



## »» Integrating and Integrated

It's all well and good having the latest Information System such as KnowledgeBase, but if your systems don't talk to one another then you will have no scope for reusing data across your enterprise, or for enabling your business across the different systems you use.

Similarly, if you put a new system in then you will need to migrate your old data into the new system – otherwise you will lose a huge wedge of important business intelligence.

This problem of interoperability and data migration has been solved for you in the KnowledgeBase package.

### »» Getting stuck in

At the start of any implementation you will have existing information - be it contact data, documents, issues from your legacy incident management system, business contract data – the list is endless.

All of these types of information need to be imported, or migrated into KnowledgeBase. Your business needs this information in KnowledgeBase in order to continue business as usual – otherwise you will spend a great deal of time switching between sources of information.

The majority of KnowledgeBase clients start with locating and loading contact data. People and Organisations are the focus of the work they do. This data is then loaded en masse using the Bulk Load facility that has been built into the standard package. This allows



for the loading of contacts (staff and people), inter-company relationships, and employment relationships. The facility also manages updates through the same mechanism, keeping the process of mass update straight forward and efficient.

Some KnowledgeBase clients have needed more specific data loaded. With the flexible modelling approach to Workflow administration, our clients have created all manner of interesting business processes and data capture utilities – some of which required existing data to be used to fill them.

NZAID (a semi-autonomous department of the Ministry of Foreign Affairs and Trade) have created a comprehensive Contracts Management System from boxes and boxes of existing paper contract records. Working with their KnowledgeBase consultant they established a process to migrate the paper records into KnowledgeBase. Firstly, all the

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## »» New General Manager for Hindin



Hindin Communications is very pleased to announce the promotion of Dr Mark English to the position of General

Manager. Mark has progressed into the hot seat following the move by David Johnstone to establish his own consulting business aimed at helping high tech organisations develop a strong sales capability.

Mark joined Hindin Communications in March 2003 as Business Development Manager. Originally from the UK, Mark has been architecting and managing high tech software solutions for blue chip organisations such as Unilever and Shell Global Solutions as well as UK central government agencies such as the Health and Safety Executive and the Public Record Office. Prior to working in software Mark worked in the space industry on the Cassini/Huygens mission to Saturn.

# KnowledgeBase

*...it serves your customers right!*

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records were scanned by Scan Bureau, who produced enumerated images of all paperwork.

They also produced an Excel Spreadsheet of the contract data, with a reference to the relevant document images.

Using this as an input, Hindin were able to adapt NZAID's core data loading technology to create a full set of historical contract records, with all the associated electronic paperwork attached.

## »» Keeping it flowing

With some of the existing data, there are established expert systems that are the master of some specific data. For example, the Payroll system may have all staff data – this system will continue to service the payroll, but KnowledgeBase needs some facts about the staff (name, telephone no. etc).

Interoperability is not a problem when using KnowledgeBase. The example of staff data is very pertinent at the Ministry of Education. The Ministry have made extensive use of the out-of-the-box background scheduling technology in KnowledgeBase to keep their systems synchronised.

## »» Integration methods

KnowledgeBase offers three main methods for loading data, and for integrating across systems. If the application you wish to integrate with supports **webservices**, then these can be used for realtime, individual transactions. For example, at Palmerston North City Council the webservice interface is used to keep KnowledgeBase workflow up to date with operators in the field who are using the RAMMS asset management system. Officers get jobs via KnowledgeBase, and once the asset is maintained in the field, they use their RAMMS remote hand held application to update the job, which is then updated automatically in KnowledgeBase.

If the systems you wish to integrate with do not have this facility, then you can make use of the **retrieval facility** in KnowledgeBase. This facility can be scheduled to extract data from a specific database automatically. A good example of this is at the Ministry of Education where contacts information is aggregated from five different sources to create a complete picture of contact information in KnowledgeBase.

If your systems need to extract data from KnowledgeBase, then there are sets of **documented views** constructed to aid your organisation making the best use of all the data being entered.

The method you choose for integration with KnowledgeBase is determined to some extent by the data you wish to move around. If the data changes rapidly, then a webservices transaction is ideal. If the data changes slowly, (such as staff data in the payroll system), then a scheduled overnight data integration is more appropriate.

## »» What Hindin can do for you

If it is contact data, start up system loading, documents, or business records, Hindin have extensive experience in integrating KnowledgeBase with other systems and can help you with advice, training, and development work to help you achieve your goals.



*The Hindin Team in the new offices*





## Tips and Tricks

### »» Memo Manager

For all organisations, communication with staff is vital. However, it is sometimes difficult, especially in large organisations to disseminate information accurately and then nearly impossible to ascertain if all your staff have read, understood, and acknowledged the information. For those working in regulatory environments, where staff will be giving information out to the public, it is important that staff are fully aware of information changes to eliminate the instances of customers being given incorrect information.

| Staff Member | Read | Signed Off |
|--------------|------|------------|
| John Doe     | Yes  | Yes        |
| Jane Smith   | No   | No         |
| Bob Johnson  | Yes  | No         |
| Alice Brown  | No   | No         |

Example of the memo usage report

The Memo Manager was created with this specific problem in mind. Through KnowledgeBase, users can create memos, and then have the information reviewed for accuracy, and to validate the intended audience. The memo can then be sent to specific Groups or Roles within an organisation, for example the contact centre, or to all staff. Documents can be attached to a memo which, if the Memo Author wishes, will also require sign-off once they have been read.

Once distributed and read, staff have to sign the memo off, communicating that they have read and understood the material. If they have questions or comments they are able to add them to the memo, allowing the Memo Author to respond to any questions or incorporate any pertinent comments.

Managers are able to view the memo and see which staff members have read and signed off the memo and who has not. A comprehensive usage report also gives Managers a single view of all active memos across their staff, highlighting those that are overdue for action. The report can be run retrospectively as part of a performance review.

The Memo Manager is a serious replacement for email within any organisation as a method of distributing internal information.

Unlike an email, the memo will not just disappear into the recipient's inbox; you will know whether they have read and signed it off.

The Memo Manager can also help clear up any disputes over staff saying they have not been told about something, as the past memos can be looked up and it will clearly indicate who received the memo, whether they read it, and also the sign off status.

Land Transport New Zealand is currently using the Memo Manager to ensure its contact centre staff are informed about various legal and regulatory changes.



### Hindin office shift

On the first of December, Hindin Communications moved offices from Fitzgerald Ave into the CBD. The new office is located at 186 Hereford St, Christchurch, in the Mike Pero building. All the staff are very happy with the new offices.



## News in Brief

### »» Two new staff bolsters ranks

Hindin Communications have just taken on two new full time staff members this year. Owen Symes and Tian Lin have joined us as Software developers. Owen and Tian both come from Canterbury University, Tian having just finished his Masters in Computer Science and Owen having just completed his Bachelor of Science degree as well as a Postgraduate Diploma in Science. Tian had been working with Hindin Communications over the last year as a software tester. "It's great to have both Tian and Owen onboard and we look forward to continuing to grow our developer numbers over the coming year" Matt Smith, Product Development Manager.

### »» Conference circuit

Over the coming months Hindin will be participating in several conferences throughout New Zealand as well as a number of our customers who are presenting at various conferences.

The International Quality and Productivity Centre is holding their 4th annual government contact centre conference from the 30 April to 1 May in Wellington. Kumar Swaminathan, Hindin Communications Manager - Central region, will be attending, as well as three KnowledgeBase customer, who will be giving presentations.

From the 9th to the 11th of May is the Government Information System Managers Forum (GOVIS) conference. One of our newest customers June Ralston, from NZAID, will be presenting a paper looking at the implementation of KnowledgeBase as a contract management system and the process NZAID went through in implementing their new system.

### »» Brain teaser

**O \_ E R \_ T \_ O \_**

Have a go at solving this brain teaser. Once you have solved it, email the phrase to [Nickt@knowledgebase.co.nz](mailto:Nickt@knowledgebase.co.nz) and the first five correct answers will receive a prize.



### »» Inaugural Palmerston North training course

Mark English and Carin Van Bolderen held the first KnowledgeBase training course in Palmerston North last month. The administrators course was well attended with 8 participants on the course.

Carin said "It was a great three days and we hope to hold more training courses in the North Island". "It's wonderful to see KnowledgeBase users master new parts of the system, and hear them planning on implementing what they learnt within their organisation."

### »» Information

For further information on KnowledgeBase please visit our website:

[www.knowledgebase.co.nz](http://www.knowledgebase.co.nz)

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