



Solution Support Services (SSS) Documentation Team Unmasks MASK...

The SSS Documentation Team released its latest creation this month: the Mid-Atlantic States KnowledgeBase (MASK) information system. MASK, a web-based tool, replaces the NIS MAS Help system and offers users a ride on the Internet superhighway. Similar to NIS MAS Help, MASK provides desk-level procedures and job aids to help users better perform their daily duties. However, MASK provides additional features:

- **Natural Language Search** – Users can ask a question using “normal” language to look up information (“*How do I split a claim?*”).
- **Super Search Capabilities** – Users can click on links in MASK to access portable data files (Adobe PDF) for Policies & Procedures as well as Microsoft PowerPoint, Excel, and Word files.
- **Improved Navigation** – Users can move back and forward through “pages” of information that they open with the click of a button.
- **More Pleasing to the Eye** – MASK displays in an Internet browser (Internet Explorer or Netscape) and offers the colors, layout, and options associated with the Internet.
- **Bookmarks** – Users can bookmark a favorite or frequently used “page” so they can find it quickly without having to search for it again.
- **Reports** – MASK provides reports that detail the “pages” that are read the most and what kinds of questions keep coming up. This information can help training to zero in on important training issues.

Users have eagerly been awaiting the release of the new help/information system. According to **Evangeline Haughney**, Documentation Manager, “We are excited about using the latest in technology for online help systems at KP Mid-Atlantic.”

Icon/Logo Contest

Several KP artists submitted their ideas for a new log for the new help/information system. The Documentation Team would like to thank **Denise Ajaj,**

Becky Mayo, Dominique Dancourt, and **Robin Wania**



for submitting their ideas and drawings. However, a winner could not be selected from the submissions because a consensus could not be formed. In other words, it was a tie vote. Because of the tie, SSS Documentation put on their thinking caps and came up with **MASK**. A thank you gift for submitting an idea was presented to Denise, Becky, Dominique, and Robin.

MASK Update Schedule

Because MASK is published via the web, the SSS

Documentation Team can release updates on a weekly basis! Please use the **Contact Us** form or call Evangeline Haughney (301 625-6653) with a change or addition. **If you get your request in by a Tuesday, your change can be published the following Monday!** So, contact us!!!!



User Group Meeting Meets Again

User Group attendees **Carol Mutuku, Anita Hammond, Leslie Sumner, Rolondo Richards, Dana Poston** (Claims), **Mario Rodriguez** (Member Services), **William Bull** (OPL&R), **Abubaker Suliman** (Data Analysis and Reporting), and **William Ellerbe** (Data Management) participated in testing features and options in MASK. Input from the User Group (such as colors, font size, and buttons) was incorporated into the final MASK design. Thanks to all who gave their time and input! Check out MASK to see what *your* User Group helped design.

And, congratulations to **Dana Poston** who won a movie gift certificate at the User Group Meeting raffle!

✦ **Next MASK User Group Meeting: July 25, 2002** ✦

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