

System: EMSOnline and RosterCoster

## FAQ – How do I use EMSOnline ‘Views’ to give me the reports I need?

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:

1. 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
2. Get us to use the 'Views' we create for you to also create reports

Then, contact us:

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