

LAMBERT & REHBEIN

DATE 23 February 2009
CONTACT TIM WILLIAMS

OPERATING MANUAL – IT INDUCTION

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1.0 INTRODUCTION

This document has been created to assist new staff members in familiarising themselves with Lambert & Rehbein Information Technology Infrastructure and Applications.

This document covers the following topics:

- Logging in and getting started;
- File naming conventions and storage;
- Email Messaging, Calendaring and Contact Management;
- Printing and Scanning;
- Accessing the Intranet;
- Where to get help and support

2.0 GETTING STARTED

You have been provided with a computer that has Microsoft Windows XP Professional and the firm's Standard Operating Environment (SOE) software installed. Other software that is required specifically for your role has also been installed.

You have also been provisioned with a user account that is used to gain access to L&R's IT facilities.

Your Username is made up of your first name and the first initial of your last name. (no spaces). Your e-mail address contains a period between your first initial and last name.

*Example: A staff member whose name is **John Citizen** would have the username **JohnC** and have the email address **John.C@lar.net.au***

2.1 Your User Account Details

Username: _____

Temporary Password: _____

E-Mail Address: _____@lar.net.au

2.2 Logging in

Steps:

1. Power on your computer.
2. At the login screen:
 - Enter your Username
 - Enter your Temporary Password.
 - Ensure the Domain Name drop down box is set to **LAR**

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2.3 Changing your password

Once you have logged in the first time press:



1. Click Change Password.
2. Enter your old password (your temporary password).
3. Think of a new password that conforms to the password specification below.
4. Enter your new password.
5. Enter your new password again to confirm.
6. Click OK.

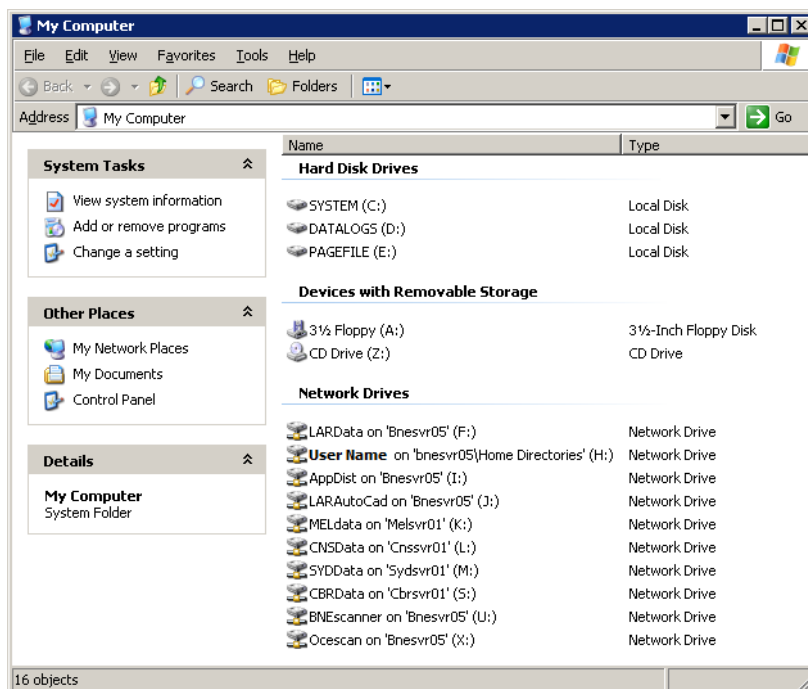
Note: You will be prompted to change your password every 60 days in accordance with the company IT policy.

Password Specification

- Your password must be 8 characters minimum.
- Your password must have at least 1 uppercase letter.
- Your password must contain a mix of at least 2 letters and 1 number.
- Your password can not be any of your previous 5 passwords.

3.0 FILE STORAGE

All company related data is to be stored on the applicable Network drive. Common network drives are shown below.



You will have access to one or more of the following network drives depending on your office location, role and permissions.

3.1 Network Drives

Drive Letter	Use	Type
H	Your personal file storage	Storage
F	Brisbane Office Data and Projects	Storage
K	Melbourne Office Data and Projects	Storage
L	Cairns Office Data and Projects	Storage
S	Canberra Office Data and Projects	Storage
M	Sydney Office Data and Projects	Storage
Q	Finance Applications	Storage
P	Payroll and Management	Storage
U	Copier/Scanner Output (BNE, CBR, CNS Only)	Service
X	Oce Large Format Scanner Output (BNE)	Service
I	Application/Templates Directory	Service
J	AutoCAD Standards	Service

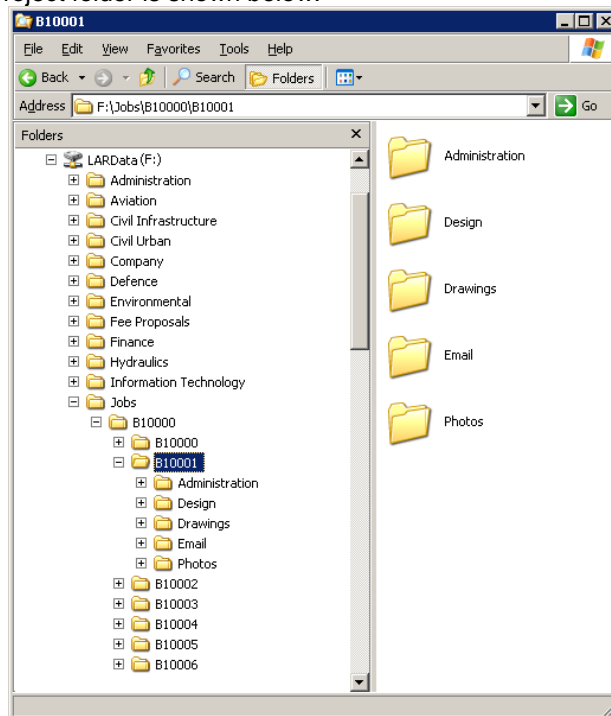
Note: If you require access to data from another office, contact the Helpdesk.

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3.2 Project Folder Structure

Every project within Lambert & Rehbein is assigned a Project Number. Active projects are stored on the Office Data drive relative to your office (See section 3.1) in the **Jobs** folder. Any work which requires a Fee Proposal before acceptance of the terms by the client is held in **Fee Proposals**. Projects which are no longer active are archived. If you require access to an archived project, please send a request to the Helpdesk (See section 11.0).

The structure a project folder is shown below:



3.3 Project Folder Naming

Project Numbers are bound by the following naming convention:

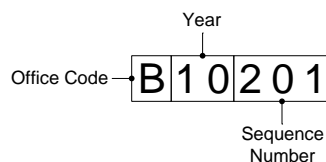


Figure 1: Project Folder Naming Convention

Office Codes

Office	Code	Office	Code
Brisbane	B	Cairns	C
Sydney	S	Canberra	A
Melbourne	M	Rehbein AOS	A

4.0 FILE NAMING & SAVING

When saving files and documents they should be saved according to the following naming convention in the relevant project folder.

4.1 Saving Files

Example: B010201CR001.doc

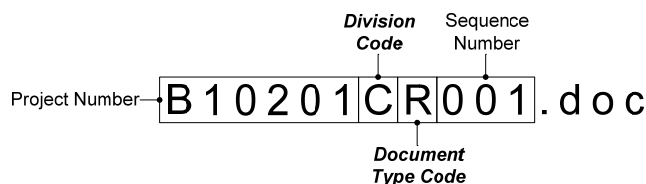


Figure 2: File Name Convention Example

Division Codes		Document Type Codes	
Division	Code	Document Type	Code
Civil Urban Development	C	Fax	F
Structural	S	Letter	L
Traffic & Transportation	T	Certificate	CT
Project Management	P	Report	R
Environmental	E	Claim	C
Civil Infrastructure	F	Tender	T
Aviation	A	Contract	CN
		Fee Proposal	FP
		Spec	S
		Test Plans	TP
		Addendum	A
		Minutes	M
		Business Development	Busdevel
		Sub-consultants Agreement	SA
		Agreement	AG
		E-mail In	EI
		E-mail Out	EO

In the above example (Figure 2: File Name Convention Example), the file name gives us the following information:

- The Project Number is **B010201**;
- It belongs to the **Civil Urban** Division;
- The document is a **report**;
- The sequence number means it is the first report for this Project.

When unsure of how to save a file, ask another Team member in your section or contact Helpdesk for guidance.

4.2 Saving Emails

As part of the QA System ALL incoming and outgoing emails that are project related containing important information (particularly attached drawings/documents/data) should follow the following procedure:

All work related emails should be saved to the relevant job number under the Email directory, in the **MSG** format.

Project Number	In or Out	Year	Month	Day	Sequence #	Description
B10201	EI	10	02	17	01	Contract Acceptance.msg

1. They should be logged in the "Incoming and Outgoing Electronic Data" register (QA-F-034)

All relevant emails are to be forwarded to the appropriate person (custodian of register) for logging and saving.

2. The email and attachments are to be saved in the appropriate area and in the appropriate format (ie as a MESSAGE file). See above for the saving procedure.

3. The email and attachments should be printed, stamped and logged in the front of the project file on form QA-F-032. The Project Manager is to sign off that they approve the incoming information for use. The appropriate person (custodian of register) is to ensure the Project Manager is aware of all incoming data.

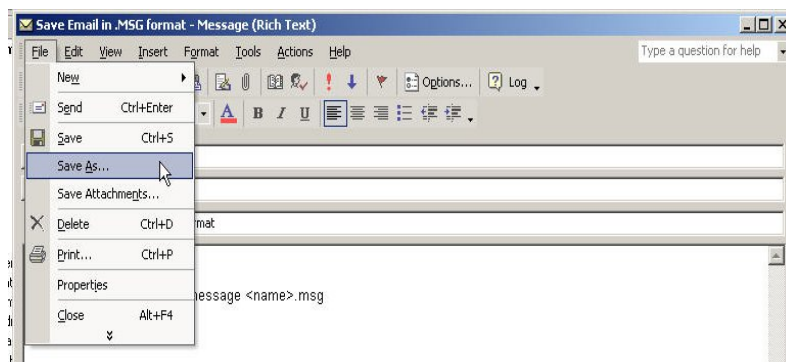
4. The printed copy is to be stored in the file, vertiplan or drawers as appropriate.

For all other incoming and outgoing emails we can all play our part and save them as per the attached process and print out a white copy for the file.

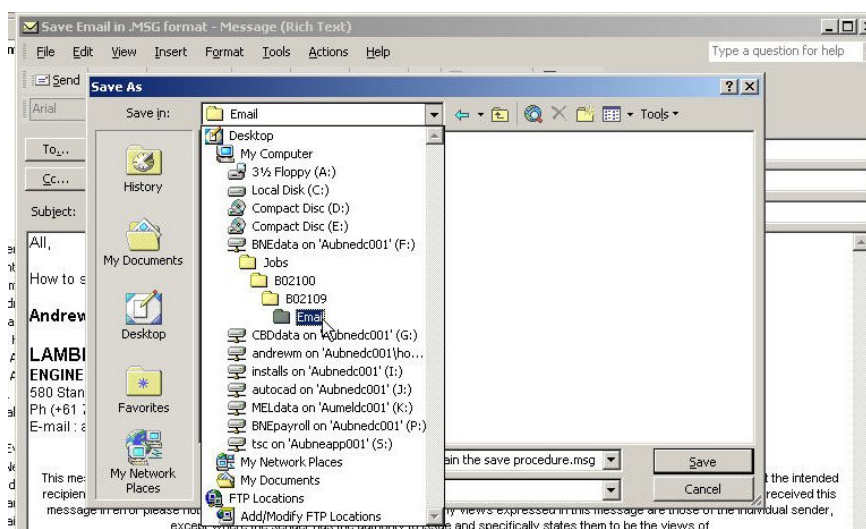
All staff are to follow this process as it is a requirement of the QA System (refer QA-P-008)

4.2.1 How to Save an E-Mail

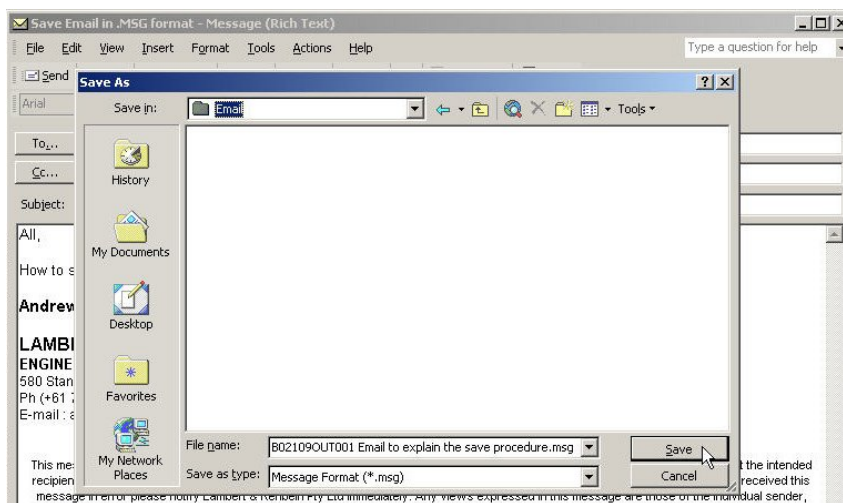
1. Open the relevant email and choose File / Save as.



2. Next, browse to the relevant job number and then email directory.



- Next, change the email type to .msg format and enter the file name (Job number) and whether it is in or out (EI or EO), the sequence no. (001 etc) and lastly the date (23-09-03) and then choose save. (e.g. B02109-EI-001-23-09-03.msg)

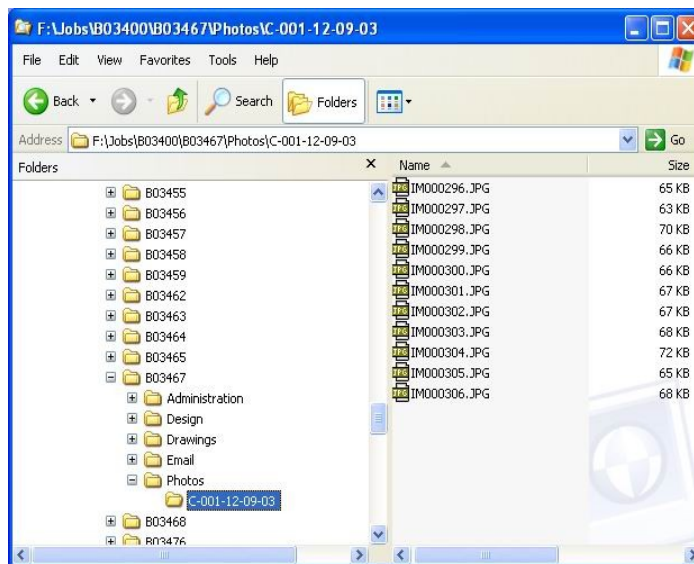


4.3 Saving Photos

Project related photos are to be saved in the Photos folder within the relevant Project folder.

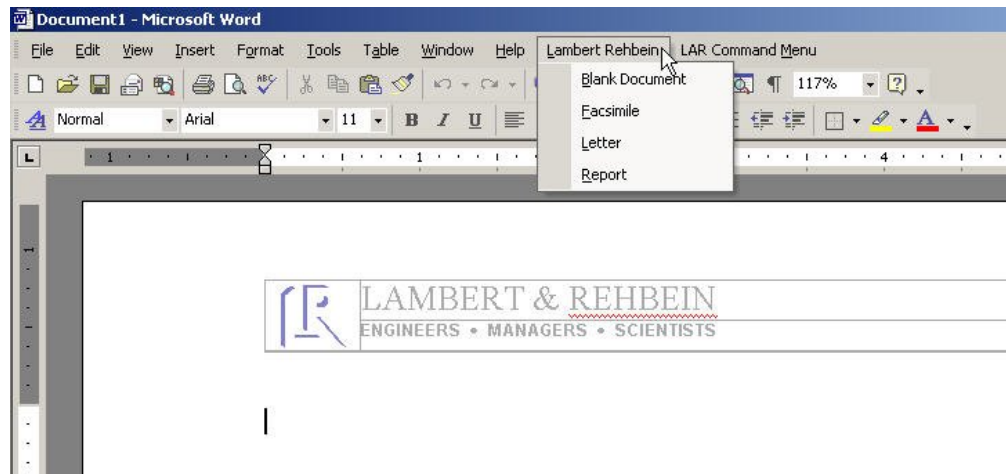
Create a new folder with the sequence no. and the date the photo/s were taken. A copy then needs to be printed out and saved on the relevant job file.

e.g. B03467 / Photos / C-001-12.09.03

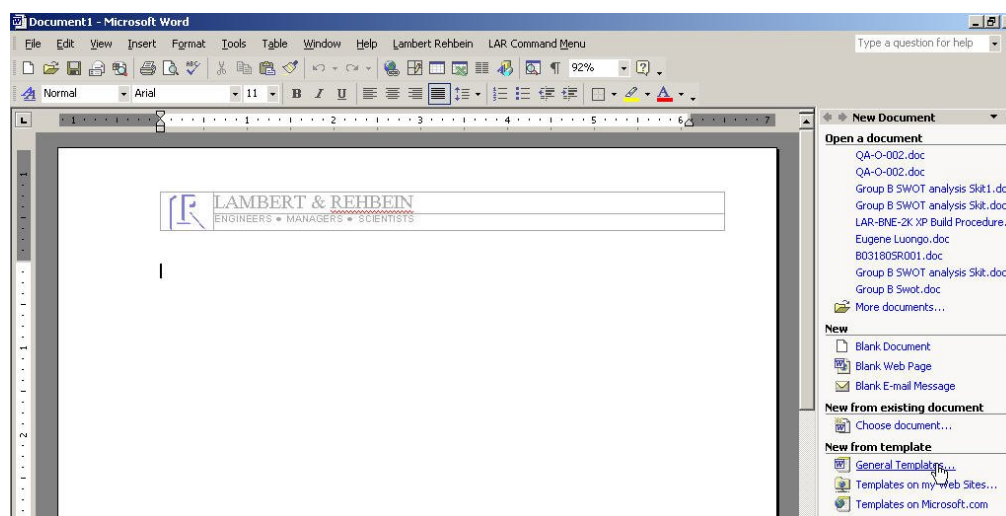


5.0 DOCUMENT TEMPLATES

Lambert & Rehbein use a range of templates for the creation of documents. You are able to use the standard templates from the Lambert Rehbein menu in Microsoft Word. All other document templates choose new and then General Templates.



To open other standard Templates in Word go to File, New. The following screen will be displayed. On the right hand menu choose General Templates.



The following screen will appear to choose templates from the following categories tabs.

- Std_Documents
- Fee_Letters
- Subconsultancy Agreements



6.0 E-MAIL SYSTEM

The company utilises Microsoft Exchange in conjunction with Outlook XP / 2003 & Outlook WebAccess. The company email system should be used according to the policies and guidelines set out in the company IT Policy (Appendix A of the Employee Guide).

Comment [TW1]: Is this correct?

When you access your mailbox in Outlook, you will notice your **Personal Folders**: Inbox, Outbox, Sent Items, Deleted Items, Contacts, Calendar and Tasks. In addition to this you will see **Public Folders** for shared e-mail, calendaring and client contact management.

6.1 Accessing your mailbox

6.1.1 In the office

When you are in the office, *Microsoft Outlook XP/2003* can be used to access your mailbox. This way offers the most functionality, such as saving e-mails to project folders.



Open Microsoft Outlook using the Quick Launch **Icon** on your computer:

Comment [TW2]: Need screenshot

6.1.2 Out of the office

Outlook WebAccess is available for when you are out of the office. A web browser and internet connection is required.

To access your email:

1. Open a web browser such as Internet Explorer / Mozilla Firefox / Google Chrome / Apple Safari.
2. Navigate to: <https://webmail.lar.net.au/exchange>
3. When prompted for your login information:
 - Enter your username as: **lar\username**
 - Your password as normal.

If you require further instruction on how to use Outlook WebAccess, consult the Knowledge Base on the Intranet.

6.1.3 On your mobile phone

If you have a 3G capable mobile phone that is compatible with the *Exchange ActiveSync* protocol, such as an iPhone, Blackberry or Windows phone, you are able to sync your company mail, contacts and calendars.

Contact the Helpdesk to have your phone configured. (See Section 11)

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6.2 Public Folders

Public Folders are used by the firm for shared calendaring and resource management, e-mail and company contact management.

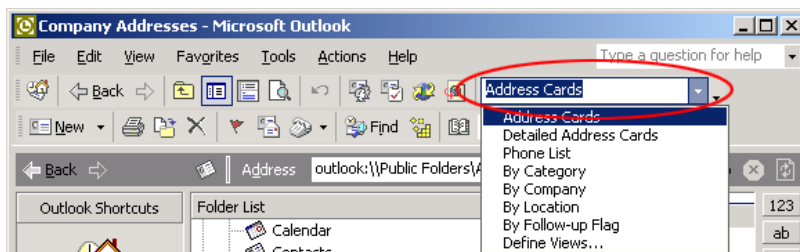
Tip: If you cannot see Public Folders in Outlook, change the view to Folder List.

The most common public folders used by staff are outlined below

6.2.1 Company Contacts

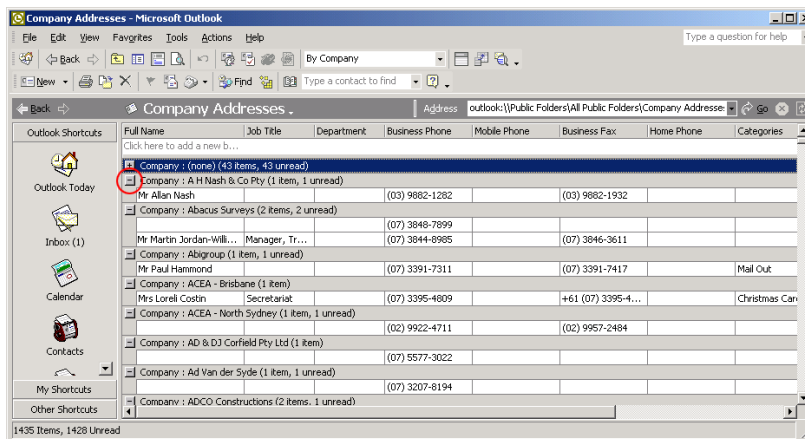
The Company Contacts folder contains a database of all Lambert & Rehbein clients. This data is maintained by the Administration team, and any changes or additions should be redirected to them.

You can change the view of the Company address book by changing the field shown below.



You can view the information shown in the view of company addresses by Company Name, or any other of the values shown in the list above.

Shown below is the Company Address Book listed by Company Name.



To collapse the view, you can press the button which is highlighted above.

For each entry in Company Addresses, Lambert & Rehbein maintains a database for the purposes of marketing and general communication with the customer.

If you have any customers that you would like to see added to the Company Addresses, ensure that you also provide the following information.

Type of Business

This is to identify the type of business the company is in.

Contact Status

This identifies the type of customer i.e Existing Customer, Prospect and Future Prospect

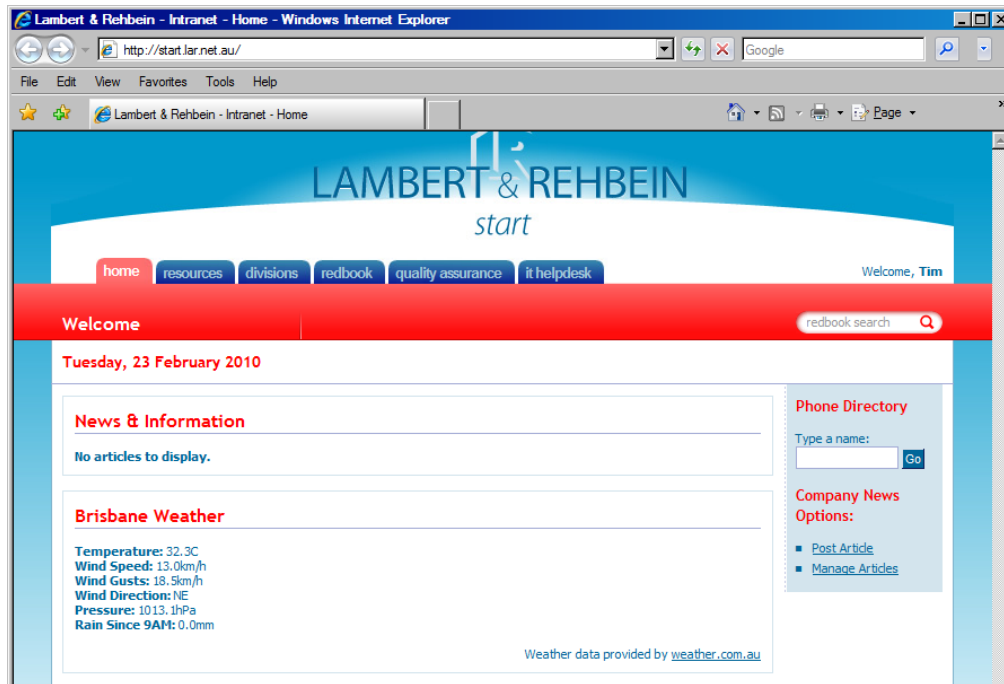
Categories

Categories are used to determine if the customer should be sent a Christmas card, or be part of the Insite Newsletter Mailout.

7.0 INTRANET

The company has established an Intranet which is available to staff internally. It contains vital information, such as News, Divisional and Employee information, Quality Assurance documentation and the Project Directory, Redbook.

To access the Intranet, open Internet Explorer and it will appear as your home page. Alternatively, navigate to <http://start.lar.net.au>



7.1 Sections

- **Home:** Company News will appear here. Use the Phone Directory to lookup internal phone numbers and mobile phone numbers of your colleagues.
- **Resources:** Employee guidelines, office map etc.
- **Divisions:** Listing of all the divisions in your office and other offices. Click on a division to see profiles and a photo of each team member.
- **Redbook:** Lambert & Rehbein's project and client database. For more information on how to use Redbook see the Redbook user guide.
- **Quality Assurance:** View quality system documents and make suggestions on how to improve the system.
- **IT Helpdesk:** Ask for help or make a request to the IT team quickly and easily. (See section 11)

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8.0 PRINTING & SCANNING

8.1 Printing

The office has a variety of printers for use by staff. You have been assigned a default printer based on your desk location, and you will have access to other the other printers as shown in the relevant tables below.

Your default printer has been set to: _____

Brisbane

Name	Type	Location	Max Paper Size			Colour Capability	
			A4	A3	A0	Mono	CMYK
BNEPTR201	Laser	L2 Structures					
BNEPTR203	Copier	L2 Production Room					
BNEPTR204	Laser	L2 Production Room					
BNEPTR205	Plotter	L2 Production Room					
BNEPTR206	Plotter	L2 Production Room					
BNEPTR301	Laser	L3 Reception					
BNEPTR302	Laser	L3 Finance					
BNEPTR303	Laser	L3 Civil Urban					
BNEPTR304	Laser	L3 Management					
BNEPTR305	Copier	L3 Civil Infrastructure					
BNEPTR307	Laser	L3 Civil Infrastructure					

Melbourne

Name	Type	Location	Max Paper Size			Colour Capability	
			A4	A3	A0	Mono	CMYK
MELPTR103	Laser	Reception					
MELPTR104	Copier	Administration					
MELPTR105	Plotter	Main office					
MELPTR106	Inkjet	Main office					
MELPTR107	Laser	Administration					

Cairns

Name	Type	Location	Max Paper Size		Colour Capability	
			A4	A3	Mono	CMYK
CNSPTR101	Laser	Civil				
CNSPTR102	Copier	Main Area				
CNSPTR103	Laser	Reception				

Canberra

Name	Type	Location	Max Paper Size			Colour Capability	
			A4	A3	A0	Mono	CMYK
CBRPTR101	Copier	Back office					
CBRPTR102	Plotter	Back office					
CBRPTR103	Laser	Reception					

Sydney

Name	Type	Location	Max Paper Size			Colour Capability	
			A4	A3	A0	Mono	CMYK
SYDPTR101	Copier	Main office					
SYDPTR102	Plotter	Main office					

8.2 Scanning

Black & White document scanning up to A3 size is available in each office using the photocopier. Follow the instructions at the photocopier for more information.

Black & White large format scanning is available up to A0 size in the Brisbane office.

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9.0 INTERNET ACCESS

Approved staff members have access to the Internet from their workstation for work related purposes and in accordance with the company IT policy. This can be found in Appendix A of the Employee Guide.

Your Internet access is logged and monitored.

9.1 Accessing the Internet

Internet browsing is permitted via Microsoft Internet Explorer (v8). The following plug-ins have been installed on your computer to enhance browsing:

- Adobe Flash.
- Adobe PDF Reader.
- Java Runtime Environment.

9.2 Personal Browsing

There is a window at lunch time between 12-1pm (Brisbane time) at which time personal sites are allowed.

For personal use on lunch breaks outside of the window, the firm has allocated a computer in the Lounge on Level 3.

10.0 TIME SHEETS

Timesheets are in Microsoft Excel format and are located in

F:\Company\Excel\Timesheets\Division\Your Name.xls

For more information on how to fill out your timesheet, consult your Employee Mini Guide or see your Division Manager.

11.0 CONTACTING THE HELPDESK

The Lambert & Rehbein IT team are located in Brisbane and are able to assist with any problems, questions or queries you may have with the firm's IT Facilities.

All IT requests must be raised by using the Helpdesk page on the Intranet as shown below.

The screenshot shows a web browser window titled 'Lambert & Rehbein - Intranet - Helpdesk - Windows Internet Explorer'. The address bar shows 'http://start.lar.net.au/Helpdesk.aspx'. The page has a blue header with the Lambert & Rehbein logo and the word 'start'. Below the header is a navigation bar with links: home, resources, divisions, redbook, quality assurance, and it helpdesk. A 'Welcome, Tim' message is visible. The main content area is titled 'IT Helpdesk' and contains a 'New helpdesk request' form. The form has the following fields: 'From:' (Tim Williams), 'Computer Name:' (bnemob305.lar.net.au), 'What is the problem in relation to:' (a text box), 'Problem Description:' (a large text area with a note: 'Include details of any error messages, printer names, etc.'), and 'Screen Capture Upload:' (a section with a 'Browse...' button and a note: 'Capturing what is on your screen can help us to diagnose and fix the problem faster.'). A 'Submit' button is at the bottom of the form.

Alternatively, IT requests may be raised via e-mail to the Helpdesk address: **helpdesk@lar.net.au** (Do not send To or CC IT team members directly).

- The Typical response time to complete standard requests is under 24hrs.
- Requests that require extended troubleshooting, procurement, or repairs/information from a third party may take up to 48 – 72 hrs.
- If you feel you require extra equipment or software for your work, please see your division manager.

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