Role of a Knowledge Management Portal in Supporting Program Success

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Introduction

- How a knowledge management portal facilitates program success

- Importance of easy access to reliable information and program success

- At the conclusion of this presentation you will have a comprehensive understanding of the interrelationship between integrated information management and program success
- Presenter expertise

Outline

- Portal Overview
- Knowledge Management Systems
- Business Management Systems
- Information-Communication Systems
- California Online Tobacco Information System (OTIS)
- Harnessing Distributed Knowledge
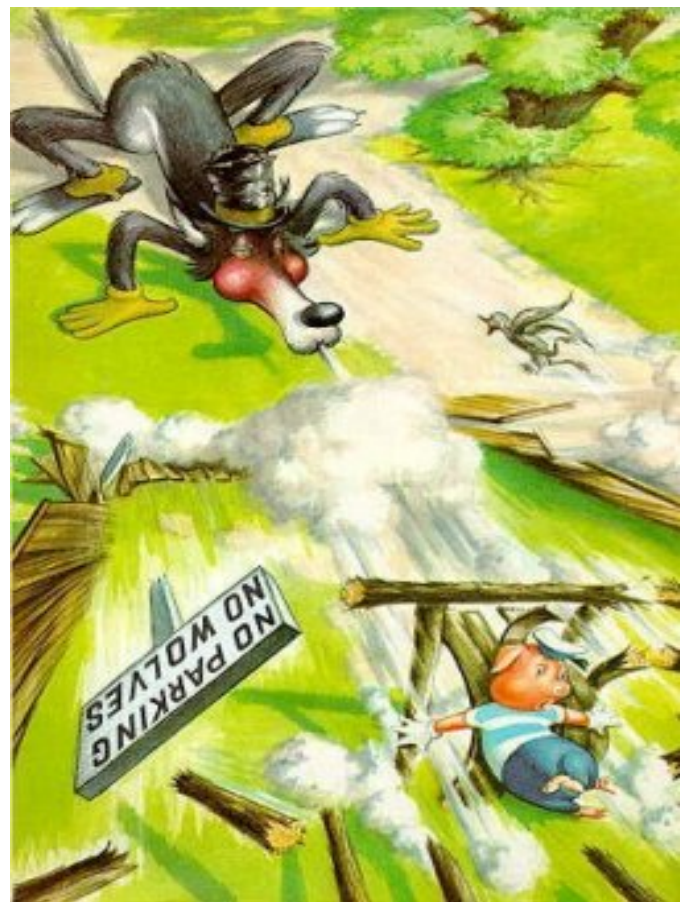- California Tobacco Control Collaborative Portal

The Three Little Pigs…

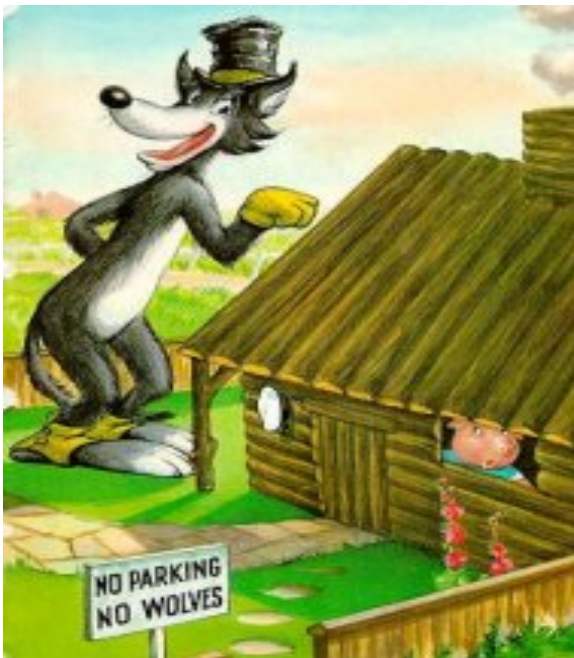# The first little pig….

- The first little pig built his house out of straw because it was the easiest thing to do.

The second little pig….

- The second little pig built his house out of sticks. This was a little bit stronger than a straw house.

The third little pig…

- The third little pig built his house out of bricks
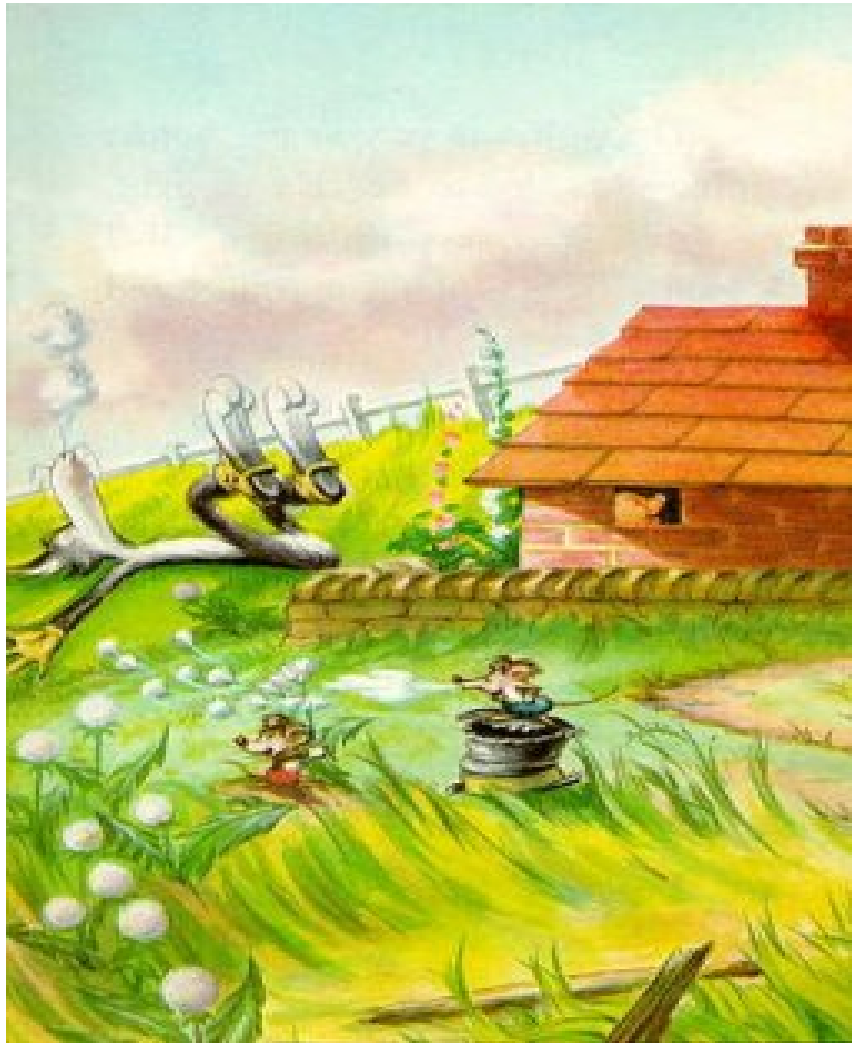
Portal Overview

- What is a portal?
- Advantages

What is a portal?

- A portal is a Web site that provides a uniform interface with the ability to use a secure username/password to access customizable content based on specific end-user interests and needs.
- Examples:
    - MyYahoo!
    - Amazon
    - MyCalifornia
    - Banking

What is a Knowledge Management Portal?

- A knowledge management portal integrates information, collaboration, processes, and expertise.

Major Advantages

- **Improves coordination, collaboration, and accountability.**
- **Improves the ability to analyze program effectiveness.**
- **Promotes standardized data-collection methodology.**
- **Facilitates timely feedback and approval.**
- **Generates useable reports of individual and aggregate data**
- **Combines multiple forms into one online system.**
- **Streamlines and tracks plan/reporting approval process.**
- **Identifies contractor training needs.**

Types of Information Systems

- Knowledge Management System
- Business Management System
- Information-Communication System

Integrated Systems

User

Portal Interface

KMS
Knowledge
Management
Systems

BMS
Business
Management
Systems

ICS
Information
Communication
Systems
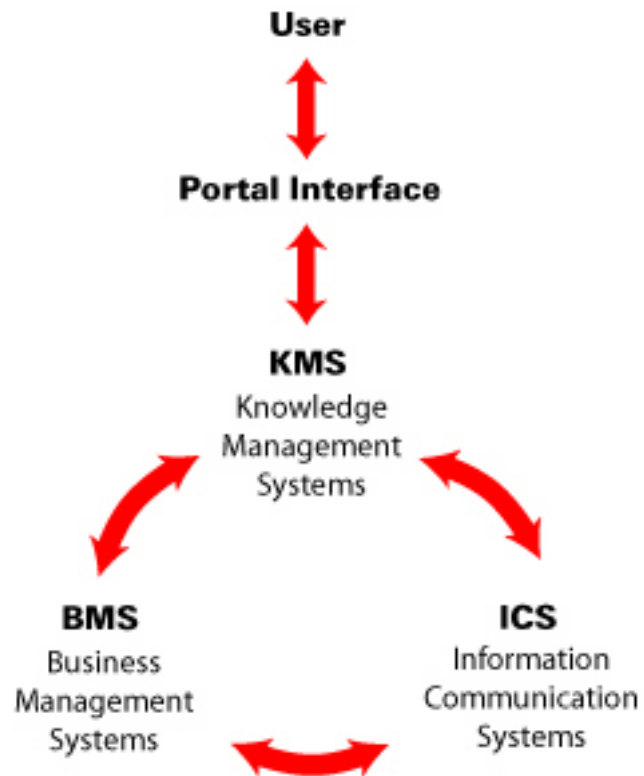
What is Knowledge Management (KM)?

- The explicit and systematic management of vital knowledge and its associated processes of creating, gathering, organizing, diffusion, use and exploitation in pursuit of organizational objectives

- The conscious strategy of getting the right knowledge to the right people at the right time and helping people share and put information into action in ways that strive to improve organizational performance.

Why is KM Important?

- The portal is the interface that interacts with the KMS to collect and distribute data based on the specifications of the end-user.

- If a portal is to be successful, it must have as its foundation a comprehensive knowledge management system (KMS).

Business Management Systems

- Incorporates and integrates all the components needed by an organization to complete critical tasks and meet and accomplish its business objectives.

Information-Communication Systems

- Standardizes the collection and tracking of information and provides a communication mechanism for the sharing of information and collaboration in real time.

Information-Communication Systems

- Connects stakeholders with each other and critical information.
- Provides integrated tools to facilitate planning, collaboration, and the systematic communication of information
  - Announcements
  - Directories
  - Calendars
  - Program Assistance

California Online Tobacco Information System (OTIS) Portal

- Description
- History
- Technical Overview
- System Roles
- Information-Communication Systems
- Business Management Systems
- Advantages
- How Distributed Knowledge is Harnessed

California Online Tobacco Information System (OTIS)

- OTIS is a knowledge management portal that integrates its business management systems with information-communication systems to provide real-time user-centered data.

History

- Prior to 2001, hundreds of tobacco control plans and contracts were managed via a paper system
- Disadvantages
  - No real-time aggregate data to support decision-making and program improvement
  - Unable to easily identify programmatic gaps
  - No way to control the quality of data
  - Inefficiency due to redundancy

Web-based Online System

- OTIS v1 2001
  - Grants management
- OTIS v2 Portal 2003
  - Business Management, i.e.
    - Grants management
    - Contract management
  - Information-Communication, i.e.
    - Project Directory
    - Evaluator Directory

Why transition to a portal?

- Single point of entry through a common interface with information, resources, and business processes based on the end-user's needs and specifications
- Delivery of customized data
- Elimination of redundancy in data creation and publishing

OTIS
California Department of Health Services, Tobacco Control Section
Online Tobacco Information System

Welcome to My OTIS, Grantee Person 2!

April 21, 2005
09:30 AM

Applicant Tools

Test Local Lead Agency 04-07
Procurement Tools
Help
Reports

Announcements

General

Plan Revisions
The Plan Revision component for OTIS is now open. Please contact your CM/PC by telephone to discuss the changes prior to submitting the request through OTIS. After you submit the request, TCS must approve the request. Please remember that TCS staff priorities will be completing close-outs and negotiating new contracts beginning July 1, 2005. If you have an urgent need--you need to negotiate with your PC/CM about their approval timeline.
Posted By April Roeseler 04-12-2005 (01:57 PM)

New OTIS Technical Support Contact
Greetings OTIS Users! If you need any technical assistance with OTIS please contact me, Augustine Chavez, at achavez@dhs.ca.gov or at (916) 449-5514.
Posted By Augustine Chavez 03-01-2005 (04:09 PM)

Progress Report Documents Sent to TCS
As in previous years, please continue to submit TWO sets of tracking measures to TCS as part of your Progress Report. Attach the Document Repository Report to each packet of the items sent. One set stays with your permanent contract file. Frequently, pieces of the second set are placed in the TCS resource library.
Posted By April Roeseler 02-09-2005 (11:07 AM)

Pre-Recorded Trainings On OTIS V2
Pre-recorded trainings on OTIS V2 are available by going to the site below and clicking on "View Public Record/Playback Meetings."
Link: http://webmeeting.cites.fsu.edu/
Posted By Michael MacIntosh 06-18-2004 (11:59 AM)

Project Directory
Advanced Search | My Entries

Quick Search
Agency/Contact Info ▼
SEARCH

Evaluator Directory
Main Page | View All

**Search by
Health Jurisdiction:**
▼
SEARCH

Keyword Search
SEARCH

Contact Directory
View All

Last Name Search:
SEARCH

TCS Websites
C-STAT
CODE
DHS/TCS Website
Live, Work and Play
Media Websites
OTIS v1
PARTNERS
STORE
TECC

Calendar of Events

April 2005

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

View | Add Event

Apr 20 - 21, 2005
2005 Project Directors' Meeting
State

May 4 - 6, 2005
2005 National Tobacco Control Conference
National

May 9, 2005
RFA 05-102 Bidders' Conference
State

May 9, 2005
Colusa County Tobacco Education Coalition Meeting
County

May 10 - 11, 2005
Diversity and Culture: Understanding and Planning the Young Adult Movement Conference
State

May 12, 2005
RFA 05-102 Bidders' Conference
State

Tasks

Add Task | View All

Personal
TEST 02/26/2004

Agency-wide
TEST 02/27/2004

OTIS Portal Technical Overview

- **21 systems**
- **244 database tables**
- **200 forms**
- **392 end-users**
- **12 system roles**
- **60 reports**

System Roles

- Applicant
- Subcontractor
- Program Consultant (PC)
- Contract Manager (CM)
- TA Consultant (TAC)
- Supervisor
- Tobacco Control Section (TCS)
- System Administrator (SysAdmin)
- Procurement Manager (PM)
- Peer Reviewer (PR)
- Evaluator
- Contract Management Unit (CMU)

OTIS Information-Communication Systems

- Calendar
- Task Management
- Contact Directory
- Project Directory
- Evaluator Registry/Directory
- Program Assistance
- Materials Development and TECC Intake
- Announcements
- Communication

OTIS Business Management Systems

- Plan/Application Submission
- Review and Scoring
- Plan/Application Approval
- Plan Revisions
- Augmentations (renewal)
- Progress Report Submission
- Progress Report Approval
- Cost/Invoice Report Submission
- Cost/Invoice Report Approval
- Procurement Management
- TCS System Administration
- Contract Management

Advantages

- Improves coordination, collaboration, and accountability
- Improves the ability to analyze program effectiveness
- Promotes standardized data-collection methodology
- Facilitates timely feedback and approval
- Identifies contractor training needs
- Provides more efficient contract management

Harnessing Distributed Knowledge

- Systems that support shared knowledge:
  - Program Assistance
  - Calendar
  - Task Management
  - Contact Directory
  - Project Directory
  - Contract Management
  - Evaluator Directory
  - Materials Developed

Program Assistance

- FAQs
- Documentation
- Technical Assistance
- Contacts

- Facilitates access and connection to individuals based on expertise
- Assists TCS in identifying training needs

![OTIS logo] California **D**epartment of **H**ealth Services, **T**obacco **C**ontrol **S**ection
OTIS Online Tobacco Information System

Help System

Frequently Asked Questions

The following groups of Frequently Asked Questions have been gathered in order to provide a quick help resource addressing commonly occuring issues:

BUDGET	EVALUATION
Budget FAQ	Evaluation FAQ

NAVIGATION	PROGRAM
Navigation FAQ	Program FAQ

Help Documentation

LLA Allocation Table 📄   OTIS Manual - Table of Contents 📄   OTIS Manual - Introduction 📄

OTIS Manual - A. General 📄   OTIS Manual - B. Contact Info 📄   OTIS Manual - C. Background Info 📄

OTIS Manual - D. Evaluator Information 📄   OTIS Manual - E. Scope of Work 📄   OTIS Manual - F. Budget Information 📄

OTIS Manual - G. Additional Documents 📄   OTIS Manual - H. Plan Submission 📄   OTIS Manual - I. Project Abstract 📄

OTIS Manual- CX/PP Planning Objective Ins

Request Technical Assistance

If you are unable to locate an answer to your
following links or the contacts listing below:

PROCUREMENT SPECIFIC
Program Assistance
Budget-related Assistance
Reporting Assistance
Evaluation Assistance
Other

Contacts

View Technical Assistance Contact Listing

![OTIS logo] California **D**epartment of **H**ealth Services, **T**obacco **C**ontrol **S**ection
OTIS Online Tobacco Information System

Request Technical Assistance

Program Assistance Request

Fields in **RED** are required.

Requester First Name:	Grantee
Requester Last Name:	Person 2
Email Address:	bmonroe@cites.fsu.edu
Phone Number:	
Date Desired By:	[Choose Date]
Indicate Specific Procurement and Agency:	– Select One –
Description of Needed Assistance:	

Start   Desktop   Internet   12:16 PM

Calendar

- Supports access to event information
  - national
  - state
  - regional
  - local

  (personal and shared)

- What's happening when and where around the state
- Identifying events of interest for replication

Welcome to My OTIS, Grantee Person 2!

April 15, 2005
09:00 AM

Applicant Tools

Test Local Lead Agency 04-07
Procurement Tools
Help
Reports

Announcements

General

Plan Revisions
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Calendar of Events

April 2005

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

View | Add Event

Apr 18, 2005
2005 I&E Trainings
State

Apr 19, 2005
2005 I&E Visits
State

Apr 20 - 21, 2005
2005 Project Directors' Meeting
State

May 4 - 6, 2005
2005 National Tobacco Control Conference
National

Calendar

View Event

Return to My OTIS

EVENT INFORMATION

Event Name:	2005 Project Directors' Meeting
Geographic Scope:	State
TCS Sponsored Event:	Yes
Start & End Date:	April 20 - 21, 2005
Audience:	TCS Contractors
City, State:	Sacramento, California

CONTACT INFORMATION

Project Name:	Tobacco Control Section
Name:	Kelli Bliss / Nancy Guenther
Telephone:	449-5481 / 449-5496

Task Management

- Personal and shared task assignment
- Status indicator

- Agency specific tasks that are personal and shared

Tasks

View Task

Edit Task | Delete Task | Return to Tasks Index

Status: Not Started
Assigned to: Person 2, Grantee
Assigned by: Grantee Person 2
Level: Personal
Task Name: TEST
Due Date: 02/26/2004
Comments: TEST
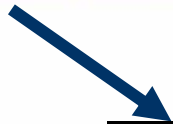
Tasks

Add Task | View All

Personal
TEST 02/26/2004

Agency-wide
TEST 02/27/2004

Tasks Index

Add Task

TASK	DUE DATE	ASSIGNEE	ASSIGNED BY	LEVEL	STATUS	ACTION(S)
Personal						
TEST	02/26/2004	Person 2, Grantee	Grantee Person 2	Personal	Not Started	View | Edit
Agency-wide						
TEST	02/27/2004	Test One	Grantee Person 2	Agency-wide	Not Started	View | Edit

Contact Directory

- Master directory of agency contacts integrated with all other systems throughout the portal

- Access to contacts within an agency
  – Project directors
  – Fiscal directors
  – Agency signatory
  – Coalition members

OTIS California Department of Health Services, Tobacco Control Section
Online Tobacco Information System

Contact Directory

View All

CONTACT	PHONE	EMAIL		
Test Agency Number 1				
Doh, John	999-000-9876	barsenault@cites.fsu.edu	Active	View
MacIntosh, Michael	555-1212	michaelmacintosh@earthlink.net	Active	View
Monroe, Blair A	000-000-0000	bmonroe@cites.fsu.edu	Active	View
Officer, Fiscal	000-0000 x. 0000	bmonroe@mailer.fsu.edu	Active	View
MacIntosh, Michael	555-1212	mmacinto@dhs.ca.gov	Inactive	View

Contact Directory
View All

Last Name Search:

SEARCH

View Contact

Agency: Test Agency Number 1

Edit Record | Contact Directory

Status: Active
Salutation:
Last Name: Doh
First Name: John
Middle Initial:
Associated User Account: None
Mailing Address: 1234 Elsewhere Rd.
Beyond, CA 12345-6789
Phone: 999-000-9876
Cell:
Fax: 777-999-9999
Email: barsenault@cites.fsu.edu

Used As:	PROCUREMENT	CONTACT TYPE
	TEST LLA 04-07	Health Officer
		Project Director
		Primary Tobacco Contact

Plan

Plan Index

Plan Index
Contact Information
Background Information
Evaluator Information
Scope of Work
Budget Information
Additional Documents
Plan Submission
Project Abstract
Plan Revisions

ITEM	STATUS	ACTION(S)
Contact Information		
Agency & Contract Information	Submitted	View
Project Director	Open	View
Fiscal Contacts	Open	View
Health Officer	Open	View
Agency Signatory	Open	View
Background Information		
Demographic Profile	Submitted	View
Media Profile	Open	View
Coalition Functioning	Submitted	View
Coalition Membership	Open	View
Indicator Worksheet	Submitted	View
Asset Worksheet	Submitted	View
Evaluator Information		
Evaluator Selection	Submitted	View
Scope of Work		

Project Directory

- Uniform search interface to identify relevant information
- All TCS funded projects

- Access to all facets of funded project information
  – Sample plans
  – Contacts
  – Materials developed
  – Projects
  – Objectives
  – Indicators
  – Intervention categories
  – Priority areas

OTIS California **D**epartment of **H**ealth **S**ervices, **T**obacco **C**ontrol Section
Online Tobacco Information System

Welcome to My OTIS, Grantee Person 2!

April 15, 2005
10:53 AM

Project Directory
Advanced Search | My Entries

Quick Search

Agency/Contact Info ▼

Agency/Contact Info
Sample Plans
Materials Developed
Projects
Project Director
Primary Tobacco Contact
Fiscal Contacts
Health Officials
Agency Signatory

▼

SEARCH

Contact Directory
View All

Last Name Search:

SEARCH

TCS Websites
C-STAT
CODE
DHS/TCS Website
Live, Work and Play
Media Websites
OTIS v1
PARTNERS
STORE

Project Directory

View Sample Plans

8 results were returned from your query.

The California Department of Health of Services, Tobacco Control Section (CDHS/TCS) identified the following project plans to illustrate several examples of a well-prepared Scope of Work. These plans contain well-written objectives and clear intervention and evaluation activities that can be used as samples when you begin the task of developing your project plan.

The Sample Plans also illustrate the level of detail and description needed to sufficiently provide a roadmap for project staff in achieving objectives and learning to assess, through evaluation information, how improvements have aided intervention.

The plans were selected to reflect different size communities and funding levels as well as a variety of local priorities.

AGENCY	PROJECT NAME	ACTION(S)
Amador County	Tobacco Reduction of Amador County	View
Marin County	Marin County Tobacco Education Program	View
Monterey County	Tobacco Control Program	View
Sacramento County	Tobacco Education Program	View
Santa Cruz County	Tobacco Education Program	View
Sonoma County	Tobacco Education Program	View
Tuolumne County	Tuolumne County Tobacco Prevention & Education Program	View
Yolo County	Yolo County Tobacco Education Program	View

Project Directory
Advanced Search

Fields in **RED** are required

1. Select Category: — Choose One —

2. Select Field Option:

```
— Choose One —
Agency and Contact Information
    Agency Name
    Project Name
    Region
    Local Health Jurisdiction
    Project Director
    Primary Contact
    Fiscal Contact
    Project Abstract
Objectives
```

3. AND Keyword:

Fields in **RED** are required

1. Select Category: Region

2. Select Field Option: — Choose One —

3. AND Keyword:

```
— Choose One —
Bay Area Region
Central Coast Region
Central Valley Region
Gold Country Region
High Country Region
Los Angeles Region
North Coast Region
North Valley Region
Southern Coast Region
Statewide (All Regions)
```

Project Directory

View Results

Return to Form

Category: Agency and Contact Information
Field Option: Region - Central Valley Region
Keyword: Not provided
7 results were returned from your query.

AGENCY	HEALTH JURISDICTION	PROJECT DIRECTOR	PRIMARY CONTACT	ACTION(S)
Fresno County	Fresno	Daniel Kim, Jr.	Daniel Kim, Jr.	View
Kern County	Kern	Nsele Nsuangani, MPH	Nsele Nsuangani, MPH	View
Kings County	Kings	Zoe Ann Taylor	Oralia Vallejo	View
Madera County	Madera	Dale Freewald	Dale Freewald	View
Mariposa County	Mariposa	Darcy Matlock	Darcy Matlock	View
Tulare County	Tulare	Jeninne Roden	Jeninne Roden	View
Tuolumne County	Tuolumne	Kathy Amos	Michelle Jachetta	View

Project Directory

View Agency and Contact Information
Advanced Search: Category: Agency and Contact Information, **Field Option:** Region - Central Coast Region, **Keyword:** Not provided

Return to Results

Agency: Monterey County Health Department
Project Name: Tobacco Control Program
Procurement: Local Lead Agency 04-07

CONTACT INFORMATION

Agency
Monterey County Health Department
1270 Natividad Road
Salinas, CA 93906
Phone: 831-755-4526
Fax: 831-755-4797
Web: http://www.co.monterey.ca.us/health

Project Director
Ms. Elsa Mendoza
1200 Aguajito Road, Ste. 103
Monterey, California 93940
Email: mendozaem@co.monterey.ca.us
Phone: (831) 647-7910
Fax: (831) 647-7942

Primary Tobacco Contact
Ms. Michelle House
1200 Aguajito Road, Ste. 103
Monterey, California 93940
Email: housema@co.monterey.ca.us
Phone: (831) 647-7760
Fax: (831) 647-7942

Agency Fiscal Officer
Mr. David Mesa
1270 Natividad Road
Salinas, California 93906
Email: mesad@co.monterey.ca.us
Phone: (831) 755-4528
Fax: (831) 755-4797

Day-to-Day Fiscal Contact
Ms. Carol Corpus
1270 Natividad Road
Salinas, , California 93906
Email: corpusc@co.monterey.ca.us
Phone: (831) 755-1250
Fax: (831) 755-4565

Health Officer
Dr. Hugh Stallworth
1270 Natividad Road
Salinas, California 93906
Email: stallworthhf@co.monterey.ca.us
Phone: (831) 755-8942
Fax: (831) 744-4797

Director of Health
Mr. Len Foster
1270 Natividad Road
Salinas, California 93906
Email: fosterl@co.monterey.ca.us
Phone: (831) 755-4525
Fax: (831) 755-4797

Official Agency Signatory
Mr. Len Foster
1270 Natividad Road
Salinas, California 93906
Email: fosterl@co.monterey.ca.us
Phone: (831) 755-4525
Fax: (831) 755-4797

OTIS

California Department of Health Services, Tobacco Control Section
Online Tobacco Information System

Welcome to My OTIS, Grantee Person 2!

April 15, 2005
10:53 AM

Fields in **RED** are required

1. Select Category: Objectives

2. Select Field Option: – Choose One –

– Choose One –
Search All
Primary
Secondary

3. AND Keyword: _____ or Indicator Number)

Search

Project Directory

View Results

Return to Form | View by Agency

Category: Objectives
Field Option: Objectives - Primary
Keyword: Not provided
183 results were returned from your query.

PRIORITY AREA/ASSET	INDICATOR	OBJECTIVE	ACTION(S)
(1) Counter Pro-Tobacco Influences	1.1.1	the mean number of tobacco advertisements inside and outside convenience and liquor stores in the unincorporated areas of Butte County will decrease to 10 per store.	View
(1) Counter Pro-Tobacco Influences	1.1.1	at least 60% of the 5 retail outlets selling tobacco products in Mariposa County and having tobacco advertisements targeting children will voluntarily remove all in-store advertising that is a) located near candy or b) three and a half feet or below the counter.	View
(1) Counter Pro-Tobacco Influences	1.1.1	There will be an increase of 25% (from baseline measurements) in the proportion of stores in Kings County who adopt and implement a voluntary policy to eliminate in-store tobacco advertisement.	View
(1) Counter Pro-Tobacco Influences	1.1.1	80% of all the [46] tobacco retail stores in Calaveras County will sign and implement a voluntary policy to reduce indoor tobacco advertising signage for an overall County reduction of 50% from a baseline measure.	View
(1) Counter Pro-Tobacco Influences	1.1.1	Point of purchase tobacco advertising will decrease 20% from baseline to be determined via survey in 77 retail outlets in Lake County.	View
(1) Counter Pro-Tobacco Influences	1.1.1	At least 10% of the identified tobacco retailers in South Placer County will adpot a written voluntary policy to counter pro-tobacco influences by eliminating at least one tobacco marketing strategy in their stores (e.g. tobacco ads below 3ft.; tobacco ads on windows and/or doors; candy look alike tobacco products; tobacco displays and/or promotional items).	View

Contract Management

- Procurement and contract data management and tracking
  - History
  - Intake Results
  - Meeting Notes
  - Documentation Log

- Access by role to pertinent and real-time contract data and status.

Contract Management

Procurement:
Test LLA 04-07

Agency:
Second Test

Project Index

Contract Information Index

ITEM	ACTION(S)
Contract History	View
Contract Number	View
$ Meeting Notes	View
Intake Results	View
Documentation Log	View
Reports	View

Contract Management

Procurement:
Test LLA 04-07

Agency:
Second Test

Project Index
Late Letters
Contract Information
  Contract History
  Contract Number
  $ Meeting Notes
  Intake Results
  Documentation Log
  Reports

View Contract History

Edit History | Return to History Index

Contract Number: 04-3000-01
Start Date: 11/19/2004
End Date: 03/31/2005
Funds Requested: $723,578
Amount Awarded: $4991
Amendment Date: 11/23/2004
Amendment/Disencumbrance Type: Extension/Augmentation
Comments: This is a test comment. This is an edit test.

View Contract Log

Edit Dates and Comments

Negotiation Meeting Date: 11/10/2004		**Contract Approved By Prevention Services:**	11/29/2004
Due Date For Negotiation Materials Return:	11/09/2004	**Contract Mailed:**	11/22/2004
Actual Date Materials Received:	11/10/2004	**Contractor Returns Signed Contract:**	12/09/2004
Documents Approved By PC:		**Contract To CMU:**	12/13/2004
Documents Approved By CM:	12/16/2004	**CM Receives Fully Executed Contract:**	11/19/2004
LPU Supervisor Approves:	01/01/1900	**Date Fully Executed:**	01/03/2005
Draft Contract Package Approved By CMU:	12/23/2004		

Comments: This is a test for comments in the contract management section of OTIS.

Evaluator Registry/Directory

- Allows individual to register as potential evaluator (upload resume')
- Allows project applicants to select registered evaluators when developing their Plan

- Provides easy access to evaluators with specific expertise
- Improves the quality of evaluation when the right evaluator is selected

Project Directory
Advanced Search | My Entries

Quick Search
Sample Plans
SEARCH

Evaluator Directory
Main Page | View All

Search by Health Jurisdiction:
SEARCH

Contact Directory
View All

Last Name Search:
SEARCH

TCS Websites
C-STAT
CODE
DHS/TCS Website
Live, Work and Play
Media Websites
OTIS v1
PARTNERS
STORE
TECC

Colusa County Tobacco Education Coalition Meeting
County

May 10 - 11, 2005
Diversity and Culture: Understanding and Planning the Young Adult Movement Conference
State

Tasks

Add Task | View All

Personal
TEST 02/26/2004

Agency-wide
TEST 02/27/2004

Evaluator Directory

Search Results for Health Jurisdiction: Berkeley
Return to My OTIS

Name:	Albright (Larry Bye), Victoria	*Phone:*	(415) 392-5763		View Profile
Address:	Field Research Corporation 222 Sutter Street, 7th floor San Francisco, California 94108	*Email:*	albright@field.com		
Name:	Aved, Barbara	*Phone:*	(916) 428-2847		View Profile
Address:	23 Chicory Bend Court Sacramento, California 95831	*Email:*	barbara@barbaraavedassociates.com		
Name:	Barbic, Sheryl	*Phone:*	(707) 776-0774		View Profile
Address:	943 Pepperwood Lane Petaluma, California 94952	*Email:*	s_barbic@yahoo.com		
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Supporting Program Success

- Program Development
- Evaluation
- Program Assistance
- Professional Development
- Marketing and Public Relations
- Research

Next Step

- OTIS
  - Currently supports TCS business management processes

- Partners Virtual Community
  - Supports the process and activities of a broader community of stakeholders
  - Provide research tools, additional communication and collaboration tools

PARTNERS Virtual Community

Personalized workspace to

- Collaborate
- Communicate
- Conduct research
- Plan activities

Collaborative Tools

- Research Tools
  - Identify, organize, and store information
- Collaboration/Communication Tools
  - Conduct meetings
  - Share and develop resources
  - Interact with stakeholders in real-time
- Planning Tools
  - Conduct personal and organizational planning
  - Task management
- Admin Tools
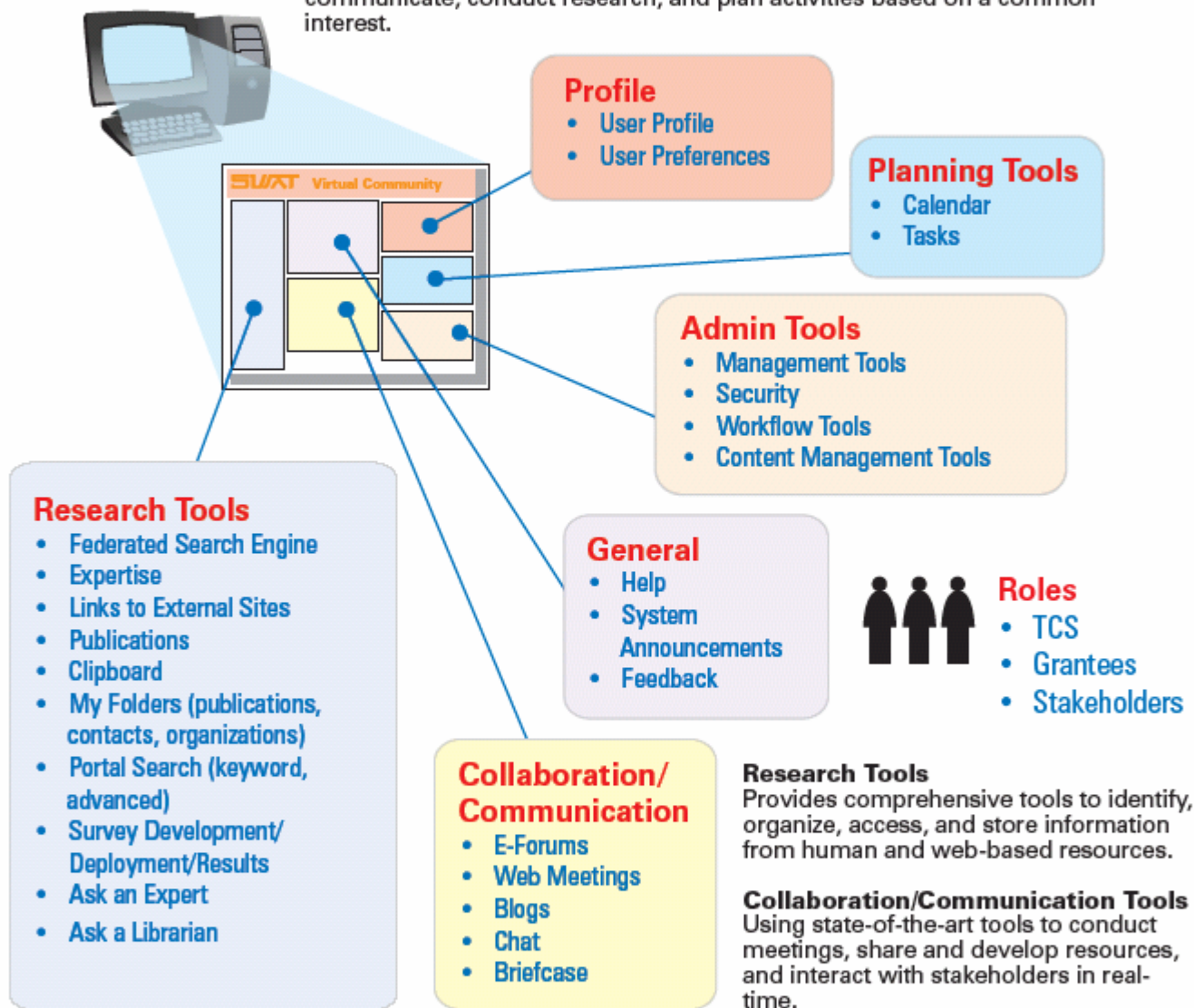 - Managing users, content, and processes

Partners Virtual Community
Portal Functions and Features

The Web portal represents a paradigm shift in business operations by changing how we manage people and resources. Technology and software transcend time and place to allow people to collaborate effectively and efficiently. People no longer need to be in the same room at the same time in order to accomplish great things.

The Partners Virtual Community
Provides a personalized workspace where individuals can collaborate, communicate, conduct research, and plan activities based on a common interest.

Profile
- User Profile
- User Preferences

Planning Tools
- Calendar
- Tasks

Admin Tools
- Management Tools
- Security
- Workflow Tools
- Content Management Tools

General
- Help
- System Announcements
- Feedback

Roles
- TCS
- Grantees
- Stakeholders

Research Tools
- Federated Search Engine
- Expertise
- Links to External Sites
- Publications
- Clipboard
- My Folders (publications, contacts, organizations)
- Portal Search (keyword, advanced)
- Survey Development/ Deployment/Results
- Ask an Expert
- Ask a Librarian

Collaboration/ Communication
- E-Forums
- Web Meetings
- Blogs
- Chat
- Briefcase

Research Tools
Provides comprehensive tools to identify, organize, access, and store information from human and web-based resources.

Collaboration/Communication Tools
Using state-of-the-art tools to conduct meetings, share and develop resources, and interact with stakeholders in real-time.

Planning Tools
Accessing centralized tools that allow community members to conduct personal and organizational planning and task management.

Admin Tools
Tools for managing users, content, and processes customized by user role.

cites
Center for Information, Training, and Evaluation Services

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Conclusions

- The OTIS portal delivers the right information to the right person at the right time.
- Provides a one stop shop for information gathering, management, and delivery.
- Real time views of aggregate data provide administrators and practitioners with a picture of trends, problems, and gaps, that help facilitate
  - Decision making
  - Resource allocation
  - Replication of successful practices
  - Program evaluation and improvement