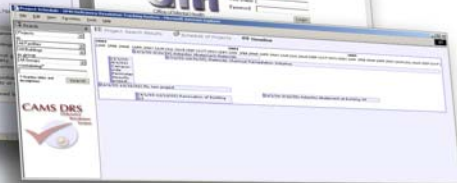
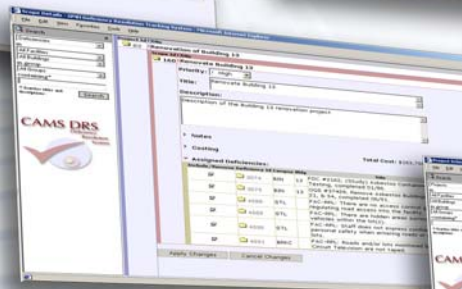
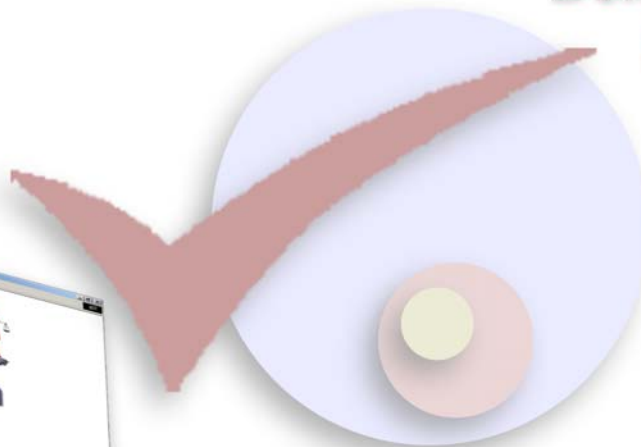


CAMS DRS

Deficiency
Resolution
System



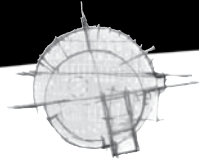
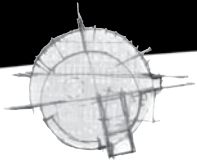


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QUICK START - EXAMPLE

Deficiency # 4364 **STL** **24** **BLDG-BA: Perimeter doors found unsecured.** **SRA**

Campus: St. Lawrence PC
 Bldg: 24 - Greenhouse
 Title: BLDG-BA: Perimeter doors found unsecured.
 Group: Security Risk Assessment
 Severity: 1 - Most Critical
 Description: Doors have locks, but are unsecured, and in some cases wide open.

Notes:
 New Note

Figure A: Deficiency

In this typical example we will go through all steps required to make a Scope and a Project.

A Deficiency is the concrete observation of a problem (Figure A). Most deficiencies are imported in bulk into the DRS system as part of a building survey, but they can also be created one at a time by maintenance or staff. To organize deficiencies, group several of them together by assigning them to a Scope.

Project #	Scope Id	Deficiency #	Campus	Bldg	Title	Severity
4364		4364	STL	24	BLDG-BA: Perimeter doors found unsecured.	SRA
4364		4365	STL	24	BLDG-BA: There are points of entry to the building which of regular access control measures.	SRA
4364		4400	STL	24	BLDG-BA: The lobby area has unsecured holding areas.	SRA
4364		4410	STL	24	BLDG-BA: Windows found unsecured.	SRA
4364		4420	STL	24	BLDG-BA: Entrance areas are not secured.	SRA
4364		4430	STL	24	BLDG-BA: Hazardous material storage areas are not locked.	SRA
4364		4434	STL	24	BLDG-BA: Hazardous material found outside of secured area.	SRA

Figure B: Deficiency Search Results

The Search Panel on the left side of the screen helps find the Deficiency. Fill in the search parameters. MOUSE-CLICK on the "Search" button. Check the box in the "Scope Id" column for the first Deficiency #4364 (Figure B). MOUSE-CLICK on the "Apply Assignment" button.

Fill in the form. MOUSE-CLICK on the triangle next to the notes section to show or hide the text box. MOUSE-CLICK "Apply Changes" (Figure C).

Scope # 181 **High**

Title: Install electronic door monitors with centralized monitoring station

Description: These Security deficiencies can be resolved by purchase and installation of a CenterSecurity type 3 wireless door monitoring system, see <http://www.facilitymanagement.com/directory/door.html>.

Notes:
 Recorded on 2/12/03 by TRUOSSB:
 This door monitoring system might not be necessary if we go forward with the plan for camera surveillance, see scope #733

Item Description	Quantity	Unit	Cost Per Unit	Item Cost
wireless door latch monitors	50.00	each	\$ 47.00	\$ 2,350.00
central connect monitor hub	1.00	each	\$ 550.00	\$ 550.00
3rd eye status display monito	1	each	\$ 330	\$ 330.00

Total Cost: \$0.00

Assigned Deficiencies:
 Include/Remove Deficiency # Campus Bldg Title Group Severity
 4364 STL 24 BLDG-BA: Perimeter doors found unsecured. SRA 1

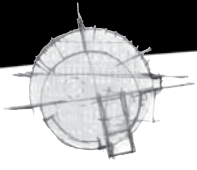
Figure C: Scope Details

A Scope is a group of deficiencies that require similar resources for resolution. Scopes are created in the DRS. The title of a Scope should focus on the resources needed to resolve it. The deficiencies in a Scope usually share the same group and campus. To organize scopes, group several together by assigning them to a Project.

Return to the Deficiency Search Results screen by MOUSE-CLICKING on the "Search" button. Notice that Deficiency #4364 is now assigned to Scope #181. Check the other deficiencies that belong in the Scope and assign them to Scope #181 (Figure D).

Project #	Scope Id	Deficiency #	Campus	Bldg	Title	Severity
4364	181	4364	STL	24	BLDG-BA: Perimeter doors found unsecured.	SRA
4364	181	4365	STL	24	BLDG-BA: There are points of entry to the building which require access control measures.	SRA
4364	181	4400	STL	24	BLDG-BA: The lobby area has unsecured holding areas.	SRA
4364	181	4410	STL	24	BLDG-BA: Windows found unsecured.	SRA
4364	181	4420	STL	24	BLDG-BA: Entrance areas are not secured.	SRA
4364	181	4430	STL	24	BLDG-BA: Hazardous material storage areas are not locked.	SRA
4364	181	4434	STL	24	BLDG-BA: Hazardous material found outside of secured area.	SRA

Figure D: Deficiency Search Results



QUICK START - EXAMPLE

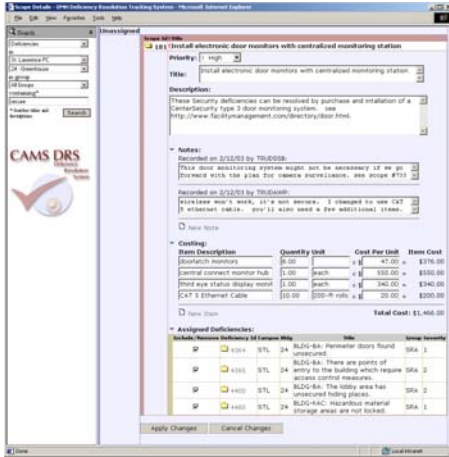


Figure A: Scope Details

After assigning deficiencies to a Scope the Scope Details screen will open for editing. Add another note and some more costing information (Figure A).

The Scope should next be assigned to a Project. Search for Scopes and check the box for Scope Id #181. MOUSE-CLICK "Apply Assignment" to create a new Project (Figure B).

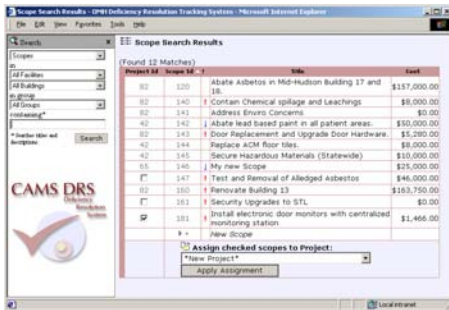


Figure B: Scope Search Results

A Project is a group of Scopes that address the same initiative or problem (Figure C). Projects are created in the DRS. The Title of a Project should describe the motivation for resolving the deficiencies. The scopes in a Project usually have a large variety of resource requirements. Regardless of the resource requirements for the individual scopes they all are important to achieving a complex goal or objective. Projects are not grouped or assigned as a part of anything else, but the time line and schedule will show if they come before, after, or overlap other projects.

After filling in the information MOUSE-CLICK on "Apply Changes". Notice that after MOUSE-MOUSE-CLICKING "Apply Changes" the costing numbers will be updated and the Project Id will be filled in.

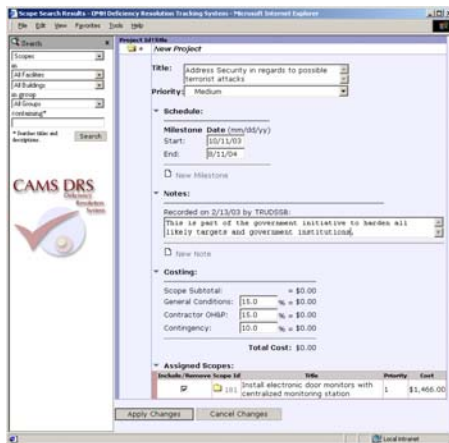
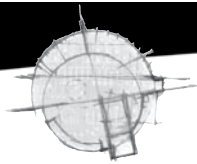


Figure C: Project Details



OPENING AND LOGIN

Welcome to the CAMS DRS, The Deficiency Resolution System (DRS). Please report any issues or concerns to:

James Condon, Manager of Facility Services
518-694-3508, x.209
james.condon@truarchs.com

OR

Brian Borton, Manager of Technology Development
518-694-3508, x.211
brian.borton@truarchs.com



Internet Explorer

Figure A: View of an Internet Explorer icon



Figure B: View of the Operations & Maintenance menu

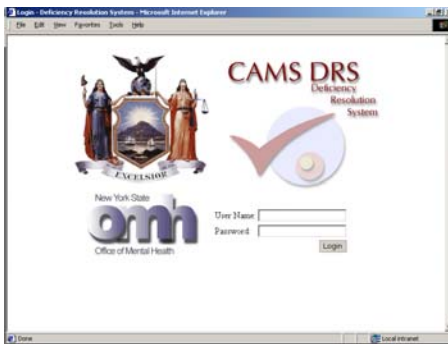


Figure C: View of the login screen



Figure D: The DRS successfully opened

1. DOUBLE MOUSE-CLICK on the MS Internet Explorer Icon from the desk top (See Figure A).

2. TYPE the following URL in the Address Bar of the browser:
<http://cams.omh.state.ny.us/cams>

3. PRESS the [Enter] key on the keyboard.

Result: The user will be asked to log into the system using their FOB.

4. TYPE in your Username and (RSA Token FOB) Passcode on the SecurID Passcode Request screen.

Result: The CAMS application will load, displaying the OMH logo and the seal of New York State.

5. MOUSE-CLICK on the words ‘*Projects & Planning*’ underneath the heading of Main Menu on the Navigation Bar. The text will change color when your mouse arrow passes over it.

Result: The Projects & Planning menu screen appears (See Figure B).

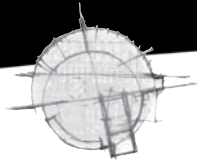
6. MOUSE-CLICK on the ‘*DRS*’ text in the Navigation Bar.

Result: A login screen will pop up, prompting the user to enter their User Name and Password (See Figure C).

Note: User Names and Passwords for the DRS application will be supplied by Truarchs|Online, llc and coordinated with CISM’s servers.

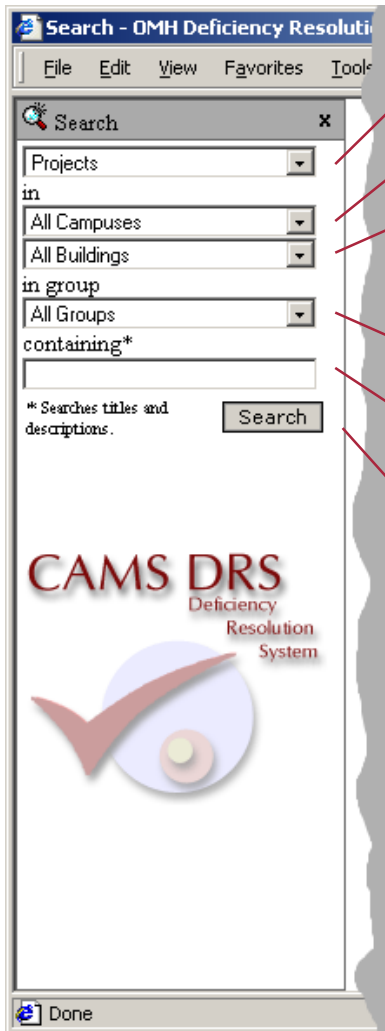
7. TYPE in a User Name and Password and MOUSE-CLICK on the ‘*Login*’ button.

Result: The DRS Center will open and show a screen similar to Figure D.



SEARCH

The Search panel is the first screen to be seen and is used to make any assignments.



1. In the top selection box choose either Deficiencies, Projects or Scopes.

2. In the second selection box choose a facility or leave it set to “All Campuses.”

3. In the third selection box choose a building or leave it set to “All Buildings.”

Note: Building choices will not be available unless the user has selected a campus first.

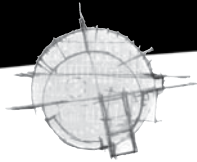
4. In the fourth selection box choose a group or leave it set to “All Groups”

5. In the fifth text box either type in a word to search for, or leave it blank to search for all. If the user type in a word it will only show results that contain that word.

6. MOUSE-CLICK on the ‘Search’ button.

Note: Results must meet all the criteria in the select boxes or they will not be shown. A result that satisfies only some of the search criteria will not be shown.

Figure A: View of the Search Panel



DEFICIENCY SEARCH RESULTS

The Deficiency Search Results screen list all the results that meet the search criteria on the left. It is also used to assign deficiencies to a new Scope, and has links to more detailed information.

Headings:

- **Sorting** – A white arrow pointing up or down indicates the sort order. MOUSE-CLICK on a headings title to change the sort order.

Columns:

- **Project Id** – If this is a number the user can MOUSE-CLICK on it to go directly to the Project Details screen. If this is blank then the Deficiency is not assigned to a Project Id (unassigned).
- **Scope Id** – If this is a number the user can MOUSE-CLICK on it to go directly to the Scope Details screen. If this is a check box then the Deficiency is not assigned to a Scope. The user can check the box and use the assignment selector at the bottom of the screen to assign it to a Scope.
- **Deficiency Id** – MOUSE-CLICK to go directly to the Deficiency Details screen.
- **!** – Severity. The more red bars the more severe the problem is considered.
- **Campus** – Abbreviated facility name. The full name is listed on the Scope Details screen.
- **Bldg.** – This is the numeric only building number chosen from a pull down list on the Deficiency Details screen.
- **Title** – The full title may be cut off if the title is extremely long. If so the Complete title can be found from the Deficiency Details screen.

Assignment Selector:

- **Check Boxes** – Checking a box is usually done just before using the combo box/pull-down and applying the assignment. Only rows that have the box checked will be assigned when the “Apply Assignment” button is MOUSE-CLICKED.
- **Combo Box/Pull-Down** – Allows the user to select from a list of available scopes.
- **Apply Assignment** – Completes the process of attaching a Deficiency to a Scope.

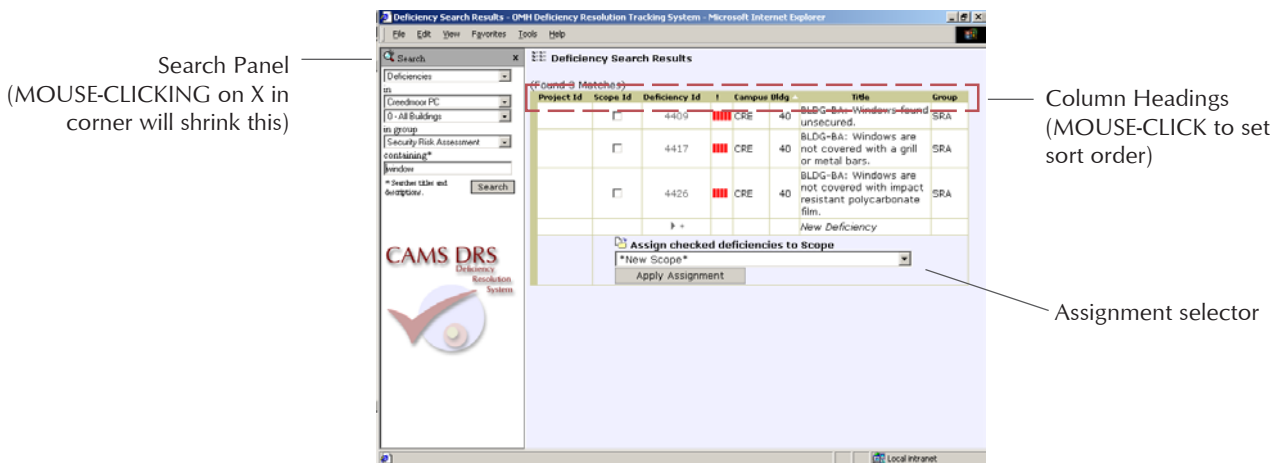
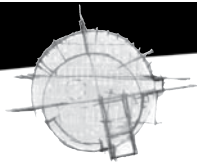


Figure A: View of a typical agenda form



SEARCH RESULT TYPES

There are three types of Search Results screens depending on whether the user is searching for a Project, Scope, or Deficiency. This page talks about the differences between them.

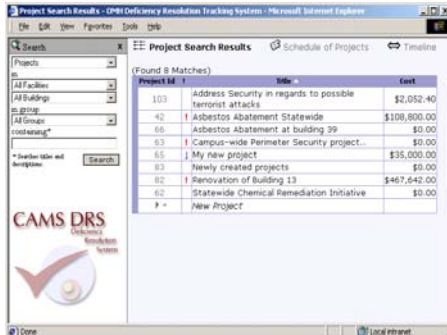


Figure A: Projects Search Results

View:

The Deficiency and Scope searches have only a results view. The Project Search has a Results view, Schedule view and Time line view.

Headings:

For all three types of forms the headings can be MOUSE-CLICKED on to sort by that column. A white arrow pointing up or down indicates the sort order. If the arrow points up then the column is sorted in ascending order (alphabetical). If the arrow points down then the column is sorted in depending order (reverse alphabetical). If there is no arrow then that column is not sorted.

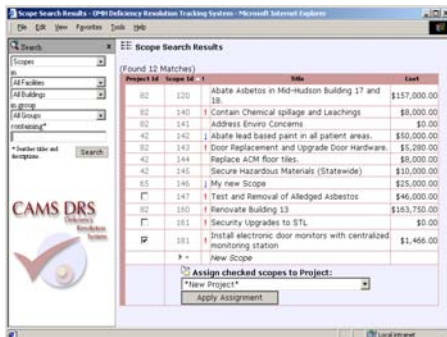


Figure B: Scope Search Results

Columns:

- **Project Id, Scope Id** – Might have a box that the user can check. If the user checks the box the user can assign it below.
- **!, Title, cost, etc.** – Additional columns to the right of the Id columns display the highlights for the row. If it is a Deficiency Search Results the title is for the title of the Deficiency. Similarly if it's a Scope Search Results screen the title listed is the title of the Scope. The column names change based on the type of search being made.

New Row:

- * – MOUSE-CLICK on the asterisk at the bottom of the Search Results list to add a new Project Scope or Deficiency.

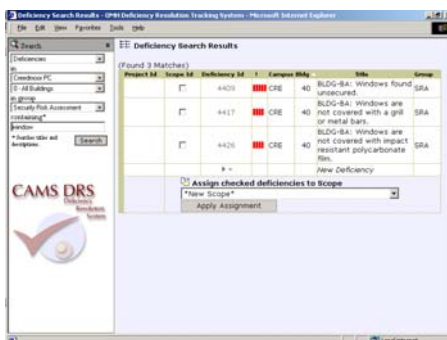
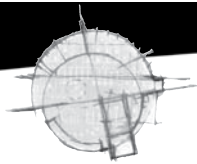


Figure C: Deficiency Search Results

Assignment Selector:

- **Combo Box/Pull-Down** – Allows the user to select from a list of available rows.
- **Apply Assignment** – Completes the process of making an assignment. It only affects rows that have been checked.



Project Search Results, Schedule, and Timeline

Project Search Results are similar to Deficiency and Scope Search Results in most ways. Project Search Results do not have check boxes and an assignment option at the bottom since a Project is the top level of organization and can not be assigned to any larger group. The other difference is that a Project list has three views instead of just the results view.

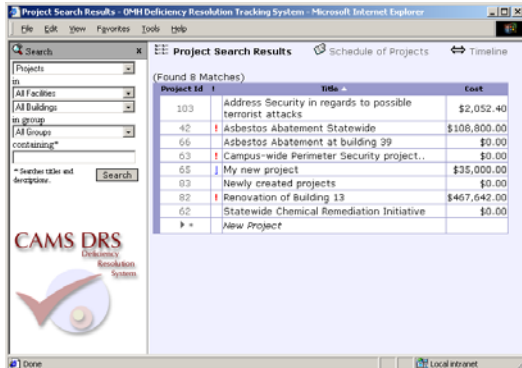


Figure A: Projects Search Results

Buttons at the top:

The bold title indicates the current view. MOUSE-CLICK on the other button/text at the top of the screen to change view.

Project Search Results:

This is the default view of the results for a search by projects (Figure A). MOUSE-CLICK on the headings to sort using that column. MOUSE-CLICK on the Project Id to open up the Project Details screen and edit the Project or explore it. MOUSE-CLICK on the asterisk at the bottom of the list to add a new Project.

Project Schedule:

This view shows the start dates, end dates and milestones in tabular formats for each of the Project that satisfy the search requirements (Figure B). MOUSE-CLICK on the headings to sort using that column. MOUSE-CLICK on the Project Id to open up the Project Details screen and edit the Project or explore it.

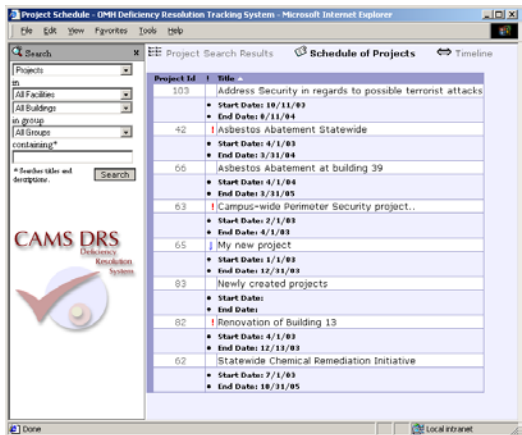


Figure B: Project Schedule

Project Timeline:

This view shows the results of a projects search graphically on a timeline (Figure C). It is easy to see which projects overlap and might conflict with each other in this view. MOUSE-CLICK on the Project to open up the Project Details screen and edit the Project or explore it.

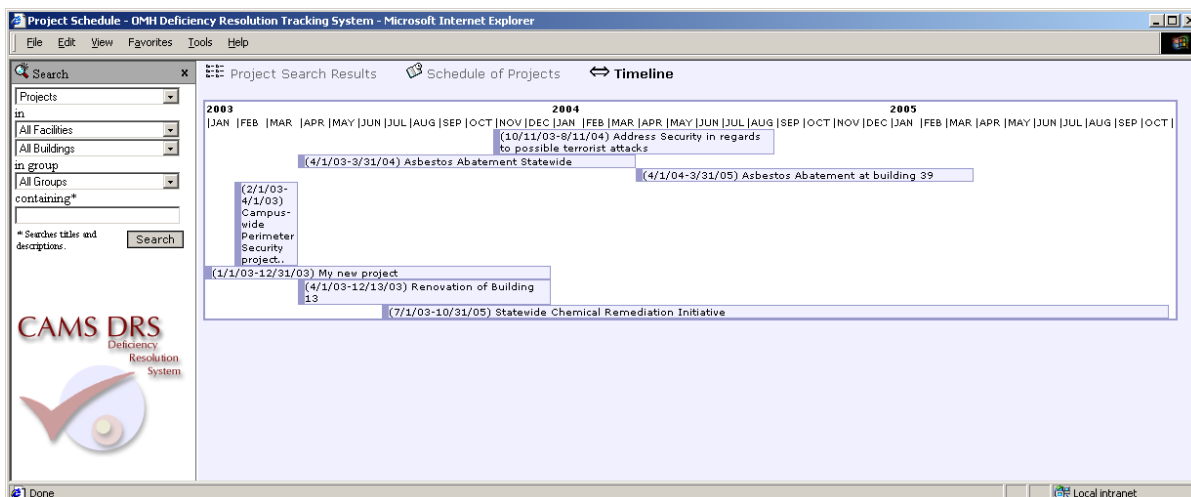
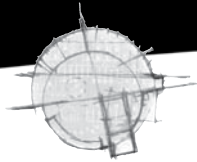


Figure C: Project Timeline



DEFICIENCY DETAILS

The Deficiency Details screen is the primary means for editing a Deficiency. At the top of this screen is the Project and Scope that contain this Deficiency.

Project Id: If there is a folder and a number here the user can MOUSE-CLICK on the folder to go to the Project Details screen for editing. If there is no number then the Scope is not assigned to a Project.

Scope Id: If there is a folder and a number here the user can MOUSE-CLICK on the folder to go to the Scope Details screen for editing. If there is no number then the Deficiency is not assigned to a Scope.

Deficiency (editable):

- **Deficiency Id** – The user cannot edit the Id field. It is automatically assigned when the Deficiency is created and will never be changed. A Deficiency Id is unique and will never be duplicated by another Deficiency.
- **Severity** – The header for severity is an exclamation mark. This can be set from 1 to 5 (one is most severe) and is graphically represented by red bars. The more red bars the more severe the Deficiency is considered.
- **Campus** – This is also called facility. The full name of the facility will appear in the details screen in a drop down box and an abbreviation will appear in the Search Results and the top line (non-editable) of the Deficiency section.
- **Building** – The full name of the Building appears in the editable section of this screen, but only the building number appears in the Search Results.
- **Title** – The first part of this will be displayed in Search Results and show as a header in the detail screens.
- **Group** – Groups are predefined types of deficiencies used for categories. Often a building will be surveyed for a specific reason such as to assess the building for security risks and that reason will become the group category for any deficiencies that are found as a result.
- **Description** – This is a long field that can be several paragraphs. It does not show up in the one line Search Results screen.
- **Notes** – The user can have as many notes as the user wants. MOUSE-CLICK on the triangle to show or hide the notes section.
- **Apply Changes** – MOUSE-CLICK to save any edits made.
- **Cancel Changes** – MOUSE-CLICK to undo any edits. Note: leaving this screen by MOUSE-CLICKING the “Search” button, a Scope Id, or a Project Id without MOUSE-CLICKING on “Apply Changes” first will also cancel

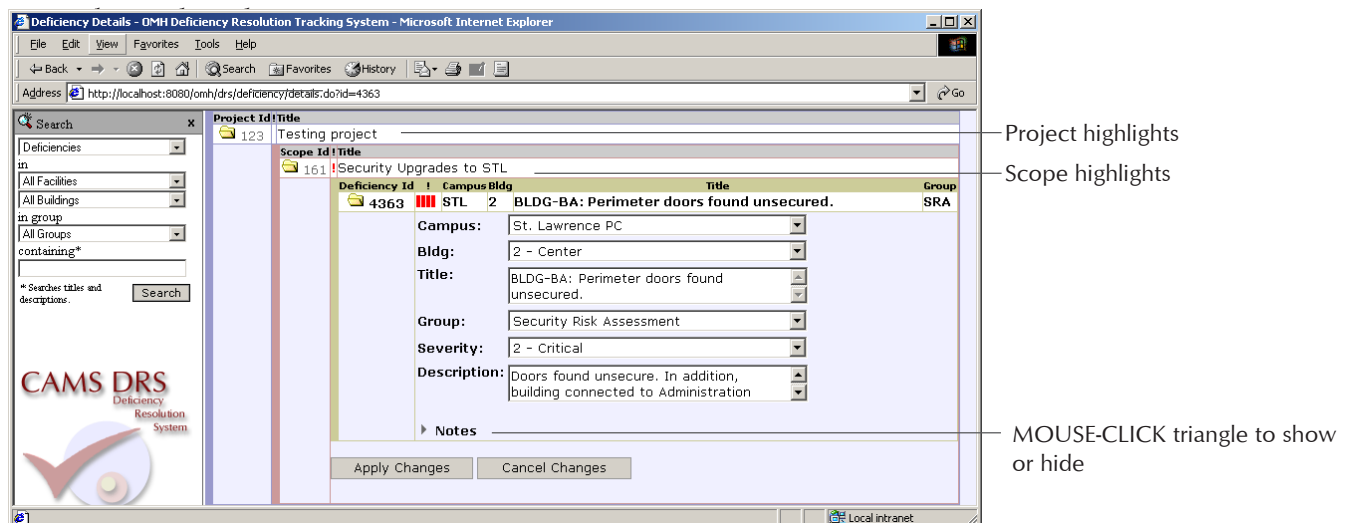
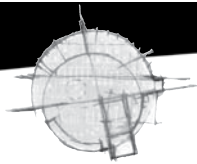


Figure A: Deficiency Details



SCOPE DETAILS

The Scope Details screen is the primary means for editing a Scope. At the top of the screen is the Project that contains this Scope. At the bottom of this screen are the deficiencies contained in this Scope.

Project Id: If there is a folder and a number here the user can MOUSE-CLICK on the folder to go to the Project Details for editing. If there is no number then the Scope is not assigned to a Project.

Scope (editable):

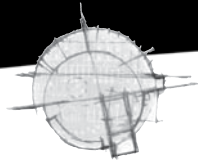
- **Scope Id** – The user cannot edit the Id field. It is automatically assigned when the Scope is created and will never be changed. A Scope Id is unique and will never be duplicated by another Scope.
- **Priority** – This can be set to high (exclamation mark), medium (no symbol) or low (down arrow).
- **Title** – The first part of this will be displayed in Search Results and show as a header in the detail screens.
- **Description** – This is a long field that can be several paragraphs. It does not show up in the scope highlights.
- **Notes** – MOUSE-CLICK on the triangle to show or hide the notes section.
- **Costing** – This is the cost for the Scope. The user can add new items to the cost. MOUSE-CLICK on the triangle to show or hide the costing section.

Assigned Deficiencies:

- **Check box** – Remove the check and MOUSE-CLICK “Apply Changes” to remove the Deficiency from the Scope and the Deficiency will be unassigned. To assign the Deficiency to a new Scope use the search Deficiency Results screen.
- **Deficiency Id** – MOUSE-CLICK on the folder or Deficiency Id to go to the Deficiency Details screen.
- **Apply Changes** – MOUSE-CLICK to save any edits made.
- **Cancel Changes** – MOUSE-CLICK to undo any edits. Note: leaving this screen by MOUSE-CLICKING the ”Search” button, a Scope Id, or a Project Id without MOUSE-CLICKING on “apply changes” first will also cancel any edits made to the screen.

Include/Remove	Deficiency Id	Campus	Bldg	Title	Group	Severity
<input checked="" type="checkbox"/>	3074	BIN	13	FDC #2162, (Study) Asbestos Containment Testing, completed 01/86.	EC	2
<input checked="" type="checkbox"/>	3075	BIN	13	OGS #37429, Remove Asbestos Buildings 13, 17, 21, & 54, completed 06/91.	EC	2
<input checked="" type="checkbox"/>	4588	STL		FAC-RPL: There are no access control gates regulating road access into the facility.	SRA	1
<input checked="" type="checkbox"/>	4589	STL		FAC-RPL: There are hidden areas surrounding vehicles within the lot(s).	SRA	2
<input checked="" type="checkbox"/>	4590	STL		FAC-RPL: Staff does not express confidence in personal safety when entering roads or parking lots.	SRA	2
<input checked="" type="checkbox"/>	4591	BRKC		FAC-RPL: Roads and/or lots monitored by Closed Circuit Television are not taped.	SRA	2

Figure A: Scope Details



PROJECT DETAILS

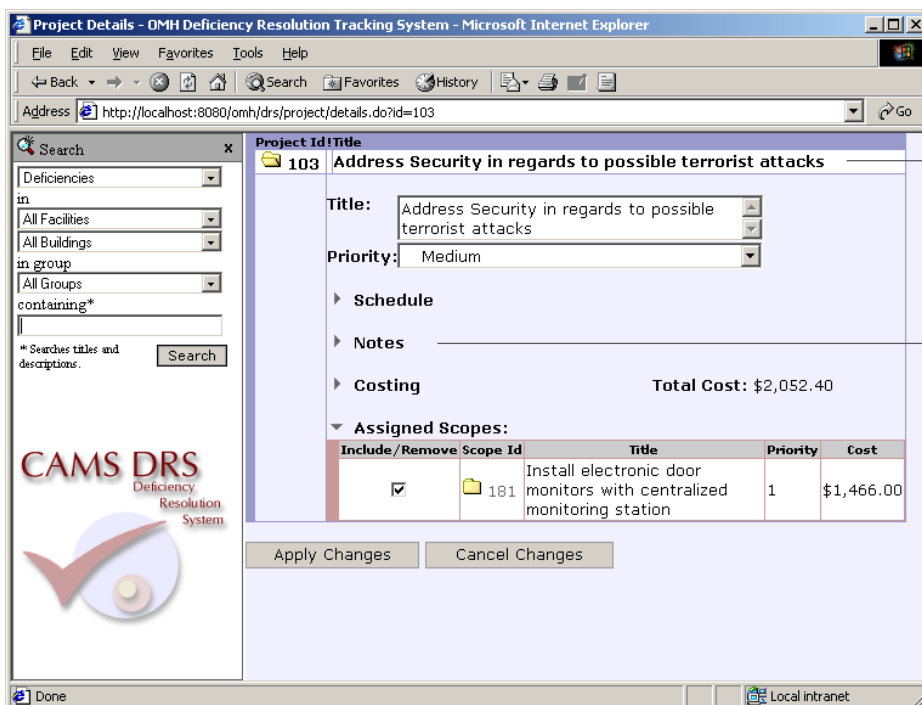
The Project Details screen is the primary means for editing a Project. At the bottom of this screen are the scopes contained in this Project.

Project:

- **Project Id** – The user cannot edit the Id field. It is automatically assigned when the Project is created and will never be changed. A Project Id is unique and will never be duplicated by another Project.
- **Priority** – This can be set to high (exclamation mark), medium (no symbol) and low (down arrow).
- **Title** – The first part of this will be displayed in Search Results and show as a header in the detail screens.
- **Schedule** – This includes start date, end date and milestones. MOUSE-CLICK on the triangle to show or hide this section.
- **Notes** – MOUSE-CLICK on the triangle to show or hide the notes section.
- **Costing** – This is the cost for the Scope. The user can add new items to the cost. MOUSE-CLICK on the triangle to show or hide the costing section.

Assigned Scopes:

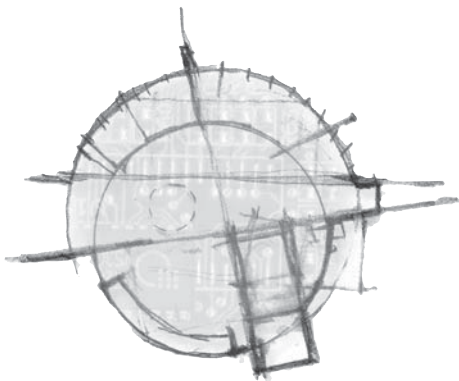
- **Check box** – Remove the check and MOUSE-CLICK “Apply Changes” to remove the Scope from the Project and the Scope will be unassigned. To assign the Scope to a new Project use the search Scope Results screen.
- **Scope Id** – MOUSE-CLICK on the folder or Scope Id to go to the Scope Details screen.
- **Apply Changes** – MOUSE-CLICK to save any edits made.
- **Cancel Changes** – MOUSE-CLICK to undo any edits. Note: leaving this screen by MOUSE-CLICKING the “Search” button, or a Scope Id without MOUSE-CLICKING on “Apply Changes” first will also cancel any edits made to the screen.



Project highlights

MOUSE-CLICK triangle to show or hide

Figure A: Project Details



Truarchs|Online, llc

network based planning systems for facility management

Mailing Address:

219 Forts Ferry Road

Latham, NY 12110

p: 518-785-5851

f: 518-785-6516

Development Facility:

2 E-Comm Square

324 Broadway

Albany, NY 12207

p: 518-694-3508

f: 518-694-3510

www.truarchs.com