

# QUICK START GUIDE

A beginner's guide to the LINQ<sup>®</sup> platform

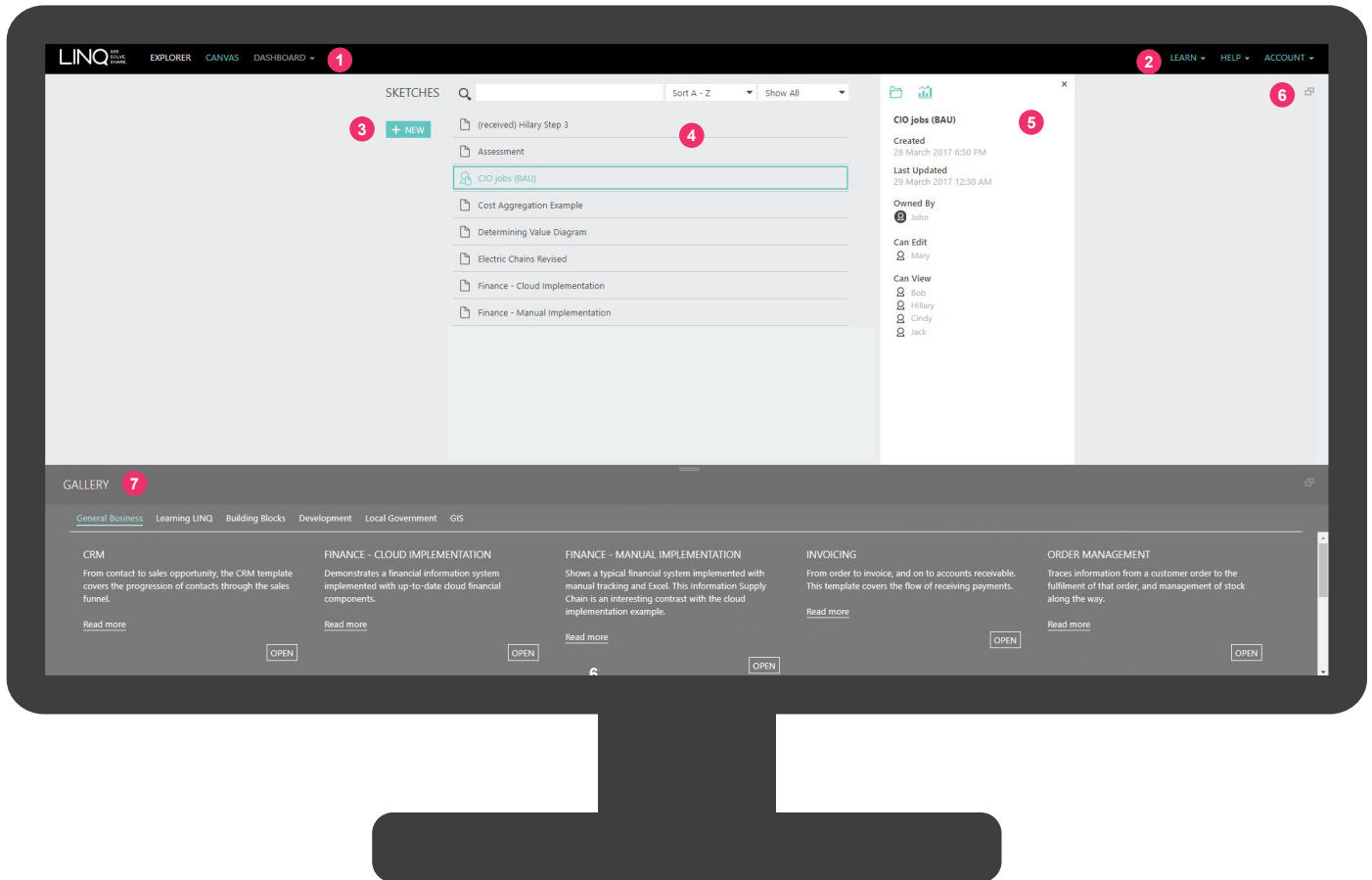
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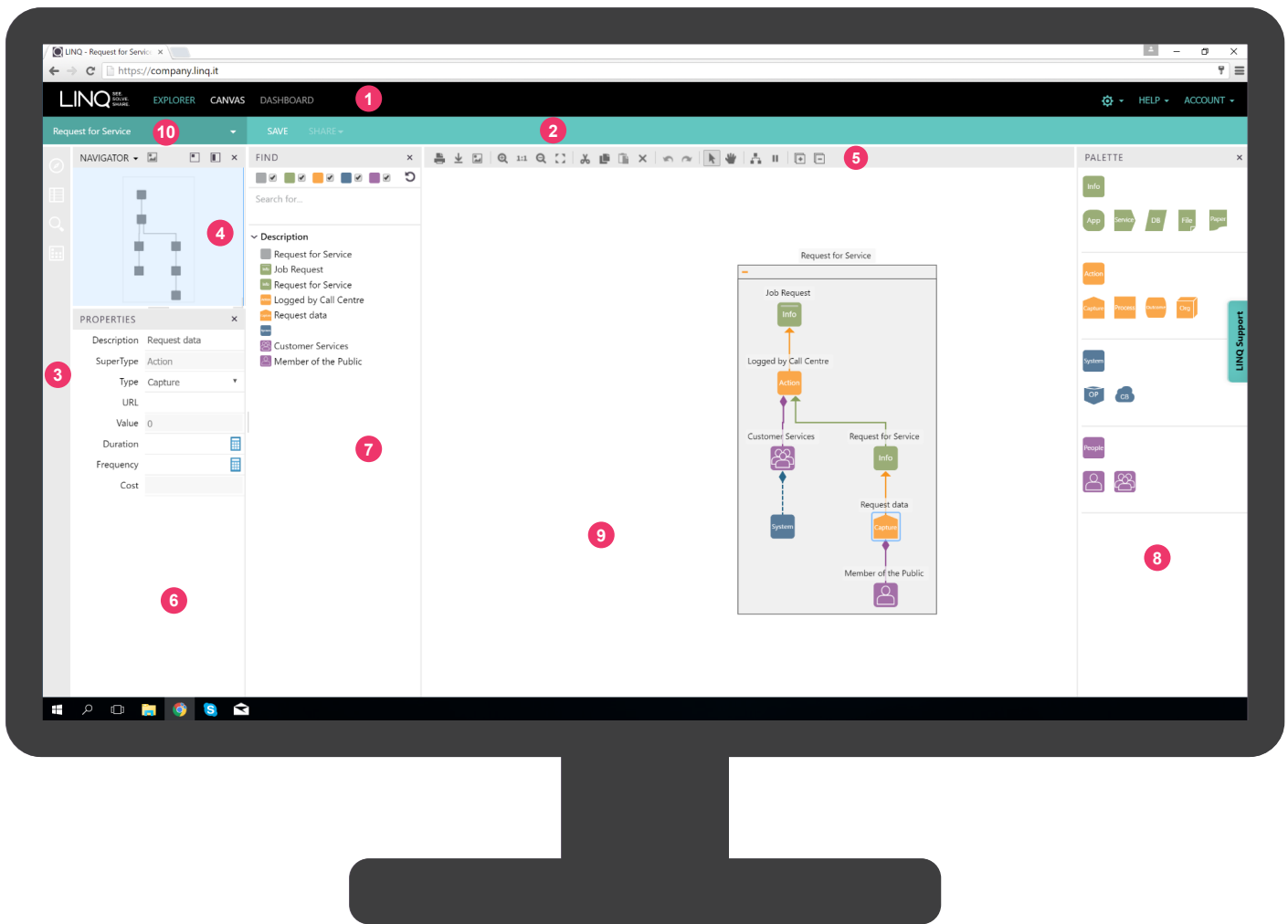
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The Explorer is where you see your saved files and access the LINQ® Gallery templates.

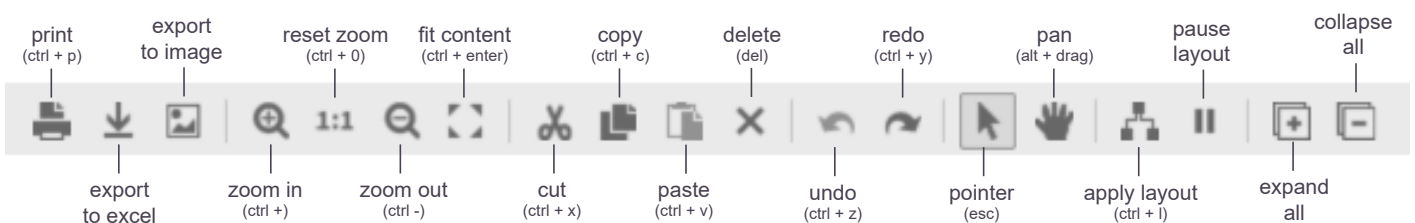


- 1 Page navigation:** Access the canvas and dashboards for your open sketch.
- 2 Help, learn and settings:** Access your account settings and our help and learning centre.
- 3 Create new sketch:** Open a blank sketch to start creating your own information supply chain.
- 4 Sketch list:** View and manage the sketches you have created and sketches that have been shared with you.
- 5 Sketch summary panel:** Click on a sketch name to see more information about the sketch.
- 6 Full screen toggle:** Toggle on/off full screen views of your sketch list and gallery.
- 7 Sketch gallery:** Explore our pre-made exemplar sketches for your area of interest. Find our Getting Started instructional sketches and videos under the Learning LINQ tab.

The Canvas is your workspace where you can create your Information Supply Chain sketches.



- 1 The top bar with access to explorer and settings.
- 2 The view bar with saving and sharing options.
- 3 The panel toggle bar to turn on/off panels.
- 4 The navigation panel.
- 5 The tool bar explained in more detail below.
- 6 The node properties panel.
- 7 The find panel where you can search for nodes.
- 8 The node palette panel.
- 9 The main canvas space.
- 10 The sketch list explorer shortcut dropdown.



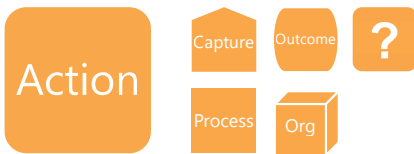
## NODES

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



### INFORMATION NODES

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



### ACTION NODES

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



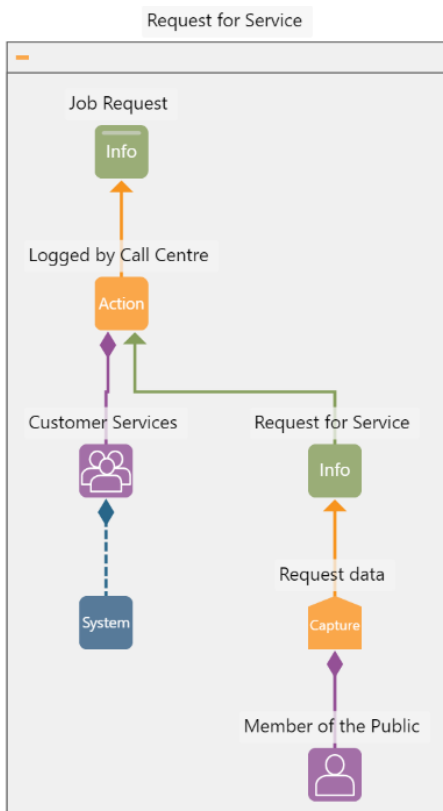
### SYSTEM NODES

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 EXAMPLE

This example is a 'Request for Service' which is a building block template you can find in the Gallery. You can use it as a starting point for your sketch. This starts with a 'Member of the Public' Person node which performs the 'Request data' Capture node which triggers the 'Request for Service' Information node. This 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.

You can easily follow the information up the chain from the starting node to the finishing node. It's clearly colour co-ordinated and labeled so you know what is happening each step of the way. You can now edit connections and add nodes to create a more complex chain. You can use these Information Supply Chains to find and create insights about your business.

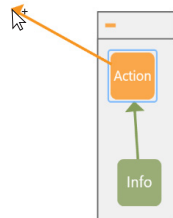
### SEE IT IN ACTION

Log into LINQ and, in Explorer, click on the 'Request for Service' template in the Building Blocks section of the LINQ Gallery.



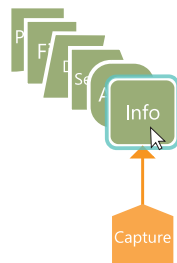
## DRAG AND DROP

Drag a node from the palette onto another node already on the canvas to connect them. See the next page, Connecting, for ways to connect them.



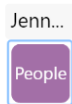
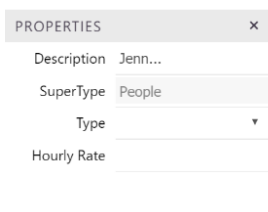
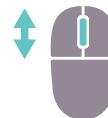
## CLICK, DRAG, CLICK

To create new Information and Action nodes just click it, drag the connector to where you want the node and click to release.



## CHANGING NODE TYPE

When using 'Click, Drag, Click' method to create nodes you can use the scroll wheel to swap between the different types.



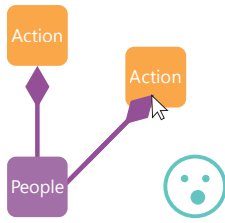
## LABELLING NODES

You can label a selected node by using the properties panel or by typing above it. The label will appear above the node.



## TRY IT YOURSELF

Open the 'Request for Service' Building Block template from the LINQ Gallery and try out the above tips and tools. Drag and drop nodes from the Palette, label them and add more nodes.



## SAME SYSTEM / PERSON TO MULTIPLE NODES

People or System nodes can only be associated with one Action node.



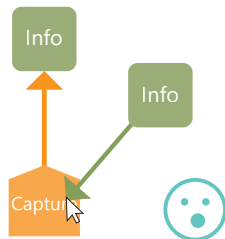
## SYSTEM ACTIONS

Model each use of a system with a different action to keep your chain simple and easy to read.



## SLICE OF A PERSON

The LINQ Person node models a single part of a person's day.



## INFORMATION TO CAPTURE

The Capture node is a process or action that creates an original source of information.



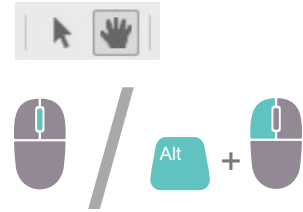
## THE START OF A SUPPLY CHAIN

If you've realised that there's a source of information before the Capture node change the Action type and trace back to the real source.



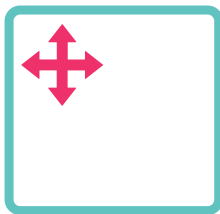
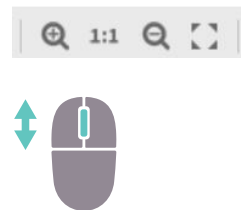
## PANNING AROUND THE CANVAS

You can use either the toolbar icons or the mouse shortcuts to move around even the largest of supply chains.



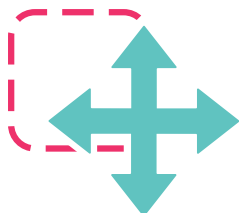
## ZOOMING IN AND OUT

To get a closer look or see the big picture, zoom in and out with your mouse wheel or use the toolbar icons.



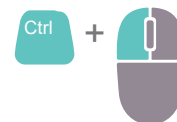
## USING THE NAVIGATOR

You can also navigate by using the navigation panel. It's particularly useful when you have bigger Information Supply Chains.



## MOVING NODES

You can move nodes around, whether they're already connected or not, by clicking on the node and holding ctrl + left mouse.



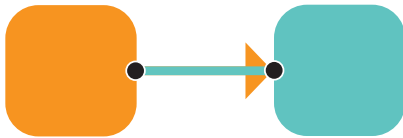
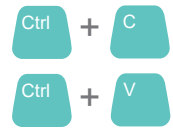
## TRY IT YOURSELF

Use the 'Request for Service' Building Block template to practice navigating the canvas. Pan around the canvas, zoom and move nodes around with the above tips.



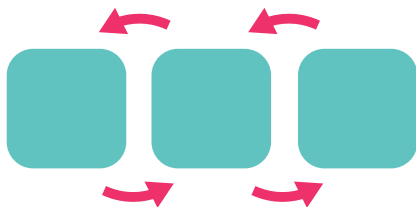
## COPY, CUT, PASTE & DELETE

Copy, paste, cut and delete nodes or connections by using the keyboard shortcuts or the tool bar.



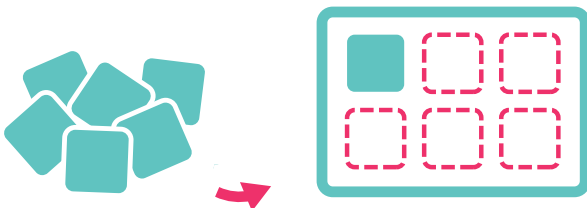
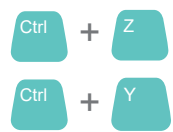
## CHANGING CONNECTIONS

You can easily change your connections by clicking on the connector and moving it onto another node or deleting it.



## UNDO & REDO

Undo and redo your actions by using the keyboard shortcuts (ctrl + z and ctrl + y) or the toolbar.



## CLEAN & PAUSE LAYOUT

You can 'apply layout' to automatically clean up your supply chain or pause it by using the toolbar or shortcuts.







## PEOPLE AND ACTION COSTS

Assign properties to your People and Action nodes in order to help you locate, calculate and reduce costs.

**ACTION DURATION**

Days: 0, Hours: 0, Minutes: 15, Start Time: 9:00 AM, End Time: 10:00 AM

Action duration is 15 minutes (0.25 hours)

**ACTION FREQUENCY**

Daily Occurs 1 time(s)

Every workday

Specific days: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday

Every day

Every 1 days

Action occurs 1 time every workday (annually 260 times)

OK CANCEL

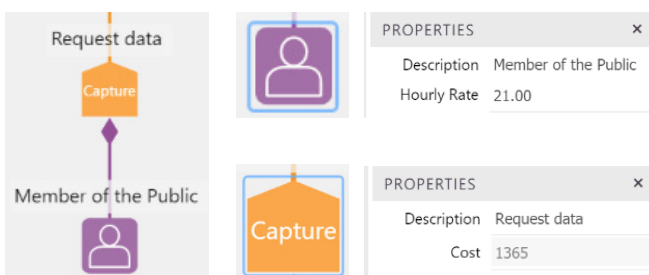
Action Duration: 15 minutes (0...)

Frequency: 260 times per...

## FREQUENCY AND DURATION

When you click on an Action node you can fill in details in the properties panel on the left. At the bottom of this panel are the 'Duration' and 'Frequency' fields which, once clicked on, will open up the pop up window pictured to the left.

You can fill in a variety of details including the action duration (with options like start and end time) and action frequency (with options like specific days and weekly).



## HOURLY RATE AND FINAL COST

You can click on the People node ('Member of the Public' in this example) to fill in 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.

## GETTING PRODUCTIVE

Look forward to the second part of this guide coming soon! You will learn to create your own Information Supply Chains and find value in LINQsets.