Document and content management systems

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Document Managing

Document managing systems: Handling all the documents within an organisation. Important facilities:

1. Long-time storage of documents.
2. Making organisation knowledge available within an organisation.
3. Searching, finding, access control, security.
4. Incoming non-computerized documents are scanned for storage.
5. Handling responsibility issues.
6. Original versus identical or processed versions.

Content Managing

Managing the content on a web site. Important facilities:

1. Separate content and layout. (Example: Changing a company logo on all pages.)
2. Separate text writers from technicians.
3. Storage.
4. Export through templates: For screen viewing, user printing, mobile phone, data base, print media production, etc.
5. Updating by multiple users.
6. Production work flow control.
7. Automate expiration.
8. Avoid dead links and other errors.
9. Track changes, restore old versions.

Content Managing

1. Information collection. Editorial tools (WYSIWYG, XML, SGML?)

2. Information management (storage, workflow, etc.).

3. Information publication.

4. Personalisation: Different content to different visitors (age group, interests, etc.).

5. Localisation: Adapting content to different languages, cultures.

Workflow Example

1. Writing.

2. Editing.

3. Reviewing correctness.

4. Legal reviewing.

5. Audience targeting.

Issues:

When? By whom? Losing information? Speed?

Metadata

Information about the content, such as:

1. Date first written.
2. Date last modified.
3. Author(s).
4. Title.
5. SEO phrases.
6. Keywords, metadescription.
7. Internal comment.
8. Etc.

Allowed format:

XHTML? XML? SGML? Plain text? Date+

Used for:

1. Personalisation.
2. Formatting.
3. Work flow control.

Products, standards

1. ASP, JSP.
2. Webdav.
3. Macromedia contribute.
4. XML and SGML.