

CALMweb: Why all the excitement?



Information Services Section's Help Desk acting security officer Joanne Currian



Management Audit Branch auditor Grace Silvestro



Human Resources Branch risk management officer Bruce Richardson (left) and personnel and training officer Steve Grasso.

IT made the cover of **Business Week**, and was number three on **Fortune** magazines top-10 list of technology trends.

It has led to an alliance of Microsoft, MCI and Digital Equipment Corporation.

It is the subject of conferences and workshops.

According to research, the majority of Australian, European and North American companies either have it, plan to get it or are studying it.

Netscape claims it is selling more of its wares for it than for the Internet.

'It' is the INTRANet an employee communication tool unlike any other.

'It' is also something that is already available to several hundred CALM employees with the recent launch of **CALMweb**, the departments own intranet service.

Communication Tool

"**CALMweb** provides CALM with an unprecedented ability to communicate", said Director of Corporate Relations Ron Kawalilak.

"While old-fashioned employee information can be published on **CALMweb**, the real beauty of the system is that it empowers all Divisions, Regions, Branches and even individuals to become publishers and communication facilitators within CALM.

"**CALMweb** allows anyone in the department to tap into the entire organisation's intellectual capital, rather than the limited circle of fellow employees with whom most of us have day-to-day contact.

"The Corporate Executive has decided that all staff currently on the CALM network should also have access to **CALMweb**, the Internet and e-mail", said Ron.

"Where it is possible to do so, all other CALM Centres are being provided with access to

CALMweb via the internet, and through local internet service providers (ISPs)."

As of April, CALM locations with full network and **CALMweb** access included Crawley, Woodvale, Perth, Cygnet Hall, Fremantle, Albany, Kelmscott, Collie, Bunbury, Manjimup, Geraldton, Como and the Herbarium.

Access was being provided by local ISPs to Busseton, Dwellingup, Karratha, Katanning, Kirup, Mundaring, Narrogin, Pemberton, Perth Observatory and Jarrahdale.

"It is up to each manager to insure all of his or her staff have ready access to **CALMweb**," said Ron.

CALMweb, which is the younger sibling to CALM's internet site **NatureBase**, was launched in November 1996. Since that time, it has grown to include:

- homepages, with links to extensive information and services, from Science and Information Division, Corporate Relations Division, and Management Audit, Human Resources, Information Management, Financial Services and CALMfire;
- an on-line phone directory with search facility;
- the latest versions of all CALM's policy statements;
- EE Information and CALM's Training and Development Manual;
- a catalogue of useful internet links; and
- Let's Talk, an innovative communications and conference facility that currently includes a number of notice boards and discussion groups.

Internal real-time chat and conference facilities are also being developed.

"The Science and Information Division (SID) homepage is a very good example of what is possible on an intranet," said Ron.

"Developed under the direction of Nicholas Lander and Alex Chapman, it is the platform upon which we've designed and built the current **CALMweb** site.

"The SID homepage offers you everything from information on research projects, to personal homepages, as well as access to corporate databases such as CALMLIB, the combined CALM library catalogue, and WACENSUS, the authoritative database of plant names in the State.

Increasing content

Content on **CALMweb** is increasing each week, and a web authors group has been formed.

It currently includes David Gough (Corporate Relations), Alex Chapman (Herbarium), Allan Burbidge (Woodvale), Brad Wilkins (Forest Resources), Bruce Richardson (Human Resources), Christine Farrell (Woodvale), Dawn Prior (Forest Resources), Grace Silvestro (Management Audit), Jill Pryde (Threatened Species & Communities Unit), Joanne Currian (Information Services), John Vodopier (CALMfire), Karen Shaddock (Park Policy & Tourism), Kathryn Lee (Como Research), Lisa Wright (Woodvale), Lotte Lent (Park Policy & Tourism), Pam Burgoyne (Herbarium), Paul Gilbert (Information Management), Simon Woodman (Woodvale), Steve Grasso (Human Resources) and Trevor Morgan (Financial Services).

Who's responsible

There are three spheres of responsibility concerning **CALMweb** and **NatureBase**.

The Director of Corporate Relations is responsible for web policy, for the structure, look and content of the entire **NatureBase** site, and for the structure and look of **CALMweb** pages.

Managers are responsible for ensuring their staff have access to **CALMweb** and the internet, for staff conduct on **CALMweb** and the internet, and for the content of their own branch or region's **CALMweb** pages, based on format templates and guidelines supplied by Corporate Relations.

Provision of support services, including maintenance and connection to e-mail, etc., are the responsibilities of the Manager, Information Management.

It is generally agreed that intranets can improve productivity and save money.

They can speed up projects and enhance quality. They can facilitate two-way and multi-directional communication.

They can improve existing processes and simplify workflows, but the emphasis is on 'can improve', not 'will improve'.

To paraphrase a line from the Kevin Costner movie *Field of Dreams*, "it's not 'if you build it, they will come,' it's 'if you build it *right*, they will come.'"

"In fact," said Ron, "if information exists in CALM, it can be made available via the single, multimedia, point-and-shoot graphical interface of the Web.

Information at fingertips

"**CALMweb** enables CALM staff to find information in a way that makes sense to them."

To encourage staff to make the most of the time- and labour-saving advantages of **CALMweb**, further information will be published in future issues of **CALM NEWS**.



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