

Frequently Asked Questions

IT

1. **Can JOBbase be integrated with other systems, such as PeopleSoft?**
JOBbase can read data from other databases, such as Informix, in PeopleSoft; via ODBC given we have the table structure that PeopleSoft uses. This can be used to move data into JOBbase more easily without needing an intermediate ASCII file. You just need to know the table structure in PeopleSoft.
2. **Does JOBbase have internet/intranet capabilities?** JOBbase can distribute reports using web technology and may have limited web features. JOBbase can support access remotely over a LAN or WAN very well. The primary focus at Gerst has been the preservation of confidentiality of data when producing affirmative action reports. Original design specifications therefore, did not include producing a web application in the sense that it would run remotely via a browser. There were/are valid reasons for this decision, i.e., the product requires much more security, such as encryption of data using secure sockets and web-based applications, even now, don't have that rich a feature set. We continue to look at new ways to use JOBbase. At this time we must be completely satisfied that data remains as secure as possible.

User

1. **What training and support is provided when licensing JOBbase?** Initial software training is included in the overall software license fee for first-time users of JOBbase.
2. **How can multiple users interact with JOBbase?** For privacy and data integrity, JOBbase was designed so that database files cannot be 'worked on' at the same time. They can be 'viewed' at the same time, however. With regard to setting up an AAP structure, each AAP would have its own file or database, which can be locally accessed as needed. The only stipulation is that Windows needs to 'see' the files, for example, via a mapped network drive. Therefore, each JOBbase user would have the application installed on their workstation, with database(s) residing locally, or on a LAN or WAN.
3. **Is there customer and technical support under the Software Maintenance Agreement?** Yes, user and technical support on Gerst Software, Inc.'s products is available under the Software Maintenance Agreement during normal business hours from 8:00 am to 5:00 pm Pacific Time, Monday through Friday, excluding company observed holidays. You may either email customer support at support@gerstco.com or phone toll free at 800-700-0937.
4. **How will Census data be loaded into JOBbase?** Census data may be keyed in, or loaded via an Excel or other file transfer method into JOBbase.

5. **How do 'transfers in' and 'transfers out' of AAPs show up in JOBbase?**
JOBbase captures transfers in and out at the department level. If the activity transcends an AAP site, the 'out' transfer would appear in another AAP site in another organization. The 'in' transfer would appear in the leaving organization.
6. **What are JOBbase's ad hoc reporting capabilities?** The ad hoc feature in JOBbase is supported via a user-friendly query builder. It is a third party tool integrated with JOBbase. Formulating a custom query, then formatting and printing the results of the query create custom reporting. Queries can then be saved and named for repeated use.
7. **Will JOBbase mass produce AAP reports?** Yes, the system has mass-reporting facilities.
8. **How is applicant and promotion data handled in JOBbase for the Impact Ratio Analysis (IRA)?** Initially, applicant information will be gathered and stored by date and location to perform the IRA. In addition, a customer may choose to further define a subset of applicants by Interview date, Route date, etc. Within JOBbase is a feature to only analyze applicant information at a specific stage in the application process. With regard to promotional IRA, the user may choose only a specific job group or job title for analysis, based upon promotions by date. This information can be saved for use again.

Administrator

9. **How is system security imposed in JOBbase?** Requiring a user name and password to be able to log on imposes system security. Then, every user is granted privileges and roles by the Systems Administrator to give them access to various parts of the system.
10. **What is the capacity of JOBbase (storing and manipulating data)?**
Capacity is not a problem in JOBbase, in that it stores and can manipulate up to 3 – 4 million records in each of its 20 – 30 tables, which means that it can theoretically store over 100 million pieces of data in a single database.