

## HOW TO...

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## UNDERSTAND THE KEY PRINCIPLES

### EDITIONS and FUNCTIONALITY

**author** draws flowcharts for you – you do not need to drag and drop, manage pagination, or design your own format.

There are 3 editions of **author** offering different levels of functionality (see separate sheet). All editions are upwards compatible. The top of the range edition is the fully featured **author**.

The INTERMEDIATE edition also creates electronic (HTML) output but has more limited functionality.

The STARTER edition does not create electronic (HTML) output and has its own HowTo guide (qv).

**author** enables you to define and publish (as a set of HTML files viewable in a web browser) a complete management system based on process definitions using deployment flowcharts and the RACI (Responsible / Accountable (or Assists) / Consulted / Informed) methodology.

### WHERE YOUR DATA IS STORED

All data is held in a single dataset. The system is based on a number of “registers” or lists – Roles (Job Titles), Documents etc - which you define yourself. The Document Register is published as part of your complete, integrated system along with your process definitions.

Any document referenced in a process map will open in your web browser (so long as you have defined the file path to the actual document in the Document Register).

### THE PUBLISHED SYSTEM

An easy to use navigation menu is also provided in the published system, with comprehensive search facilities. A wide range of reports (such as automatically generated Job Descriptions) is available both in print and as part of your published system.

### OTHER OPTIONS

These notes give an introduction to some of the main features of **author** (see the User Guide for more detailed information).

You can manipulate your data in a number of ways, including Exporting and Importing selected processes between datasets.

The software has 3 “views” (“**Easy menu**” / “**Normal view**” / “**Extended functions**”). Only the **Easy menu** and **Normal views** are described in this document – see the User Guide for information about the **Extended functions**).

See **HOW TO... GET STARTED / EASY MENU** to start using the software.

## GET STARTED / EASY MENU

Open **author** from the icon on your desktop.

### EASY MENU / NORMAL VIEW / EXTENDED FUNCTIONS

When you open **author**, the last dataset used will always be opened for you (a sample dataset will be opened the first time). If the last used dataset has been moved or deleted, you will be returned to the “Normal view” to select a dataset or create a new one.

At any time you can select the **Easy menu / Normal view / Extended functions**. The three “views” are designed for:

- **Easy menu:** for the first time user, and for a user who hasn't used the software for some time and who wants to create a new process description
- **Normal view:** for routine functions and everyday use
- **Extended functions:** for less common requirements & for the more sophisticated user.

### EASY MENU

At any time if you want to select a different dataset, go to the **Easy menu** page and click the “**Change**” button for “**Data saved here**”.

Each screen in the Easy menu section has its own guidance notes. Default values are shown where relevant, but you can overwrite them as required.

At any time in the Easy menu, you can select **Normal view** to view the dataset that you have updated and to use the full features of **author** to (eg):

- change the order of tasks within a process
- change a task to be a HEADER task
- print a process using the Excel View (this gives a more professional output for presentations etc)
- add a new Process Group
- move a process to a different group
- move a Role to a different Department

as well as to define file paths for document links, publishing your system electronically and a range of analyses and reports.

### - DEFINE A PROCESS

Each process must have a unique Reference, and must belong to a Process Group (remember that these can be changed easily using the **Normal view** at a later stage).

You can move through the screens by selecting “**Continue**” or by clicking the required **Step** number.

Select “**Finish**” to: view the flowchart for a process you have defined, add another process or return to the “**Easy Menu**”.

### - SHOW FLOWCHART

Select the “**Show flowchart**” button on the “**Easy Menu**” to see a list of the processes in the current dataset (and to select one to view). If you want to edit an existing process, select the “**Normal view**”.

### - IMPORT A LIST OF ROLES

If you have a list of Roles (Job Titles) available electronically, you can: select the “**Import list of roles**” button, enter a Department name, paste your list of Role titles and “**Continue**”. You can then delete any which you don’t want to retain and “**Finish**”.

Repeat the steps to add another Department. These Role titles will then be available for allocation when you define your processes (you will also be able to type in additional Roles as you define each process).

## USE THE NORMAL VIEW / EXTENDED FEATURES

### NORMAL VIEW

To create a new dataset, select the “**New dataset**” button, select a folder and give the dataset a name.

Or if you have already defined a dataset, select “**Get dataset**” and browse to it.

This will take you to the **System Manager** tab. Go to **List Manager** and highlight “**Process Groups**” in the list on the left.

### ADDING A PROCESS

Click “**Add Process group**” and enter a process group name (every system must have at least one process group defined before you define any processes).

Go to the **Process Manager** tab and click the “**Yes**” button to add a process.

Enter a Process Reference, a Process Title and “**OK**”. This adds the new process to the list of processes in the “**Select Process**” sub tab in the lower half of the screen.

### ADDING TASKS

Go to the **Task Manager** tab. This shows you the first task (already created for you) in the new process. The Task Title and Description are both blank – to change them: either click the “**Change**” button or double click in either the task title or task description fields to open a new window. Enter the required text and “**OK**”.

To add another task: click the “**Add**” button and continue.

If you want to re-sequence a task: highlight it in the list of tasks in the “**Task Sequence**” subtab and click the “**Move up**” button until it is the required position.

To “**Add**” a task, select the task you want to insert it after and click the “**Add**” button.

Header Tasks: if you want to define a header task at the start of the distinct stage in a process, enter the task in the normal way (NB it can be useful to use upper case) and then tick the “**Header**” box in the top left of the window.

You have now listed a series of tasks within the process.

### ADDING ROLES

To set up a corporate list of Roles (Job Titles) from which to select the roles involved in this process, see **HOW TO... MANAGE THE LIST OF ROLES**.

If you have set up the required Roles, go to **Process Manager** and select the “**Roles**” subtab. (You can always go back and add a Role later, then continue)

The lower half of the screen lists all the current entries in the Role Register. Select each role you want to select for the current process and “**Add**” them to the list on the left hand side.

Now go to **Task Manager** and select the first task in the list. Select the “**Roles**” subtab.

Select each role involved in the task from the list on the right and click “**Add**”. Click on the type of involvement in the new window. Do the same for each other role involved in the task.

[Note that you cannot allocate role involvements to header tasks]

To move on to the next task, either: use the slide bar to the left of the screen or the “**Task Sequence**” subtab. Work your way through the other tasks and select the types of involvement as required.

## ADDING DOCUMENTS

When you have set up documents in the Document Register (See **HOW TO... MANAGE THE DOCUMENT REGISTER**) you can allocate them in the same way using the “**Documents**” subtab.

## VIEWING A PROCESS

To see what the process description looks like: go to **Process Manager** / “**Select Process**” and highlight the process in the list. Click the “**View**” button to the right. This generates an HTML page which is displayed in your default web browser.

Be aware that printing from a web browser is less than ideal, so if you want a properly formatted version go to the **Print** tab and select the process from the list.

Click the “**Excel View**” button to get a formatted, paginated version which you can save as a .pdf file if (eg) you need to email the process description.

See **HOW TO... PRINT PROCESS DETAILS** for further details of the various ways to print process flowcharts and other process information.

## EXTENDED FEATURES

See the User Guide for the additional functionality available.

## PLAN YOUR SYSTEM STRUCTURE

It will help to have an idea of how your final system will be structured before you start (although it is not difficult to change your mind at a later stage).

### BASIC “REGISTERS”

Depending on the version of **author** installed, you have the following “registers” (or lists) available for you to populate as required:

PROCESS GROUPS and PROCESSES

CATEGORIES [full version only]

DEPARTMENTS and ROLES

DOCUMENT GROUPS and DOCUMENTS

STANDARDS and SECTIONS

RESOURCE GROUPS AND RESOURCES

“CUSTOM” GROUPS AND ITEMS [not INTERMEDIATE]

As a minimum, you will need to create at least 1 PROCESS GROUP before you can define your first PROCESS.

Define DEPARTMENTS (any logical grouping which will make it easy for you to find a Role) and ROLES to give you the Job Titles required for Role involvement in a process.

Then define your DOCUMENT GROUPS (any logical grouping which will make it easy for you to find a specific Document) and DOCUMENTS which you may want to refer to within your process descriptions, or which you want to make available via the Document Register (this can give you a good way to control access to files).

If you have a number of different groups which logically belong together, use the CATEGORIES option to group PROCESS GROUPS and DOCUMENT GROUPS together (they can be listed together in an index linked from a “customised” front page in [not INTERMEDIATE]).

When you define a process, you select ROLES and DOCUMENTS from the relevant drop-down lists.

The “customised” front page and CATEGORIES option [not INTERMEDIATE] allow you to present a graphical picture and structure for your system which should enable users to navigate their way through the system easily.

## MANAGE THE LIST OF ROLES

Go to the **List Manager** tab and highlight the “**Roles**” entry in the left hand list.

### ADDING DEPARTMENTS AND ROLES

You must define at least one Department before you can add any Roles.

Click “**Add Department**” and enter a Department name. [For smaller organisations, we find that a limited number of departments such as “Internal Staff”, “Senior Manager” and “External Bodies” is sufficient.]

To add another Department: highlight “**Roles**” in the left hand list again and click “**Add Department**”.

To add a Role to a Department: highlight the required Department and click the “**Add Role**” button.

To change an entry: click the “**Change**” button or double click over one of the fields to open a new window.

To move a Role to another Department: “drag and drop” it.

### ADDING FURTHER DETAIL TO A ROLE

“Reports To”: if you select a Role to whom this Role reports, this information is used to build the Organisation Chart in the Sidemenu of the published system.

Generic Roles: you can “associate” a number of specific Roles such as “Sales Manager” with a generic Role such as “Line Manager”. This is used to extend the functionality of Job Description reports (eg in the **Sidemenu / Roles**) to allow you to view the list of tasks related to the generic Role as well as to the specific Role.

A change to a Role name is applied automatically to every affected process.

See also **HOW TO... PRINT ROLE REPORTS**

## MANAGE THE DOCUMENT REGISTER

Go to the **List Manager** tab and highlight the “**Documents**” entry in the left hand list.

### ADDING DOCUMENT GROUPS AND DOCUMENTS

You must define at least one Document Group before you can add any Document entries.

Click “**Add Document Group**” and enter a Group name.

To add another Group: highlight “**Documents**” in the left hand list again and click “**Add Document Group**”.

To add a Document to a Group: highlight the required Group and click the “**Add Document**” button.

To change an entry: click the “**Change**” button or double click over one of the fields to open a new window. This allows you to define a Document Owner etc and to specify a file path (if the document is to be accessible to users of the “published” system).

Tick the “Open in new window” box if you want the hyperlinked document to open in a new browser window when viewed.

To move a Document to another Group: “drag and drop” it.

You can also Copy a document entry to create a new entry.

When you publish the system electronically, the Document Usage report shows where (and how) each document is referred to in the various processes.

## ADD MORE DETAILS TO A PROCESS HEADER

Go to the **Process Manager** tab. Select:

Process Comments: this can be used for (eg) “Scope and Objectives”. To change the terminology: use the “Language” function in “System Manager” (see HOW TO... CUSTOMISE THE TERMINOLOGY)

Revision history: select the **Revision History** subtab and “**Add**”. You can change or delete items in the history as required. If you publish the system electronically, the revision history is available in the **electronic (HTML)** version of the flowchart.

“Under Review”: every new process is automatically flagged as **DRAFT**, and is shown as such when it is printed or published. Untick the “**Under Review**” flag to “authorise” it.

Process Owner/ Process Approver: this is also accessed throughout the revision history subtab. Click the “Change” button and select the required owner from the list. To cancel a selection: select “(none)”.

## ADD MORE DETAILS TO A TASK

The flow lines on a flowchart are drawn by **author** to connect each “Responsible” role to the next.

To break this flow: tick the “**Do not link to next task**” box.

Branches: the “normal” flow in a process is as described above. If there are circumstances when you would follow a different route:

- select the “**Branch to**” subtab for the task which has the alternative route out
- select the destination task in the right hand list
- click the “To” button
- enter a reason (“xxx”) for going this alternative route (this will be printed in the Task Description column of the flowchart in the form “**Go To 1.23 if xxx**”).

Decision Gates: If you want to make a task stand out in a process flow, you can use the Decision Gate symbol (selected in the same way as for a branch). This does not create an alternative route but the “Responsible” symbol is replaced with a solid diamond. A comment can still be added.

Link to a document: set up the document (and its file path) in the Document Register (See **HOW TO... MANAGE THE DOCUMENT REGISTER**) and select the “**Documents**” subtab. Select the required document, “**Add**” and specify how the document is used.

Link to a sub process: set up at least the process header for the destination process and select the “**Sub-process**” subtab. Select the required sub process (if required, you can link to an individual task within the process by expanding the list on the right hand side) and “**Add**” the selected process to the left hand side.

There is no limit to the number of sub processes you can link to from a task.

## PRINT PROCESS DETAILS

Go to the **Print** tab and select **Processes**.

Remember that printing from your web browser is never totally reliable, especially when you are printing flowcharts. For this reason, we use Excel to produce a standardised, paginated process description with transfers well into .pdf format.

**Process Flowchart:** Use the tick boxes to select which elements of the process details you want to show on the flowchart.

Click the “**View**” button to create an HTML version.

Click the “**Excel View**” button to create the fully formatted and paginated version. If you have .pdf creation software, you can “print” to that software to generate a .pdf which you can, for example, email or link into the published system.

**Process Checklist:** “Tick” the processes to be printed. This report is often used as an audit checklist for a process. The first screen allows you to suppress selected tasks from the report. You can also choose to include hyperlinks to referenced documents in the report.

The default is to list each responsible role at the top of the report, although this can be suppressed.

You are then asked to “**Save As...**” to define a location for the .rtf document which is created.

**Summary List of Processes:** this list all processes in the dataset by process group.

**Process Responsible Role Report:** for a selected process, this summarises all tasks for which each involved role is responsible. This allows you to create automatically that section of a “traditional” narrative procedure which attempts to summarise what happens within the process.

## PRINT ROLE REPORTS

Go to the **Print** tab and select “**Roles**”.

**Job Description**: the default is to show all tasks in which the selected role(s) are involved.

(Report Options)

Tick the “Responsible” box to show only the tasks for which the role is responsible.

Tick the “Under Review” box to show only those processes which are currently flagged as under review.

If the selected role is associated with a generic role, tick the “Generic Role(s)” box to see additional reports for the associated generic roles.

**Role Processes**: this report lists all the processes in which the selected Role(s) are involved.

**Owned Documents**: this report lists the documents “owned” by the selected Role(s).

**Custom Requirements**: this report lists the “Custom” items allocated to tasks for which the selected Role(s) are responsible.

**Resource Requirements**: this report lists the Resources allocated to tasks for which the selected Role(s) are responsible.

List of processes in which selected Roles are involved (**Role Involvement Matrix / Roles & Responsibility Matrix**): these reports are created as files which allow you to manipulate the data further if required. Select the Roles to include in a list of all relevant tasks showing the type of involvement (RACI) of the selected Role(s).

The details are listed:

- in up to 3 separate columns (Roles and Responsibilities Matrix)
- as a list with 4 columns for the type of “RACI” involvement (Role Involvement Matrix).

(Report Options)

Tick the appropriate box(es) to select to show “all” tasks / Key Tasks / Decision Gate tasks.

Tick “Roles List” to show the selected Roles at the end of the report.

You can choose to include all Associated Roles for a selected Generic Role in the Roles & Responsibility Matrix report.

See also the **Process Responsible Role Report** in **HOW TO... PRINT PROCESS DETAILS** (above).

## CUSTOMISE THE TERMINOLOGY

Go to the **System Manager** tab and select the “**Edit Language**” button.

To define a language file, click the “**Add**” button. Give it a name to identify the language variation (this will appear in the sidemenu in the published system) and a file name.

To edit the default terminology: select the word or phrase to be edited (the system displays Help text to explain where it is used) and double click the entry (or click over the displayed field) to display a new window.

The list can also be sorted by clicking on the column headers.

You can “**Clear all**” (or “**Clear**” for a selected item) to revert to the default value(s) for all items visible while a filter (see below) is active.

To find all fields using a particular word or phrase, enter the relevant text and click the “**Filter**” button.

You can also “**Import**” a language file (for example, from another user).

If you have defined more than one language file, Click the “**Set Language**” button to select the one required for use.

The selected language is then used:

i) as the default language in the published electronic system (although all others will be available for selection as well)

ii) for all field names on screen.

## PUBLISH THE SYSTEM ELECTRONICALLY (HTML)

The published (HTML) files for a selected dataset are, by default, created in a directory (the “**home directory**”) with the same name as the dataset from which they are generated:

for example: **C:/My Documents/author/Sample\_system.**

To select a different location: go to the **Publish** tab and “**Browse**” to the required folder. The selected file path will remain associated with that dataset.

Select “**Reset**” to default to the path which **author** will create when you publish (as above).

To customise the look of the published system, go to the **System Manager** tab, select the “**Other options**” button and then the:

- “**Custom Colours**” button to change selected button and background colours for the published system
- “**Sidemenu Links**” button to select Document Register entries to be shown as “direct” links in the published sidemenu.

To create or update your published (HTML) system: select any processes which you want to publish, then select “**Publish now**”.

You do not need to select any processes - all the relevant files (for documents, roles etc) other than process flowcharts are created when you publish your data for the first time.

These files are updated thereafter each time you select “**Publish now**” (even if you do not select any processes). This means that (for example) a change to a Role name will automatically be applied to every related published process - you do not need to republish the processes.

To access the published system: a “home page” record is created in the home directory (see above) in a file “**index.htm**”. Users should create a shortcut to the home page on the network to give them access to the published system from their Desktop.

Alternatively, you can create your own link(s) to the home page to incorporate the published system into your existing Intranet.

You can create a “customised” welcome page for your published (HTML) system (for example, with a graphic and hyperlinks to process groups or document groups). See the User Guide or contact Mandos for further details.