Abstract: The present invention relates to a system and method for providing documents to users in organisations that comprises receiving a request for a document relating to an activity to be undertaken by a user in relation to an organisation, generating a document relating to that activity, the document comprising content influenced by at least one requirement the organisation is obliged or desires to comply with, wherein the document is generated from at least one of a plurality of templates.
CLAIMS

1. A method for providing documents to users in organisations, wherein each organisation is operating in an industry and is obliged or desires to comply with one or more requirements, wherein for each organisation the requirements that the organisation is obliged or desires to comply with can be requirements that are specified for solely for the organisation itself or can be requirements that: are specified for all organisations of the same type, specified for an industry in which the organisation operates and/or specified for one or more industries of which the organisation operates in, the method comprising the steps of:

   receiving a request for a document relating to an activity to be undertaken by a user in relation to an organisation,

   generating a document relating to that activity, the document comprising content influenced by at least one requirement the organisation is obliged or desires to comply with, wherein the document is generated from at least one of a plurality of templates, each of the plurality of templates being relevant to a plurality of organisations and being for generating a document relating to an activity that can be carried out in respect of any of the plurality of organisations to which it is relevant, and each template comprising content influenced by at least one requirement that the plurality organisations are obliged or desire to meet, and providing the document to the user,

   wherein each template is updateable to change the content, such that if any change occurs in the at least one requirement specified for the plurality of organisations, any templates relevant to those plurality organisations can be changed to ensure that a document generated from the template will include content influenced by the changed requirements.

2. A method according to claim 1 wherein updating the content comprises updating text in the template, or updating identifiers that refer to information items for inclusion in the template.

3. A method according to one or more of claims 1 or 2 further comprising the steps of:

   monitoring sources that determine the requirements specified for the plurality of organisations, and when a change in one or more requirements occurs,

   updating one or more relevant templates that are used to generate documents containing content influenced by the one or more changed requirements for the plurality of organisations that are obliged or desire to meet the changed requirements.

4. A method according to any preceding claim wherein generating a document comprises inserting one or more items of information into the template from a store of information items wherein the template comprises one or more identifiers that specify which of the one or more items of information from the store should be inserted.

5. A method according to claim 4 wherein each item of information is updateable such that if any changes in requirements occur, one or more items of information affected by the change in requirements can be amended.

6. A method according to any preceding claim further comprising the steps of determining which templates are relevant to which organisations, and defining access permissions that enable access to those documents by users in the relevant organisations.
7. A method according to any preceding claim further comprising the step of providing each user with access to request one or more documents relating to an activity to be undertaken by the user in relation to an organisation.

8. A method according to any preceding claim wherein the plurality of templates comprise one or more of the following:

   i) one or more global templates for generating one or more documents relevant to a plurality of organisations operating in a range of industries, each document relating to an activity to be undertaken by a user in relation to the organisation and comprising content influenced by requirements the plurality of organisations are obliged or desire to meet,

   ii) one or more industry templates for generating one or more documents relevant to a plurality of organisations operating in one industry, each document relating to an activity to be undertaken by a user in relation to the organisation and comprising content influenced by requirements the plurality of organisations are obliged or desire to meet,

   iii) one or more organisation templates for generating one or more documents for relevant to organisations of a certain type operating in an industry, each document relating to an activity to be undertaken by a user in relation to the organisation and comprising content influenced by requirements the organisations are obliged or desire to meet, and

   iv) one or more role templates for generating one or more documents for one or more users in an organisation, each document relating to an activity to be undertaken by the one or more users in relation to the organisation and comprising content influenced by requirements the organisation is obliged or desire to meet.

9. A method according to any preceding claim wherein:

   i) where a change in requirements occurs that affects all industries, the global templates are updated,

   ii) where a change in requirements occurs that affects all organisations in one industry, then the industry templates are updated,

   iii) where a change in requirements occurs that affects one organisation type, then the organisation templates are updated,

   iv) where a change in requirements occurs that affects the roles carried out by one or more users in an organisation, the role templates are updated.

10. A method according to any preceding claim wherein a requirement is a procedure, policy, standard, regulation, other legislative requirement or any else that a particular organisation is obliged or desire to comply with

11. A method according to any preceding claim wherein a third party assists in providing documents to the users in one or more organisations.

12. A method according to any preceding claim wherein the documents are one or more of:
i) operating procedures,
ii) forms,
iii) letters,
iv) purpose information,
v) instructions,
vi) job descriptions,
vii) advice,
viii) contracts.

13. A method according to any preceding claim further comprising the steps of: testing a user of an organisation on matter relating to requirements that the organisation is obliged or desire to meet, determining if the user does not pass the test, and if they do not pass the test, providing a document to the user containing information to educate the user on the matter.

14. A method according to any preceding claim further comprising the step of providing the generated document to the user.

15. A method of training users in organisations, wherein each organisation is operating in an industry and is obliged or desire to comply with one or more requirements, wherein for each organisation the requirements are specified for the organisation and/or the industry in which the organisation operates, the method comprising: testing a user of an organisation on matter relating to requirements that the organisation is obliged or desire to meet, determining if the user does not pass the test, and if they do not pass the test, providing a document to the user containing information to educate the user on the matter.

16. A method according to claim 15 further comprising the step of providing or indicating a particular item of the document relating to the matter.

17. A system for providing documents to users in organisations, wherein each organisation is operating in an industry and is obliged or desires to comply with one or more requirements, wherein for each organisation the requirements that the organisation is obliged or desires to comply with can be requirements that are specified for solely the organisation itself or can be requirements that are: specified for all organisations of the same type, specified for an industry in which the organisation operates, and/or specified for one or more industries of which the organisation operated in, the system comprising:

input means for receiving a request for a document relating to an activity to be undertaken by a user in relation to an organisation,

computer system for generating a document relating to that activity, the document comprising content influenced by at least one requirement the organisation is obliged or desires to comply with,

a data store with a plurality of templates wherein the document is generated from at least one of the plurality of templates, each of the plurality of templates being relevant to a plurality of organisations and being for generating a document relating to an activity that can be carried out in respect of any of the plurality of organisations to which it is relevant, and each template comprising
content influenced by at least one requirement that plurality of the organisations are obliged or desire to meet, and an output system for providing the document to the user, wherein each template is updateable to change the content, such that if any change occurs in the at least one requirement specified for the plurality of organisations, any templates relevant those plurality of organisations can be changed so that a document generated from the template will include content influenced by the changed requirements.

18. A system according to claim 17 wherein updating the content comprises updating text in the template, or updating identifiers that refer to information items for inclusion in the template.

19. A system according to claim 18 or 19 comprising an input interface means for updating the one or more relevant templates are updated via the interface that are used to generate documents containing content influenced by the one or more changed requirements for plurality of organisations obliged or desire to meet the changed requirements.

20. A system according to any one of claims 17 to 19 wherein generating a document includes inserting one or more items of information into the template from a store of information items wherein the template comprises one or more identifiers that specify which of the one or more items of information from the store should be inserted.

21. A system according to any one of claims 17 to 20 wherein each item of information is updateable such that if any changes in requirements occur, one or more items of information affected by the change in requirements can be amended.

22. A system according to any one of claims 17 to 21 wherein the computer system is adapted to receive input determining which templates are relevant to which organisations, and defining access permissions that enable access to those documents by users in the relevant organisations.

23. A system according to any one of claims 17 to 22 wherein the system further comprises an input interface that provides each user with access to request one or more documents relating to an activity to be undertaken by the user in relation to an organisation.

24. A system according to any one of claims 17 to 23 wherein the plurality of templates comprise one or more of the following:

i) one or more global templates for generating one or more documents relevant to a plurality of organisations operating in a range of industries, each document relating to an activity to be undertaken by a user in relation to the organisation and including content influenced by requirements the plurality of organisations are obliged or desire to meet,

ii) one or more industry templates for generating one or more documents relevant to a plurality of organisations operating in one industry, each document relating to an activity to be undertaken by a user in relation to the organisation and including content influenced by requirements the plurality of organisations are obliged or desire to meet,

iii) one or more organisation templates for generating one or more documents relevant to one or more organisation of a certain type operating in an industry, each document relating to an activity to be undertaken by a user in relation to the organisation and including content influenced by requirements the organisation is obliged or desires to meet, and iv) one or more role templates for
generating one or more documents for one or more users in an organisation, each document relating to
an activity to be undertaken by the one or more users in relation to the organisation and including
content influenced by requirements the organisation is obliged or desires to meet.

25. A system according to any one of claims 17 to 24 wherein:

i) where a change in requirements occurs that affects all industries, the global templates are updated,

ii) where a change in requirements occurs that affects all organisations in one industry, then

the industry templates are updated,

iii) where a change in requirements occurs that affects one organisation, then the organisation
templates are updated,

iv) where a change in requirements occurs that affects the roles carried out by one or more
users in an organisation, the role templates are updated.

26. A system according to any one of claims 17 to 25 wherein a requirement is a
procedure, policy, standard, regulation, other legislative requirement or any else that a particular
organisation is obliged or desire to comply with.

27. A system according to any one of claims 17 to 26 wherein the system is implemented
by a third party that assists in providing documents to the users in one or more organisations.

28. A system according to any one of claims 17 to 27 wherein the documents are one or
more of:

i) operating procedures,

ii) forms,

iii) letters,

iv) purpose information,

v) instructions,

vi) job descriptions,

vii) advice,

viii) contracts.

29. A system for training users in organisations, wherein each organisation is operating in
an industry and is obliged or desires to comply with one or more requirements, wherein for each
organisation the requirements are specified for the organisation and/or the industry in which the
organisation operates, the system comprising:

a computer system for:

testing a user of an organisation on matter relating to requirements that the
organisation is obliged or desires to meet,

determining if the user does not pass the test, and if they do not pass the test,
providing a document to the user containing information to educate the user on the matter.

30. A system according to claim 29 wherein the system further comprises a means for providing or indicating a particular item of the document relating to the matter.

31. A system according to claim 29 or 30 wherein testing comprises asking one or more questions and receiving answers from the user and determining if the user does not pass the test involves comparing their answers with the correct answers.

32. A system according to any one of claims 29 to 31 wherein the system is further adapted to record the user's responses to the questions.

33. A system according to any one of claims 29 to 32 wherein the system is implemented by a third party.

34. A system according to any one of claims 29 to 33 wherein a requirement is one or more of a procedure, policy, standard, regulation, legislative requirement, or activity/task.

35. A system according to any one of claims 29 to 34 wherein the test results can be used for one or more of: retraining, benchmarking, training needs analysis, risk management.

36. A method for providing documents to users in organisations, wherein each organisation is operating in an industry and is obliged or desires to comply with one or more requirements, wherein for each organisation the requirements are specified for the organisation and/or the industry in which the organisation operates, the method comprising: receiving a request for a document relating to an activity to be undertaken by a user in relation to an organisation, generating a document relating to that activity, the document including content influenced by at least one requirement the organisation is obliged or desires to comply with, wherein the document is generated from at least one of a plurality of templates, each of the plurality of templates being relevant to one or more organisations and being for generating a document relating to an activity to be carried out in respect of the one or more organisations to which it is relevant, and each template including content influenced by at least one requirement the one or more organisations are obliged or desire to meet, and providing the document to the user, wherein each template is updateable to change the content, such that if any change occurs in the requirements specified for one or more organisations, any templates relevant to those one or more organisations can be changed so that a document generated from the template will include content influenced by the changed requirements.

37. A system for providing documents to users in organisations, wherein each organisation is operating in an industry and is obliged or desires to comply with one or more requirements, wherein for each organisation the requirements are specified for the organisation and/or the industry in which the organisation operates, the system comprising:

input means for receiving a request for a document relating to an activity to be undertaken by a user in relation to an organisation,

computer system for generating a document relating to that activity, the document including content influenced by at least one requirement the organisation is obliged or desires to comply with,