News Release Management System (NRMS)

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Purpose of Presentation

- To describe QP’s Content/Document Management System initiative
- To demonstrate the first application: News Release Management System (“NRMS”)
Outline of Presentation

- Introduction
- What is Content & Content Management
- Identification of Business Requirements
- The Solution
- Current State for News Releases
- News Release Management System
- Other Applications Under Consideration
- Demonstration of NRMS
- Opportunity to Share the Technology
- Questions & Answers
Introduction

- QP is implementing a Content Management System (CMS) to meet customers’ content management challenges

- New Release Management System ("NRMS") is the first application with a Go Live of July 6
What is Content & Content Management

‘Content’ can include:

- Word documents
- Spreadsheets
- Emails
- Faxes
- CAD drawings
- Web sites including hyperlinks
- Scanned or imaged hardcopy
- Audio
- Video
What is Content & Content Management

Presentation by Xerox Global Services – John Roberts, Senior Consultant
Identification of Business Requirements

- In early 2000, QP made a strategic decision to acquire an integrated, full featured, web and XML-enabled, Content Management System (CMS)

- Customers needed to efficiently manage expanding content being created, modified or accessed within their programs and to automatically update content to the web

- Need included auditable, secure, centralized control of distributed processes for creation, modification, re-use, access, storage and distribution of any type of electronic content/documents
Identification of Business Requirements (cont’d)

- Version control for documents to be printed or electronically stored

- A means to automatically update Government’s and ministries’ web sites

- As the consolidated printing and publishing service, QP wished to offer economies of scale, project management and operation of content management system as an Application Services Provider (ASP)
The Solution

In June 2000, a RFP was issued for proposals for a fully integrated system to meet the known requirements of:

- Government Publications Document Management
- Training Manual Management
- Web Content Management
- News Release Management
- Enterprise Document Management

Proposals were received from a number of systems integrators using a variety of leading CMS products
The Solution (cont’d)

In November 2000, an award was made to Xerox Global Services for the supply and implementation of Documentum 4i eBusiness Content Management System

- Documentum highly regarded in the industry
- Independent assessments by Gartner, Doculabs and others have confirmed its rating as leading provider of Internet-scale content management solutions for powering e-business applications
The First Application

- In January 2001, while the software and hardware were being acquired, work began on the News Release Management System

- Current and Desired State defined, detailed design completed, application developed
Current State for News Releases

- Current processes largely manual - not integrated
- Inconsistent processes for creating news releases
- No means to effectively ensure use of Public Affairs Bureau approved templates for consistency and format
- Existing processes too reliant on a few key personnel – risk of the process stalling or failing if key participants were not available
Current State for News Releases (cont’d)

- No central repository for all news releases

- No means to effectively monitor and action multiple news releases from across Government to meet deadlines or scheduled announcements

- Difficulty in maintaining consistent messaging as directed by the Premier’s Office through Public Affairs Bureau

- No workflow or routing for approval, comment and editing of news releases
Current State for News Releases (cont’d)

- No automatic means to render different formats such as TXT, HTML and PDF
- Better enforcement of rigorous Canadian Press (CP) edits was required – no means to ensure the edit(s) were actually made
- No identification of news release by unique government-wide reference numbers
- No document revision and version control existed – no means to view the version history of a news release
Current State for News Releases (cont’d)

- Not all Ministry websites had a consistent layout (i.e. look and feel) and, search results were sometimes inaccurate and inconsistent.

- Current system permits a submitted news release to be changed resulting in the possibility of different web versions.

- No automatic, timed distribution of embargoed news releases.
News Release Management System

- Automates and streamlines creating, editing, approving, distributing and posting to the Internet of news releases for Public Affairs Bureau and Ministries

- Provides a central, searchable repository for all news releases for Government, Public Affairs Bureau, media and the public

- Automates current manual processes for news releases
News Release Management System (cont’d)

- Ensures consistent presentation format
- Provides secure version control and
- Much more!
Other Applications Under Consideration

- Ministry of Education’s Standards Department to automate the creation, updating and distribution (including web distribution) of over 150 Integrated Resource Packages (IRPs)

  - Comprise the entire provincial curricula for kindergarten through grade 12

  - For Standards staff, schools, teachers and the public
The IRPs include:

- prescribed learning outcomes
- supporting instruction and assessment strategies
- a list of Ministry recommended learning resources such as textbooks and videos

In other words, everything needed to teach in a classroom
IRPs (cont’d)

- Automate the creating, editing, approving and reusing of very complex, multi-layered manuals

- Ensure full version control while allowing geographically separated authors and reviewers to work on a document simultaneously

- Provide extensive search capabilities - currently lacking
IRPs (cont’d)

- Automate the uploading of changes to IRPs immediately on the Standards Department’s website

- Address long-standing teacher concerns re. viewing the complex IRPs on line without full search and internal links to sub components (i.e. static web pages)

- Interface with the QP’s Docutech electronic publishing equipment allowing hard copy manuals to be printed and distributed via the Office Products Centre and BC Mail Plus
IRPs (cont’d)

- Enable the IRPs to be linked to a proposed Ministry of Education Portal providing additional content for lesson plans

- Integrate with a B2B system for automatically purchasing approved learning resources

- Implementation of the first prototype IRP may be possible for fall 2002 subject to final scope determination and cost
Other Applications Under Consideration (cont’d)

- School Districts for document/content management and web-based learning tools
- Pension Corporation for documents such as the ‘Advice to Pensioners’ booklets
- Legislative Counsel for legislation and statutes (the ‘backend’ of QPLegalEze)
- Other programs that need to manage and distribute content
Other Applications Under Consideration (cont’d)

- Foundation Enterprise Document Management (FEDM) system
  - Targeted at meeting 80% of a customer’s requirements “out of the box” as opposed to developing specific applications each time
  - FEDM will enable QP to more quickly meet the needs of customers
  - Will leverage the relationship that has been developed between QP and Xerox over the past 4 years
Demonstration of NRMS

- Demonstration by Craig Randle, Systems Analyst
Solution Overview

Content Creation with automated workflow

Simultaneous publishing to web, fax, print & public consumption

Writers
- Templates
- NRs in Progress
- Attachments

Editors
- Archival NRs
- Published to Web

Reviewers

PAB

Public
Demonstration

Creation of a News Release
- Security - login / authentication
- Content Creation
- Check-in

News Release Lifecycle and Workflow
- Movement of a News Release through it’s lifecycle
- Creation of Attachments
- Viewing Renditions and versions

Searching and Publishing
- Release the News Release
- Searching
- Publish to the Web
Demonstration (cont’d)

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Note

NRM Lifecycle

- Has 6 possible “states”

- The News Release can be “promoted” and/or “demoted” several times within the lifecycle, depending on the role and associated permissions the participants in the workflow have been granted.

- As the News Release moves through it’s lifecycle various participants in the workflow have the ability to edit it, create attachments for it and so on.
Demonstration (cont’d)

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Demonstration Review

- Creation of a News Release
  - Security - login / authentication
  - Content Creation
  - Check-in

- News Release Lifecycle and Workflow
  - Movement of a News Release through it’s lifecycle
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- Searching and Publishing
  - Release the News Release
  - Searching
  - Publish to the Web
Opportunity to Share the Technology

- QP and Xerox welcome the opportunity to provide more information about the CMS challenges we have met.

- We would be pleased to explore opportunities for other jurisdictions to take advantage of BC’s NRMS.
Questions & Answers