



Online Help User Group Meeting: Information and Ideas Exchanged



User Group attendees **Anita Hammond** (Claims), **Dana Poston** (Claims), and **Carol Bonesteel** (Case Management) check out the new look and feel for Online Help.

NIS MAS Users and Writers Meet to Improve Online Help

The first NIS MAS Online Help User Group meeting was held on January 31, 2002. For over three hours Online Help users from departments across the region shared their ideas and needs with the Solution Support Services (SSS) Documentation Team. The User Group meetings, which will be held on a quarterly basis, provide a way for the SSS Documentation Team to hear from the "troops" in the Kaiser trenches *directly, regularly, and confidently*.

Attending the meeting this quarter:

William Ellerbe – *Data Management*, **Anita Hammond**, **Leslie Sumner**, **Shirley Redmond**, **Yolandia Weekly**, **Rhonda Rhones**, **Jo-Jo Linsao**, **Judy Owiti**, **Dana Poston** – *Claims Administration*, **Mario Rodriguez** – *Member Services*, **Carol Bonesteel**, **Cynthia Marquardt**, **Pammy Wang**, **De Coleman** – *Utilization Management*

NIS MAS Users and Writers Meet to Improve Online Help (Continued)

The meeting was well received by those who attended and by the SSS Documentation Team as well. Evangeline Haughney, Documentation Manager, felt the meeting was "...a valuable source of information sharing." Thanks to the fantastic ideas offered by the attendees, the SSS Documentation Team plans to improve the Help system by making it easier to find information and initiate ways to encourage all users to rely on Online Help as a resource.

After an initial presentation and overview, the User Group separated into Breakout Groups to discuss in detail what they like/don't like about Online Help. Many of the suggestions made by the group are being implemented for the next release (March 20th). For example, the Online Help Feedback form will be available from any topic. In addition, new ways for users to communicate ideas to the Documentation Team as well as better index entries were discussed.

Looking Into the Online Help Future...



Where is NIS MAS Online Help going? Looks like the information superhighway is the direction that Online Help is about to take. Attendees were excited to hear that Online

Help is riding high on the Internet wave.

The User Group was treated to a "sneak preview" of what the WebHelp system will look like. In addition, they got to review and vote on different new looks (colors, fonts, etc.).

The information gathered from this usability-style study was so valuable that the SSS Documentation Team plans to have additional studies where you can cast your vote.

"Online Help will be our [KP's] salvation..."

**William Ellerbe,
Data Management**

Next NIS MAS User Group Meeting: April 25, 2002.

If you are interested in representing your department, mention it to your supervisor. Then, contact Evangeline.X.Haughney@kp.org OR (301) 816-5890.

Online Help User Group Meeting, January 2002



William Ellerbe (Data Management) and Mario Rodriguez (Member Services) test the new Online Help system.



.... And representing the Claims Department, Leslie Sumner, Judy Oweti, Yolanda Weekly, Shirley Redmond, and Jo Jo Linsao take a ride on the WebHelp Express.