

TIMS·3-FAQ

FREQUENTLY ASKED QUESTIONS ABOUT TIMS3

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TIMS3 Background

What is TIMS3?

Technical Information Management System – TIMS3 is a document management system that provides a powerful tool for managing any type of file including engineering drawings and references on a LAN, WAN or through the Internet.

Who develops TIMS3?

TIMS3 is developed by Giffels Associates Ltd. Giffels Associates is a full-service, employee-owned, consulting and contracting organization offering architectural, engineering, management and construction services worldwide. Giffels headquarters is located in Toronto Canada.

How is TIMS3 designed?

TIMS3 is designed for real existing business needs. Drawing from the requirements of our large external and internal user base, the TIMS3 Development Group is focused towards business needs in today's environment. These needs are reflected in the user-friendly interfaces, Internet ready ProjectWeb & TIMS3Web, multiple site switching, and project replication features.

TIMS3 Mission

The TIMS3 Development Group provides low cost, full featured, document management solutions for businesses with document management needs. Our aim is to become a world leader in document management solutions, while maintaining the highest quality standards for our clients.

How long has TIMS3 been on the market?

TIMS3 was originally developed as a file and project management system in the mid 1980's. Since its release, TIMS3 has gone through four generations of development.

Why is TIMS3 offered at such competitive rates?

The focus of TIMS3 Sales is to gain market share by selling a quality product that is easy to use, with powerful features for low cost. TIMS3 manages this by supporting the cost of development through low annual maintenance fees from their large user base and system sales. In this manner Giffels is able to offer TIMS3 at a cost of often less than half that of competitive products.

Is TIMS3 available through a Reseller network?

TIMS3 is sold both from Giffels internal sales representatives and from a growing network of professional servicing companies. Please contact sales@tims3.com to find out the nearest servicing center, or to apply to become a value added reseller.

Is TIMS3 sold to Government Agencies?

TIMS3 is sold to several government agencies, among them several cities, municipalities and transportation agencies. TIMS3 is widely accepted among these offices due to its ease of use, site switching between offices and many automated productivity enhancing features.

Company Specific Issues

Would my company be a candidate for a TIMS3 system?

TIMS3 is a very robust platform with wide market appeal. Although the primary market of TIMS3 is Engineering and Architecture, it is also used in many other businesses such as: pharmaceutical, research, training / learning, financial and legal organizations.

Can TIMS3 be used as an enterprise wide solution for document management?

TIMS3 is an ideal choice for many companies as an overall document management system. It is easy to use and adopt, recognizes all types of files, and uses the same file mapping association as the Windows Operating System. As well, the same features, which assist project managers in project organization, can also be used for a wide variety of needs with any department.

Why use TIMS3 for an enterprise wide document management solution?

TIMS3 is a very streamlined product with powerful features. It can be scaled in size to virtually any degree. Both the user and administrator interfaces are easy to learn and adopt. With many custom features it can be easily fit to a business's specific needs.

Setting up the system usually takes one to two days with no interruption to ongoing work. Training and adoption of the system is usually performed within two to three days. For most client installations, the TIMS3 system can be set up and running, with users and administrators fully trained - within one week!

CAD Design Software

What makes TIMS3 such an important tool for design and engineering tasks?

TIMS3 is designed to assist project leaders and teams to manage the process of document creation, management, security and revision.

Handy tools such as Document Sets, Pack-n-Go zipping and detail reports add organization, time and performance enhancing features. Document Sets are a valuable aid in project organization, easily dragging file pointers to a virtual directory for temporary or long term use. Pack-n-Go zipping enables users to select files and their references, to package them into a convenient zip file – ideal for client servicing. TIMS3 is delivered with over 30 detail reports with which managers can monitor project progress with ease.

With integrated reference file recognition for major CAD packages, TIMS3 can seamlessly integrate with design environments. If TIMS3 is not presently compliant with a CAD package, clients can simply request this feature to be programmed into the system.

Does TIMS3 only handle CAD drawing files and does it manage other file types?

TIMS3 manages and tracks any type of file. Meta-data associated with each file is securely stored within a centralized database. This valuable meta-data enables any user on the system to easily access this information directly from the database view window or through it's extended file properties. As well, the system tracks all document transactions, whether the user opens, creates, deletes, modifies, revises, moves, copies, discards changes, renames, updates client/server or unlocks it.

What type of CAD programs is TIMS3 currently compliant with?

TIMS3 is in constant development with a team of dedicated programmers enhancing its features and capabilities. Clients can count on TIMS3 being compliant with the most recent versions of MicroStation, AutoCAD, Unigraphics and Solidworks. Feel free to contact a sales representative or visit the TIMS3 website for specific compatibility with other CAD packages.

Does TIMS3 integration recognize and associate CAD reference files?

TIMS3 will automatically check out all reference files associated with a given CAD file for AutoCAD, Unigraphics or MicroStation files. As well, through an automated tool TIMS3 will also refer the master from the reference file.

Does TIMS3 integrate with third party viewers and bulk plotting programs?

Users can integrate virtually any type of viewer and bulk printing programs quickly and easily. These can be run from the server or directly from client workstations – depending on how the programs function. There are a number of free viewers available for download off of the Internet. We would be happy to recommend a viewer solution for your specific needs. As well, there are many free viewers available for download off the Internet.

Core Functionality

What does TIMS3 do for me?

TIMS3 provides file and directory documenting, indexing, organization, searching, tracking, resource accounting, revision control, automatic network cleanup, secure controlled access, pack-and-go zipping, meta-data modification and system customization.

What is Meta-Data?

Meta-Data is a collection of information that is applied to specific objects. In the case of TIMS3, meta-data is a wealth of information that is stored in the TIMS3 database to define the document files and project folders on the system. TIMS3 also uses meta-data to store document history, user and system security, document and table relationship, revision, and client / contact information.

At a document and project level, meta-data enables users to perform complex searching and filtering. It also provides data to assist in file identification, assist decision-making and assessment, and improves quality communication of information throughout the organization.

How does TIMS3 provide document management facilities?

TIMS3 provides three main user interfaces:

[Project Navigator](#) provides a Windows explorer style view of server directories for users to check-in/check-out, edit database descriptions, move, rename, create new and register files. This interface is intended for the everyday user to find, access and edit their documents.

Project Navigator is very easy to use and adopt due to its familiar interface and user-friendly features. With graphical document status icons and a wealth of meta-data available at a user's fingertips, users can assess a wide range of document and project information within seconds.

[TIMS3 Data Manager](#) provides a query-by-form interface to database information for review, searching or editing. Data Manager is also used to manage security and TIMS3 configuration on a system wide basis. This interface is designed for the TIMS3/Database Administrator, as well as allowing reduced access for super users and managers. With simplified database and system administration tools, TIMS3 Administrators do not need to be database or network experts.

[ProjectWeb](#) provides an out-of-the-box web browser based interface to access the TIMS3 document-database. Users can browse the system using Windows Explorer type interface and view the document file through third party browser plug-ins. This interface is intended for casual users to check on project progress or to review documents through a user-friendly browser interface.

What kind of searching is TIMS3 capable of?

TIMS3 enables users to perform both simple and complex searches and filters. Users may choose to perform a system wide search using the Find Files function to return all the results that match the search criteria. Users can also perform a manual search using the Filter function to manually flip between project folders for matching documents. In both of the above cases, the user may either use single or multiple search criteria based on the available meta-data.

Does TIMS3 maintain NT file and directory permissions?

TIMS3 simplifies NT security setup by allowing the administrator to define the security model that TIMS3 should use. Each file is assigned an NT privilege, and file revisions are saved in NT compressed file format for archiving.

Does TIMS3 have its own user login and password?

TIMS3 connectivity is tightly integrated with NT domain user accounts; there is no need for a second user authentication.

How does TIMS3 security work?

TIMS3 authenticates users against their Windows 2000/NT login, associating the user's status and group(s). The user will be given appropriate rights in TIMS3 matching their access rights. TIMS3 security is broken down into two interfaces: Access Rights and User Privilege Levels.

Access Rights govern the overall security structure of TIMS. These rights affect both users and reviewers – not administrators who are exempt from these rules. This is set up in an easy to use matrix covering: Projects, Company, Contact, Document, Document Sets and Revisions. For each of these system objects there are four access actions: Review, Edit, Insert and Delete, and four levels of permissions: All, Group, Owner or No Access. Using these tools administrators can easily create a very specific security model for their needs.

User Privilege Levels is a table that stores the records of all the users on the TIMS3 system. These users will be authenticated against their Windows NT/2000 login. Administrators can adjust individual user rights easily. Users can be assigned No Access, Review Only, Regular User, or Manager/Administrator access privilege. The rights for Users and Reviewers are contingent upon the system Access Rights.

TIMS3 also enables "associate groups" to associate Windows groups together. These

associated groups will have access to their own files as defined in the Access Rights section, as well as adopting the rights for their associated group. For example, if the Electrical group needed full access to the Architecture group's documents, they could make an association between the groups to enable access.

We can see that security can be defined in several ways: at the user level by adding groups to the users profile to enable access to single or multiple group(s) documents, at the group level by adding associate groups to have access to single or multiple groups documents, and at a system level with overall access rights governing the TIMS3 system.

Can TIMS3 be customized?

TIMS3 is a very flexible system that can be customized for client needs. Through the use of custom fields, clients can design company specific meta-data that will be associated with each document in the system. To speed up document searching, users can create indexed fields for quick access.

Using TIMS3 Data Manager administrators with more advanced database skills can perform direct database table additions and changes. With a wide variety of tools, table maintenance and configuration can be performed.

TIMS3 can also be used for a wide range of duties from: cataloguing, project management, revision tracking, document change history, secure check in/out, file security and access privileges, multi site and company collaboration, secure Internet access, detailed reporting, archiving, and standardizing document and project organization.

Is TIMS3 capable of maintaining multiple revisions of documents?

TIMS3 can create and maintain over 1,000 different revisions of each document. Each revision will be numbered in order, compressed on NTFS drives and locked for read-only access. Simply create revisions or roll back using drag-n-drop functionality.

What kind of reporting can be performed in TIMS3?

TIMS3 comes complete with over 30 pre-designed reports for data analysis. The easy to use interface allows reports to be generated at a moments notice.

Report Wizard Utility is included with TIMS3 to enable users to design their own custom reports. As well, users can integrate any ODBC compliant reports such as: MS Access or Crystal Reports.

Does TIMS3 have secured record locking?

TIMS3 locks documents to prevent multiple users from gaining modification access to a single file at the same time. Instead one user will be able to modify a file at a time, and multiple users can access a file for read-only access – secure Check-In / Check-Out.

What other Project Management features does TIMS3 have?

TIMS3 provides a number of handy project management tools and features. Among these tools are Document Sets and Pack-n-Go features.

Create handy Document Sets (virtual folders) used for storing shortcuts to documents stored in other project folders. Allows users to quickly and easily organize related documents together without moving the original documents. Delete documents from these sets, or the whole set without affecting the original documents.

Use pack-n-go zipping of files and associated reference files to quickly and easily package documents for transport. Pack-n-go can automatically include reference files to the master files being zipped. Pack-n-go is able to automatically generate an MS Outlook e-mail message with the zip file attachment for improved client servicing.

Multiple Site and Internet Connectivity

Can I log into TIMS3 from off-site?

There are several ways in which users can gain access to TIMS3 from a different site or through the Internet. Users can gain direct client access to documents on the TIMS3 system through trusted domains on a LAN, WAN or through the Internet via VPN. Users also have the choice to connect over the Internet or dialup using the ProjectWeb browser interface. Access speed is limited to the bandwidth of the server and client connections.

Can users switch between TIMS3 sites?

Users can easily switch between TIMS3 sites provided they have access rights to the requested site.

Is ProjectWeb an out-of-the-box solution?

There is no customization needed to set up the full functionality of ProjectWeb. As well, since Windows server licenses include a full license to Internet Information Services (IIS), there is no need to purchase additional software.

How does TIMS3 Project / Site Replication Work?

Project and Site Replication can be performed easily and securely between two or more TIMS3 sites through a LAN, WAN or via the Internet. Generally, project/site replication is performed between two sites through a secure Virtual Private Network (VPN).

Replication is a one-way transfer of projects and documents or an entire site, from one site to another. TIMS3 will synchronize projects and documents to a replicated server, enabling users to gain local access to view files. Update and transfer of files will be scheduled for off hours or over lunch. This feature enables users to gain access to the most up-to-date documents available quickly, easily and securely.

System Specific Issues

How does the TIMS3 back end system function?

The TIMS3 back end system consists of two main components—the file server and the database server.

The File Server acts as a secure repository for all the system documents and project folders. The directory and file organization on the file server is closely reflected in the project and document design in Project Navigator (although these can differ based on a Clients preference). TIMS3 systems often have one database referencing several file servers. Project Navigator will display project folders from different file servers as if the files were all from the same file servers – no need to search between servers or partitions.

The TIMS3 database stores all the tables, logs, meta-data, security settings, user rights and other system data. The TIMS3 Database is the backbone of the document management system, storing all of the system's information, interactions and relationships. The view and properties in Project Navigator is based on information stored inside the database records.

Does TIMS3 provide an API for integration with other applications and custom software?

TIMS3 provides a complete OLE interface with Object properties and methods that can be used by most software development languages, including Visual C++, Visual Basic, Access and VBA.

Does TIMS3 create its own file-naming scheme to maintain security?

TIMS3 lets you define your own file names and does not rely on cryptic file names to ensure security. This ensures that if administrators need to perform back-end maintenance on the file server they will not be inhibited by the system. As well, this ensures that there is only limited reliance on the database system. In the case of database failure it would only require very simple adjustment to have the system up and running quickly.

Does TIMS3 store the files inside the database as Binary-Large-Objects (BLOBs)?

The database does not store files within itself, instead it only refers to files on the file server. This ensures that the database is not taxed in its processing and library functioning. Additionally, this type of file and database server separation greatly increases database stability—very low risk of system failure.

Does TIMS3 manage mapped network drives?

TIMS3 will work with mapped network drives but it does not manage mapping network drives. TIMS3 file access can be configured in either an "Open" or "Secure" Project environment.

Mapped drives are supported through the use of Open project directories. Its encouraged for clients to use Secure projects which requires unmapped drives. The TIMS3 interfaces will gain access to these drives through Windows Sockets technology. Without mapped drives, users will have no "back door" to gain access to files stored within the TIMS3 system.

What's the difference between an Open and a Secure Project directory?

TIMS3 file access configured through Open project directories means that files are accessed directly through either a common mapped drive letter and path or a UNC path name (e.g. \\MyServer\MyDisk\MyProject). Files are not checked out of an Open project directory, hence the server is always being used by the application software to maintain open file being viewed /edited.

Secure project directories involve checking out the file to the local workstation while the file is being edited/viewed. Secure project directories should not be visible through any common network share name. All access to the Secure project directories must be performed through the TIMS3 software - Open project directories can be accessed directly using TIMS3 or any other "Explorer" application.

Does TIMS3 support Novell networks?

TIMS3 supports Novell and other network mapped drive environments through its "Open Project" concept. Open projects use a common network share name to access files directly over the network. Open projects must rely on the document editor (application) to perform file locking to ensure only one user edits a document at a time.

Does TIMS3 maintain the only access to documents and can it be circumvented?

TIMS3 provides the only method of access to documents in a "Secure Project" environment. Secure Projects are directories on the TIMS3 NT file server that do not have shared network directories for general user access.

Can other document management systems be migrated to TIMS3?

The TIMS3 Tech Team members have extensive training in database manipulation and migration. The type of document management system in place and its meta-data setup will determine the amount of data that can be migrated to TIMS3. Contact a TIMS3 Technical Representative for more details.

Is there a way to bulk load data into TIMS3?

TIMS3 provides a number of methods to bulk load files into TIMS3. You can drag and drop files into TIMS3, use a file register utility or use the DBSync utility to synchronize the files on disk with the database records in TIMS3.

A new CD Import utility for bulk loading whole CD's of information into TIMS3 at one time. The files that are imported from the CD will copy each file into the system as well as automatically creating a new revision of each. This ensures that a copy of the original document will always be kept for referral as a read-only revision. This is especially useful for importing files from contracting companies. If there are many releases of the same files in the same directory format, there will be a detailed revision history of each update.

The TIMS3 Database

Why does TIMS3 use a database to manage documents?

Using a database is the best technology to manage and track data. The database stores various meta-data for both projects, documents, where it currently is, who owns it, present status and much more.

Using TIMS3 Data Manager, administrators can access user-friendly tools for performing direct table maintenance, design intricate security structures, generate reports and customize the system for your specific needs. TIMS3 provides powerful database functionality in a user-friendly interface, making the underlying database virtually invisible.

Can the TIMS3 database be accessed using standard tools?

TIMS3 supports MS Access, MS SQL Server and Oracle databases. For systems greater than 15 users it's recommended that host the database should either be SQL Server or Oracle.

Advanced users can gain access to the database for direct manipulation or querying. However, its strongly recommended that clients consult with a TIMS3 technical consultant before performing any direct manipulation to the database.

The MIS department is concerned about the impact of having a document management system installed. Are these concerns valid?

TIMS3 is a very low maintenance and easy to use system. Once installed, TIMS3 performs its own automated maintenance on a daily basis. The system does not require any major changes to the current file and directory setup. TIMS3 centralizes data for secure nightly backup. As well, TIMS3 requires no special hard drive setup, partitions, backup procedures or specialized database knowledge.

How long does it take to associate meta-data with all the documents on the system?

TIMS3 automatically reads and associates various file properties from new files being entered into the system. As well, the system will prompt users for additional required fields that need to be entered. If the required fields are the same for all the files being entered in at a given time, the user can simply select "Ok for All" to associate the information for all files. If there is additional information that needs to be entered for files, administrators can update this data for many files at a time based on specific or broad filtering criteria. If there are document specific updates to meta-data fields, users can easily enter the information on a file-by-file basis.

On system installation, administrators will use a program to bulk load all the files and folders into the system. This program will automatically update all the file properties into the TIMS3 database.

How many files can TIMS3 effectively manage?

TIMS3 file and database components are designed to scale to virtually any degree and require minimum server processing. The file server is designed to integrate closely with Windows NT and 2000 servers. There are many clients who have well over 100,000 documents on one server. Server performance will depend on its hardware, other applications accessing the server, network bandwidth, workstation hardware, and the number of users making server requests at a given time.

How much database knowledge do users and administrators need?

Users do not need knowledge of how database's work, they can perform all their duties through the user-friendly client and web interfaces. Administrators need little or no database experience, as TIMS3 Data Manager provides simplified database tools in an easy to use format.

When does the TIMS3 database need to be backed up?

There is no need to backup SQL or Oracle databases, as they are very stable and reliable. Administrators may choose to back up the database on a nightly basis to provide utmost data security – advised for MS Access databases.

Getting Started with TIMS3

Can I install and learn TIMS3 on my own?

Using our comprehensive guides, companies can install and learn the TIMS3 system by themselves. However, experience shows that having a TIMS3 Technical Representative install and train users is the best and most cost effective solution.

Small or trial systems are fairly easy to install, see installation instructions included with the software download.

Are there training guides available for TIMS3?

TIMS3 training guides are available for download from our web site, they will also be provided to users who purchase the TIMS3 system.

What about User and Administrator Training?

Most customers prefer to train on-site at the time of system installation. The amount of time training will take depends on the number of people trained, class size and user ability. To save time and money, training is usually performed for a group of super-users who will be responsible for trouble shooting the normal users needs (who will learn from the step-by-step User Guide). TIMS3 Administrators will participate in a high level training course on system setup and maintenance.

Do I have to change the file system to install TIMS3?

TIMS3 is designed to integrate seamlessly with existing file structures. However, certain characters are reserved within the database. If there are any changes needed, a TIMS3 Technical Representative will contact you.

System Requirements

What are the workstation requirements?

The client workstation can be installed on Windows NT, 2000, 2003 and XP operating systems. The local workstation hard drive should be large enough to host any of the checked or copied out files.

What are the server requirements?

The network database and file server components must be installed on Windows NT, XP, 2003 or 2000. The file server must have enough hard drive space to support the TIMS3 files. Raid 5 hard drive format is recommended, as this will reduce the number of file server instances that customers need to purchase.

Clients must also purchase SQL Server or Oracle databases to host the TIMS3 database. For small installations a free MS Access run time database will be installed.

We recommend that there be at least 128 MB of RAM on the server drive. There should also be room to grow for new documents on the file server.

Learn more about TIMS3

Please visit www.tims3.com and download a trial version of our product. Download the guides under Documentation for installation and user help, and download the product sheets from Full Product Info or Download page. As well, the TIMS3 Presentation is a good overall view of the various products and system strengths.

Product Help

Information on TIMS3 Enterprise is also available from the following sources:

TIMS3 User Reference Guide
New Features in TIMS3
TIMS3 API Reference Guide

These documents are delivered on the TIMS3 release CD.

Frequently asked questions can be accessed at
http://www.tims3.com/OnlineGuides/TIMS3_FAQ.pdf

TIMS3 online guide can be obtained at
<http://www.tims3.com/onlineguides/UserGuide/timshelp.htm>

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