



Benefits of Webinars

Given the economic hardships the world is currently experiencing, businesses are struggling to find the right balance of carrying on a business without placing too heavy a strain on already tight budgets.

Whilst many businesses and organisations have fixed costs where there is no room to move, the emphasis turns to variable costs where potential savings can be realised. One that springs to mind is Training and its associated costs.

When businesses and companies set their annual budgets one of the first costs to be scrutinised is training. Why? Because training, in many cases, involves travel.

One of the advantages of ITV webinars is the fact that they are cost-effective. Not only do you save on transportation costs, other travel costs such as hotel accommodation, meals etc. are eliminated as well. In many cases cost savings from travel may present opportunities for additional individuals within your organisation to attend the webinar.

Looking to save on training costs, then ITV webinars may be a solution provider for your business.

ITV webinars provide an interactive audio and web conference in which an unlimited number of individuals

can participate in a learning environment. Participants have the ability to ask questions and interact with the webinar trainer which is comparable to the level of interaction that would be provided in an onsite training session.

ITV webinars can be held on a regular basis and provides the ability for participants to keep up with changes and developments as and when they occur.

As participants are not required to travel and the fact that they can receive training on site, makes ITV webinars a convenient and time – effective option for employees.

If your business is looking to reduce travel costs associated with training and increase the frequency of training opportunities for employees without leaving the office, please contact Ann Bull, IT Vision Training Co-ordinator on 9315 7000 or email ann.bull@itvision.com.au

You'll find the latest ITV webinar schedule on our website <http://www.itvision.com.au> then click on the webinar link.

In our customer update section you'll read about two of our customers which have frequently used ITV Webinars.

CONTENTS

- **Feature Article:**
 - Benefits of Webinars
- **Company Update**
 - CEO's Report
- **Customer Update**
 - Workflow
 - Shire of Corrigin
 - SynergySoft auto toolset
 - Sponsorship of Local Government Events
- **South Australian Update**
 - Records Management Module
 - Integration with third party products.
 - Council Development participation
- **Support Team Update**
 - Training Needs Analysis
 - End of Year
- **IT Vision Events and Training**
 - May 2009
 - June 2009
- **Documentation Update**
 - Report Manager
 - Documentation Review



Company Update

CEO's Report

Western Australian Amalgamations

The number of attendees at the recent LGMA Reform Strategy Workshop shows the significance of the amalgamation process; and while the workshop didn't provide answers to many questions that were raised, it did provide an opportunity for the messages learned by those who have been through the process already to be shared. Whichever side of the debate you are on, it is a subject that can not be ignored and the message that came through loud and clear was that a great deal of planning is necessary and additional resources will be required to allow you to carry on your day to day activities and undertake the myriad of tasks associated with the process. A number of the speakers sharing their experiences were clients of IT Vision.

The experience that we gained by being involved with the Geraldton-Greenough, Northam and Broomehills-Tambellup amalgamations has prepared us to be able to assist you during this time if you decide amalgamations are appropriate for your organisation. If not, you may be considering extending your resource sharing with other Councils on a Regional basis, and we have some very good examples to show that SynergySoft works extremely well in a shared environment. When the time is right, please take advantage of the opportunity to discuss how we can best assist you.

Economic Climate

In these times of economic downturn, many industries are suffering, though you would not realize this when you consider the requirements placed on local government. As for IT Vision, the demand for our services continues to flourish and I am pleased to be

able to say that our team has grown since our last newsletter and, equally importantly, we have had no staff turnover. We are in the midst of preparing short and long term business plans and looking at strategic opportunities for growth. Having a strong team, well qualified in local government practices, we are looking at options to ensure that we are well placed to take advantage of new technologies as they arise.

SynergySoft Release

All progressive organizations are constantly reviewing their processes. Major changes to our internal process for software releases have occurred and this has resulted in version 7.1 of SynergySoft staying on target for delivery. The new release is now available with the first of our "limited release" clients installing it this week. We are excited about many of the new features being introduced, including a major overhaul of the Human Resources system. Our appreciation goes to the City of Albany who has exerted a significant amount of effort in beta testing this version of the last month and a half. This is a key ingredient in ensuring the quality of the software that you receive.

It is worth re-iterating that the planning for our 2010 release is based around improving performance of key areas of the application, along with a number of significant enhancements that our Consultants have identified as being most beneficial to our user base.



Intranet Leave Requests

You will soon be able to book your Leave Requests through your intranet, with on-line approvals and automated inclusion of leave into the payroll system. All of this means that HR will have fewer staff requesting details of how much leave they have now and what they will have accrued in 6 months time.

In addition, managers will be able to see what leave they have already approved for staff in their team when they are assessing leave applications. Pay officers will be able to import the leave requests for the pay period directly into SynergySoft, reducing the time taken to prepare for the pay run and removing the need to keep manual records. The system is fully integrated with the SynergySoft payroll and leave accrual system.

Getting the Most out of Your Systems

It will come as no surprise to you that we constantly find that clients don't get the best out of their systems. This is caused by a number of factors, including staff turnover. Hopefully, you have benefited from one of the silver linings of the economic downturn, by having less staff turnover. One way to keep up to date is by on-going training. I hope that you have noticed that, in addition to our scheduled and on-line training, we are running a series of Webinars – something that we believe everyone will embrace over time. As is

natural with most new technologies, people are afraid until they have tried it, but once they do they become strong advocates.

I would encourage you to give it a go, as Webinars provide the benefit of saving on training costs, save time because you are not away from your desk, allow you to share the experience with others in your office, and most of all keep your skills up to date.

Roebourne

A New Start and Farewell To An Old Friend

The Shire of Roebourne have ended an era for IT Vision. It was 1995 when Vision Computer Systems and InfoTech merged to form IT Vision. The new company had two systems, Administrator and InfoLGS, which we have supported ever since. I am pleased to say that the Shire of Roebourne, our last InfoLGS client has recently completed the move to SynergySoft. The Shire heralded in the new system with a fanfare with banners and balloons; leaving no one in any doubt that a new day had begun. Congratulations to everyone involved and on making the occasion one to celebrate.

This means that Don McCulloch, who has been supporting our InfoLGS clients, can finally put his keyboard away. Don has worked with InfoTech and IT Vision, since 1989 and has been a terrific asset to IT Vision and a good friend. We all wish Don a happy retirement / success in new ventures, once decided.

Rain ... we hope

Even though the football season has been with us for several weeks, the warm weather continues and we are all hoping that some rain will eventuate before too long. It will undoubtedly be warm in Darwin at the end of May and if you are attending the LGMA National Congress, I look forward to catching up with you there - Alan Smith (CEO).



Customer Update

New Sales and Marketing Resource

At last, we have filled the gap left by Catherine Englund moving from the Sales and Marketing team to the role of Support Manager.

Angelo Nardi started with us, as Business Relations Manager, in mid April and is keen to meet with as many customers as possible in the forthcoming months. Additional resource is very good news for all our customers as the role of ITV's Sales and Marketing team is to ensure that we provide you with the products and service that you need for your business in a timely and efficient manner.

Workflow

The concept of electronically automating processes is growing in popularity. The first Councils that incorporated this technology into their use of SynergySoft were the Cities of Albany and Kalgoorlie-Boulder, who have both automated their Building Applications processes. Since then the Shires of Kalamunda and Serpentine-Jarrahdale have purchased the Workflow Engine and we understand that several other customers will be budgeting for it in 2009/10.

ITV has been seeking to streamline SynergySoft in several ways over the last few months and this work has culminated in the release of an Automation Toolset. Workflow is the biggest element of the toolset, but there are other important options that our customers can take advantage of without the more sophisticated workflow concepts. Details of the new Automation Toolset functionality is shown elsewhere in this Newsletter.

Shire of Corrigin

The Shire of Corrigin is the latest WA Council to select SynergySoft as their corporate software solution. The

Shire is not new to IT Vision as they in the 1990's, so we welcome them back with open arms.

Council will implement the core financial and property modules in conjunction with dog registrations, purchase ordering, stores and the mapping interface. The "go live" date is 1st July.

The Shire of Corrigin is nestled in the central Wheatbelt and located 235km south-east of Perth. It is predominantly a farming community with cropping and sheep its main industries. Corrigin is a progressive community and pro-active in improving all facets of country living by offering all the necessary services and facilities.

Local Government Events

ITV is a sponsor of the LGMA National Congress in Darwin at the end of May and of the WALGA Local Government Convention at the Perth Convention Centre in August. If you are attending either of these events, please do not forget to "come and say hello" to us at our Trade Booth.

SynergySoft Automation Toolset

The Automation Toolset is designed to help you improve your Business Processes by automating routines and distributing information in a more timely and efficient manner.

The Toolset contains five components which can be purchased individually or can be obtained as a bundle. The five features are:

- Workflow, the most comprehensive option within the Toolset, is a tool to optimise the efficiency of processes by delivering 'the right work to the right officer at the right time'. It involves automating business processes through the electronic receipt, processing and management of work.

- Email Notifications, which inform someone within the organisation of a particular event.
- Report Scheduling, which allows User Reports to be scheduled to run at predetermined times.
- Excel Automation, which enables Excel spreadsheets to be updated at predefined times with up to date information derived from SynergySoft, and
- User Report Emailing allows information to be emailed to multiple people internally or externally as a bi-product of generating a report.

If you want more information on the Automation Toolset, please do not hesitate to contact Angelo Nardi or Martin Bull on 9315-7000, Sebastian Sapio on 8354-3366, or through our generic email address sales@itvision.com.au

ITV Webinars

Our delivery of training via short online sessions to multiple recipients, called Webinars, is now really taking off and we highly recommend that you try it if you haven't done so already. Here are some comments from a couple of our customers

Jo-Anne Ellis, Executive Manager Corporate Services, Shire of Wyndham-East Kimberley says, *"Webinars are one of the best training options available for remote customers as they are cost effective and do not involve the huge cost of travel and time away for our staff to attend training. The sessions are easy to follow and as they only run for 1-2 hours it is not too much time is taken out of the day. We also like the fact that participants cannot speak to the trainers, as this keeps the training flowing, but that questions can still be asked by using the questions chat log during the session"*.

Dale Stammers, Technical Officer, Shire of Chittering says, *"We have used IT Vision Webinars quite a lot as they offer the benefits of time and cost savings. No-one*

has to leave the office for training, which is crucial in a small office where there are not a lot of staff, and we do not have the cost of Travel and Accommodation.

If you have already been on courses, Webinars are a very good for a refresher, or to cover complex aspects. We also like being able to write questions during the session as it allows participants to think about what questions they want to ask the trainer".

Use the following link to view/download the "How to register for a Webinar Registration Recording". To maximise and minimise the screen press ALT and Enter:

<http://www.itvision.com.au/webinar/recordings/gotowebinarintro.wmv>



South Australian Update

The Adelaide office has been conducting a series of workshops for our customers in preparation for the end of financial year. The workshops were well received and covered the areas of Rates modelling, billing and end of year processing. If there are any other special interest workshops that councils are interested in attending please advise Sebastian.

A meeting was organised to discuss the Bank Reconciliation module and to determine what enhancements could be added to streamline the process. The new functionality that is included in Version 7.1 was of particular interest and highlighted that the new features would be very useful. There were a number of changes raised and these have been logged as development requests. If you have any questions regarding the outcome of this meeting please ring Stuart Rhee on (08) 83543377.

The records management module has been successfully installed at the District Council of Cleve and the initial conversion of records has commenced at the City of Victor Harbor. The City of Whyalla has completed staff training in the Agenda and minutes module and will be producing their first Agenda in SynergySoft this month.

The requirement for integration with third party products is growing within our customer base. Recent examples is the City of Walkerville implementing a third party management executive reporting system that extracts data from Synergysoft. This has been enabled by transferring data to a SQL database where different views of the data have been defined. Please call Rita at Walkerville if you want to discuss the project. Another example of integration is the Mapinfo Exponare link. IT Vision has worked with Tonkins and Dooley Mitchell in developing a link between Mapinfo

(exponare) and synergysoft. The District council of Yankalilla will be implementing this functionality next month.

The Essential Safety Provisions development and the Unity cemeteries integration has now been released to participating councils. The unity project is an interesting development that delivers on-line integration with council's web site when saving records from the cemetery module. Sebastian would like to thank all councils who provided assistance with the initial testing.

Vicki has been busy seeking interest from councils who want to participate in developments which introduce a number of excellent system enhancements .

These areas include, Postponement of Rates for seniors, a number of South Australian changes to the rating module(recently discussed at a workshop) and a series of Payroll reports that currently are time consuming for councils to extract. If you have any questions relating to these enhancements please contact Vicki on (08) 83543366.



Your Support Team

The staff have been working hard, as usual, in providing you with as much support and training as possible over the past few months. We've also had a very thorough Software Quality Assurance process for 7.1 which, along with solid development, has proved to provide a good first release.

In addition to this work we have implemented the Shires of Roebourne and Coolgardie. The Shire of Corrigin will go live in early July. This steady flow of

implementation work has been good for building the client base whilst still focusing on customer service.

Below, we look at two areas where we have been working behind the scenes over the past few months. These areas are in the training processes with our Training Needs Analysis, and improved End of Year documentation along with a range of training sessions to meet your needs and staff preferences for either face-to-face or online training.

- Catherine Englund (Support Manager)

Training Needs Analysis

The Support Team, along with our Training Co-ordinator, Ann Bull, have been working with our new training preparation processes. Those of you who have organised training in the past few months will have noticed that we now conduct a Needs Analysis.

The Needs Analysis, usually conducted by the same trainer who will attend the site, looks at the outcomes that you and your staff want to achieve. By finding out those requirements before we attend the site, we can plan to meet those through the delivery of our training.

In addition, we will hold training dates for 48 hours after the confirmation has been sent through. This provides you with security in knowing you can discuss internally the availability of staff whilst the dates remain available to you. By simply sending in a purchase order, the dates are booked and a confirmation email is sent.

We hope that all these improvements to the process will help provide a more enjoyable experience for yourself and your staff. As always, we welcome your feedback and look forward to improving the way we work to better help you work.

End of Year

It is coming to that time of year again where it's a mad rush to get the rates modelling done, budget adopted, payroll reports ready to run, and all the other work that makes this the busiest time of year.

IT Vision, as always, is here to help. We always aim to put the most staff time into availability on the phones between the middle of June through to August.

Louise Sequerah has worked on a new Rates Modelling Manual which is available to download from our website (you'll need to login to access documentation).

There are also new End of Year notes available as part of our End of Year Workshops and Webinars. We would strongly encourage all users who do not have End of Year experience in SynergySoft to attend either the workshops available on the 29th May or 15th June. If you can't make it into our office, we are offering these sessions online through a Webinar on the 18th and 19th June.

We'll be sending through an email to update everyone on support availability over this time and to provide as much information as possible to help make your End of Year processes as smooth as possible.

IT Vision Events and Training

May 2009

12th	Rates Modelling & Billing
14th	Report Manager - Essentials
15th	Report Manager - Advanced
18th	Cash receipting & Dogs
19th	Rates Modelling & Billing
25th - 26th	Payroll
29th	End of Year Finance - Seminar End of Year Rates - Seminar

June 2009

2nd - 3rd	Rates & Property
4th - 5th	Financials - Essentials
9th	Webinar - Office Integration
10th	Webinar Mapping Interface
12th	Excel Integration Essentials Excel Integration - Advanced
15th	End of Year Finance - Seminar End of Year Rates - Seminar
18th	Webinar - End of Year - Rates
19th	Webinar - End of Year-Finance/ Payroll

Documentation Update

Report Manager Documentation Review

As you may be aware, we are currently performing the first of our Documentation Reviews on the Report Manager User Guide. We've incorporated your suggestions about including:

1. More examples

The examples start with a simple Report. Each successive example in the Guide shows you how to use one of the different options available in Report Manager. You'll find out how you can filter your Report so it contains specific data only, and how to sort and format your Report as you want it.

2. Links to more information

Links to the Support Site where you can find a comprehensive database field list. You can search for a File and then see the names and attribute numbers of each field within that File and what its used for.

3. Easy Reference Tables

Table of standard terms you can use as building blocks to build your own Select Statements.

4. Conversion Codes

A List of available Conversion Codes and what they mean. Examples show you how they are used.

An initial draft (Part 1) has been sent to a few customers for their feedback. If you would also like a copy please contact us at documentation@itvision.com.au. We welcome any feedback you have.

Upcoming Documentation Reviews

We are currently seeking feedback from you about the next Guide you would like reviewed. If there is a manual you'd like to see improved (or processes within a Module you'd like to see documented) please let us know by emailing the above address.

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