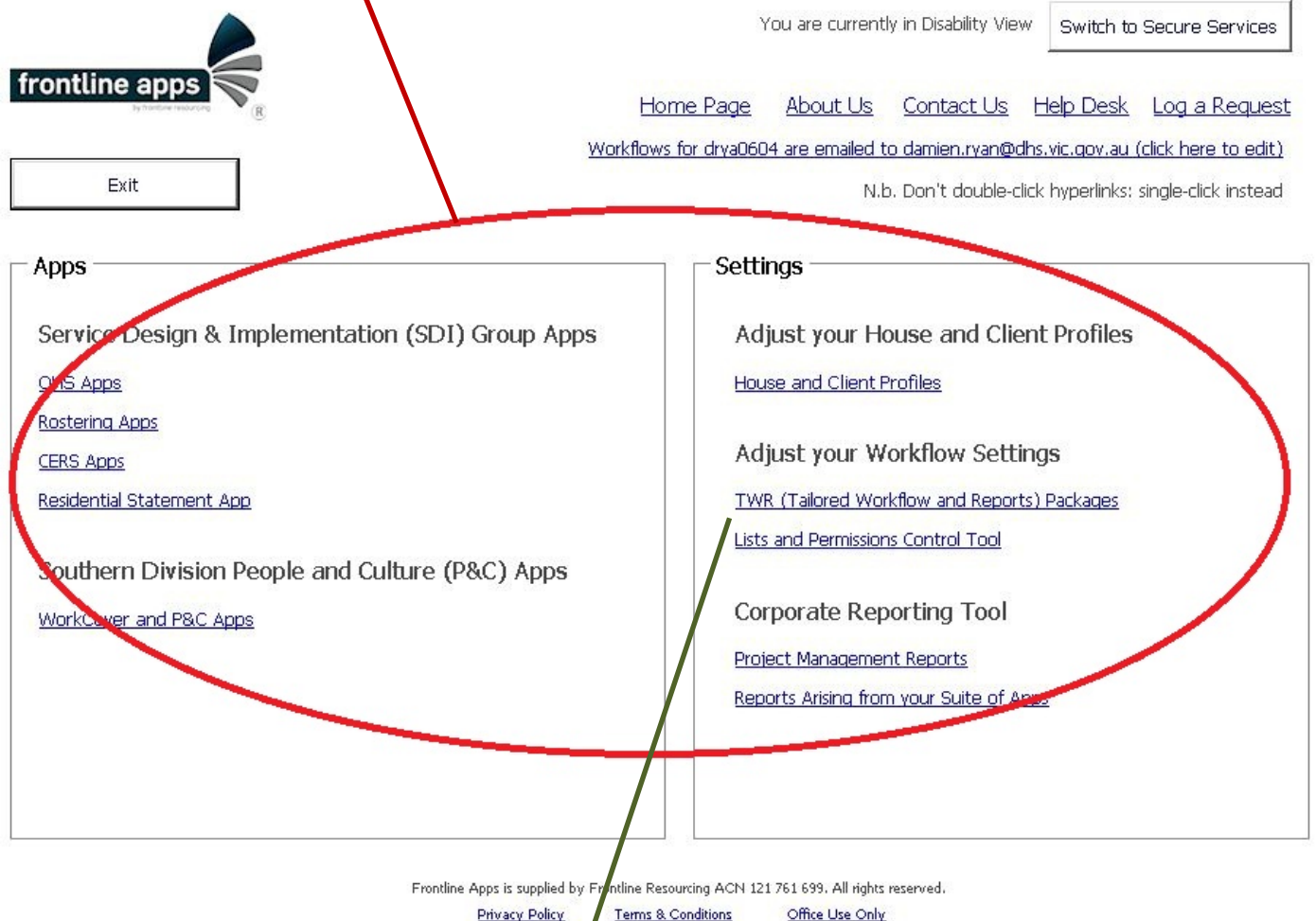


# An Overview of Frontline Apps and TWR Packages

A typical (tailored to local requirements) Frontline Apps Home Page. Layout mimics smartphone logic, except Apps on the left, Settings on the right.



The screenshot shows the Frontline Apps Home Page. At the top left is the logo. Below it is an 'Exit' button. On the right, there is a notification: 'You are currently in Disability View' with a 'Switch to Secure Services' button. A navigation menu includes 'Home Page', 'About Us', 'Contact Us', 'Help Desk', and 'Log a Request'. Below the menu, a message states: 'Workflows for drv0604 are emailed to damien.ryan@dhs.vic.gov.au (click here to edit)'. A note below that says: 'N.b. Don't double-click hyperlinks: single-click instead'. The main content area is divided into two columns: 'Apps' and 'Settings'. The 'Apps' column lists 'Service Design & Implementation (SDI) Group Apps' with sub-links for 'OHS Apps', 'Rostering Apps', 'CERS Apps', and 'Residential Statement App'. Below that is 'Southern Division People and Culture (P&C) Apps' with a link for 'WorkCover and P&C Apps'. The 'Settings' column lists 'Adjust your House and Client Profiles' with a link for 'House and Client Profiles', 'Adjust your Workflow Settings' with a link for 'TWR (Tailored Workflow and Reports) Packages', 'Lists and Permissions Control Tool', 'Corporate Reporting Tool', 'Project Management Reports', and 'Reports Arising from your Suite of Apps'. A red oval highlights the 'Apps' and 'Settings' sections. A green line points from the 'TWR (Tailored Workflow and Reports) Packages' link to the text box below.

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A TWR Package is that optional add-on feature allows an organisation to jump from:

- The Default Frontline Apps Functionality, where Apps (and software you have purchased from vendors other than us) act like “silos” not speaking to each other; to
- A Tailored-to-Local-Requirements Functionality where Apps (and all that other software) start working together as a “One System Suite”.

A Full TWR Package will essentially speak to the user from the moment he or she logs on, and email and text the user as well. With messages like “Hi, you have 4 OHS and 3 Client Funds assessments awaiting your attention: [click here](#)”. But in most cases, an organisation will start off small, with a Partial TWR Package. For example:

- Shared Data Entry Fields: asking the user to answer the same question in different Apps and other software means crowded data entry screens, administrative burden for users and worst of all, a variety of responses.
- Role Based Permissions: if one App or other piece of software learns, for example, that a user is coming off higher duties, *all* Apps, and *all* other software too, should be fed that sort of update too. And in a timely fashion, as well. Meaning “now”, not two weeks later when the user has just gone back *on* to higher duties!