

# Database Showcase **NEW**

Symposium Proceedings: Session 23  
Monday May 5, 2008 2:15 p.m. – 5:15 p.m.

Coordinated by Mr. Glen Dixon  
Sr. Software Engineer  
U.S. Department of State

## Presenters

Jana Faust, Administaff (jana\_faust@administaff.com)  
Carol Casper, Mayo Clinic (casper.carol@mayo.edu)  
Lisa Lee, Standard Insurance (llee@standard.com)  
Susie Cook, Premera Blue Cross (susie.cook@premera.com)  
Kelly Halseth, David Thompson Health Region (khalseth@dthr.ab.ca)  
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## **Do you have a forms management database or is this a dream for the future?**

Whether you want to manage form specifications, order history or metadata, you can do it using a database such as Microsoft® Access, SQL or Oracle. Databases can be searched and cross-referenced electronically, and transactional changes can be easily tracked. Managing the database yourself enables quick modifications and control to your application. You can easily tie into existing data sources and make ad hoc queries. You can enhance the database by adding simple macros to automate data entry and searching. You can program more complex functionality according to the available time and resources. This showcase presents database used by BFMA members, each with their own special features and benefits. See the databases in action from a variety of companies.

## First Session: Ace in the Hole Presented by Jana Faust

Just because you don't have a true document management system doesn't mean you have to throw in the cards. You can still track necessary data in a single application by pulling your ace in the hole, Microsoft® Access or any other end-user database.

Here's how we did it at Administaff. We needed something to beef up our form number register (which was in a spreadsheet format), providing more fields for metadata, cross-referencing, and reporting. In addition to managing forms, our Knowledge Management group also maintains content for several websites and for print production. Keeping up with where documents live, what format they are in, and when they should be reviewed are a few of the absolute necessities for our organization. In addition, we needed an electronic accounting of all the changes made, revision dates, approvals, and distribution details.

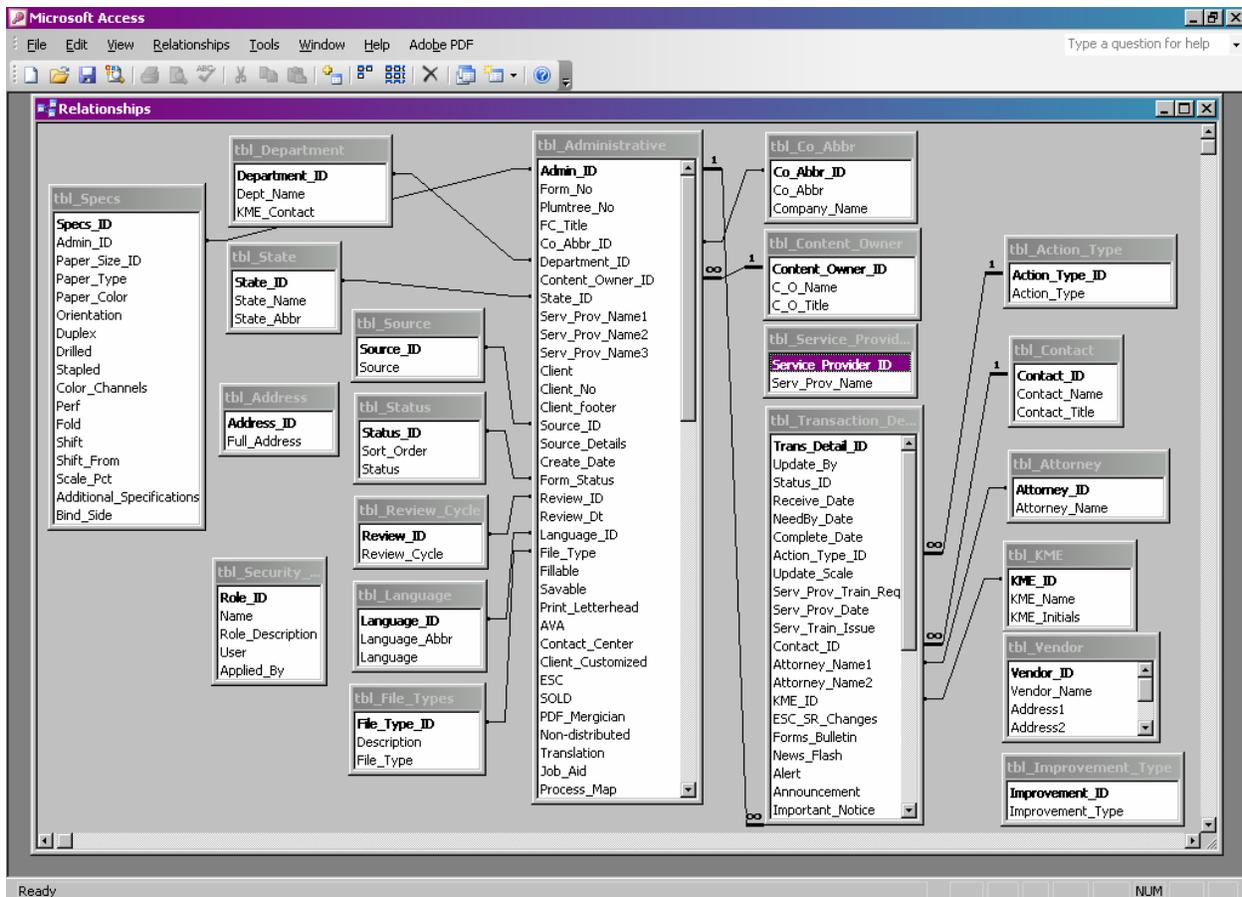
We rolled out this new database 4Q06 and now have over 4,000 metadata records and over 5,000 transactions (change records).

### Relationships

The two main tables for data entry are:

- tbl\_Administrative
- tbl\_Transaction\_Details

To facilitate data entry and reduce errors, we added lots of lookup tables. So many of the smaller tables shown below are lookup tables linked by a numeric ID to save storage space. Since we track both forms and content together, we couldn't use Form number as the key field. And Plumtree\_No is the number assigned by our web portal software, but not all content is placed on the web so this field is not always populated either. So the key field is Admin\_ID (or Doc ID) which is an autonumber field type.

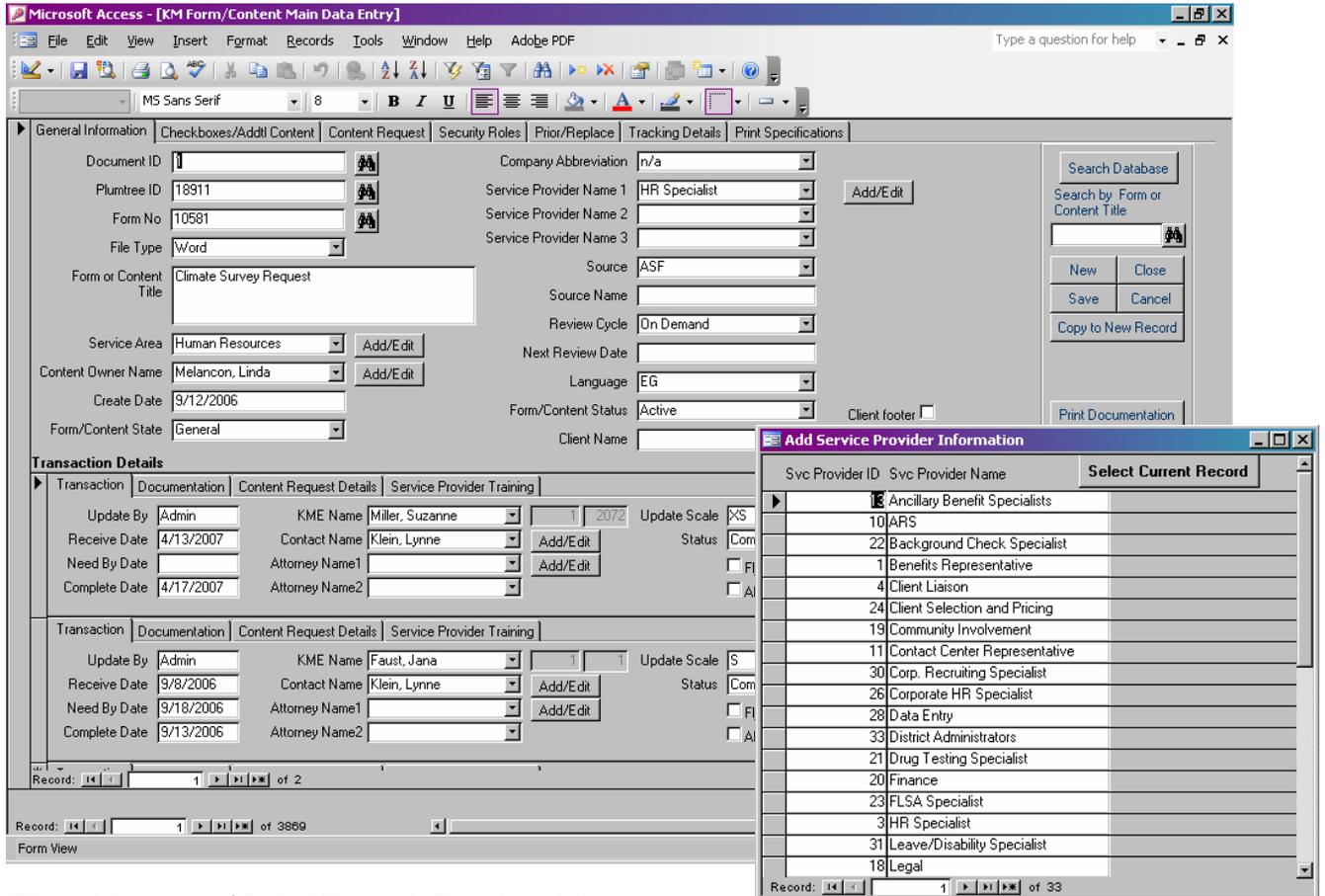


# Data Entry Screens

There is one main data entry screen with multiple tabs for the various categories of metadata at the top. The bottom half is a subform showing the transactions or changes made to the form.

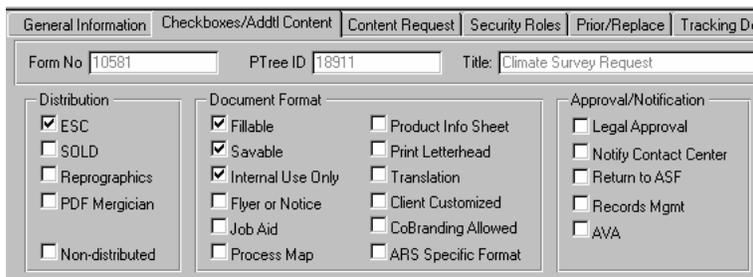
## General Information tab

This is where we record the important details including Title, Form #, Content Owner, who uses the form (Service Provider Name fields), review requirements, and status. The Add/Edit buttons allow users to select, add or edit data in the lookup tables.

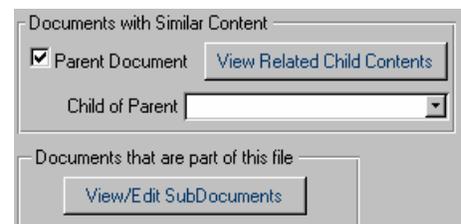


## Checkboxes/Additional Content tab

The second tab displays how the item is distributed (ESC and SOLD are the names of the two websites we maintain), information about the format, and approvals and communication required for revisions.



There is also a cross-referencing feature that allows us to either:



- specify one form as the Parent Document and then link related forms to it.
- Indicate forms or content that are subdocuments within a larger file, such as a new hire forms packet.

## Tracking Details tab

Due to the volume of similar forms and content that we maintain for our client service website, the Tracking Details provides for valuable search fields when changes need to be made. When a department name, title or phone number changes, we can query one of these fields to locate all documents that must be updated. This used to be a time-consuming process of electronically searching our forms and content folders.

The screenshot shows the 'Tracking Details' tab in the 'KM Form/Content Main Data Entry' application. The interface includes the following elements:

- General Information:** A tabbed menu at the top with 'Tracking Details' selected.
- Items Included in Document for Update Tracking:** A section containing:
  - ASF Logo:** A checkbox that is checked.
  - ASF Addresses:** A text input field with an 'Add/Edit' button next to it.
  - ASF Mail Code:** A text input field.
  - Keywords for Update Tracking:** A text input field containing 'harassment, eeo, protected classes'.
  - Additional Notes:** A text area containing 'Use underlines in the section headings.'
- Table:** A table with the following data:
 

Dept. Div. or Group Name	Anti-Harassment Hotline
Person's Name	
Position Title	Payroll Specialist
Phone and/or Fax #	800-242-8893, 281-312-3000

## Print Specifications tab

Although more than 95% of our content is only available via the website, there are a few documents that are printed in our Document Production Center, such as the new hire forms packets. This information is linked to a separate Specs table, since it is rarely populated.

The screenshot shows the 'Print Specifications' tab in the 'KM Form/Content Main Data Entry' application. The interface includes the following elements:

- General Information:** A tabbed menu at the top with 'Print Specifications' selected.
- Form Fields:**
  - Specs ID:** A text input field containing '12'.
  - Paper Size ID:** A dropdown menu with 'Ldg' selected.
  - Paper Type:** A dropdown menu with 'Standard' selected.
  - Paper Color:** A text input field containing 'white'.
  - Orientation:** A dropdown menu with 'Landscape' selected.
  - Color Channels:** A dropdown menu with 'Process' selected.
  - Duplex:** A checked checkbox.
  - Stapled:** An unchecked checkbox.
  - Perf:** A checked checkbox.
  - Drilled:** A dropdown menu with 'None' selected.
  - Fold:** A dropdown menu with 'Bifold' selected.
  - Shift (inches):** A text input field.
  - Scale Percent:** A text input field.
  - From:** A dropdown menu.
- Additional Specifications:** A text area containing '1" perf in center fold (1/2" away from fold on either side). Custom cover with matching datestamp.'

## Transactions

For productivity and compliance records, we need to track when requests are received and completed, who completed them, who approved, and the amount of work involved. Since the Transaction Details are linked as a subform in another table, there is no limit to the number of transactions per document.

### Transaction tab

One of the most important fields on this tab is the Status field. There is a Daily Open Report that can be run to show all transactions that are in progress (Status not "Complete").

### Documentation tab

This is where we record the actual changes (Improvement Notes). The Documentation Notes help to remind us where we are in the editing process and show why certain documents may take so long to complete due to approvals or changes mid-stream.

## Daily Open Report

This report shows work in progress for each Knowledge Management Editor, where Transaction Status <> "Complete".

Miller, Suzanne									
Date Needed	Date Received	Action Type	Doc ID	Form No	Plum-tree ID	FC_Title	Service Area	Content Owner Name	
<b>Status: FA editing</b>									
	4/26/2007	New	3893			Sample Company Background Standards	HR Admin Compliance	Brewer, Anna	
Total for: FA editing:				1					
<b>Status: KME editing</b>									
	9/20/2007		4283			FLSA Review Steps for Payroll and HR Specialists	HR Admin Compliance	Gullo, Sandy	
	9/20/2007		4271			FLSA Tool: Calculating the Regular Rate of Pay for Determining Overtime Compensation	HR Admin Compliance	Gullo, Sandy	
	9/20/2007		4282			FLSA "White Collar" Exemptions Overview	HR Admin Compliance	Gullo, Sandy	
	8/20/2007	Revised	891	15011		Variable Pay Plan Checklist	Human Resources	Melancon, Linda	
	8/20/2007	Revised	879	15009		Sales Pay Plan Checklist	Human Resources	Melancon, Linda	
	8/1/2007	New	4025			Human Resources Production Time for Standard Services	Human Resources	Melancon, Linda	
	6/1/2007		85			Human Resources Process Manual	Human Resources	Melancon, Linda	
	7/24/2007	New	4027			Corporate Recruiting Process Manual	Recruiting	Trooko, Melissa	
	8/31/2007		1061		17284	Printable Outplacement Booklet	Recruiting	Engelhardt, Mary	
	9/20/2007		1559			Vendor Transaction Expense Report	Service Technology	Hickman, Sheila	
	10/11/2007		1559			Vendor Transaction Expense Report	Service Technology	Hickman, Sheila	
Total for: KME editing:				11					
<b>Status: Pending content owner approval</b>									
	4/26/2007		3753	10541-MT		Substance Abuse Prevention Policy and Acknowledgment - Montana	HR Admin Compliance	Brewer, Anna	
	4/13/2007	New	3645	10661		HR Specialist Facilitation Observation Evaluation	Human Resources	Melancon, Linda	
	4/18/2007		192	10306	16253	Recruiting Invoice Request	Recruiting	Engelhardt, Mary	
	1/4/2007		697	10639		Corporate Recruiting Activity Record	Recruiting	Trooko, Melissa	
Total for: Pending content owner approval:				4					
<b>Status: To Web Ops</b>									
	10/8/2007	Revised	1064			Spanish General Handbook Terms	Human Resources	Melancon, Linda	
	10/12/2007	New	177	10535		Attendance Calendar 2007	Human Resources	Melancon, Linda	

# Search

Although you can use the Find buttons located next to certain fields on the data entry screen, the Search Database feature allows you to display all records that meet your criteria in a single screen. This can be printed or hyperlinked to open the record.

The screenshot shows a Microsoft Access window titled "Microsoft Access - [qrySearchAdmin]". The main window displays a table with the following data:

Doc ID	Plumtree	Form No	File Type	Form/Content Title
1994	14734		HTML	Discipline and Employee Counseling Overview
1995	14735		HTML	Discipline and Employee Counseling Process Map
1997	14737		HTML	Discipline and Employee Counseling Services Available
1998	14738		HTML	Discipline and Employee Counseling Step Summaries
14			Adobe PDF	Discipline Sponsors
587	14739	10231	Adobe PDF	Pre-Discipline Checklist - Delete

A search dialog box titled "Search Form/Content Database" is open. It contains the following fields and options:

- Document ID: [ ]
- Form No: [ ]
- Plumtree No: [ ]
- Form/Content Title: "\*discipline\*"
- Search criteria: "\*application\*" OR "10007\*"
- Buttons: Search, Clear All, Close
- Record: 1 of 1

The main window's status bar shows "Record: 1 of 6" and "Document Identifier-useful for searching and for documents that don't have a Form # or Plumtree ID".

# Reports

## Monthly Report Summary

This report shows completed for individuals or the entire group.

SOLD	Dept Name	Action	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<input type="checkbox"/>	Workers' Com				1				1			1			3
<input type="checkbox"/>	Benefits		2	1		4	12	4	1		1	3			28
<input type="checkbox"/>	Safety Service	New			1										1
<input type="checkbox"/>	Payroll Service									2					2
<input type="checkbox"/>	Orientation	Deleted						1							1
<input type="checkbox"/>	Human Resou								1						1
<input type="checkbox"/>	Benefits	Revised	1	17	6	24	48	36	35	23	16	24			230
<input type="checkbox"/>	Benefits	New		6	16	27	10	14	5	15	17	14			124
<input type="checkbox"/>	Corporate HR	Revised				1									1
<input type="checkbox"/>	Workers' Com	New			1				3		1	1			6
<b>Subtotal</b>			76	72	188	217	253	144	133	277	148	157			1645
<b>Total All</b>			193	462	248	314	318	162	161	312	178	170			2518

## Documentation Notes

The Documentation Notes report was created to replace our individual Word docs and often handwritten notes in the paper files. Now we find that we don't usually need to print it.

### Documentation Notes

Date Printed: 10/11/2007

**Document ID:** 18  
**Plumtree No:** 18901  
**Form No:** 10600      **File Type:** Word  
**Form/Content Title:** Quarterly Review Summary - Exempt  
**Content Owner:** Moritoya, Louie  
**Dept Name:** Service Team  
**KME:** Kohl, Priscilla  
**Attorney 1:**  
**Attorney 2:**

Updated By	Date Received	Update/Correspondence Notes	Date Completed
JLF	6/28/2006	6/20 email to Bob requesting these docs. 6/28 recd from Bob. Reformatted to KM stds & added fillable fields. 9/8 to Web Ops. Posted 9/11.	9/11/2006
JLF	3/16/2007	3/16 Gerri said the year 2006 needs to be changed. Gerri and Jana agreed to make the quarter and year generic and add a date field. Gerri approved. 3/16 to Web Ops.	3/20/2007
PBK	4/19/2007	4/19 Request from Gerri B. to be able to insert rows in the competency sections. Urprotected the forms completely. Submitted to Web Ops and updated VSS/K drives.	4/26/2007

# Metadata Report

The Metadata Record contains all the key information about each document and is printed and placed in the front divider for each form or content paper file.

## Metadata Record

Date Printed: 10/12/2007

### Form/Content Basic Information

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Document ID: <b>4281</b>	Form Status: <b>Active</b>	
Plumtree No:	Create Date: 10/10/2007	
Form/Content No: <b>20066-MN-Inc</b>	File Type: <b>Adobe PDF</b>	Review: On Demand
Form/Content Title: <b>Minnesota General Employment Agreement for Companies, Inc.</b>	Language: EG	Service Providers: Payroll Specialist Orientation Rep
Service Area: Legal (EA's, CSA's & Exhibits)	Source: ASF	
Content Owner: Bachert, Richard	Source Details:	
FC State: Minnesota	Client:	
Co Abbr: Inc.	Client No: <input type="checkbox"/> Client footer	

### Employee Service Center Details

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ESC Name: Alabama General Employment Agreement for Companies, Inc.	ESC Keywords: \Site Index\ESC\Enrollment Center\Employment Agreements\Employment Agreements for Administrastaff Companies, Inc.
ESC Description: Alabama General Employment Agreement for Administrastaff Companies, Inc.	Security Roles: 213 401 219
ESC Location: \Site Index\ESC\Enrollment Center\Employment Agreements\Employment Agreements for Administrastaff Companies, Inc.	Other Security Roles: <input type="text"/>

### SOLD Details

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SOLD Name: Alabama General Employment Agreement for Companies, Inc.	SOLD Path: <input type="text"/>
SOLD URL: <input type="text"/>	

### Distribution and Notification

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#### Jana Faust

Jana is a Design and Project Analyst at Service Technology XXXXXXXX

## Second Session: Forms Central

### Presented by Lisa M. Lee

Forms Central was developed by the Forms Management department of Standard Insurance Company to provide a centralized, authoritative information source for internal users – in other words, one-stop shopping for forms information. The application consists of an MS Access front end used by Forms Management, data stored in Oracle tables, and a web site used by employees to order paper forms, retrieve details, and send links to electronic forms. This presentation will provide an overview of both the database screens and the website.

#### **Lisa M. Lee, CEBS, FLMI**

Lisa is the supervisor of Forms Management at Standard Insurance Company. Her team is responsible for managing the forms for the Employee Benefits division, which includes 3 companies, 2 regional offices, and 41 Sales and Service offices. She has directed and participated in a wide variety of forms projects. She currently serves BFMA as Vice President of Administration.

### Third Session: MS Access database for Premera

Presented by Suzie Cook, Premera Blue Cross

MS Access database for Premera was built over a five year period. Six major modules emerged serving the Forms Management Team, the Print Buying and Inventory Team, the Marketing Team, the Fulfillment Team and the Mass Mailing Team.

Module 1: Document Information contains information relating directly to the document itself. Revision history, production history, inventory history and current balances, approval history, links to the repository, relationships to other documents, financial data.

Module 2: Production Information is the ordering module for print production. A job is created each time the form needs to be produced. Specifications for each job, record of hours by contributor and category (design, purchasing, administrative, etc.), proof tracking, links to what projects the job may be a current member of, vendor estimates and actual invoice costs. Module automatically generates job ticket that is electronically routed to the vendor and/or design team.

Module 3: Projects allows the user to group the individual production jobs and roll them up to a higher level project to track the components, overall job and project hours.

Module 4: Kits - specifically manages kits and their components

Module 5: Mass Mailing

Module 6: Fulfillment

A brief bio - please hack away at this as you see fit...

#### Suzie Cook

Suzie has 25 years experience in a combination of print production, forms management and systems development. Her print history includes working as an estimator, a customer service manager, national division forms management manager and regional operations manager of a print and inventory facility. She spent 7 years as an independent consultant specializing in systems integrations and interface projects. Her current position was initially as a contractor to implement a forms management division for Premera and has assumed the role as systems developer and administrator for the forms management systems and associated processes.

Forth Session

Kelly Halseth

Is the Regional Coordinator, Forms Management & Production David Thompson Health  
Region

Fifth Session

Lisa Lee

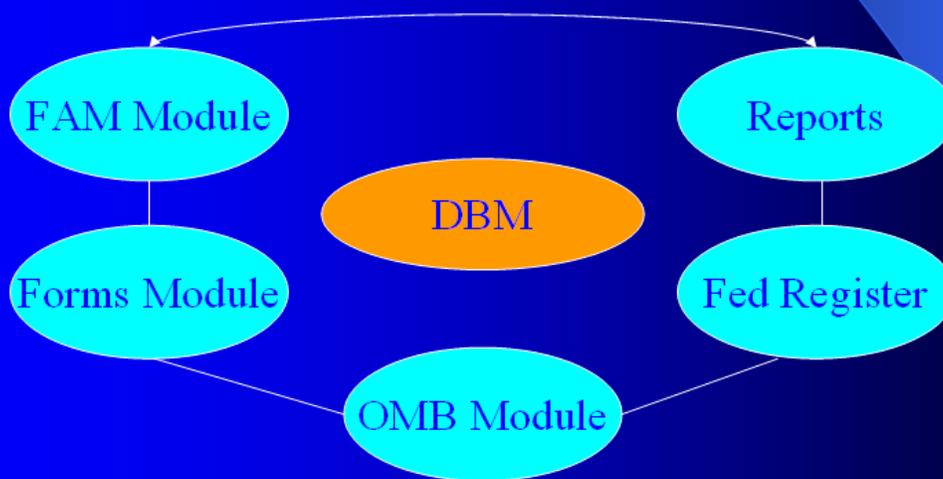
Standard Insurance



This integrated modular tracking system provides the Office of Directives Management, U.S. Department of State, a tool to manage the Department Regulations, Forms and Information Collections. Having this system allows each manager to see the progress of the respected offices verifying we meet our responsibilities. An example is a public use form such as the Visa application form that requires approval by the Office of Management and Budget (OMB) and is also listed in our Regulations showing the cost and procedures to process and the form itself. You will see a demonstration of the Department of State Business Matrix.

## Directives Business Matrix (DBM)

The DBM is an integrated modular tracking system of key processes in the performance of Directives Management. The system allows us to continuously assess our progress and detect potential problems.



*Glen Dixon works as a software engineer for the U.S. Department of State for seven years as manager of the eForms application. Mr. Dixon has over 25 years of experience in high-tech specifically in the forms arena. Prior to coming to the DOS he founded Application Technology, Inc. a company that specialized in Form Design training form Delrina Technology with training facilities in Washington, D.C., San Jose, California and Toronto, Canada*