The Maine Ariel Project

Presented by,

Jeff W. Hamm

HSLIC Implementation Consultant

Health Science Libraries and Information Consortium

Chief Information Officer

Katahdin Valley Health Org.

Presentation Overview

- Project Overview/Current Status

- Accomplishments & Pitfalls
  - Understanding the problem areas/ possible solutions.

Project Overview

- Maine Ariel Project Goal:

  To improve speed, convenience and document quality in the delivery of up-to-date biomedical and scientific journal articles....

Project Overview

- 3 Year Grant, Funded by NIH/NLM

- 41 Facilities originally included in grant
  - 14 already had Ariel
  - During 3 yr project –Remaining 27 would receive new installation of Ariel/ computer equipment

- Official Start Date 8/01/03

- First Install was 12/10/03

- 11 facilities scheduled/10 facilities are completed*
  - 1 install started but will not work-awaiting 4.0 install
  - *Of 10 installs-2 have workarounds

Project Overview

- Maine Ariel Project Steering Committee
  - Project Director (Principal Investigator), Steering Committee Chair & 3-4 Library Directors
    - funds/licenses disbursement-Project direction/scheduling
  - Implementation Consultant
  - Training Consultant
  - Marketing Consultant

Project Overview-Process

Initial Letter of Commitment

Facility is scheduled-
Orders Equipment-
Gets reimbursed

Offsite Training

Documentation/
Follow-up

Hands on Training

Onsite
Installation/testing

Project Overview-Accomplishments

- Project Plan-Yr 1 12 Facilities were to be Scheduled/Installed-
  - 10 were completed
  - 1 – Started-Needs 4.0/4.1
  - 1 – Halted per Infotrieve -awaiting 4.0/4.1 version

- Project Approved for 2nd year.

Project Overview-the Pitfalls

Ariel Program Problems

Email

– Will not work w/certain Email servers
- Novell Groupwise
- Some Internet email providers

'Quirky' Software Problems

– Cannot receive email- only from other Ariel Stations
– To send pdf's need to do a send to patron, a regular send will only send a tif file.

- Firewall Issues-IT Staff

Understanding the Problems

Understanding Ariel-

What Ariel is-

    Software program that centralizes the scanning, archiving, sending and receiving of documents.

Documents can be sent two different ways-
– Via email
– Straight file transmission (FTP)

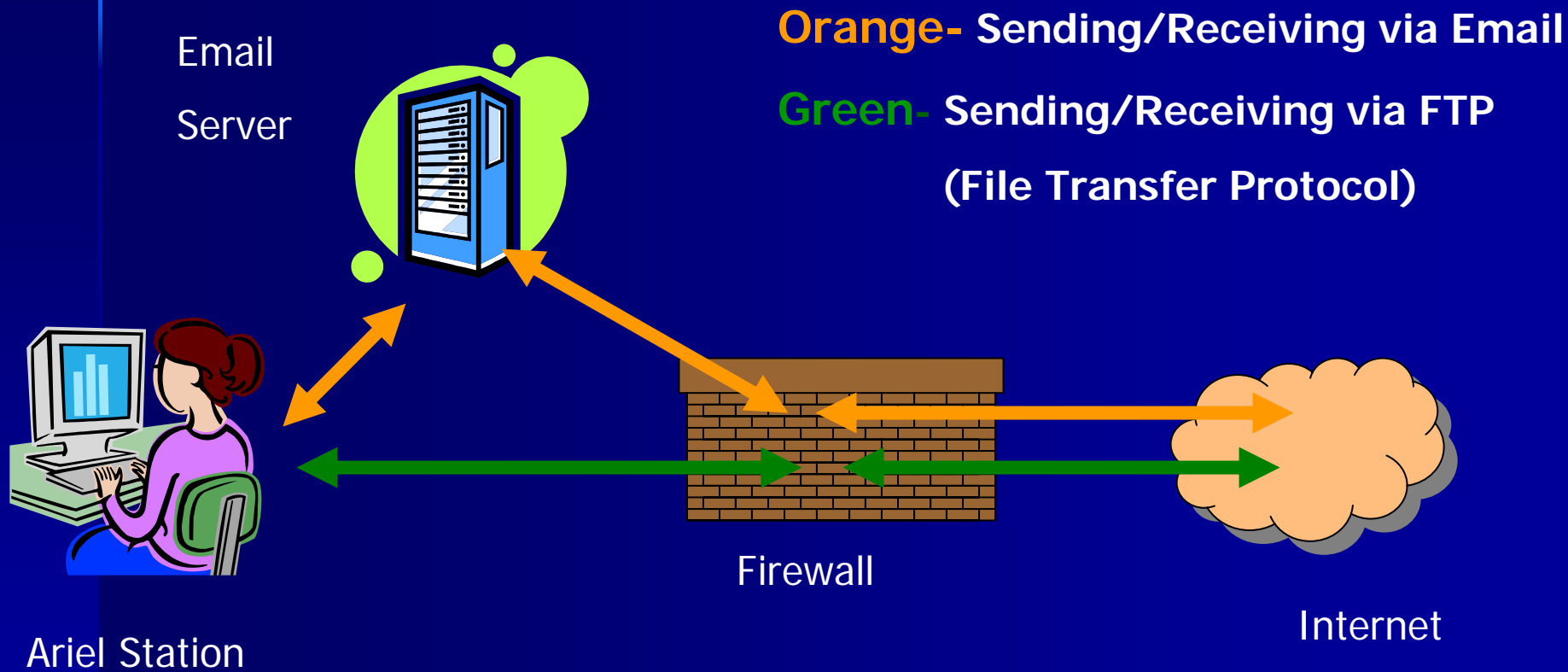# Understanding the Problems

Understanding Ariel-

What Ariel is not-

- It is not an email system!

Therefore- to send and receive documents it must rely on an email server and firewall.

Understanding the Problems-
Ariel Transmission of Documents

Email Server

Orange- Sending/Receiving via Email

Green- Sending/Receiving via FTP
(File Transfer Protocol)

Firewall

Internet

Ariel Station

Understanding the Problems- Ariel sending/receiving via email

4.0/4.1 version fixes

- Allow Ariel to 'talk' to remainder of problem email systems
- Remove quirky problems-ability to receive documents via regular email

Understanding the Problems-Sending out Through the Firewall

- Straight ftp (file transfer protocol) transmission needs two ports open on firewall (419,422)

- No known technical problems other then these ports need to be opened by IT staff

Understanding the Problems- Sending out Through the Firewall

Understanding IT Staff

- Virus/Network Intrusion (Hacking)

- HIPAA Compliancy (100%)

- Some feel they were 'not told upfront'

Understanding the Problems-Sending out Through the Firewall

Solutions

- Collaboration/education upfront
  - Upfront collaboration-no surprises
  - Ariel System-Ports only open when an Ariel transmission is made-not wide open. White Papers on website/Ariel Staff to also explain
- Ariel sends documents-not patient information- No PHI Issue
- Installation outside firewall (Store and Forward)

Ariel Info-

- Information-
  http://www4.infotrieve.com/products_services/ariel.asp
- Bulletin Board-
  http://www4.infotrieve.com/ariel/arie-l.html
- Infotrieve technical support:
  ariel@infotrieve.com

The Maine Ariel Project

Questions