IMS at a glance

Integrated Monitoring Systems (IMS) is a tailored, easy to use, secure web based solution designed to save time in monitoring and records management for any operation that requires performance monitoring to be undertaken by way of regular checklists and assessments.

The system enables checklists to be conducted instantaneously on site using a touch pad tablet or netbook, replacing the outdated manual system of completing hard copy checklists, re-entering data into a PC, completing action sheets against observations followed by issuing notifications, compiling reports and filing.

**How IMS operates**

<table>
<thead>
<tr>
<th>Set up</th>
<th>On-site inspections</th>
<th>Reporting</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMS officers and clients work together to tailor the system.</td>
<td>Inspections can be performed on the spot using an Ipad/tablet.</td>
<td>Reports can be retrieved at the push of a button including:</td>
</tr>
<tr>
<td>Checklists and extensive reporting options are created for each facility based on the client’s specific output needs.</td>
<td>Items to be inspected are selected as required, ensuring all components of performance management are checked at the appropriate time.</td>
<td>– Current ‘live’ non-compliant items, for both individual sites as well as collectively.</td>
</tr>
<tr>
<td>Alignment of IMS data with in-house systems is also addressed.</td>
<td>A detailed checklist, taking less than an hour to complete, then feeds instantaneously into a comprehensive reporting process.</td>
<td>– Action plans and agendas.</td>
</tr>
<tr>
<td>These monitoring checklists can then be accessed on-site via a tablet with internet connection.</td>
<td>The officer conducting the inspection can also easily retrieve relevant data needed while on-site eg contractual information or policy documentation.</td>
<td>– Minutes of review meetings.</td>
</tr>
<tr>
<td>Once installed and operating, the system can be easily edited and enhanced over time to add value to operations.</td>
<td>Regardless of who conducts the inspections, the same information is presented and previous issues re-surfaced.</td>
<td>– Organisational performance statistics.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– Site performance and monitoring status.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>– Historic records and reports.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The system continues to build a picture of performance across every facility allowing examination of any area of operation over a selected period.</td>
</tr>
</tbody>
</table>
Who can benefit from IMS

Organisations with responsibility for the management and performance monitoring of:

- Major sport and recreation facilities;
- Smaller facilities such as sporting reserves, community centres, scout halls, skate parks/BMX tracks, youth centres, tennis courts, playgrounds;
- Committees of management, sporting clubs and groups; and
- Children's services such as Family Day Care, Out of School Hours Care, Long Day Care and Kindergartens.

Benefits of the IMS system include:

- Mobile touch screen technology.
- Selection of specific checklists with relevant questions rotated on a pre-set sequential basis, reflecting the priority of data to be checked.
- Automatic tracking of all non-compliant items, including:
  - instant emails to pre-recorded personnel;
  - elevating non completed actions by set dates;
  - formal warnings in format outlined by the organisation; and
  - instant listing of all incomplete actions.
- Automatic filing system generating agendas, storing minutes and tracking all actions relating to each non-compliant item reported.
- Touch button reporting of data in any format required. Requirements and appearance can be structured exactly to meet client needs.
- Access to unlimited number of staff with access levels as approved by the organisation. Ability to record access history of the system.
- Ability to rate and value all items within the checking systems, delivering compliancy scores and comparisons (based on dates, venues, sections).
- Ability for organisation to alter, delete, edit or add new data or questions to any checklist in the system with easy select button options.
- Ability to upload photos on inspections to add to any item for discussion and/or future reference on file. Photos added will retain their life connection to that item at that time, regardless of where the item sits within the system.
- Option to use photo or contract data recall on site ie a contract specification may ask a question and during inspection further details are required relating to the contract document. This data can be accessed immediately by the inspecting officer on site via the Ipad or tablet.
- System can be set to alert management via SMS once certain items are triggered, allowing for instant data access. This enables management the opportunity of acting immediately on a priority issue.
- For staff required to undertake daily inspections, times for these inspections can be set within the program allowing supervisors to check in real time if the inspections have occurred.
- Where irregular checking is required, the system can rotate as directed, to ensure that all required checks are completed across a set period.
- System can be held externally or operate solely as an internal system.
The technical side of things

The IMS program is a web application that allows users to access the program from any computer, tablet or netbook with an internet connection. The system is designed to be as simple as possible in terms of use, installation and upgradeability.

Users just require a web browser, username and password. Supported web browsers are:

- Internet Explorer 7 and above
- Google Chrome
- Firefox
- Opera
- Safari

Additional functionality can easily be provided by adding new web pages as required. Installation is only required on a central server and is as straightforward as adding any other database driven website to the web server.

A single web page provides entry to two different systems. The inspection system is designed to run on touch pad devices such as iPads that have Internet connectivity. The Inspection system instantly updates the remote database as each checklist question is answered. This allows a user to recover an incomplete checklist should internet connectivity be lost.

Common IT questions

**What server technology is the program hosted on?**

IMS user interfaces are provided by Linux Apache web servers and the data is stored in MySQL databases.

**Can IMS Comply be hosted on company servers?**

Yes, it can. Currently the program requires a Linux server but development is underway to allow the program to be run on Microsoft IIS and SQL server implementations.

**Can data be backed up to company servers?**

Yes. Just let us know what format you require the data to be in and we can organise an automatic backup of the database to your servers or provide the correct file format for you to upload it to your servers yourself.

**Is it possible to have an encrypted connection to the servers?**

Yes, SSL certificates can be provided to enable https connections.
The implementation process

Once you have decided to take advantage of the benefits IMS can offer your organisation, the following process is followed to get you up and running.

**Step 1: Initial briefing and data gathering**
An IMS officer will work with your key contact to evaluate your organisational requirements and determine which is the best IMS program to suit your specific needs.

**Step 2: Analysis of data**
We will work with you to ensure all checklists and reporting requirements will utilise the full benefits of the system.

**Step 3: System design**
The system will be developed with your existing checklists and reports. The time taken in this step can vary according to specific requirements and number of venues.

**Step 4: Feedback on initial design**
We ask you to have an initial look at your tailored system online and let us know if any modifications are needed.

**Step 5: Trial the system**
We will ask you to conduct an inspection and test the reporting functionality.

**Step 6: Training of staff**
Once the system is operating as required, we will arrange a suitable time to take your staff through in detail how to use the system.

**Step 7: System operating**
Once you start using the system you may have ideas on improvements. Let us know and we can make changes. We are also there to help if you have technical difficulties or questions.

Want to know more? Contact your IMS representative or email admin@imscomply.com.au.