

Attachment 2: For customers who are ordering a 'variation to' or an 'add on' to a pre-existing app (in particular, the EMSONline Data Control Centre App)

We recommend you take the time to read this attachment. Taking an hour out of your day, even if you do not have time for that, to read our documentation carefully can shave countless hours off your development time and costs. Because this is all about not reinventing the wheel.

This attachment applies in cases where a customer is requesting a new feature as an 'add on', for example, an audit tool or survey that collects information from other apps, a new 'View' or 'Report', a new user manual or some other type of user support, and so on.

Benefits of creating such 'add ons' to pre-existing, rather than starting from scratch, include, with respect to new apps and reports in particular:

- **QUICK TURNAROUND.** Inside a week, a simple template, audit or report is elevated to 'app status', made possible by our pre-coded app wizards. Cost centres and client names are 'drop down', not free text (the enemy of multi-app reports and audits), and the app is linked to EMSONline permissions, which are password free (they run on a user's login name).
- **HIGH FEATURES / LOW COST.** Low cost and even free (think Gmail) often means the best features, and vice versa. A simple app created inside a week inherits a decade of expensive R&D. Further, EMSONline was purpose-built for Human Services (think purpose-built houses v. houses that are purchased, then adapted to 'fit').
- **RISK MANAGEMENT.** In addition to a proven track record - it has been hosting apps safely for DHS since 2001/02 - EMSONline had the benefit of two audits in 2010, including one by Deloitte, and these were employed by the EMSONline Continuous Improvement Program to ensure all known project and risk management boxes are ticked.

For more information about how to best take advantage of previous developments, and not 'reinvent the wheel', please feel free to:

- Contact Claude Staub on 0433 888 889 or Damien Ryan-Green on 0438 388 922
- If the feature you are looking for happens to be a 'View' or 'Report', refer to the special section about this on the next page below.
- If the feature you are looking for happens to be an 'add on' to a tool created by DHS, refer to the memorandum about this further below.

Special section: About 'Views' and 'Reports'

A 'View' is to EMSOnline what a 'Query' is to MS Access. Once created, it can be used to create 'Reports'.

FAQ: But surely these 'Views' must have been part of the original specs for an 'App'?

The practical reality is 'no, not necessarily'.

A customer-end app designer a decade ago may have had just enough budget to cover bare minimum 'data in', and no budget for 'Views', or even user manuals, FAQs, staff training ... and then been forced to go ahead regardless, perhaps due to a previous system having become so archaic as to be unusable.

The solution?

Obviously, best practice is to build 'Views' in from the start, and if you are ordering a new App, please do talk to us about the benefits of that.

However, if you are a manager coming in cold down the track, and the 'View' and report you need does not exist, then call us in for a whiteboard session, and we'll create it together.

But what if the report I need draws data from MULTIPLE apps?

This question highlights the major difference in focus between the app designer and the operational manager

- The app designer tends to imagine an app accessed by multiple users ("vertical reporting"), and the reports tend to look like "silos" that ignore useful data in other silos. Sound familiar?
- The operational line manager tends to see a user accessing multiple apps ("horizontal reporting", for example: I need a workflow email to go to each manager each Friday night containing a link to each item, across multiple apps, that awaiting his or her attention).

At this point, we will simply note that we almost always get approached by project managers, but rarely by operational managers. So, almost all reports have the look of a silo about them.

In other words, if you are an operational manager, and have always left everything to the project managers, contact us (see below) and get your data sliced both ways!

And then, after I have created my 'View', how do I get my reports?

You have two options:

- RECOMMENDED - If you have an established corporate reporting tool, then feel free to get that to read the 'Views' we create for you, and get your reports out of that; or
- Get us to use the 'Views' we create for you to also create reports

Memorandum

To: Roxanne Manzie, CERS apps
Bruno Reato, RosterCoster apps

CC: Matthew Casey, OHS apps (out of scope for the purposes of this memorandum)

From: Damien Ryan-Green, Jandapac Pty Ltd T/A RosterCoster

Phone: 0438 388 922

Email: Damien.Ryan@RosterCoster.com

Date 27 June 2011

Subject: Responding to requests from Service Providers (DHS houses only) for new works for CERS and RosterCoster apps, and from Service Providers (DHS plus CSOs) for new works for Residential Statement apps.

Purpose

To put forward a strategy for responding to requests from Service Providers (DHS houses only) for new works for CERS and RosterCoster apps, and from Service Providers (DHS plus CSOs) for new works for the Residential Statement app.

N.b. OHS apps are **not** included in this arrangement.

Background

1. The Continuous improvement program for EMSOnline (DHS version) recommends that with ...
“selected apps, where the project manager does not have the budget to meet a request, the requestor (i.e. the Service Provider) is typically given the option to fund the request. The Service Provider will typically be encouraged to check whether other like Service Providers (for example, in the case of a DHS region, other DHS regions, and in the case of a CSO, other CSOs) are interested in cost sharing for a shared benefit.”
2. Further, this approach was included in the June 2011 project reviews for the RosterCoster, CERS and Residential Statement apps.

3. From 1 July 2011 to 30 June 2012 DSB is funding the licensing of CERS and Residential Statement apps at EMSONline for internally managed 'regions' only, and Jandapac is funding the licensing of the Residential Statement app¹ for 'CSOs'.
4. From 1 July 2011 to 30 June 2012 DSB is funding the licensing of the RosterCoster app at EMSONline for internally managed 'regions' only², and has also set aside approximately \$5k for 'new works', some of which will be absorbed by the rollover process in June-July 2011, and most or all of the remainder of which is likely to be absorbed by the rollover process in June-July 2012, which will have the additional cost of a new EBA and a new three year period to be coded into RosterCoster.

Issues

5. Service Providers (both internal regions and external CSOs) have over the past 12 months requested new features. These have been logged as 'future options', but in the absence of any mechanism to have these requests funded, they have not been coded.
6. Service Providers will in the coming 12 months (2011/12) continue to make requests, and again, there is no current mechanism to have these requests funded.
7. We note that in the past, DSB has seen 'software development' as not part of its core brief, and that many or all of the additional features and support that Service Providers have to date requested (as logged as 'future options') may well be viewed as being 'operational' requests, and not 'policy / planning / funding' requests', and as such, inherently the responsibility of Service Providers.

Recommendations

8. That DSB market the fact that it has supplied certain basic apps to Service Providers (all regions plus 48 CSO installations) free of charge³, and that further, that it is funding the license of these apps to EMSONline for internal services, and that this is the limit of the funding that DSB can offer.
9. That any new requests beyond that basic package be borne by the Service Provider making the request⁴.

¹ CSOs do not use CERS apps.

² CSOs use the Jandapac version of RosterCoster.

³ The 'new version' Resi Statement, which runs off EMSONline and its Data Control Centre was built after the initial Branch release to the '48 CSO installations', which did not run off EMSONline and its Data Control Centre. The release of this 'new version' was funded by Jandapac T/A RosterCoster.

⁴ We will in every case check if other Service Providers also need that same 'change', and give the Service Provider making the request (for example, one 'region') an opportunity to split the costs (with, for example, 'other interested regions').

10. That we note that this strategy has been in place with respect to 'CSOs' with respect to the Residential Statement app (though no CSO has so far opted to take up that offer).

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