

May 26, 2011

Priority News

Upcoming:

- *May – seeds of growth!*
- *SharePoint highlights:*
 - *KPI's – In an effort w/HR we are working on building a method of intra-office communication for our current goals, and how well we've achieved them.*
 - *DEMs – Central storage of approved MOPs and best practices with accompanying forms*
- *Class of '11 – Kevin Holbert (Terry) graduates from Perrysburg HS, 6/4. He will attend Stetson University in Deland, FL & will study engineering or business. Note: Kevin will be located 17 mi. from his brother, Chris @ Embry-Riddle in Daytona.*

Top of Mind:

Service – Superior Customer

Service will be best achieved

when we stay committed to

two priorities: High Quality

Performance & Personal

Commitment.

Efficiency – We will

continually strengthen our

performance to ensure better

execution.

Growth -- We will maintain

steady, sustainable,

profitable growth for our

Customers & our Company.

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PDI's Collaborative Software...SharePoint

Planting the seed of business intelligence....



SharePoint "Ace" Priscilla with Jennifer Sarah discusses PLG data with Gary Aaron Carr, Priority's SharePoint Developer
When Aaron Carr was promoted to Accounting Manager, Priority lost its SharePoint designer and authority on the system that harnesses Priority's business intelligence. Who was going to fill his shoes? Lucky for Priority that Priscilla Scotland was more than eager to not only learn the system, but quickly continue development of SharePoint's web application platform. You could say it was a natural transition for Priscilla, who eagerly takes on many challenges that the SharePoint role requires. Her special ability to custom build applications and components now helps PDI rapidly respond to the high quality standards that are needed to serve our customers.

1. *Do you enjoy monitoring the Share Point site? – At times SP can be a challenge. Being new to the IT world, I don't always have an answer or "best" solution; any input from associates on what they would like to see, or how usability would be increased, is welcomed. The ultimate goal is to get our associates using the site. At first navigating to what you want can be confusing, but once you have the lay of the land, so to speak, finding documents/navigating the sites is intuitive and much easier than searching the P://. Of course, none of this would have been possible without Aaron working hard behind the scenes to get SP off the ground and help me work out the bugs and solution suggestions for difficult requests – he's my go-to guy!*
2. *How has SharePoint improved productivity at Priority? – Typically electronic document storage helps improve productivity by quickly being able to filter and view important documents when issues arise, as opposed to searching for physical copies in large filing systems. Other forms that have been created to track accountability and monitor progress have been put in place, and as transparency normally does – encourages associates to increase their contribution and productivity.*
3. *From a security standpoint, how well-protected is the site? – When a user attempts to enter our SharePoint site, a login is required. Without having appropriate permissions and instruction on server login, outsiders cannot even get into our SharePoint site. Currently we only allow one customer to access our site for the Whiteboard™. They are restricted to only their customer tab, and it falls within our Strategy for Technology Advantage. Internal users are restricted by their association within the company. Each user is assigned to one or more groups, and the groups are used to designate which sections/aspects of SharePoint are available for them to view. So as always, keep in mind who your audience is when placing documents on SharePoint so the appropriate associates can access the information.*
4. *We asked Priscilla to describe the organizational approval process...If an Associate has a form or suggestion to add to SharePoint, how should they submit their request? - If the associate has access, they are able to upload documents, forms, spreadsheets, etc., directly to the site. Depending on the site (tab), there may be another layer of approval sent to the site's monitor to review and approve so all associates with permission can view. If approval is in place, the monitor will receive an email notifying them of the new document immediately, and viewing is dependent on their response time. If they are unable to upload, or are uncertain on how to upload, a Helpdesk ticket is the best way to go about getting the information available to the correct audience. How quickly will the request be processed? - Each request is different; the response time is dependent on the difficulty and amount of time it would take to fix. Typically, requests for permission and document upload are processed same day, but major changes or requests that require research and continued learning can be significantly longer. A response to the helpdesk ticket, updating status or requesting more information, will be given within 2 business days.*

Priscilla's insights to be continued...next issue of the Priority News!

Priority

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