From:	Jack, Michael (JUS)
Sent:	February 10, 2009 6:54 PM
To:	Flindall, Robert (JUS)
Subject:	FW: INC000002167808 Priority 4 - Minimal has been assigned to JUS MSG OPP RMS ADMIN
Importance:	High

-----Original Message-----
From: Mesei, Donald (JUS)
Sent: February 10, 2009 3:35 PM
To: Jack, Michael (JUS)
Subject: INC000002167808 Priority 4 - Minimal has been assigned to JUS MSG OPP RMS ADMIN
Importance: High

Hi Mike,

I have updated our website (http://oppweb.sgc.gov.on.ca/intranet/opp_002279) to include links to the RMS User Manual. Ver 4.24 It's broken down into 7 parts due to the large size of each section. (Keep in mind that F1 help is always available to you from within Niche.)

There's a link right under News from the RMS Splash page and it will be on the 4.24.44 Information page as well.

Some day when you're on Days...give me a call and we can discuss this some more. (I'll fill you in on why it hasn't been there until now etc) You weren't the first person to ask for it but you did prompt me to revisit the issue and well...the rest is history. Happy reading.

Cheers,

Donald Mesei (#6053)
Sergeant — Business Analyst
CAD/RMS Application Support
Communications and Technology Services Bureau Ontario Provincial Police
(Tel) 705-329-6172
(Fax) 705-329-6176
(Cel) 705-238-0003

-----Original Message-----
From: EIT (MGS) [mailto:EIT@ontario.ca]
Sent: February 10, 2009 4:04 AM
To: Mesei, Donald (JUS)
Subject: INC000002167808 Priority 4 - Minimal has been assigned to JUS MSG OPP RMS ADMIN

Incident: INC000002167808
Created: 10/02/2009 4:02:39 AM
Component Model/Version: 2.1.2.123
Product Name: NICHE_RMS
Incident Type: Service Request - Information Request Requested By: Michael Jack Phone #: (705) 742-0401
Site: 453LANSDOWNESTREETE_FLOOR_1

Incident Description:
Requesting comprehensive user manual for RMS

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Detailed Description:
From: Jack, Michael (JUS)
Sent: February 10, 2009 3:04 AM
To: Technology Support Centre Orillia (OPP)
Subject: RE: Niche RMS support required

Hi Nora,

Thank you very much for your prompt response. I have used the RMS support site before and
was aware of the information it has. What I have been actually looking for is a
comprehensive study guide or reference manual that covers Niche from A to Z. The
tutorials and a couple of .pdf files on the RMS support site cover just a few pieces of
the Niche functionality that mostly have to do with the upgrades made to the system. It
would be wonderful if I could get my hands onto something more comprehensive. Perhaps
opening a ticket to the RMS support group is an option. I know for the fact that I am not
the only one who would want to have a comprehensive reference manual available at one's
finger tips.

Thank you

PC Jack (12690)

From: Technology Support Centre Orillia (OPP)
Sent: February 10, 2009 1:44 AM
To: Ja

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This incident/help desk call has been recorded and is being investigated.

Visit our intranet site at http://142.142.15.29/EITSelfServicePortal to check the status
of this incident or to log a new one.

OPS IT Service Desk 1 (888) 677-4873

From: Payne, Jennifer (JUS)
Sent: August 15, 2009 6:16 PM
To: Flindall, Robert (JUS)
Subject: Jack's last evalulation ---

This is just a reminder email for tomorrow to send me Jack's evalulation. Filman may have it labelled Jack 4.

Jen :)