

EHMS is Changing to RIAMS

Helping You Deliver More With Less

RH Environmental is re-branding EHMS to RIAMS (Regulatory Information And Management Systems) in response to the changing needs of the profession and user feedback.

Here, we explore the new features of RIAMS and see why it is growing into the 'must have' tool as our workplaces and service delivery models evolve to match the challenges we all face.

A secure resource and information point, RIAMS procedures, documents and reference content will be continually updated by our Editorial Team. Users will benefit from big improvements including the ability to fully customise their profile. Main contacts will be able to add/remove documents and procedures to construct a closer fit with their needs

New features include the ability for each individual user to earn their CPD through routine use of RIAMS. The combined features of RIAMS and CPD makes it truly unique, and well on the way to becoming a one-stop shop, delivering yet more benefits for regulatory services.

There are other features planned for RIAMS in 2012, which will ensure it continues to evolve and deliver the benefits of the web to your service.

RHE: Innovating to Meet the Challenges

Since the second release of EHMS in 2010, we have collated views and feedback from users on how we can better support regulatory professionals with EHMS. This has helped to generate a functional specification for the RIAMS build which took 2 months to write and will take 6 months to build.

Robert Halford, Managing Director said:

'The team are very excited about the development of RIAMS. It adds significant value to the original EHMS concept, keeping the best features, delivering more innovation and improving its look and feel. We have listened to our Users and they will have more ownership and features for a better experience. RIAMS will provide Users with CPD based on their on-line activity which makes it a natural and cost-effective solution for maintaining competence. At RHE we all recognise the brutal financial challenges facing local government and have worked hard to be able to deliver a future-based solution with which to tackle these.'

What's Changing?

1. Visual Design

The look of the website has been refreshed and rebranded to RIAMS. This is to expand our offering beyond Environmental Health, encompassing Trading Standards, Licensing and Port Health. The website is more up-to-date in its design, keeping the 'clean and lean' feel of EHMS. The home page will be familiar, it is more intuitive to navigate and you will be able to add some information about your system set up and see who is responsible for it. You will be able to access your 'favourite' documents from the Home Page. This will speed up access to your most commonly referenced documents. We are always conscious that this is a professional tool and that you need to access materials quickly.

2. Simpler Access

Access has been simplified whilst maintaining security. You will be able to manage your own account, change your password to something more memorable and request replacement passwords if you forget. Primary and Secondary contacts will be able to manage Users and will receive an annual update listing any users who have not accessed the system for a period of time.

There will be three types of user: budget holders (Primary); those who can edit your profile, add/remove users and edit or add/remove documents (Secondary); and 'Users' who will have day to day access to the content.

3. Real-Time Customisation

You will be able to customise your view by:

- Uploading your own procedures and documents
- Replacing RIAMS procedures with your own
- Customising documents (letters, forms etc.), use our templates or upload your own. You can view the RHE originals so you can check when updates are made
- Add/amend RIAMS procedure content in the 'Responsibility Of' and 'Local Procedures' fields
- 'Grey out' RIAMS procedures or documents you don't want to use. Note: these will still be 'viewable' by users but will be 'greyscaled' to indicate the document is for reference only
- Archive documents

Primary and Secondary contacts will be able to install hyperlinks to external sites and link RIAMS Procedures and documents to your back office systems.

Additionally, our editorial team are re-instating the links within procedures to integrate them with related content.

All actions will be performed by primary and secondary contacts, therefore the delays clients currently experience when sending documents through to us for upload will be eliminated, minimising processing time.

4. Navigation and Features

Navigation is very similar to EHMS. Clicking on a module will take you to the sub categories, enabling you to find resources by document type. You can also move around using 'breadcrumbs' at the top of the page, the module links on the left hand menu and the 'Recently Viewed' documents facility on the right hand menu.

The knowledge areas and modules you have purchased will be displayed on your homepage. Where modules have not been subscribed to, they will be 'greyed out'. You can simply upgrade your subscription by clicking on the greyed out modules to activate a request to extend your subscription.

As with EHMS, you will always have access to National Policy and Guidance for all modules.

5. Search and Bookmarking

We have vastly improved the search facility within RIAMS, it will function similarly to other search engines like Google. There will be a basic search on all pages plus a new advanced search to enable more specificity to your search by: knowledge area, module, document type, publisher, file type, document status (archived, greyed out, under review), date published and version.

6. Document Control

You will now see more information about each document which will help align RIAMS with ISO 9000/9001 QMS document control requirements. All documents in RIAMS (where applicable) will contain a document summary, date the document is valid from (and to, if archived), publisher, document

status (published, under review etc), the file type and size.

At a glance, procedures and documents will be labelled if they are 'new', 'under review' or 'revised'. Once you have clicked on any 'new' or 'revised' documents, the tag will disappear from your view.

7. Linking and Integrating with RIAMS

Some clients have expressed the need to copy/paste a URL from individual EHMS procedures into external documents, for example spreadsheets. To meet this requirement, the RIAMS database has been designed to stabilise the URL of each procedure allowing you to link individual procedures to external documents or back office systems by individual URL. Please note that there is a risk of the links being broken if we move a procedure into a new location in the RIAMS database (e.g. a sub category), this is rare but may occasionally happen.

8. Archiving

In keeping with the need for you to recall old versions of documents, should you receive an ombudsman enquiry for example, archived versions of documents are fully searchable. This facility has been extended to include your own documents that have been updated/removed from the system as well as RHE generated documents.

9. Clusters

You will be able to 'cluster' documents by 'type' and by 'name'. By 'type' will group all letters, forms, public information, and misc documents down the page. Alternatively, clustering documents by 'name' will list documents by publication date first (where RHE admin has implemented this) or as the default display in alpha-numeric order.

10. Favourites

Similar to Google, you will be able to bookmark documents. You will be able to view/add/remove a list of your bookmarked content.

11. News Service

Keeping you informed of editorial updates is of paramount importance. We will be keeping you up to date with a 'twitter style' news feed which you will see on your dashboard (home page).

Additionally, Primary and Secondary contacts will be able to post news that may be relevant to users in your organisation.

We will be posting more substantive news articles categorised by knowledge area and module to give you more detail about our work behind the scenes for editorial and web development, what's planned for change and why changes have been made. From time to time we may also release certain related [training events](#) that we run.

12. Earn CPD

Time spent online interacting with RIAMS can be translated into 100% of your annual CPD requirement as self-directed learning. If this feature is activated, you will be able to see how much CPD you have accrued and download a CPD certificate.

13. Template Notices

We are creating a new facility to provide 'template notices'. This is a new offering for RIAMS and will be developed as demand increases. The first to be rolled out will be for Food Safety enforcement.

14. Mobile in Mind

RIAMS is optimised for mobile working. The new screen size has been designed with mobile devices in mind and better usability. Being fully online, you can access RIAMS wherever you are connected to the internet and with any device with a web browser.

15. Behind the Scenes

Planning for future developments and making our content as flexible and adaptable as possible is one of the main drivers for redeveloping RIAMS. As we join up with other tools such as GRIP, and apply for our own ISO 9000 accreditation, our investment in RIAMS will ensure all our content is subject to rigorous document control protocols for any future redeployment.

16. Data Migration

RIAMS is being built with the EHMS data already inside it, there will be no 'mass migration' from EHMS to RIAMS and it will change seamlessly overnight. For this reason, we do not anticipate 'down time' on EHMS during operational (office) hours prior to the RIAMS launch.

17. Further Announcements

We will be showcasing a demo version of RIAMS as we travel around the country to visit clients in September and October. We are also testing the new system as it is built with users of the system as we build it.

Before we 'go live' with RIAMS, we will be keeping you updated with e updates/bulletins to let you know how we are progressing and when to expect changes to the system.

The RIAMS forecast release date is mid/late January 2012. If you have any preferences to how we can best keep you informed, please email us at info@ehmsystems.org

You can now also follow us on [Facebook](#), [Twitter](#) and [Linked in](#).

Glossary and Abbreviations

Documents: A category within the modules (excepting British Standards and Legislation) containing: Letters, Forms, Public Information, Notices, Miscellaneous. 'Documents' may contain RHE produced documents (used as templates) or a Clients own documents.

EHMS: Environmental health Management System (the current system);
www.ehmsystems.org

Knowledge Areas: Sub-divisions of the forthcoming RIAMS development relating to different professional groupings - may include Trading Standards, Planning, Environmental Health.

Module: Subject specific set of data e.g. Food Safety Module, British Standards, etc.

Primary Contact: First point of contact in a client organisation, usually the budget holder.

Procedures: A category within the modules (excepting British Standards and Legislation) containing procedures and guidance documents produced and maintained by RHE.

RHE: RH Environmental Limited, the owner of RIAMS 'the system'.

RIAMS: Regulatory Information And Management System (the future system)

Secondary Contact: Designated deputy(s) of the Primary Contact, who with the Primary Contact have the authority to add/remove documents, manage Users and edit procedures (local information fields only).

User: Those authorised by the Primary and Secondary contact with access to RIAMS.