

Case study

Emergency Engineering Management Department – NSW Department of Commerce

WSS 3.0 Implementation

The Organization

Emergency Engineering Management, part of the Department of Commerce in Sydney, New South Wales, Australia is a government organization responsible for handling emergencies arising in any government events, meetings or any other unexpected incidents that may happen.

The Requirement

In order to capture the various incidents that happen, they needed a centralized system, available anywhere, in a format that can be easily understood and handled by their staff. The system should be in a position to capture the data in a spreadsheet like format, which they are very familiar with and also be able to attach photographs, files along with every associated activity. They would like the system to be highly secure and access is provided only to authenticated users with valid credentials. The key is simplicity, excel like user friendliness and security.

Existing Systems

They were transferring such data through excel sheets, in a shared mode and were finding it extremely difficult to manage the single sheet. The users were making copies of the sheet and finding the sheets inside email folders were becoming difficult. The information was also not available to them anywhere they are. The staff maintained multiple handwritten papers, formats for capturing data at the event, incident location, which they bring it to key in to the excel sheet.

Solution offered by IPP Technologies

Considering the key aspects of excel sheet like view and simplicity, security, ability to have multiple activity responses for a single incident, ability to attach photographs, documents, we found that a solution based on Microsoft Windows SharePoint Services

3.0 would ideally fit in. Custom Lists with custom columns, was created with the default "DataSheet View" which ideally suited their need. More features like automatic emails for people to whom an incident was assigned to, export to excel / access were also offered much to the delight of the users. Security was provided by integrating the users with active directory and thus the site was only restricted for staff with valid username, passwords. The look and feel of the pages were also customized to make it look similar to their internal websites. The pages were also configured for mobile view thus enabling the users on the incident sites to directly access the site with their phones or PDAs. The client was highly satisfied as a solution was offered and implemented within just a month's time and existing investments on Windows Server 2003 were leveraged on. No additional software licenses need to be procured.