

Technical Bulletin

The idea behind this project is to provide technicians with information sheets (bulletins) and have proof that they were informed of the information. This can be done with a pop-up where they need to say if they read the bulletin or not. There is a similar system in place called Global Announcement. This serves as an announcement platform for anybody accessing the booking system. It is used to convey information about new routes, route changes, stop changes etc.

Where and when is this displayed?

The pop-up needs to show when a technician logs into the Intercape Lite app and redirects to the MOVE system to access the jobcards.

Programmers note: Insert the check on

<https://secure.intercape.co.za/move/checkjobcard.phtml?type=1> and

<https://secure.intercape.co.za/move/>

They will need to read a different bulletin once a week until they have read it all. And then the whole process starts again in 6 months. It can be random per person until they have read it all, or every week the same bulletin for all technicians. *Note: Unread bulletins must always take priority over a re-read of an old bulletin.*

Process

A technician logs into Intercape Lite app and goes to jobcards. (or logs into MOVE with a web browser). The weekly pop-up pops up with the name of the bulletin that must be read that week. This will continue to pop up every time he goes to that page, until such time as he has clicked 'I have read the above bulletin'.

Scenario 1

He chooses "I have read the above bulletin". The database records the person_serial, date_time of when he chose the option. He should only be prompted the next week with the next bulletin.

Scenario 2

He sees the pop-up, but is in emergency situation where he can't take time to read the bulletin straight away. He chooses "I have NOT read the above bulletin". Next time he logs in and want to access the jobcards he is prompted again. He goes to the intranet, reads the document and result is the same as in scenario 1.

Scenario 3

He sees the pop-up, but is in emergency situation where he can't take time to read the bulletin on the intranet. He chooses "I have NOT read the above bulletin". Next time he logs in and want to access the jobcards he is prompted again. Again, he is in an emergency situation, so he dismisses the pop-up. Next time, he will be prompted again, but there will not be another option other than "I have read the above bulletin".

General

Since the bulletins are on the Intranet, anybody can go back if they feel they need a refresher. There should also be a report on which bulletins were read when and by who. This can be a daily BI report.

Phase 2

Every 6 months all the technicians should have refreshers of all the bulletins. They should then be instructed to go to the intranet and read through the document again. There should then be a log of who opened which file to also be able to track that.

Management Page

The managers need to be able to add new bulletins and retract (delete) old ones, or force a re-read of a specific bulletin. Only the name of the bulletin and a URL link to the actual bulletin need to be captured.

Database Structure

```
Create table move_tech_bulletins (  
Mtb_id number, /* sequence mtb_id_seq */  
Mtb_name varchar2(100),  
Mtb_url varchar2(200),  
Mtb_date_added date,  
Mtb_revision number, /* starts at 0 and is incremented when a global re-read is requested */  
Mtb_status number ); /* 0 = deleted , 1 = current, 2 = priority */  
  
Create table move_tech_bulletins_read (  
Mtr_id number, /* sequence mtr_id_seq */  
Mtr_ref_move_tech_bulletins number, /* points to mtb_id */  
Mtr_revision number, /* copied from mtb_revision */  
Mtr_ref_hc_people number, /* person who read the document */  
Mtr_status number, /* 0 = Needs to read, 1 = Deferred once, 2 = Deferred Twice, 100 = Has Read */  
Mtr_date_updated date /* date read / date deferred */  
);
```