

CALMweb Part 2: Are you a part of it?

THERE'S an old adage: 'Be there or be square'. Today, that might read: 'Be on it or be left behind'.

'It' is the inTRANet and it is quietly going about changing the nature of how business is conducted within CALM.

Wondering why we have *CALMweb*—CALM's own inTRANet—and why the Department will be putting more emphasis on it for internal communications in the coming months? Read on

First, information exchange can be more than text publications or video shows. InTRANets are multimedia. Text, graphics, photos, animation, audio and video can be used as they are best suited to

deliver a particular message—even combining on one inTRANet page.

Linked information

Second, information can be linked. A user who wants the brief summary gets it quickly. But someone who wants details can explore layer upon layer of linked information. Project descriptions can be linked to team participants, to budgets or to schedules.

Third, in today's fast-paced business world, just about anything fixed in a tangible form is outdated immediately. The cost of regularly reprinting forms, handbooks or manuals makes up-dates expensive or unrealistic.

Always up to date

But information on an

inTRANet can be up-dated as it changes with the only 'cost' being that of keying in the new data, and the user gets the latest version immediately.

Fourth, keeping front-line employees informed is critical in a competitive climate.

"People at all levels have a new responsibility for making decisions that in the past were made only by management," said Director of Corporate Relations Ron Kawalilak.

"An inTRANet brings just-in-line learning to employees' fingertips.

"*CALMweb* delivers the right documents to the right people for instant, informed decisions. It lets the players collaborate—ask for help, offer advice, and share successes with others anywhere, not just the people who sit nearby."

"And fifth, information can be personalised. No longer must communicators 'push' information to everyone, hoping that people who can use it get it. Now, individuals can 'pull' what they need when they need it.

"When the user pulls the information, he or she is more likely to respond to the message," said Ron.

"It's the difference between being handed a leaflet on a street corner and shopping at the news stand for a favourite magazine (*LANDSCOPE*, of course).

"The information available on *CALMweb* is only limited by the uses we can dream up," said Ron.

"And the cost of publishing the information is practically nonexistent, enabling staff to publish information of interest to a limited audience, undreamt of when publishing in print

because the cost would simply be too prohibitive.

"This is particularly important if those few employees who value the information are able to do their jobs better and more innovatively or satisfy customer needs more efficiently.

"Consider the following scenarios . . .

"Staff no longer have to print a handbook or manual that is likely to go out of date the instant it rolls off the press.

"Instead, they can store the manual on *CALMweb*, where colleagues can find just the information they need in a flash, without having to study an index or a table of contents.

"They simply type in a key word, and all matching entries are suddenly a mouse-click away, and the information is always current."

Interactive is in

The internal phone directory can now be interactive—and far more useful than ever it was on paper.

Staff can look up employees by name, branch or geographic location. When they find an employee, they not only get the data they would have found in the old book, but (in the future) they will also get links to the employee's profile on their personal homepage. (Check the current Science and Information Division's homepage for examples).

They will also find information about that person's branch or region, and a link that, if they click on it, allows them to instantly send an email.

Organisation charts can be up-to-date, and need never be printed again. They can include links to phone directory



Web author: Herbarium research scientist Alex Chapman and administrative assistant Pam Burgoyne.

Photo by Verna Costello



Web author: Como research librarian Kathryn Lee.

Photo by Verna Costello

listings and other pertinent information.

Apply for Jobs

"*CALMweb* can also allow you to browse internal job openings and submit applications," said Ron.

"At present, you can view the information and print off the appropriate forms for mailing or faxing to Human Resources Branch.

"But soon, information input by the employee will go directly into the appropriate database, eliminating data entry chores for the Branch

"Customer-related information can be stored in searchable databases, allowing CALM staff to find information and

answer customer questions far more quickly than had previously been possible.

"Branches, regions and divisions can make information available about their efforts, their schedules and the services they provide.

"Likewise, project teams can post their objectives, progress and results—for one another or any other employee with an interest."

For further information on *CALMweb*, contact your local *CALMweb* author, or David Gough at Corporate Relations, on (08) 9389 8644, or email to davidg@calm.wa.gov.au. For access to *CALMweb*, contact your manager.





Job No 326/1



01 02 03 04 05 06 07 08 09 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50

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18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50

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