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IHS Environmental Information Management Group

# HMMS HazRelease

November 2008

Volume 1, Issue 2

## Spotlight on Service Leads

With the PMT meeting coming soon (November 18-20 in Layton, UT) and the fact that I haven't yet received an article on any of the sites (hint, hint anyone can and is encouraged to send one to me) I thought I'd take the opportunity to post the contact information for your service leads.

To begin with, The Program Management Team (PMT) is a group made up of the service leads (and their material and waste advisors— if deemed necessary) which is authorized by the Program Management Office (PMO) Program Manager to assist in matters of administering HMMS for those within the federal government.

It is the PMT that communicates on behalf of their service to the PMO any problems with HMMS, desired changes or enhancements to HMMS, decisions on where to hold the user conferences, what the agenda will be for the user conference, and any other relevant issues with HMMS.



### US Air Force

Patricia Jordan  
937-656-3678  
patricia.jordan@wpafb.af.mil

### US Army

David Lyons  
703-614-3762  
david.lyon@us.army.mil

### US Marine Corps

Olivia Williams  
229-639-6548  
olivia.williams@usmc.mil

### US Navy

Greg Mulligan  
757-445-6423  
gregory.mulligan@navy.mil

### US Coast Guard

Johnnie Barnett  
252-384-7333  
johnnie.h.barnett@uscg.mil

### NASA

Not assigned at this time, will update when information becomes available.



## PMO Perspectives

by John Williams, Program Management Office

As you probably know, IHS has just implemented SERENA, a problem tracking and resolution interactive system. This system has a WEB interface that allows users to not only track problems, but to look at various other problems that have been entered as well. Currently, there is a problem with users behind the Firewall being able to view the SERENA portion of the HMMS website. The PMO is actively pursuing a resolution.

The AFMC HMMS user community is moving closer to migrating to the Hill Enterprise Data Center (HEDC). Currently, we have one site moved, and a second in progress.

The PMT is scheduled to meet 18 Nov 2008. The topics include: Army Central Implementation Status; Data Collector Demo; HMMS Website; Capability Maturity Model (CMM); Customer Support Issues; HMMS Status and future release; Cost Reporting Module; IHS Management update; Invalid CAS number; Deficiencies in Manifest, Tier II, TRI (form R) requirements; and next users conference.

Suggestions for topics to include in the PMT meeting are welcomed! Please provide them to your Service Lead.

## Tech & Specs by Harrison Barrows Jr., Field Engineer

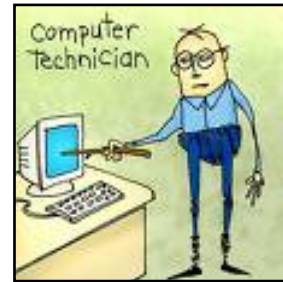
Harry is on vacation so I'm going to include some information this month for the column.

Harry and I visited Cherry Point NADEP during the week of October 27th. We were joined by Greg Mulligan the navy service lead and Amy Wyrick who replaced Debbie King and is probably remembered by much of the community.

We reviewed all of their tickets and

SCR's and met with many of the users enabling them to show us what issues that they have been facing, some of which we were able to fix immediately and others that will take more time.

Remember, the more information that you have, the better for us to help solve your outstanding issues. Screenshots are among the most useful pieces of information so include them whenever possible. - Scott



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## Keith's Korner by Keith List, Senior Product Manager



Perhaps the Internet has gotten too deep into our everyday lives???

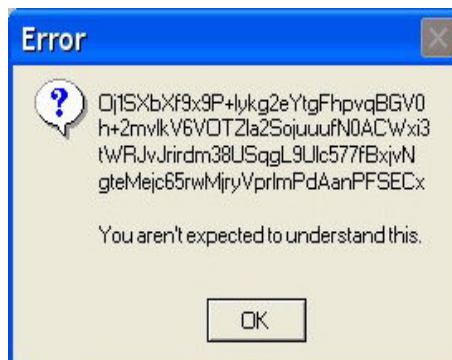
With the 4.09.57 release out the door, we have turned our efforts to the Data Collector Rewrite and getting that project delivered. It is currently on schedule to be delivered as a Service Release on or about December 15<sup>th</sup>, 2008.

The next large projects will be enhancement to the Centralized model that the Army is currently on and it looks like the Marine Corps will be moving to. Both organizations have asked us to give them the ability to view materials and be able to selectively transfer material between sites. We are trying to do this in such a way that all sites would have access to this functionality however, that piece of technology is still a little

bit up in the air. This project is part of the 4.09.58 General Release that we are targeting for February or March of 2009.

Also, part of the 4.09.58 General Release will be the Bugs Phase 2 project. This project is in the last phase of definition and currently includes 223 bugs. We will need to update the number that can be fit into the schedule and do not anticipate that we will get to them all. It will be another step in the right direction.

We have also added a familiar face to the IHS HMMS team. On October 29<sup>th</sup>, Vince Kinsey was named as the new Senior Director of Operations and is currently working in the Salt Lake office. He is a welcome addition to the team and we are already seeing benefits that he brings to the entire program.



## Editor's Notes

by Scott Mason,  
Hazmat Sales Engineer

As I have begun to travel on site visits, I hear a similar and recurring sentiment; there is a lack of communication from the company. Of course we all know that the problem predates IHS and with that said, we at IHS are trying to do something about it.

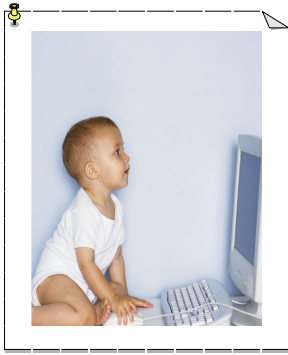
Some of you may be aware of my site visits since you have already hosted me in my travels, others may be hearing

***"My visits are part of IHS reaching out to the community..."***

about this for the first time. My visits are part of IHS reaching out to the community (as is this newsletter and website) and are for you to let us know where we are succeeding and where we need to work harder to produce our desired goal of customer delight.

I very much enjoy this part of my work and hope that you will feel comfortable enough to say what is on your mind (so far that hasn't been a problem). Remember, what you leave unsaid is just as important as what you say so please open up because we are listening and working hard to do better by all of you.

-Scott



Starting them off younger and younger?

## User Access Profiles

This month for user profiles I thought I'd keep with the theme of our littlest ones because I've recently received a birth announcement and news of an expectant family from our growing community.

Our own **Keith List** and his wife Jeana are expecting a little girl to be named Emily Jayne List to arrive in their home on or about March 14th. She will join her brother Alex in their growing family.

I also have a report from one of our newest sites, Detroit Arsenal. **Matt Miller**, the database manager for HMMS announces that on October 1st at 7:45am a son by the name of Derek Matthew Miller joined their happy family. He and his mom are doing well and he weighed in at 9 pounds, 13 ounces.

If you would like to share your joy with the HMMS community, please email me with the information.  
- Scott

## HMMS Tips & Tricks by Paul Casilli, Trainer

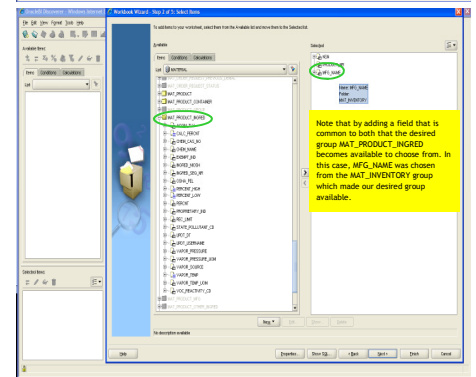
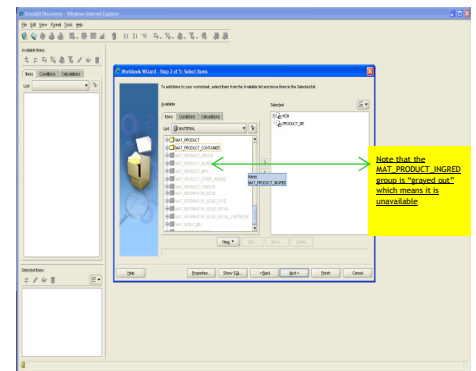
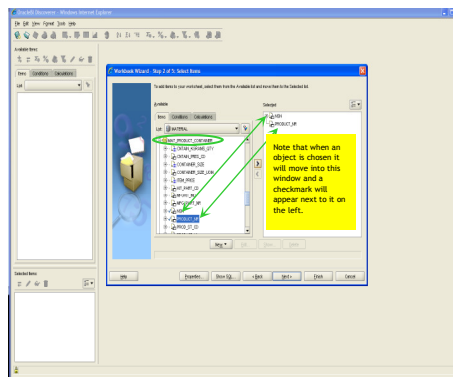
### “The field I need for my report is not available.”

You are building a report in Discoverer to show material information and ingredient information by NSN. You have selected your business area and your first table. Let's say the first table you need is MAT\_PRODUCT\_CONTAINER. Then you start to add the fields, NSN and Product Number. After that you scroll down to open MAT\_PRODUCT\_INGRED and it is not available. You can tell that it is not available because the folder is grayed out. So how can you add the rest of the information?

Simple, you will have to find something that the two tables have in common. This can be as simple as adding the Manufacturer's Name to the report. Once you have that in the report the other tables will become available.

If you do not want the field you are using as a link to output to the report, select the sort menu item from the toolbar and sort on that field BUT instead of performing a normal sort use the choice of Hidden. The field will not output to the report.

I will cover some more tips on sorting in another article.



## Customer Service News by Kris Fluckiger, Customer Service Manager

IHS HMMS Customers Support is proud to announce the launch of our new process management tool for tracking service requests and SCR's previously referred to as Serena.

Go to <http://hmmssupport.ihs.com>

Initially, your login information is as follows:

User: (first initial then last name; example: fjohnson)

Pass: (first initial then last name; exam-

“...new process management tool for tracking service requests and SCR's...”

ple: fjohnson)

When you get in you can change your password by clicking on User Profile in the top right of the screen.

To Submit a new ticket or SCR:

1. Click on the appropriate tab in the top left of your screen.
2. Click on the submit button on the left navigation bar
3. If you don't have a link that says submit tree in the main window then click on “Browse and Submit to a Project” in the left pane
4. If you have any further question please call the HMMS Helpdesk number @ 1-866-266-4646

# IHS

Environmental Information  
Management Group  
2875 South Decker Lake Drive  
Suite 100  
Salt Lake City, UT 84119

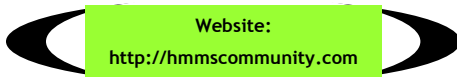
Phone: 801-973-8884  
Toll Free: 877-565-4234



Scott Mason — Hazmat Sales Engineer  
252-619-4328  
scott.mason@ihs.com



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Here's a keyboard with an option for that "special" moment in your day

## The Last Word

### 10 REASONS TO THINK THAT YOU MAY HAVE A COMPUTER PROBLEM:

- 10) You wake up at 3 am to go to the bathroom, and check your e-mail on the way back to bed.
- 9) Your firstborn is named Dotcom.
- 8) You turn off your modem and are suddenly filled with a feeling of emptiness, as if you just pulled the plug on a loved one.
- 7) You spend half of a plane trip with your laptop on your lap, and your child in the overhead compartment.
- 6) You decide to stay in college for an additional year or two, just for the free Internet access.
- 5) You find yourself typing "com" after every period.com.
- 4) You refer to going to the bathroom as downloading.
- 3) You move into a new house and decide to Netscape before you landscape.
- 2) You start tilting your head sideways to smile. :-)
- 1) Immediately after reading this list, you e-mail it to someone.