

## **PowerDMS Overview**

PowerDMS DOCUMENT, TRAINING, CERTIFICATE, TEST, and SURVEY features provide a complete solution for the electronic maintenance and administration of written directives, personnel policies, interoffice memorandums and any other documents for which employees must be accountable. PowerDMS is often replacing a paper and physical policy and procedure book environment that are typically supported through a shared network drive within an organization.

Organization Administrators can manage all policies and other critical documents, track the revisions of the documents and control the version that is view by application users. PowerDMS enables customers to bridge all of their crucial content into a single application, and the supporting content can be delivered in its native format. The architecture of PowerDMS allows organizations to intelligently map content to both personnel and any regulatory body that may exist in the work environment.

PowerDMS Administrators can also utilize a report module to build reports on signature information based on a wide variety of search criteria. All reports can be exported into MS office products. Additionally, a master administrator may maintain sub-administrator accounts for those who work in set areas of policy, training, test and employee information maintenance to allow for additional functional autonomy.

PowerDMS' production and disaster recovery systems are maintained in secured SAS-70 type II and SOC 2 certified data centers in the United States with redundancy on all critical support elements (i.e. data, power, environmental controls, and fire suppression). These Tier I and Tier II data centers have 24/7 security. Customer data is backed up in secure systems both on-site and off-site. Data while at rest, as well as in transmission to and from our off-site storage facilities is encrypted with 256-bit encryption. In addition, the PowerDMS.com application gives you the ability to back up your data yourself to you own on site servers—right from the application. PowerDMS has achieved the CJIS level of Security, (Criminal Justice Information System, managed by the FBI) which is recognized as the highest level of Data Security in the industry as it relates to data protection.

Upon purchase of PowerDMS, we deliver an implementation package that is specific to the needs of your organization. Our implementation team will work hand in hand with the customer to ensure a successful and timely launch of the application. PowerDMS will train your organization how to use PowerDMS start to finish in all verticals. Additional training can be purchased for future training in any vertical. Note: All system help features are electronic. Online help options includes, but are not limited to Show me how, Quick Sheets, Diagrams/flow graphs and Screen Shots, Video tutorials, Webinars, Basic and Advanced search function for key word/phrase searching.

All of the available self-paced resources work together with our Customer Support Call Center and after hours Emergency Support to ensure that the customer has every opportunity to achieve the best results and optimize the PowerDMS experience.

Our Customer Support Call Center is available to provide standard Helpdesk support (phone and email) between the hours of 8:00 am – 6:00 pm EST Monday through Friday, excluding public holidays. Services

include Level I how-to assistance with the application as well as Level II application break/fix assistance. Customer Care will respond to support any need or emergency that you may have. After hours and holiday emergency assistance is also available from our Customer Support Team. Support cases can be reported via phone or by email to our Customer Care Desk. Each call will be assigned a priority level and case number for tracking. All end users can call the help desk though some questions will be referred back to system administrator.

### **PowerDMS creates Operational Excellence within the organization.**

**Document** allows employees instant access to written directives from any web browser. When an employee reads a new or revised policy/procedure, they are prompted for their user name and password to create their electronic "signature" which is then stored in the database. Each user(s) has their own unique user ID or PW (or they use AD authentication) and anytime a user accesses a document the event log will record that event. When the users signs off on a document the system creates an electronic signature that gives a time and date stamp down to the second of when they signed the document. Electronic signatures are kept on all documents including archived versions of all documents. Employees will also have access to the organization's policies/procedures in a searchable database and will be able to do a full text search of any document maintained within the system.

PowerDMS uses SOLR search technology for its Intelligent searching/search box. Type a word, tag or part of a word/document/numerical code and the intelligent search box drops down with possible choices (documents, policies and procedures, memo's and more to choose from). Key word search will search the body of the document as well as the document type and subject for that keyword. You have the ability to search by document name, document type, subject type or tag. Document also allows your agency to distribute embedded images or video files to all employees at any time.

Employees' who are assigned documents for signature, can be notified via email notification (Alerts feature).

Document "marries" the following documents to a SQL database: HTML, Word, PowerPoint, Excel, Word Perfect, and PDF. In most cases, existing documents formats can be easily converted to work with PowerDMS Document feature. PowerDMS contains a hyperlinking and tagging system that allows customers to specifically tie content together by 'tagging' them with key terms they may use in the course of day to day business. Additionally, you can utilize the hyperlink to not only guide a user to a different document within the application but also to a different location outside of the application.

PowerDMS has an event log that tracks all activity within the PowerDMS site. Only your own Site Administrators have access to that information.

Accepted document file formats include Microsoft Word (.doc, .docx), Word Perfect (.wpd), Word Document Template (.dot), Portable Document Format (.pdf), Microsoft Excel (.xls, .xlsx), PowerPoint (.ppt, .pptx, .pps), and simple web pages (.html, .htm),(.flv) format for your video files. Windows Media Video (.wmv), Audio Video Interleave (.avi), Moving Picture Experts Group (.mpg),

.mpeg, .mp4), and QuickTime (.mov) files are also accepted, but may not play as well as an .flv file.(.png), Bitmap (.bmp), JPEG (.jpg, .jpeg), and Graphics Interchange Format (.gif).

**TEST** allows policy managers to create on-line tests and link/attach them to documents to demonstrate a higher level of proficiency or comprehension if you so choose. The test is displayed through the clients' web browser and can be viewed in a single question or page view format. If a test is linked to a document, users are given the opportunity to take the test before their "signature" can be applied to the document. The electronic signature is not written to the database until the user takes and passes the linked test. Each test is automatically graded and saved in the database for future review by administrators and participants if allowed. Tests can be given in several formats to include randomization of the questions and answers.

**SURVEY** allows you to quickly publish and distribute surveys to your employees and receive feedback in a statistical graph. Survey functions similar to Test, however Surveys can be assigned as anonymous responses, which often yield better participation.

**CERTIFICATE and COURSE** allows administrators to track certifications and professional credentials, track the on-going total amount of employee training hours and manage/automate the renewal cycles of your certifications and professional credentials. The PowerDMS application provides a great platform to deliver online training to employees with minimal disruptions to staffing and work place interruptions. This self-paced learning tool can help to ensure that all employees are well trained and proficient in their primary areas of responsibility.

The members of any professional organization, fulltime, part-time, and volunteer, cumulatively receive thousands of hours of training each year. This includes training about administrative policy, operational procedures, and state, federal and local laws. The employees of an organization must have good knowledge and understanding of policy, procedure and law, and they must be able to perform with a clear understanding of the proper application of these principles. Supervisors must be able to determine the status of training qualifications for each member of their work unit; they must also be able to plan strategically to secure and deliver the best training and certification(s) available for each member of their organizational component, while maintaining fiscal responsibility and the continuous delivery of services to the public.

PowerDMS offers a great platform in a comprehensive package to meet the needs of your organization. PowerDMS is large enough to meet the market demands, yet small enough to still be personal with our customers.