

Results Software FAQ

July 2018

The Results Management System™ and RESULTS Software | The Power to Improve



SEE. BELIEVE. ACHIEVE.

Q1: What is Results Software?

A: Results Software¹ easily manages and connects all employees to your performance management measures. As a single source of all performance data, Results Software is visible 24x7 from any device. In addition, Results Software data is the centerpiece for regular business reviews, team meetings, and one-on-one's.

Results Software also contains a project management engine with the functionality to manage performance management projects such as Lean problem solving projects and strategic breakthrough initiatives. These are set up with owners and due dates enabling complete transparency between senior leadership, appropriate staff, and citizens.

Q2: Is the software installed onsite or is it in the cloud?

A: Results is a SaaS-based (software as a service) and is located in the cloud. It resides on the Microsoft® Azure® cloud infrastructure platform.

Q3: Is it secure? How will I know my data is safe?

A: The Azure® platform is highly secure. In addition, Results is regularly penetration tested by security professionals to ensure the safety and integrity of your data and that it is protected from unauthorized access.

Q4: Do other organizations have access to my data in the cloud?

A: Data is logically separated by “tenant” to ensure your data is secure and only accessible to your organization. If your policy requires complete physical separation of data, Results can be hosted for you in a single-tenant mode at an additional cost.

Q5: How do people authenticate to Results?

A: Results uses your Active Directory to authenticate to the server. Permissions (who can see and change things in Results) also is controlled through your Active Directory.

Q6: Do I have to be at my desk to see my data?

A: No. Since Results is cloud-based, you can access your data anywhere you have an internet connection. And since it is web-based, you can access the data via any mobile device.

Q7: How is my data stored?

A: Your data is stored in the Azure SQL Database and is backed up with the ability to restore to any point within the past 14 days.

¹ See “About Results Software” at the end of this document.

Q8: Do I have to use Results to see my data? Can I use my own analytics tools?

A: Your data is exported nightly to a data warehouse. You can use Power BI, which is built into Results, or you can use the power of any number of emerging products including portals, analytics, artificial intelligence, and machine learning tools to query your data while ensuring the native data is untouched in Results.

Q9: What is the onboarding process like, including set-up and training?

A: The onboarding process² is very quick and painless. We work with your IT shop to connect Results to your Active Directory. We will pre-load your performance measures, to the extent they exist, for you. This process typically takes less than two weeks. We have users training that typically lasts one hour and has received great reviews. We like to make training a fun experience. Training for system administrators (typically your lean leader) takes two hours. We deliver this training at your location and can deliver training via webinar as well.

Q10: What is the platform that it's running on?

A: Results is running on the Microsoft® Azure® cloud-computing platform.

Q11: How can I be assured that security will be consistent with other organization's requirements?

A: When we set out to develop RESULTS, we spent years gathering the requirements, first from customers who have installed and use the RMS (Results Management System) now numbering over 60 organizations. In that process we also made sure we met with CIOs and other technologists who could guide us to the requirements, which led us to use Microsoft® cloud-computing software and its associated industry standards for security.

Q12: How do I get data into Results?

A: Getting data into Results is very easy. Data entry can be done manually as well as through connectors to CSV files as well as dedicated system connectors.

Q13: How often will it be upgraded?

A: Results software development is managed in an agile environment. A regular cadence of monthly releases is used to deploy new functionality as well as any bug fixes. Results is planned out over a 12-18 month period with a roadmap of new features and functions.

² Mass Ingenuity will provide a detailed Active Directory Federated Services (ADFS) application note.

Q14: Can I get special reports on utilization?

A: Yes, special reports and audits are available.

Q15: Can I download data into Excel?

A: Yes, data within Results can be downloaded into Excel directly from the application as well as through the Data Warehouse.

Q16: Can I manipulate the data into different charts, i.e., pie charts, etc.?

A: Yes, you can choose different charts and other visual management schemes by using the embedded Power BI reporting capability.

Q17: How do I ensure integrity of the data?

A: Only assigned owners can change their data. For increased data integrity we suggest connecting directly to your source files that have been exported from various enterprise applications.

Q18: Can I sort data, i.e., to see only “red” measures?

A: Yes, Results provides several options for searching and sorting data.

Q19: Can I group measures within Results?

A: Yes, Results has a flexible and easy to use Group Function. Data can be grouped across the organization and shared with users via an intuitive sharing function.

Q20: Are projects supported within Results?

A: Yes, Results has a Project Management engine that can easily be applied to strategic initiatives, full lean projects, and problem solving at any level.

Q21: What about document access?

A: Results has a Document Management engine that supports uploading documents throughout the application. Tools, job aids, success stories, reference materials, and a host of other documents can be easily organized within Results.

About Results Software

Mass Ingenuity's software easily manages and connects all employees to your management system and its performance management measures.

Facts and data are the foundation for a results-driven operation. Our methodology includes developing a review process of the Fundamental Outcome and Process Measures in order to monitor and make adjustments. Using the performance measurement thresholds of "red/yellow/green," Outcome and Process Measures will be highly visible and transparent, which will drive accountability for results and accelerate improvement cycles.

Results Software is a SaaS enterprise application specifically designed for performance management systems. It runs on the Microsoft® Azure® Cloud Computing Platform and takes full advantage of the cloud computing services, security, and performance.

As a cloud-based SaaS application, there is no need to create a new IT project. Plus, Results Software is easily set up in two to five business days.

As a single source of all performance data, Results Software will be visible 24x7 from any device. In addition, Results Software data is the centerpiece for regular business reviews, team meetings, and one-on-one's.

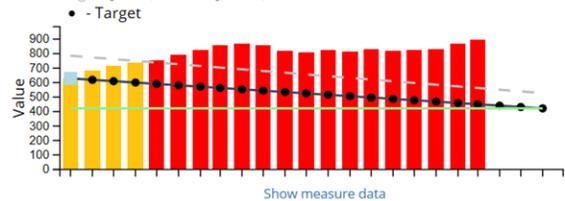
Results Software also contains a project management engine with the functionality to manage performance management projects such as Lean problem solving projects and strategic breakthrough initiatives. These are set up with owners and due dates enabling complete transparency between senior leadership, appropriate staff, and citizens.

Operationalizing your strategic business plan requires constant performance monitoring and adjustment. Having your performance data in Results Software will provide the organization with extensive business intelligence (BI) tools, as well as visual analytics to be able to analyze, assess, and share what the data is saying about your business.



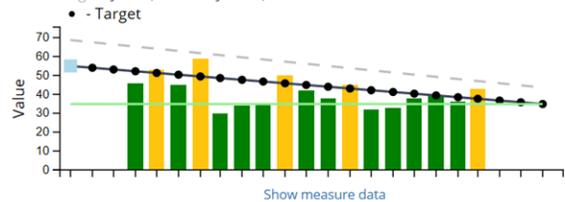
MM02BHQ4 : Quantity of vacant COII positions

Calculation: # of vacant COII positions
Date Range: Jul 31, 2016 to Jun 30, 2018



MM07BHQ4 : Quantity of staff assaults

Calculation: # of staff assaults
Date Range: Jul 31, 2016 to Jun 30, 2018



Results Software Quick Facts

- **Cloud-Based Software** – No need for an IT project. Results Software is cloud-based and is operational enterprise-wide in a few days.
- **UI/UX Philosophy** – For the ultimate in ease-of-use and optimized performance, Results Software focuses on a “2-clicks” to anywhere UI/UX philosophy.
- **Easy Onboarding** – Employees quickly become users through fast ADFS onboarding via your active directory.
- **Security** – Results Software is NIST 800-53 rev 4 and HIPAA compliant.
- **Data Warehouse** – Leverage the emerging power of portals, analytics, artificial intelligence, machine learning, and process optimization without risking source information.
- **Fully Mobile** – Enter data or check in on a process improvement project from any device anywhere in the world at any time.
- **Microsoft® Azure® Platform** – Built on Microsoft’s premier world class cloud platform. Additional Azure web services are very easy to add to Results Software.
- **Power BI Analytics** – Deliver knowledge and insights through state-of-the-art analytics that help analyze and visualize any data in your performance management system.
- **Training** – Results Software training is designed and organized for both onsite and webinar delivery. Training is targeted for the three primary user types: administrators, power users, and users.
- **Job Aids** – Mass Ingenuity provides a library of job aids for all user types.
- **Print Engine** – Results Software contains a powerful print engine that ensures that measure charts are easy to print independent of printer type. In addition, the print engine generates PDF files that can be saved and archived if desired.
- **Project Management** – Results Software contains a project management engine with the functionality to manage performance management projects such as problem solving, lean projects, strategic initiatives, breakthrough projects.
- **Tools and Document Management** – Results Software has the capability to store and manage tools, templates, samples, and documents. This ensures that all artifacts associated with performance management can be maintained within Results Software.
- **ADA Accessibility Compliance** – Results Software meets the accessibility requirements for web-based SaaS applications.
- **VPAT**: Voluntary Product Accessibility Template completed and documents Section 508 accessibility.