

One Step Systems

Special points of interest:

- *Scanning files to One Step*
- *The ROI of mobile computing*
- *Toronto Fire Service*
- *Managing Product Development*
- *8 Steps to Successful Mobile Deployment*
- *How "Advanced Search" works*
- *One Step has a User Forum*

SCANNING FILES FOR FIELD USE

By the mid 1990s document imaging was becoming an accepted method of archiving paper documents. Organizations were being overwhelmed by the amount of paper being filed and scanning seemed a good option.

Do all the back file documents need to be scanned or should only "day forward" documents be done. Then as now there are important considerations including:

- Size of the scanning task. How many occupancy files do you have stored or receive each day and how important is it inspectors have access to this information in the field? How many years back do you need to scan and are those old files still relevant to the current annual inspection?
- What resources are you pre-

pared to devote to the task knowing that once you start scanning, it will be difficult to quit?

- Do the arithmetic. Even though a scan may only take a couple of seconds; multiplying that simple task by all your old files adds up to a lot of time and expense. You must develop criteria re what will be scanned or not. Scanner speed is not the most important factor; sorting and preparing documents for scanning takes the most time.

The typical scanning settings should be:

- Scan at 150 dpi or less
- Keep the scans as tiffs which can be compressed further
- Only OCR (optical character

read) when absolutely necessary. OCR increases file size significantly

- Use a utility to compress the tiffs as much as possible

Please call us for more information before you begin scanning, we can save you a lot of frustration and time



"Yesterday is just a memory. Tomorrow is only an illusion. Live for today! It's from our credit card company."

MOBILE COMPUTING - WHAT ARE THE RETURNS ON INVESTMENT?

Despite our built-in technology bias there really are good reasons to implement digital occupancy inspections. The departments we work with routinely report being able to do more inspections within the same amount of time with greater accuracy of the information gathered.

Having accurate information means better planning and enhanced safety for both fire crews

and your community.

It is relatively easy to quantify these savings: Assuming a typical production gain of 30% the inspector is able to do a third more inspections in the same time. Multiply this gain (.3) times the salary (\$35K) equals \$10,500 times number of inspectors in your department.

Not only do you recover your initial software and hardware costs quickly,

there is an increase in accurate information available. As the information is now digital, it can be easily queried to produce reports, exported to a GIS, posted to the Web (Harris County is posting the results of their school inspections to the web). Using digital occupancy software, inspectors are doing more inspections at less cost with greater accuracy. It's a win for the department and the community it serves.

ONE STEP NEWSLETTER

ONE STEP DEVELOPMENT AND SUPPORT—HOW IT WORKS

The development of One Step is an ongoing dialogue with our customers in trying to find solutions to make their jobs easier and more productive. The reality of writing software is that it is a creative process and unable to be constrained by normal scientific methods. Everything in software is a creative construct and just because it works most of the time to produce the results we want; it can also be brought down by a simple bug introduced from

There is only one boss—the customer. Customers can fire everybody in the company from the chairman on down, simply by spending their money somewhere else

We work hard to earn your business and we will continue to work hard to keep it.

The One Step team

outside. To minimize the introduction of “bugs” into the process, we make changes inside One Step very incrementally and then test as much as we can before we release it to our clients. This is sometimes difficult as client needs are paramount and we have to balance what is achievable with the least amount of risk to the core. As much as we may test our development for months, years, and longer, there is no replacing real life testing. Software does “break” because of user events we never thought of or bugs we did not discover in our development.

Fortunately our development approach provides us with the ability to quickly fix problems as they occur.

Creating software and supporting it is all about having an idea and bringing it to fruition. It is about setting goals for ourselves based on the needs of our customers and then trying to surpass them.

One of the most important things you can do if you discover a bug, is to call us with

the problem. Try to remember how you produced the bug, ideally take a screen shot of it and send it to us so that we can replicate the bug in house and then squash it like we need to.

With your help we can keep you productive using One Step.

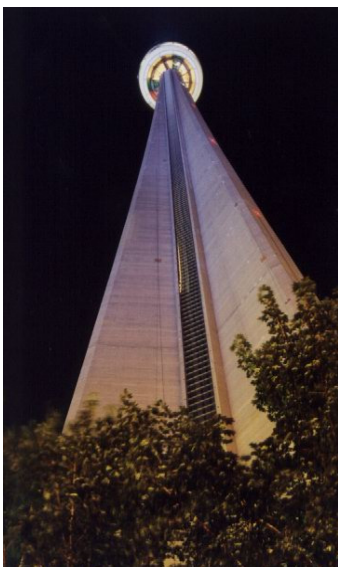
Don't be afraid to ask dumb questions. They are more easily handled than dumb mistakes.

Motto hanging on an office wall of a research department: “This problem, when solved, will be simple.”

DID YOU KNOW?

The NFPA website states that over 3000 civilians lost their lives as a result of fire in 2006 with a direct property loss in excess of \$11 billion dollars. 81% of civilian fire deaths occurred in residences. Cooking fires were the leading cause of home fires with incendiary or suspicious origin was the second largest cause.

These statistics provide a macro perspective but more study should be done to find out to what extent existing data could be used as a baseline to improve fire prevention at a local level. It has been suggested that the lack of structure in data collection has limited the ability of departments to proactively create fire prevention strategies. Field data is usually anecdotal in nature making it nearly impossible to analyze with integrity. As digital data collection becomes more commonplace in fire departments so will the accuracy of the reporting leading to more targeted prevention activities. Fire Prevention is slowly becoming more than the week in October but rather using quantifiable data to determine what the message needs to be and who it should be directed to.



Toronto CN Tower

TORONTO FIRE SERVICE BUYS ONE STEP FIRE INSPECTION

We are pleased to announce that Toronto Fire Service has joined the One Step user family. Toronto's inspection branch has nearly 150 users of which 90 will be concurrent One Step users. They will be using convertible HP tablets to gather the information in the field and then sharing the information through One Step's SQL database.

Toronto Fire Service is a large department serving a population of 5.3 million. A community this large has unique needs and we are pleased to be adding more functionality to Toronto's installation. In addition to the existing One Step suite, we will be adding two modules: a legal module and a complaint module. The department has its own legal team to address problem occupancies and the legal module will support this effort. The Complaint module will provide the department with the ability to track complaint events as well as generate the appropriate notices and letters. These additional modules will be offered as options to our clients who require them.

If you require more details about this installation please call and we will be pleased to provide you with an update.

WINTER—SPRING

EIGHT STEPS TO A SUCCESSFUL MOBILE DEPLOYMENT

Things we've learned:

1. Understand the scope of the project and plan ahead. It is critical that you define the requirements, test and then plan the deployment
2. Build a team of stakeholders with the authority and responsibility to help make the project a success.
3. Understand your mobile environment— do you need rugged gear or ultra mobile computers? Evaluate hardware and connectivity. Consider screen size, keyboard layout and battery life (especially with wireless connectivity)
4. Understand the complexity of syncing remote data. Will WiFi work or do you need continuous connectivity (be aware of potential dead zones like basements etc.)?
5. Phase the deployment. Add more users after the initial testing and deployment is working successfully. Experience teaches us that the first phase is the most demanding in supporting mobile users and it is easier with limited number of users. Phasing also provides “champions” to emerge which can assist new users transition to the new system.
6. Set a timeline for the initial phase for evaluation and rollout. Choose motivated and trusted users, document their experiences and identify any required changes and improvements.
7. Establish rules for mobile use to lessen the risk of losing sensitive information. Make sure everyone knows the hardware policies through training and writing hardware guidelines.
8. Manage the change in process right from the beginning. Fortunately “buy in” resistance is short lived and replaced with positive change.

The opposite of talking isn't listening. The opposite of taking is waiting.

*Undertake something that is difficult; it will do you good. Unless you try to do something beyond what you have already mastered, you will never grow.
Ronald Osborn*

USING ONE STEP'S ADVANCED SEARCH

One Step Fire Inspection comes with a very powerful search tool that allows the user to find records using almost any field in the database. This can help you find inspections, occupancies and addresses that matter most to you.

Once you create a search (filter) and find the results you are looking for, you can then save that search. Some searches that are saved would be high risk occupancies, or occupancies over a certain square footage; inspections assigned to you that have not been completed (outstanding); also all inspections in a certain district or zone that you or your group may be responsible for.

Add conditions: Click on Inspection to expand the tree and click on Completed. In the operation drop down we will select >= (Greater than or equal to). This means whatever date we select our results will return all completed inspections on or after that date.

Once you click the add button you will be shown the And / Or box if there is already a condition. What this means is the conditions you have added will either be a single condition where both must match or act as two separate conditions where a match on either condition is desired.

If at anytime you make a mistake, you can highlight the condition and hit delete or update. The clear button also clears the entire filter.

Definitions of Terms + Examples

> - Greater than

Example: Inspection.Completed > '01-01-2007'

Result:

(All inspections after January 1st 2007. This does NOT include January 1st)

>= - Greater than or equal to

Example: Inspection.Completed >= '01-01-2007'

Result:

All inspections after January 1st 2007.
This DOES include January 1st

< - Less than

Example: Inspection.Completed < '01-01-2007'

Result:

All inspections before January 1st 2007.

<= - Less than or equal to

Example: Inspection.Completed <= '01-01-2007'

Result:

All inspections on or before January 1st 2007.

= - Equals

Example: Inspection.Completed = '01-01-2007'

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ONE STEP SYSTEMS

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Fax: 250-244-1749
E-mail: gord@onestepsystems.com
OR

In the south east call Bill Duxbury at 407-896-4941

Mobile Fire Inspection Software
www.onestepsystems.com

ADVANCED SEARCH CONTINUED

Result:

All inspections completed on 01-01-2007

Example: Occupancy.Name = 'Andy's Pizza'

Result:

All addressed containing an occupancy called exactly 'Andy's Pizza'

<> - Does not equal

Example: Inspection.Completed <> '01-01-2007'

Result:

All inspections EXCEPT the ones completed on 01-01-2007

IsNull - Has no value in the database (date is blank)

Example: Inspection.Completed Is Null

Result:

All inspections that have NOT been completed. Completed date is BLANK / NOT SET.

Is Not Null - Has a value in the database
Like

Example: Occupancy.Name Like 'Pizza'

Result:

This finds anything that contains the word pizza. Possible matches include 'Andy's Pizza', or 'Pizza Hut',

Example: Occupancy.Occupancy_Type Like 'Education'

This finds all occupancies that contain the type 'education'

Sounds Like

Example: Address.Street_Name Sounds Like 'Smyth'

Result:

This would return streets that sound like 'Smith', or 'Smyth' regardless of spelling

Not Like

Example: Occupancy.Occupancy_Type Not Like 'Education'

This finds all the occupancies that do not contain the type 'education';

If you would like to save your filter so that you can use it anytime you open up One Step, use the Saved Filters option.

You can't tell how happy people are by the amount of money they have. A person with \$10 million may be just as happy as the one with \$11 million!

We look forward to your participation in this newsletter and welcome your contributions. We are keenly interested in understanding how your department satisfies information challenges.

If you have a good idea please send it along and we will try and accommodate the information regarding your innovations.

If you have a bad idea, tell someone else!

Thank you for taking the time to read our newsletter; we look forward to hearing from you.

ONE STEP HAS A USER FORUM ON ITS WEB SITE

We are pleased to host a place for our users to exchange ideas. The rules are simple—keep it pertinent and keep it clean. We will try and monitor it for issues that the forum is unable to answer. We are also available for support via email—support@onestepsystems.com, on line demo and telephone 1-800-469-1166.