an inspection or audit record at the same time?

The assessment features in RAMM have long enabled you to record asset inspections and audits as well as to assess the condition or risk of failure for an asset and the consequences of that failure. Now you can do this in RAMM Patrol. You can even use the assessment features to set up and perform dispatch or job inspections.

### AUDITS AND INSPECTIONS MADE EASY

Everyone who has ever experienced RAMM Patrol will know how incredibly easy it is to use. The new assessment, audit and inspection features in RAMM Patrol are a breeze to operate. Patrol operators use their touch screens to answer a user-defined set of questions. They select the answers from a predefined list. You can even set default answers so that it is even faster for the operator to perform the inspections and audits.

Operators can add notes if needed and set the notes to display at reinspection time. If during the inspection there is something which needs attention the operator can add a job with the press of a button.

### SET UP IN RAMM CONTRACTOR

The assessment, audit and inspection regime can now be designed and created in RAMM Contractor. The results are also viewable in RAMM Contractor but the inspection records are added through RAMM Patrol.

### WATCH THE VIDEOS TO SEE HOW

There are now four new training videos to demonstrate how to set up audits and inspections. They are available from the RAMM Training tab on the RSL web site. There are two videos for the asset audits and inspections, and two for job audits and inspections.

Setting Up Assessment shows you how to configure RAMM Contractor so that the asset audit and inspection questions match your business practices. Assessment in RAMM Patrol shows the patrol operator how to perform the asset audits and inspections.

Setting Up Dispatch Inspections shows how to configure RAMM Contractor so that the questions and answers match your business practices. Inspections in RAMM Patrol shows the patrol operator how to perform the dispatch or job audits and inspections.

Recording assessments, audits and inspections was never easier.

## WELCOME DEBBIE

We are delighted to introduce Debbie Gillam, our new Test Leader.

Debbie comes to us with a wealth of experience as a professional Test and Quality Assurance Manager. She is ISTQB certified and an iSQI CE Certified Agile Tester with experience in a wide range of industries and projects.

Debbie implements testing systems of the highest quality. It is her in-depth knowledge of the complete integration of testing into the Agile software development methodology which is why we are so pleased to have snared her.

Debbie gained her Master of Management degree and her Post Graduate Diploma in Business Information Systems at Auckland Uni.

When not working to ensure that the RAMM releases are of the highest quality Debbie likes nothing more than walking her two Labradors. For some time now Debbie has been fostering cats for the SPCA. Her KiwiSaver account is not with Gareth Morgan.



## SIGN OF THE TIMES



Location: Nelson Suburbs, New Zealand  
Spotted by: Heather Farr

## NIGEL'S TOP TRAFFIC COUNT TIPS

Our Software Development Manager Nigel Lynton has overseen the creation of the Traffic Count Estimation system in the RAMM. So he knows a bit about how it works. So when users implement Traffic Count Estimation in their network database and come up with unusual AADTs it usually falls to Nigel to show that the system works perfectly when the data is accurate.

So Nigel has written Traffic Count Estimation Tips and Tricks. Anyone intending to use Traffic Count Estimation to produce their AADT estimates should read it. Some common industry practices produce unexpected estimates. Here are some data issues to look out for so that you can avoid strange outcomes.

### COUNT DATE MISTAKES

Occasional typing mistakes leave the count with an invalid year such as 0200 or 0211 which should have been 2000 and 2011 respectively.

This makes the count the earliest at the site rather than the latest as intended. The daily growth rate calculation between this figure and the next, which will be a valid date, will be a ridiculous value. It may distort the average if not rejected as a statistical outlier.



### FIRST CHECK YOUR DATA

### ANCIENT COUNTS STILL LATEST AT COUNT SITE

You may have genuine latest counts with dates from many decades ago. Having counts which are still the latest at a location but which are from years such as 1959 and 1973, suggests that this is a location where you no longer count traffic. So don't define a count site for it and it will not contribute to the calculations for growth rate or AADT estimate.

If these locations are selected as traffic count sites during set up then the AADT estimate for the associated traffic link will be calculated using the count from that date. Even if the growth rate is reasonable, the compound interest growth formula will generate a value which makes no sense for that location. An example was a low ADT count in the tens, from 1973, combined with a high growth rate, which ended up with an AADT estimate in the millions.

### VERY SHORT DURATIONS BETWEEN COUNTS

A common method used to correct count data was to add a new record with a count date a day or two later than the one in error. This was done rather than updating the original record which was not deleted.

Before the introduction of traffic count estimation, this practice would have had no effect. The corrected record with the later date will have been flagged as the latest one. Its value was only used to populate the carriageway section at that location. Traffic Count Estimation, on the other hand uses all the count records to calculate the rate of growth in ADT between consecutive count dates. These records now have the potential to distort the rate of growth, particularly if the two records have vastly different ADT values. For example, something similar to the following was seen in the data:

Count Date = 15/05/2006 with an ADT = 11

Count Date = 20/05/2006 with an ADT = 861

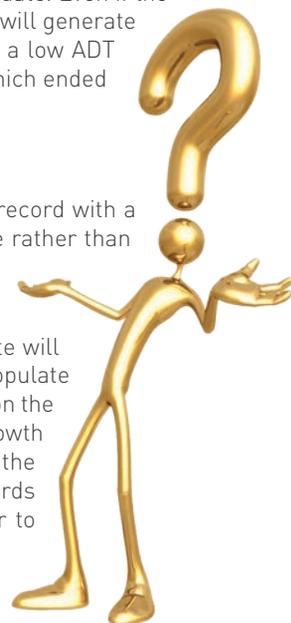
In this case the ADT has apparently grown by 850 in 5 days. This gives a daily rate of growth of 170. Project this forward from the latest value of 861 on 20/05/2006 to 20/05/2012, which is approximately  $6 \times 365 = 2190$  days, and you would get an impossibly large number.

### WOT? NOT MY DATA?

So review traffic count data. Remove records which are not valid representations of the counts.

### READ THE WHOLE DOCUMENT

This is only a small part of the story. Go to the link on the front page of our web site for the rest.



# RAMM 6 IS OUR BEST YET

(Drum Roll) RAMM 6 has been released to production. This is the most advanced version of RAMM yet and upgrading confers real benefits. By the time you read this, nearly two thirds of our New Zealand clients will have been upgraded to this version. As RAMM 6 became available for general release only in April, this makes it our most successful major version upgrade.

## WHAT'S NEW

The initial roll-out of RAMM 6 includes as much as we have been able to develop since, at the RAMM User Group Conference in late 2012, our users gave us a wish list of what they wanted to see in the RAMM suite of products. The enhancements mainly improve RAMM Patrol, Traffic Count Estimation and Dispatches. A major change in RAMM 6 is the database change from Informix to Microsoft SQL Server (MSSQL Server). The benefits are outlined below.

## WHAT'S NEXT

Initially, we will focus on: the transformation of UDTs (User Defined Tables) so that they are more flexible and can handle components; editing assets and geospatial shapes in RAMM GIS; better synching tools and improved UI for Pocket RAMM; and better handling of subcontractors in RAMM Contractor.

## MSSQL SERVER

The RAMM 6 database is a MSSQL Server database. This replaces the Informix database used in previous versions of RAMM. We made this change to enable gains in performance, scalability, security and developer productivity.

## PRODUCTIVITY GAINS

So what does our enhanced developer productivity mean, to you, the client?

Our greater efficiency has translated into more of the enhancements you want, faster turnaround of bug fixing and so more productive software for you.

## RAMM 6 RELEASE PROGRAMME

Our Agile software development methodology uses a regular release programme. Our two week long Scrums (development cycles) mean there will normally be an updated version of RAMM 6 released every second Monday. It is released first to Beta. The Beta testing usually takes a week and so it is released to Production the following Monday.



## RELEASE NOTES

If you are interested in discovering what has been included in the release you can check What's New In RAMM either from the link on the front page of the RSL web site or from the What's New tile in RAMM Applications.

# WELCOME JAMES

In this issue we welcome our new IT Manager James Lawrence. He heads our System Administration team and will ensure that our client services such as the RAMM Hosting Service and client databases remain stable.

We are especially pleased to have James in the team as he has extensive SQL Server knowledge and experience. With the advent of RAMM 6 and its database change from Informix to SQL Server, James's wealth of experience is a timely addition to the RSL collective knowledge bank.

James has a B.Sc. in Computer Science and Business Information Systems from UND KwaZulu-Natal and comes to RAMM with about 20 years of IT management experience in South Africa. He started his own successful software development company, before taking up a Senior IT management role at a medium sized Medical Scheme Administration company in Port Elizabeth.

James recently immigrated to New Zealand, and is still very new to the Kiwi ways. When not providing guidance to the technical team at RAMM you will find him sailing in one the beautiful Waitemata Harbour bays with his wife and two boys.



# RAMM TIP - ERROR MESSAGE ETIQUETTE

Sometimes RAMM will entertain you by throwing an error message. Users alert Support to such issues in a variety of interesting ways, some of which make the issues hard to replicate and fix.

## EMAIL IS BEST FOR YOU

The best way to deal with error messages is the easy option offered to you. Press the Send Email button.

This automatically sends an email to Support with the entire error message details included. You can include a helpful note if you wish.

## AUTOMATIC SUPPORT TICKET

The email from within the application creates an automatic OnTime support ticket. This doesn't disappear into a black hole.

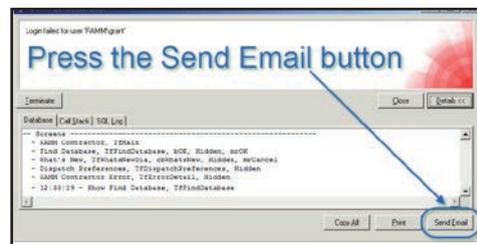
## TICKET PROGRESS

The OnTime ticket immediately becomes an unallocated ticket in our system which is checked several times a day. Tickets are

then triaged, allocated and prioritised. The speed of the resolution will depend on the complexity and the seriousness of the issue.

## DO NOT SCREENSHOT THE DETAILS

Sending a screenshot of where in RAMM you were when the message appeared may be useful. A screenshot of the error message text will not. You can't search for relevant text in a graphic. This only slows the issue resolution process significantly.



# LATEST RCI VALUES

1742	30/06/2011
1738	30/09/2011
1762	31/12/2011
1773	30/06/2012
1779	30/09/2012
1780	31/12/2012
1787	31/03/2013

# RAMM PEOPLE - NANCY TANG

Nancy joined RSL as a software developer two years ago. The week she joined was one of our most memorable with three software developers starting at the same time.



She has worked on many areas of RAMM including the Corridor Access Request system - CAR Manager, our Geographic Information System - RAMM GIS, Hosting Administration, RAMM Applications and more. So she has an excellent knowledge of many of the newer areas of RAMM.

Nancy was born and raised on the mysterious Tibetan Plateau. This may have influenced her coding style. She lived in China before immigrating to New Zealand ten years ago.

Nancy is deservedly proud of her son Jason who recently topped the world in three subjects in Cambridge Examinations. This year he was awarded a full scholarship to the prestigious Harvard University. When she is not toiling away cutting code, Nancy likes playing badminton and walking. She placed third in the RSL team for this year's Round the Bays fun run.

Her favourite quote is:

"Our eyes are blind to beauty, because we are unable to discover it" - Auguste Rodin

## CAR MANAGER IS KING

More than two thirds of the RCAs in New Zealand now use the CAR Manager to handle their Corridor Access Requests (CARs). And why not? It was designed and created right here at 102 Rosedale Road by people who understand your business and listen to you.

Recently, CAR Managers from Auckland Transport, Hamilton, Napier, Hastings, Wellington, Christchurch, and Dunedin met at our offices to discuss the future development of CAR Manager. They agreed that next, they want the software to: capture complete applicant, principal, contractor and subcontractor contact information; enable editing and maintenance of the site drawings; have more sophistication in the tracking and allocation of costs; have improved automatic email communication; include start and end dates updateable by hour and more.

Thanks to everyone who travelled to Albany to make CAR Manager even better.

## RAMM TRAINING DIARY

Please note that there is no training in the month of July nor in early August. That is because it is the busiest time of the year for RAMM users.

### RAMM 101 - Fundamentals of RAMM

19th August, 7th October, 4th November, 20th January

### RAMM 202 - RAMM Network Manager

2nd September, 8th October, 18th November

### RAMM 203 - Assessment

3rd September, 1st October, 19th November

### RAMM 204 - Asset Valuation

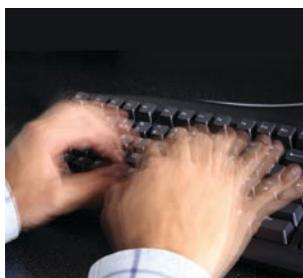
24th June, 16th September, 21st October, 2nd December

### RAMM 205 - Forward Work Programme

25th June, 17th September, 22nd October, 3rd December

### RAMM 302 - RAMM GIS

20th August, 30th September, 5th November, 21st January



**TRAINED**



**DID NOT TRAIN**

If you have a query or a problem that you would like to talk to us about, feel free to contact us on:  
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