

# **ISM –The Road Ahead**

## **Considerations in mobile Computing Solutions**

August 6, 2007

**Picking the Mobile Device for you?**

## Picking the Mobile Device for you?



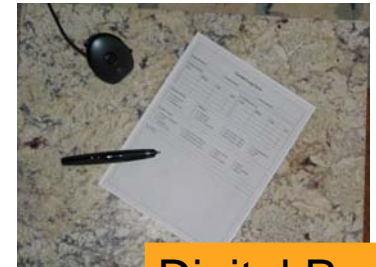
Laptop



Tablet



Cell Phone  
& PDA



Digital Pen

# Define Business Requirement

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**Reduce the amount of time Family Case Managers (FCMs) spend entering data and allow them to spend more face-to-face time with their Families**

# Define Business Requirement

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Reduce the amount of time Family Case Managers spend entering data and allow them to spend more face-to-face time with their Families

**Pilot different devices**

# Reviewed Several tools & conducted pilots

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**Quick Pad** – Recording Narrative

**PDA** – Interview Checklist and Safety Assessment

**Web Application via Cell Phone** – Device natural software

**Handheld Voice Recorder** – Recording and Translation of Recording into Text

**Web Application** – On call staff, Search CCI and Entry of Narratives

# Pilot Results

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## Quick Pad

- **Easy to use – full size key board but small display**
- **Limited Functionality – Capture narrative**
- **Cheap – inexpensive tool**

## PDA

- **Small screen limited its usefulness**
- **Work well for Checklist (Licensing Unit for Child Care Facility Inspections)**
- **Could not get rely on Internet connection**

# Pilot Results - Continue

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## Web Application via Cell Phone

- **Limited functionality**
- **Needed internet connectivity**
- **Difficult to use small display**

## Handheld Voice Recorder

- **Amount of time required to train the device**
- **Difficult with translation of names**
- **FCM spend considerable amount of time reviewing and correcting translated text**

# Pilot Results - Continue

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## Web Application

- **Needed internet connectivity (not always available)**
- **Allowed the FCMs access and update information in the field**
- **Larger display, FCMs could use the same application in the field and office**

# Pilot Results - Continue

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## Web Application

- **Needed internet connectivity (not always available)**
- **Allowed the FCMs access and update information in the field**
- **Larger display, FCMs could use the same application in the field and office**

## Next Steps.....

# Clarify Business Requirement

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Reduce the amount of time Family Case Managers spend entering data and allow them to spend more face-to-face time with their Families

- Providing user friendly tool
- Reduce the risk of adding barriers between client and Family
- Security of the data
- Independent of Internet connection
- Must fit into current environment

# Solution Selected

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**Web Application – Development of a Smart Application that allows the user to disconnect from the network and work off-line in the field. Data is downloaded to the device and can be viewed and updated in field and uploaded at a later point in time. Application supports both Intake and Investigation. Implemented in May 2006**

**Functionality is being expanded to include other areas of the application.**

# Lessons Learned

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- Clearly define your Business Requirement
- Pilot different devices
- Document what worked well and what did not
- Review and clarify Business Requirement(s)
  - One device may met all your needs
- How will it fit into my agency's infrastructure
- How will it be integrated with current solution

# **Unisys - Health & Human Services**

## **The Road Ahead**