

LINQ VIEWER QUICK START GUIDE

An introduction to the LINQ[®] Viewer

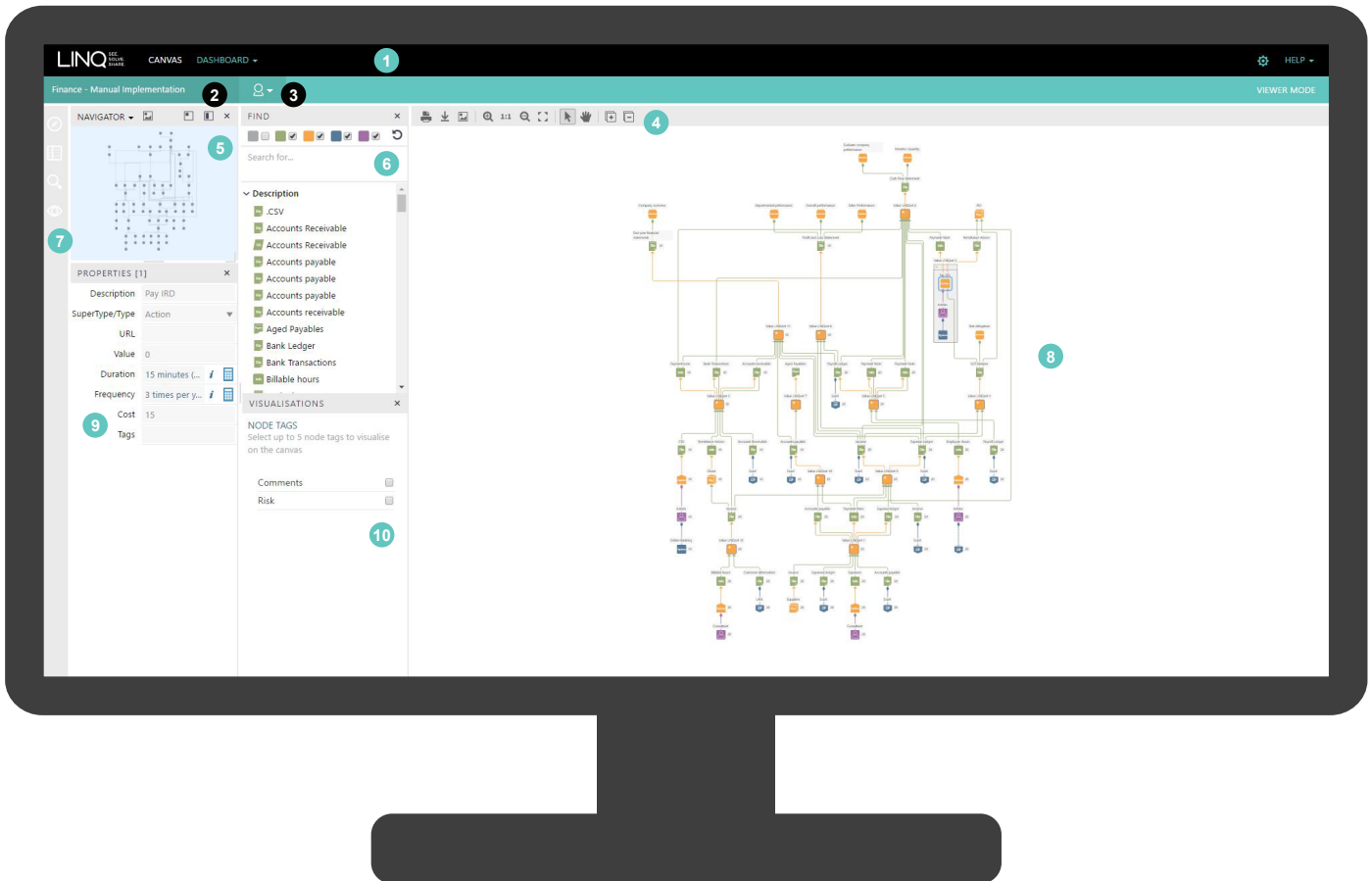
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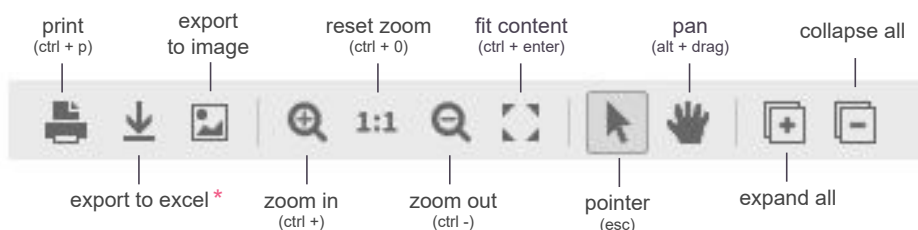
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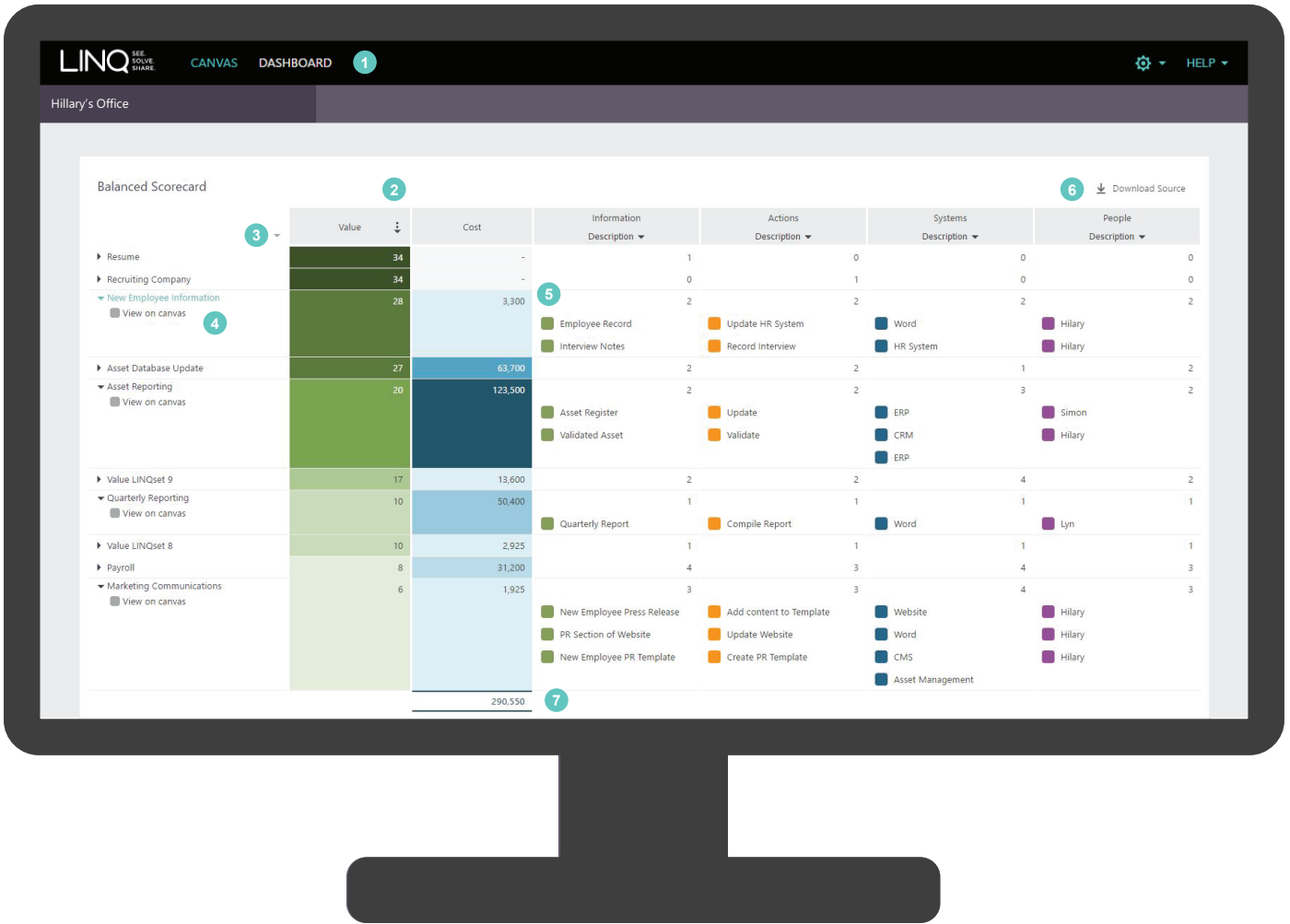
The Canvas is where you view your Information Supply Chain sketches. This can look different depending on whether you have been sent a sketch that has sensitive information shown or hidden. All points marked with an asterisk * are only available when sensitive information is shown.



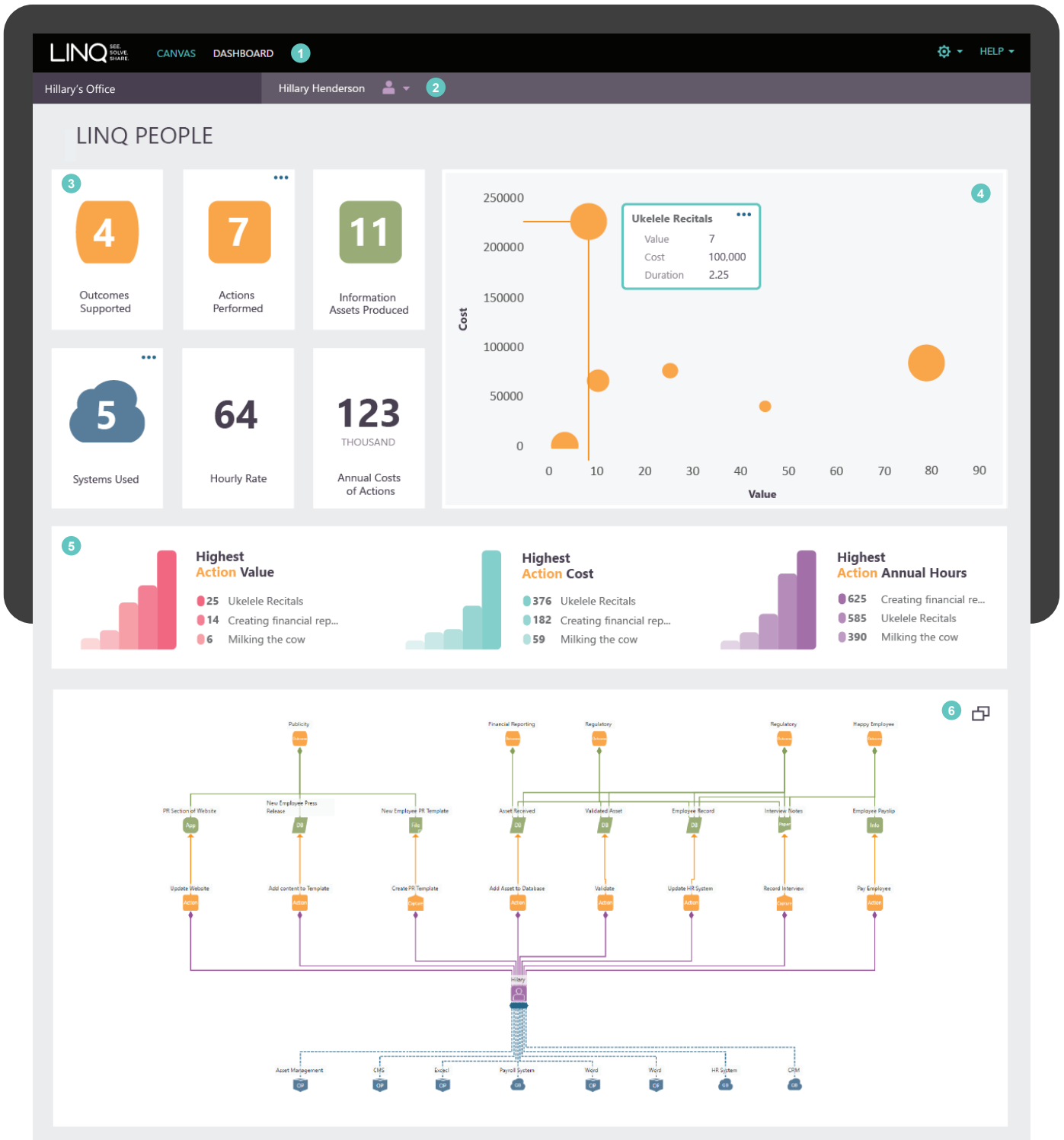
- 1 **Top navigation bar:** Access other dashboards,* the canvas, settings and help.
- 2 **Sketch name.**
- 3 **Sketch owner drop-down:** View the creator and owner of the sketch.
- 4 **Tool bar** (explained in more detail below).
- 5 **Navigation panel:** Zoom and pan the canvas, and view upstream, downstream and adjacent filters of the sketch for selected nodes.
- 6 **Find panel:** Search your sketch for nodes and LINQsets based on node properties.
- 7 **Canvas sidebar:** Toggle canvas panels to be shown or hidden.
- 8 **Main canvas space:** View the Information Supply Chain.
- 9 **Properties panel:** View more detail about the selected nodes or LINQsets.
- 10 **Visualisations panel:*** Display node tags on the canvas if they have been added by the editor.



The Balanced Scorecard and LINQ People Dashboard are accessible through the Dashboard tab in the top bar. You can find cost and value summaries about your sketch in the Balanced Scorecard, and insights focused around people in your Information Supply Chain in the LINQ People Dashboard. Dashboards are only available for sketches that have been published with sensitive information shown.



- 1 **Top navigation bar:** Access other dashboards, the canvas, settings and help.
- 2 **Value and cost columns:** Sort LINQsets by Cost or Value in ascending or descending order.
- 3 **Open / Hide all:** Click to expand or minimise all LINQset rows and the nodes within them.
- 4 **LINQset name:** View selected LINQset on the canvas.
- 5 **Node list:** Click to view that node on the canvas.
- 6 **Excel download:** Export a spreadsheet of all nodes and node properties in the sketch.
- 7 **Sketch cost total:** View the total cost of all action nodes in the sketch.



1 **Top navigation bar:** Access other dashboards, the canvas, settings and help.

2 **People drop-down:** Select a person in your sketch to analyse.

3 **KPI cards:** View a summary of the selected person's actions in the sketch. Click the three dot button to see more details.

4 **Scatter plot quadrant:** View the selected person's Actions sorted by value and cost, and scaled by annual hours.

5 **Action bar graphs:** View the top three actions by value, cost and annual hours.

6 **People pivot:** View a visual activity summary of the selected person. Click expand button to zoom and pan.

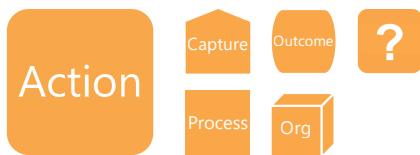
NODES

Information Supply Chains are created by connecting nodes. There are four node SuperTypes listed below.



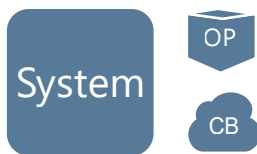
INFORMATION

Information nodes represent pieces of information, these can be created in five formats: Paper, File, Database, Service, Application and Verbal Information.



ACTION NODES

Action nodes are activities that produce information. There are five types of Action nodes: Capture, Process, Organisation, Outcome and 'Something Happens Here'.



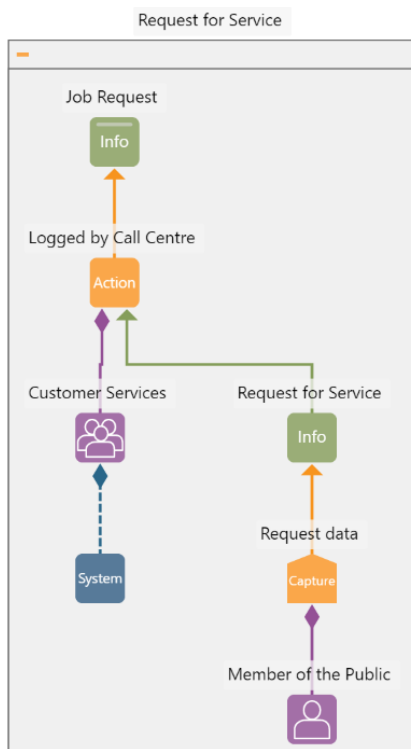
SYSTEM NODES

System nodes represent systems that store, process or create information. There are two types of System nodes: On-Premise or Cloud-Based.



PEOPLE NODES

People nodes are one person, or multiple people, performing an action to help create information. There are two types of People nodes: People and Team nodes.



AN INFORMATION SUPPLY CHAIN

This example is a 'Request for Service'. This starts with a **'Member of the Public' Person** node which performs the **'Request data' Capture Action** node which creates the **'Request for Service' Information** node. This information is **'Logged by Call Centre' in an Action** node by the **'Customer Services' Team** node using an unidentified **System** node. The outcome is that a **'Job Request' Information** node is created.



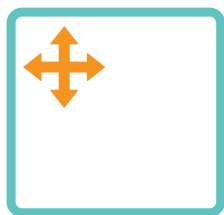
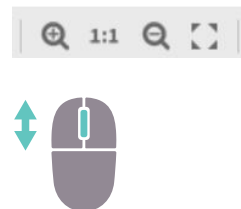
PANNING AROUND THE CANVAS

Use either the tool bar icons or the mouse shortcuts (Alt + drag and Esc) to move around even the largest of supply chains.



ZOOMING IN AND OUT

To get a closer look or see the big picture, zoom in and out with your mouse wheel or use the tool bar icons (Ctrl + and Ctrl -).



USING THE NAVIGATOR

You can also navigate by clicking and dragging in the navigation panel. It's particularly useful when you have extra large Information Supply Chains.

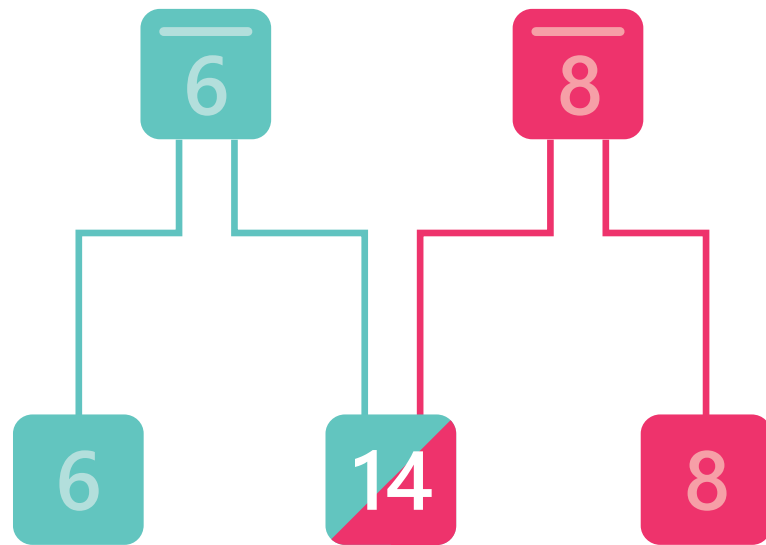
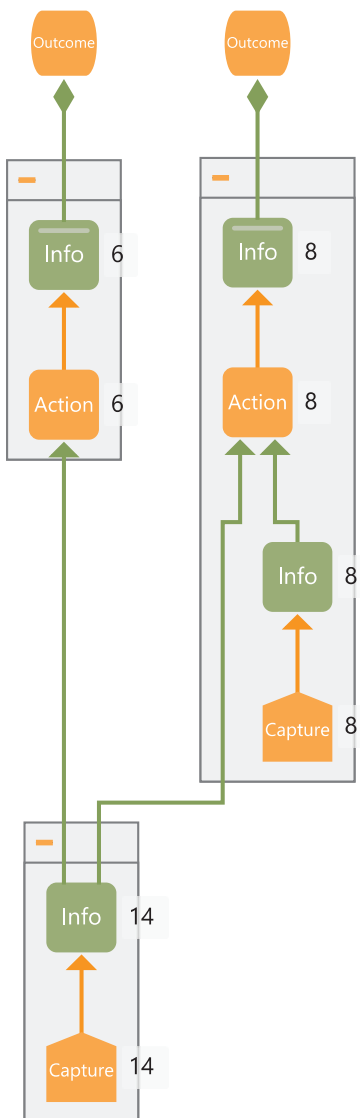




VALUE LINQSETS

Value LINQsets group nodes by value in your supply chain. By grouping using value, you can easily identify the most important parts, without having to see all the details.

Value LINQsets automatically arrange parts of the supply chain into blocks of “like value” that contribute to the same overall information outputs.



CASCADING VALUE

The values that are given to the information outputs by the editor cascade down the supply chain.

Values add up to highlight the parts that of the flow that contribute to multiple outcomes.



PEOPLE AND ACTION COSTS

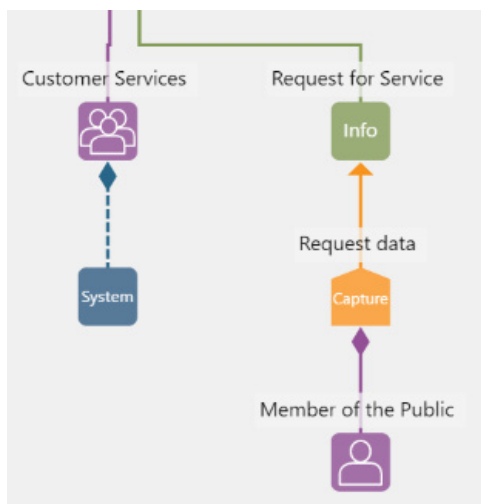
Properties are assigned to People and Action nodes by the editor to help locate, calculate and reduce costs. These are only available to view when sensitive information is shown.

Action

Duration	15 minutes (0... <i>i</i>)
Frequency	260 times per... <i>i</i>

FREQUENCY AND DURATION

Select an Action node to see all its properties in the properties panel. At the bottom of this panel are the 'Duration' and 'Frequency' fields. These show how long the Action takes to perform and how frequently that action occurs.



	PROPERTIES ×
	Description Member of the Public
	Hourly Rate 21.00

	PROPERTIES ×
	Description Request data
	Cost 1365

HOURLY RATE AND FINAL COST

Select the People node ('Member of the Public' in this example) to find the 'Hourly Rate' property in the properties panel.

The hourly rate combined with the frequency and duration from the Action node gives you the annual calculated cost of the action.