

## Online Access of Mining Health and Safety Research Via the Common Information Service System (CISS)

### Objective

To enhance our mission to protect the health and safety of our Nation's workers by providing instant electronic access to Federal mine health and safety research information for our customers.

### Description

The Common Information Service System (CISS) is a computer-based information management and delivery system providing online access and distribution of mining health and safety publications and information. CISS is an extraordinarily innovative means to disseminate information on the latest developments in Federal mine health and safety research to our customers, including mining companies and associations; other Federal, State, and local government agencies; labor unions; and academia.

CISS is a radical departure from and improvement over past methods of creating, managing, and transferring technical information to our customers. It moved us from a paper-based system using 1970's technology to an Intranet and Internet solution with online searching and downloading of electronic documents, video, and ASCII text. CISS acts like an electronic library, storing 13,000 publications dating back to 1975, and integrates enterprise-wide document management without compromising document control, security, and integrity.

CISS is a novel approach that converts our technical information to an electronic format that can be searched, viewed, and distributed via a World Wide Web page. With CISS, customers and employees can quickly search online for publication

titles, authors, and subjects. For users with at least a 386 PC and the Acrobat Reader software, the complete electronic version is downloaded in Acrobat file format. The customer now has the ability to manage/print the document at the local level. The printed document is an exact duplicate of the original with the same layout, graphics, and fonts. Thus, our customers obtain the latest information on mine health and safety technology *at no cost*. Additionally, larger organizations and libraries reduce physical storage requirements by saving publication files in electronic format versus on shelves in hard copy.

With CISS electronic documents, the external customer, as well as our own employees, can access information in the manner best suited to their needs, simultaneously search both text and images within the document, view the document and zoom in on the text or images, print the entire document or just print what is needed, and access the information from the Internet or a modem.

### Technology Transfer Effectiveness

CISS has been extremely effective in reaching a wide audience both nationally and internationally. Customers from Canada, the United Kingdom, and Japan have retrieved information on a variety of subjects. Typically, CISS has more than 3,700 accesses, or "hits," per week.

CISS has been recognized by the following media:

- PCWEEK Online (September 9, 1996)
- NetGuide (October 22, 1996)
- "Mining Engineering" magazine (October 1996)
- "Pittsburgh Business Times" (October 14, 1996)



**U.S. Department of Health and Human Services**

Public Health Service  
Centers for Disease Control and Prevention  
National Institute for Occupational Safety and Health



## Benefits

Benefits realized from CISS include the following:

- Thousands of documents were downloaded *at no charge*, saving our customers an average of about \$25 per document.
- Document delivery to customers decreased from 2 to 3 weeks via traditional mailings to literally minutes with online access.
- Efficiency was improved by consolidating 10 enterprise-wide databases.
- Service and communications were greatly improved for our customers, as well as for our own employees.

In summary, CISS improves customer satisfaction and dissemination with one-stop shopping for publications and information.

To experience CISS and its benefits, visit our CISS site on the Internet, accessible via <http://speedy.usbm.gov:8000>

Mention of any company name or product does not constitute endorsement by the National Institute for Occupational Safety and Health.

To receive additional information about mining issues or other occupational safety and health problems, call **1-800-35-NIOSH (1-800-356-4674)**, or visit the NIOSH Home Page on the World Wide Web at <http://www.cdc.gov/niosh/homepage.html>

As of October 1996 the safety and health research functions of the former U.S. Bureau of Mines are now located in the National Institute for Occupational Safety and Health (NIOSH).