ektron

What do you want your website to do?

Ektron eXtranet QuickStart Guide

Using the eXtranet Communication Platform to ensure project success

User/Client Guide

ektron CMS400.net

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Version 7.6.6, May 2009

Guide Revision 1.0

Contents

1 Introduction to the eXtranet

Aligning the client and the development team

ektron CMS400.net

Why eXtranet?

Ektron has learned that clear, in-context communication is the key to ensuring proper alignment between clients and development teams. With that in mind, Ektron's project management eXtranet is designed to be a one-to-one collaboration and communication platform that you can use to interact with Ektron professional services and development team representatives.

Aligning you and the development team

This alignment helps properly set expectations for both you and the development team, and enables all involved parties to maintain focus on the agreed-upon project goals.

A Web-enabled application built on top of Ektron CMS400.NET's API, the eXtranet is made up of several components, each aligned with a particular project need and organized as links at the top of project pages.

Before discussing how to use the components and features of the eXtranet, it is important to discuss the Ektron Methodology for efficient web project management. This methodology is born from years of experience and research and represents Ektron's "best practices" for implementing and delivering high-quality web project deliverables.

Ektron Web Project Methodology

At Ektron, a successful Web project implementation is the result of proper project planning and a complete understanding of the project requirements by both you and the development team. Our overall service methodology is made up of the following components.

Discovery, Design & Planning

The development team works closely with you to map out the detailed requirements of the project. Several documents are produced in this phase.

Implementation

Additional development resources are added to the project, and your participation in this phase is extremely important to make sure that the development team is implementing the features as agreed.

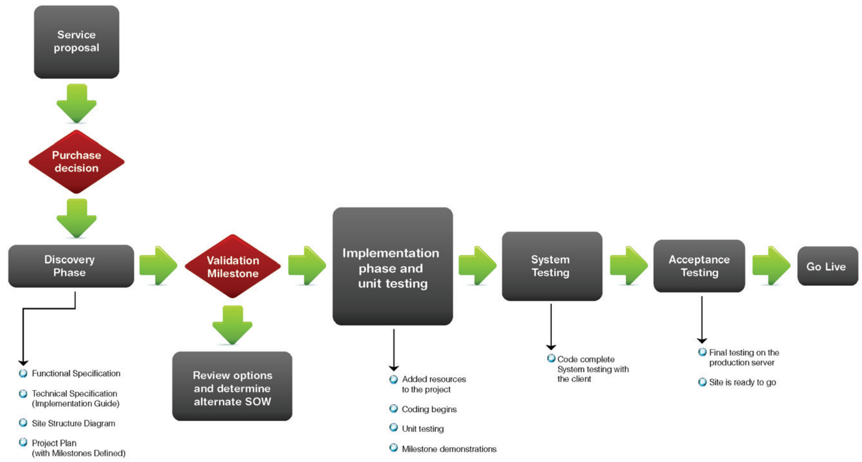
System Test

This phase begins when feature development has ended. A full test of the system is performed to ensure the quality of the deliverable.

Acceptance Test

This phase is primarily handled by you with support from the development team. The deliverable is setup and tested in your environment.

RAMP



The “RAMP” principals combine the design approach and success criteria against which all web projects are measured — Risk mitigation, Adoptability, Maintainability and Performance. These benchmarks are the hallmarks of a successful Web site and are applied to every Web project Ektron develops.

When following the principals of RAMP, the development team can (for example) mitigate risk when making design choices, plan and create a Web project that quickly gains user adoption, and deliver a Web project that performs and is maintainable throughout its entire lifecycle.

Communication: Using the eXtranet

The eXtranet is the communication platform for the Web project. Communication between all Web project members is managed through the eXtranet, and Ektron strongly recommends that clients actively participate in the project eXtranet.

The eXtranet is the delivery mechanism for documents and Web project collateral to you the client. Information such as meeting minutes, questions, concerns and status reports are also posted on the eXtranet. The eXtranet ensures that both you and the development team are actively communicating and that any decisions, issues or scope changes are documented and archived.

By combining the eXtranet, RAMP and Ektron's proven web methodology, the development team will have the right tools to ensure that your Web project is an enduring success.

Developer Information - Architecture

The eXtranet is built on the CMS400 SDK and API. This means it is entirely *forward*-compatible with any version of CMS400.NET version 7.6.6 and above. So, you can independently upgrade your CMS400.NET installation with point releases without disrupting the eXtranet. Also, because the eXtranet is built on CMS400.NET, no separate installation is required.

The eXtranet has two main template types. These types and their associated .NET aspx templates are described below.

Template Type	Template Name	Description
Navigation-based	Projects.aspx	The user's landing page upon logging-in. Provides clients and projects the user is authorized to view and interact with.
Ektron server control-based	Wiki.aspx	Displays Wiki content for each project
	Discussion.aspx	Displays discussion forums available for each project
	Documents.aspx	Displays document repository for each project
	Milestones.aspx	Displays calendar milestones for each project
	Issues.aspx	Open, track and close issues that arise in the project
	Blog.aspx	Displays two blogs per project An "open" blog – viewable by any user authorized to view the project A "private" blog – viewable only by certain users
	Dashboard.aspx	Displays real-time information about your project.
	SOW.aspx	Displays scoping documents that relate to the various phases of the project.
	TimeSheets.aspx	Displays time sheets for the project.
	ChangeOrders.aspx	Displays change orders for the project.

eXtranet Initialization

An initialization process occurs when your first login to eXtranet. The process performs several tasks, including:

- creates the "StarterApps" and "ProjectManagement" folders in the CMS400 database
- creates CMS400 usergroups
- creates metadata definitions
- registers display templates

You will see additions to your CMS400 Workarea after you copy the eXtranet files to their proper locations and log in.

User Types

CMS400.NET and the eXtranet have three user types:

- CMS400.NET Administrator group members
- CMS users
- Membership users

Administrator group members have view/add/remove permissions to all clients and projects. They do not need to be invited to any clients.

Any Ektron CMS400.NET CMS user can log in to the eXtranet. If you add a CMS400.NET user to the eXtranet CMS usergroup in the Workarea, they can view/add/remove clients and projects, and invite members to projects. These members have "admin"-level permissions to the eXtranet.

Membership users are authenticated “guests” of the eXtranet, and any Membership user can log in. However, Membership users can only view and interact with clients and projects to which they have been invited. Membership users are invited to projects at the client level. That is, they are added to a user group set up for each client.

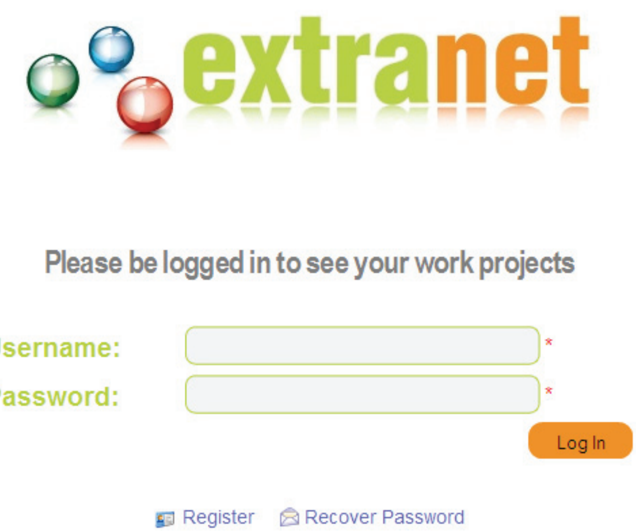
eXtranet Installation

Because the eXtranet is built on CMS400.NET, no separate installation is required. When you install CMS400.NET, the following files are moved to the locations specified below.

File Type	Location	Contains
Visual Basic .NET class file	<siteroot/> / App_Code / VBCode/ StarterApp / ProjectManagement / ProjectManagement.vb	Object classes used by the eXtranet.
eXtranet application files	<siteroot/> / StarterApps / ProjectManagement	The main files of the eXtranet.

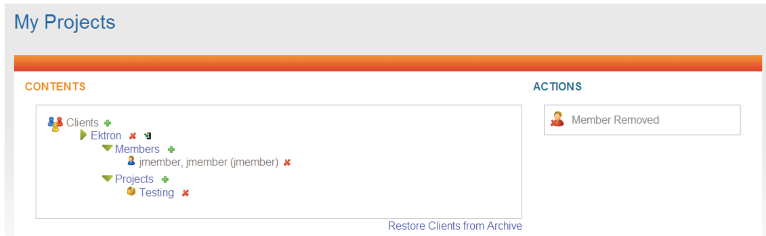
Logging In

To log into the eXtranet, navigate to *http://localhost/CMS400/StarterApps/ProjectManagement/login.aspx*. CMS400.NET’s default home page also has a link to the eXtranet. A Login screen appears where you can enter your username and password. The username is usually your email address. Remember that you must be registered to log in. Click *Register* to create login information and enter personal information.



The Projects Page

The Projects page is the default landing page after you log in.



The Projects page displays all your current projects and the members of those projects. If you are a CMS400.NET Administrator, you also see *add* and *remove* buttons next to clients, projects and members.

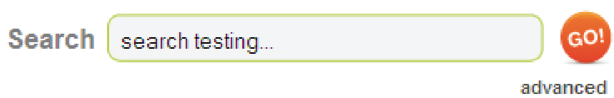
Adding, Removing and Inviting

The two main actions a user can take from the Projects page are described below.

Action	Icon	Notes
Add	✚	• CMS400.NET Administrators and CMS400.NET users can add Clients and Projects. • Membership users can add Projects.
Remove	✖	CMS400.NET Administrators and CMS400.NET users can remove Clients, Projects, and Members. Note: Removing a member does not delete the membership account.

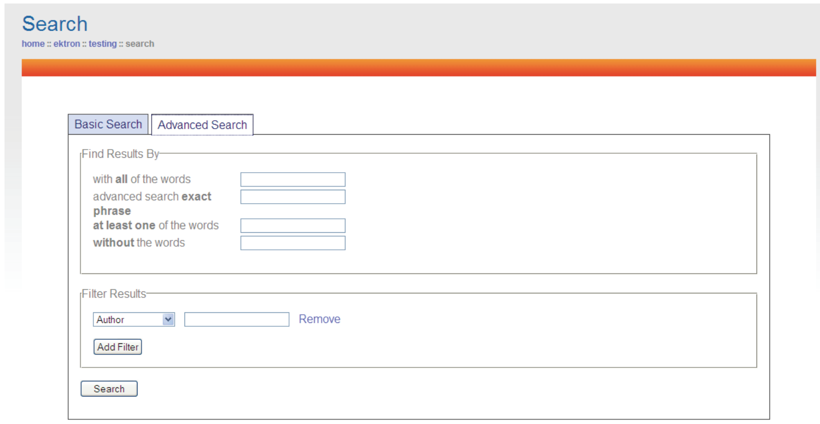
Searching the eXtranet

The eXtranet has a powerful search feature that can find any content item in a project. The search box appears in the top-right corner of every project page.



Enter one or more words into the search box and click *GO!*. The search feature finds files and content items in the current project, and all content that includes the search term(s) displays in the area below.

If required, click *Advanced* to access advanced search parameters. Here you can narrow the search to project components (Documents only, Forums only, etc.) or define rules for the search and apply result filters.


Search
home :: ektron :: testing :: search
Basic Search
Advanced Search
Find Results By
with all of the words
advanced search exact phrase
at least one of the words
without the words
Filter Results
Author
Remove
Add Filter
Search

2 Getting Started

Navigating the eXtranet

Overview

The eXtranet Dashboard displays real-time information about your project by providing instant visibility into project status, performance, issues and updates — all from one page. You can fully customize the information that displays through the use of drag-and-drop widgets. Some of these widgets include:

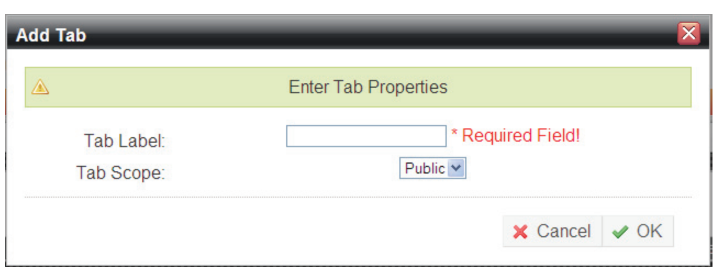
- Project Manager
- Project Status
- Recent Blogs
- Recent Documents
- Recent Forum Posts
- Recent Issues
- Recent milestones
- Recent Updates

eXtranet comes with several default widgets. You can edit these widgets, arrange the widgets through drag-and-drop, and add columns and tabs to fully customize to layout of the Dashboard.

Creating a Dashboard

When you access the Dashboard for the first time, the Dashboard is blank. To begin creating you custom Dashboard, do the following steps:

1. Login, select the appropriate project and click *Dashboard*.
2. Click the Options drop-down menu and select *Add Tab*.

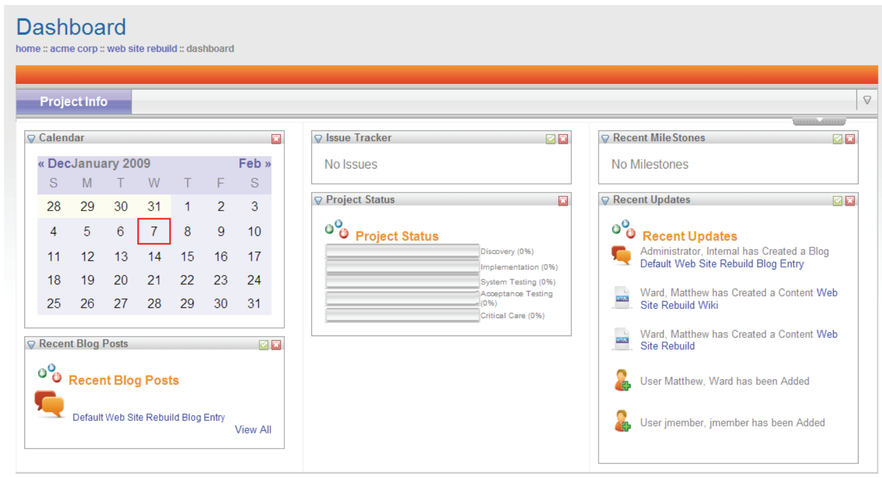


3. Enter a name for the Tab and select either *Public* or *Private* for the Scope. This determines whether the tab is viewable by other project members.

Note: You can add several Tabs to your Dashboard to help you organize your widgets.

The new tab displays and with three columns.

4. Click the Widget Tray drop-down menu to access eXtranet Widgets. Use the widget scroll buttons to scroll though all of the available widgets.
5. Select the widget you want to add to the Dashboard and drag it into any of the columns. Repeat this step until you are satisfied with the layout of the Dashboard.



Editing Widgets

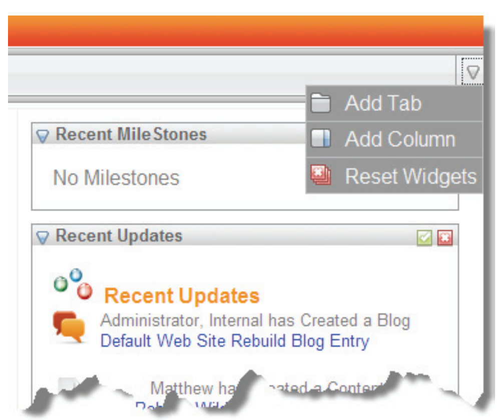
You can edit any widget by clicking the Edit icon. The options that display depend on the widget you are editing.

To minimize a widget, click the Minimize/Maximize icon.

To close a widget and remove it from the Dashboard, click the Remove icon.

Add Columns

You can add several columns to a Tab in the Dashboard. Click the Options drop-down menu and select *Add Column*.



You can then drag-and drop widgets into the new column.

Resetting Widgets

Click *Reset Widgets* to remove all widgets and tabs from the Dashboard.

3 Wikis and Documents

Define Success — Manage Assets

Wiki Overview

The Wiki allows both you and the development team to define elements that are necessary for the project. When you first log in and access the Wiki and Docs page, you should see several items already defined by the development team. These include:

- *Definition of success* — this page defines the major goals and success criteria for the project.
- *Team members* — this is a list of the team members on both sides of the project. This includes names, contact information and individual roles in the project.
- *How to use this eXtranet* — instructions about how to use this eXtranet site.

As other project elements are defined, both you and developers can add them to the Wiki.

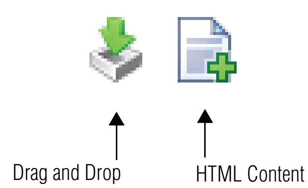
Documents

The Go To Documents link accesses the repository for all project documents, files, and other assets. The eXtranet utilizes Ektron CMS400.NET's document management functionality to organize and track all project documentation. When a document is uploaded to the site, a complete history of the documents is maintained. In addition, project members can edit MS Office documents from within the Web interface.

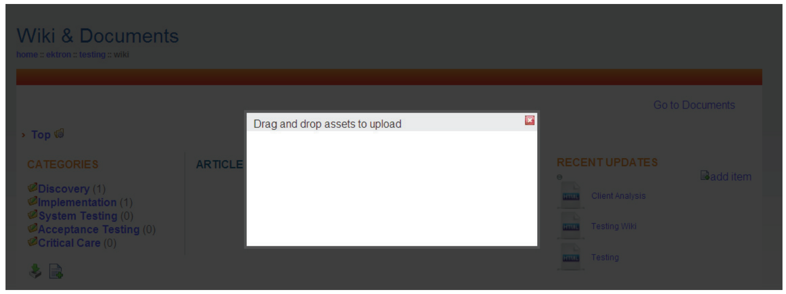
In some cases, this is the area in which deliverables are presented to you. Because all of the documents are stored in this central location, you will always know where to go to get the most up-to-date deliverable — even if local copies get misplaced.

Creating New Wiki Content

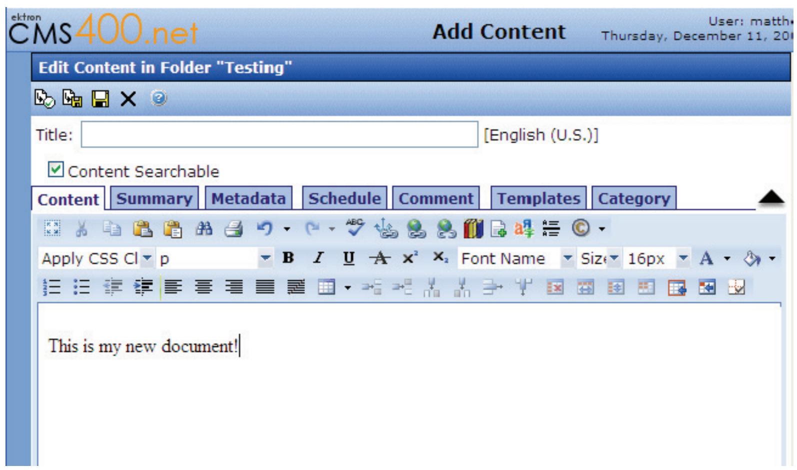
Creating new Wiki content is very simple in the eXtranet. Within every category, the Drag-and-Drop and Add HTML Content icons appear.



To add new Wiki content (any type), click the *Drag-and-Drop Assets* icon and select a file on you local system. Then, drag the document directly onto the area provided in the browser window.

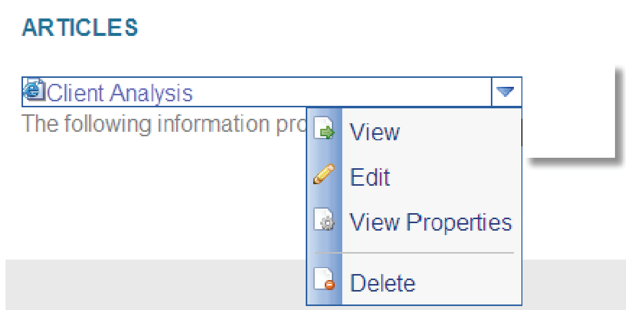


To add HTML content, click the *Add HTML Content* icon and simply begin creating your document in Ektron's CMSWebEdit HTML editor.



Managing Wiki Content

Click the Document pull-down icon to access options for the Wiki asset. You can view, edit or delete the item, or you can view properties for the document, such as Summary, Metadata and Category information.



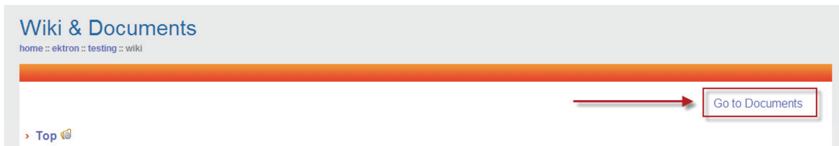
Finding Wiki Items

There are several ways to find Wiki content:

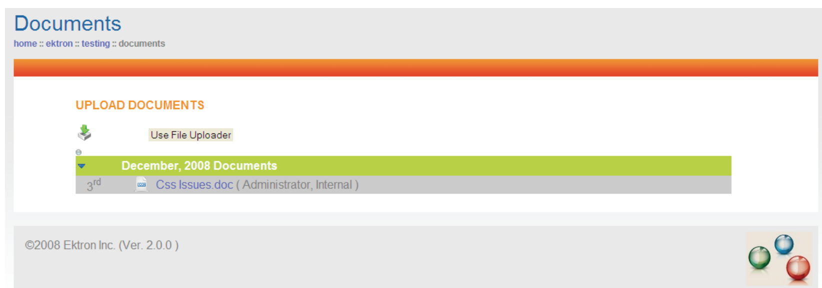
- Navigate through the Wiki categories — Click the Category link to drill-down and locate the Wiki content.
- Search — As with all eXtranet content, you can use the Search field to locate Wiki items in the eXtranet.
- Recent Updates — Up to five of the most recently created or updated Wiki content items display under the Wiki page's Recent Updates section.

Document Overview

Clicking the Documents link navigates you to the Documents Page.



The Documents page allows you to access the repository for all project documents, files, and other assets. The eXtranet utilizes Ektron CMS400.NET's document management functionality to organize and track all project documentation. When a document is uploaded to the site, a complete history of the documents is maintained. In addition, project members can edit MS Office documents from within the Web interface.



Adding a New File or Document

To add any document or file to the eXtranet, do the following:

1. Resize the eXtranet window and Windows Explorer so that you can view both on your display.
2. Navigate to the local folder that contains the file you want to add to the eXtranet.
3. Click the Add Assets icon and drag-and-drop the file into the drop box in the eXtranet Documents window.

   Alternatively, you can click "Use File Uploader" to open a traditional Windows dialog box to select a file for upload.

Editing a File or Document

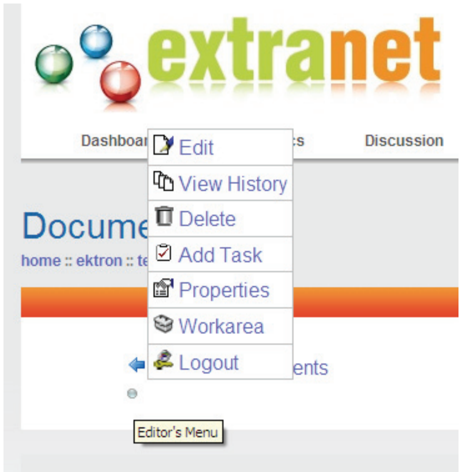
There are two ways to edit a document:

- Within the eXtranet itself (if HTML files only)
- By downloading the file and editing it in its native application. For example, you can download and edit .jpg files using PhotoShop or other graphic processing application on you local system.

Editing within the eXtranet

To edit an eXtranet document, follow these steps.

1. Click the file from the Access Point.
2. Select *Edit* in the menu.



3. When the file opens in the CMSWebEdit HTML editor, edit as necessary and click *Publish* to save the changes.

Downloading and Editing a File or Document

To download a document to your computer and edit it, follow these steps.

1. Click the file and click *Save* at the prompt.
2. Open the file in its native application.
3. Edit as necessary and save when done.
4. Drag-and-drop the file back into eXtranet.

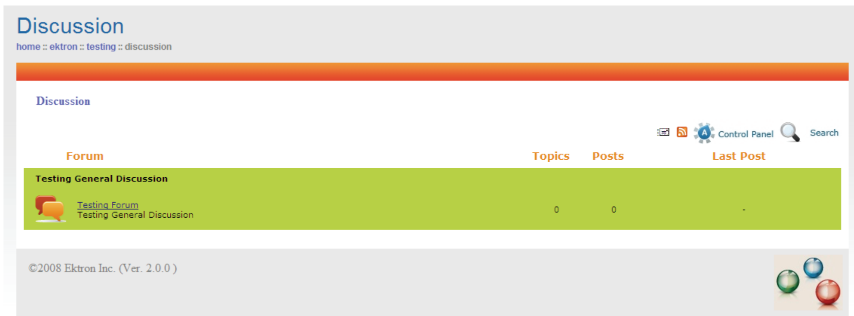
Because the original file still exists in the eXtranet, the next highest number is added to the edited version's name. For example, for a file named *myfile*, the updated version is *myfile(2)*.

4 Communicate and Discuss

Project forums to communicate and align goals

Overview

This is the forum area for the project. Both you and developers use these forums to interact and communicate with each other, and a history of these communications is kept here. It is also a great place for creating a "Q&A" area that can be referenced later in the project.



When you click the Discussion link, you have access to a list of forums in which you can participate. To access a forum, simply click on the forum link.

Using Forums

Control Panel

The Discussion Control Panel allows you to manage items related to the project forums. Here, you can view personal messages and configure forum notifications. If you have administrator permissions, you can also moderate forums from the Control Panel.

RSS Feeds

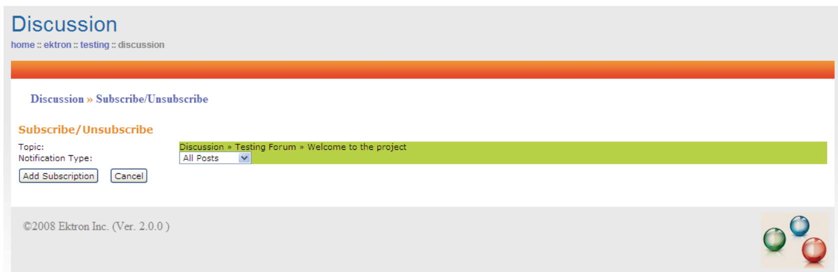
The project forums provide a vital communication tool for all project stakeholders. To that end, subscribing to RSS feeds allows you to instantly view and track posts to project forums. This enables you to stay on top of current conversations and review project dialogue.

To enable RSS feeds, click the (RSS) icon, then click *Subscribe Now*.

Subscribing to a Discussion Board

You can subscribe to Forum posts and replies by clicking the Subscribe/Unsubscribe icon.

The Subscribe/Unsubscribe icon appears at each Discussion Board level so that you can subscribe to any Forum and topic of interest. After clicking the icon, the following screen appears.



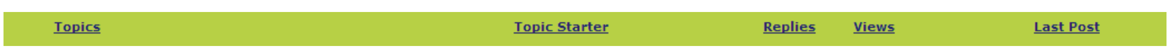
Select one of the following for the notification type:

- *All Posts* – notifies you when any post or reply is added.
- *Replies to Me* – notifies you when someone replies to your post.

Next, click *Add Subscription*. A page notifies you that your subscription was added.

Sorting Topics

You can sort forum content by clicking the forum column links.



On the first click, items are sorted first by any numeric (1-10) value, then by alphabetic values (A to Z). Clicking a column title a second time sorts the items in reverse. When you initially access the page, the last post displays first, followed by all other previous posts.

Posting a Reply

To make a simple reply to a post:

1. After log in, select the appropriate project and click *Discussion*.
2. Select the relevant Forum.
3. Select the relevant Topic.
4. Locate the post to which you want to reply.
5. Click *Add Reply*.

6. Enter your message and click *Post*. You can also add a file to the post by clicking *Attachment* before posting your reply.

Quoting a Post

Quoting a post's comments means that your reply begins with the original post's comments. You can then add your comments and even edit the quoted post, so that you can include only the portion on which you are commenting. Quoting a post can be helpful in ensuring that your post is clear and understood by the project stakeholders.

1. After log in, select the appropriate project and click *Discussion*.
2. Select the relevant Forum.
3. Select the relevant Topic.
4. Locate the post to which you want to reply.
5. Click *Quote*.

   CMSWebEdit launches with the quoted information at the top of the text area.
6. Enter your message and click *Post*. You can also add an file to the post by clicking *Attachment* before posting your reply.

Editing a Post

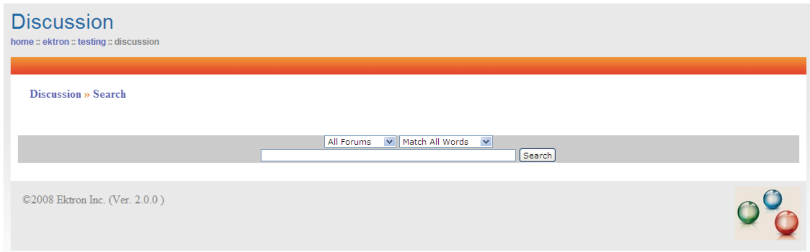
You can edit content you previously posted. Note that you cannot edit other user's posts.

1. After log in, select the appropriate project and click *Discussion*.
2. Select the relevant Forum.
3. Select the relevant Topic.
4. Locate the post that you want to edit.
5. Click *Edit*.
6. Modify the content as required and click *Post*. You can also add an file to the post by clicking *Attachment* before posting your reply.

Search

The Discussion Search allows you to search for discussion content;

- across all forums or one particular forum
- that match all words you enter in the search field
- that match any words you enter in the search field
- that match an exact phrase you enter in the search field



Click *Search* to find the content. If the Discussion Search finds results, the results display in this page, with links to the topic that contains the search term(s).

5

Milestones

Set goals and track success

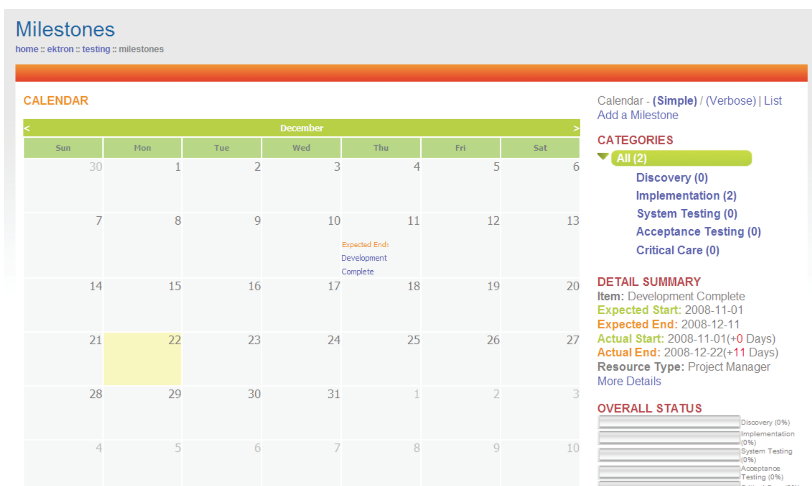
Overview

This is where the major milestones for the project are listed. Typically, it starts out with the milestones that are listed in both the Statement of Work (SOW) and the phases defined in the project lifecycle document. Project managers can add additional milestones, including kickoff meeting information, and the start and completion of discovery, implementation, system testing and acceptance testing phases.

When the discovery phase is complete, you can add more milestones based on the results of that phase. The client is also encouraged to add any milestones that they believe are necessary for project success.

Viewing Milestones

When you click *Milestones*, a calendar view of the current month appears, with the current day highlighted in yellow.



Project milestone information displays in the calendar, and you can hover the mouse cursor over the item to view a description about the milestones. Clicking on the milestone displays all information about the milestone in the Details Summary. Overall project status also appears in the page, and you can filter milestone information in the calendar by methodology phase/category.

The Calendar view has two display options:

- Simple: Displays only "Expected" start and end information.
- Verbose: Displays both "Expected" and "Actual" start and end information.

Click *List* to view a simple list view of Milestones.

Integrating with Outlook

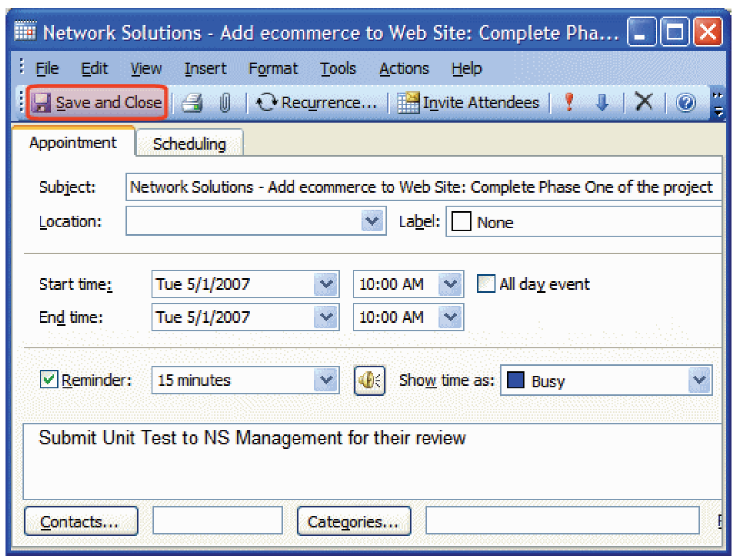
If your system has a version of Microsoft Outlook that supports vCard, you can download the project Milestones to the Outlook calendar by clicking the icon.

This enables you to receive Outlook-generated reminders for important project milestones. This is usefully if you are traveling or are not able to log into the eXtranet.

To download a Milestone to Outlook:

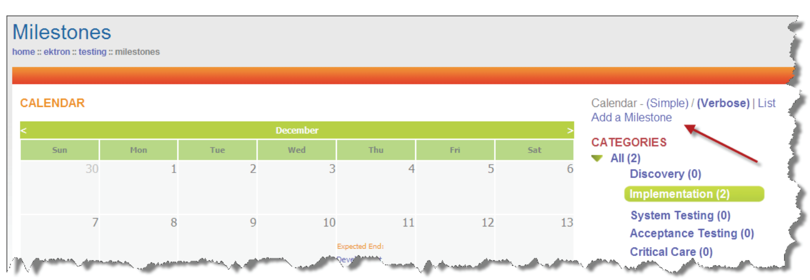
1. Log in and click *Milestones*.
2. Click *List* (view) and click the Outlook Reminder icon associated to the milestone you want to download.
3. At the prompt, select *Open*.

   The event appears in the Outlook Appointment dialog box.
4. Click *Save and Close* (highlighted below).



Adding a Milestone

You can add a Milestone to the project as described below.



1. In the Milestones page, click *Add Milestones*.

2. In the Content tab of the Milestone Smart Form, enter the expected and actual start/end dates, Resource Type, the Percentage Complete (if applicable), and a description of the milestone.

3. In the Summary tab, enter summary information for the Milestone.

4. In the Metadata tab, enter metadata tags.

5. In the Schedule tab, specify a start and end date (if you haven't already) and select an action to execute when the project is complete. Select either:

   - Archive and remove from site
   - Archive and remain on site
   - Add to the CMS Refresh report

6. In the Comment tab, enter comments (if required).

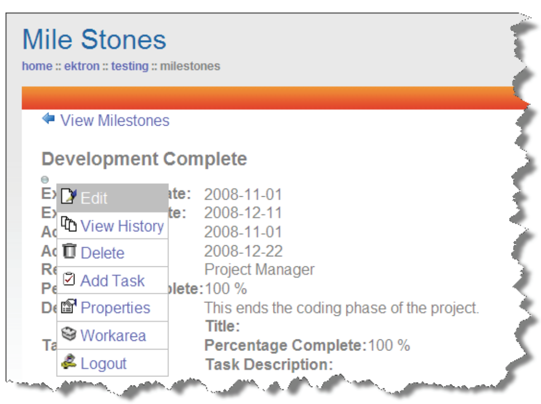
7. In the Template tab, select an alternate template to use (if available).

8. In the Category tab, select the Taxomony that applies to this content. In the context of the project eXtranet, select either:

   - Discovery
   - Implementation
   - System Testing
   - Acceptance Testing

Editing

When you need to edit a milestone to reflect an update to the completion percentage or end dates of a milestone, select a milestone from the Calendar and then click *More Details* in the Project Summary.

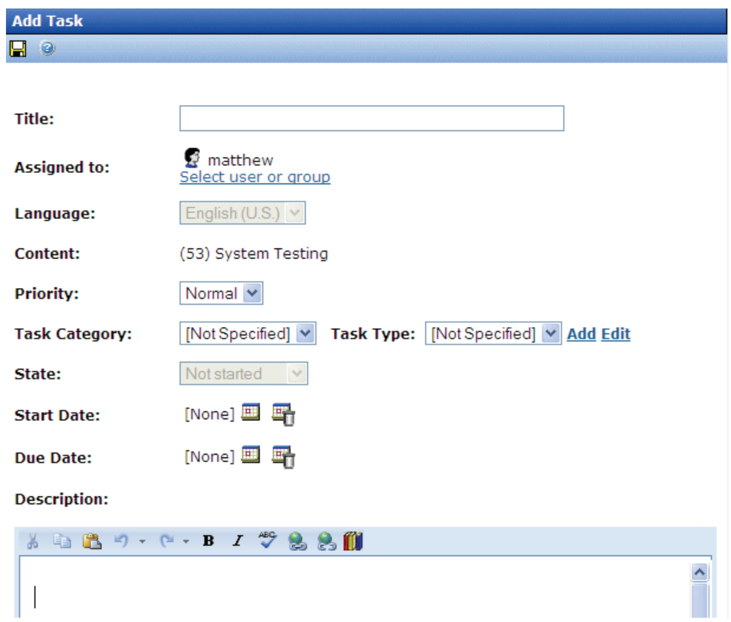


Click the Access Point and select *Edit* to modify the Milestone.

Adding a Task

Milestones are made up of tasks. When all tasks are complete, then the milestone is achieved. To add and assign a task to a development team member, select *Add Task* from the Access point in any milestone page.


Mile Stones
home :: ektron :: testing :: milestones
View Milestones
System Testing
Edit
View History
Delete
Add Task
Properties
Workarea
Logout
2008-12-30
2009-01-01
QA
0 %
Title:
Percentage Complete:0 %
Task Description:


Add Task
Title:
Assigned to:
matthew
Select user or group
Language:
English (U.S.)
Content:
(53) System Testing
Priority:
Normal
Task Category:
[Not Specified]
Task Type:
[Not Specified]
Add
Edit
State:
Not started
Start Date:
[None]
Due Date:
[None]
Description:

In the Add Task form, specify the following then click *Save and Publish*:

Field	Description
Title	The name of the task.
Assigned to	Click the link to select a user or group to which you want to assign the task.
Language	Displays the language of the task (uses the project default language)
Content	Displays the content type (phase) to which the task belongs.
Priority	Select a priority level for the task.
Task Category	Select a category and task type.
State	The current state of the task. You can change this field after you save and publish the task.
Start / Due Date	Specify the begin and end dates.
Description	Add a description and additional information for the task.

6 Issue Management

Resolving issues before they escalate

ektron CMS400.net

Overview

This component provides a basic defect tracking system for the project. All defects appear in this section and allow the project manager to assign defects to development team members, track defect status and generate defect reports.

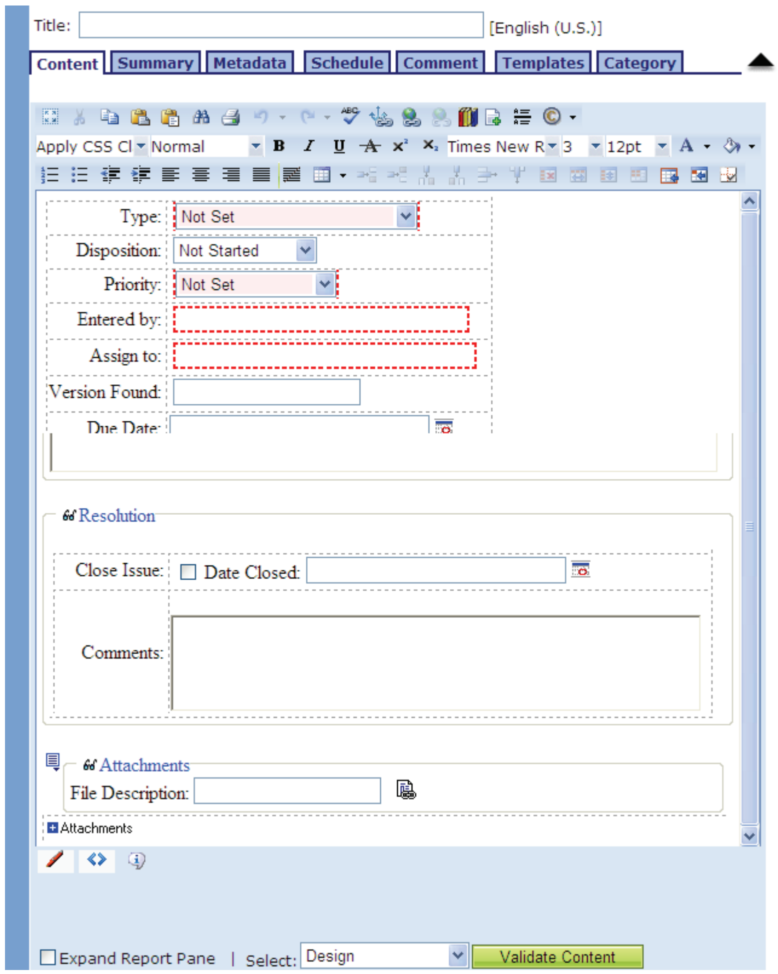
Typically, this eXtranet component is used more heavily towards the end of the implementation phase, and is the most accessed area of the eXtranet during system and acceptance testing. Both you and the development team add and modify information in these pages.

Adding an Issue

During the course of a project (for example, the rebuilding of your web site), you might notice issues during testing such as broken links, missing image, or even database errors. To log the issue, use the Issue page of the eXtranet. When you do so, the development team can quickly acknowledge and resolve the issue. To add an issue:

1. Log into the eXtranet, select the appropriate project and click *Issues*.
2. Click *Add an Issue*.

   CMSWebEdit launches in a separate browser window.


Title:
[English (U.S.)]
Content
Summary
Metadata
Schedule
Comment
Templates
Category
Apply CSS Cl
Normal
Times New R
3
12pt
Type:
Not Set
Disposition:
Not Started
Priority:
Not Set
Entered by:
Assign to:
Version Found:
Due Date:
Resolution
Close Issue:
Date Closed:
Comments:
Attachments
File Description:
Attachments
Expand Report Pane
Select:
Design
Validate Content

3. Specify the following information:

Field	Description
Type	The type of issue. Select one from the drop-down menu. This is a required field.
Disposition	The current state of the issue.
Priority	Select a priority level. P1 one indicates that the issue is a “must”, while P4 indicates that the issue is of lower importance. This is a required field.
Entered by	Enter you name. This is a required field.
Assign to	Enter the name of the person or group responsible for addressing the issue. This is a required field.
Version Found	Enter the version of the deliverable in which you found the issue.
Due Date	Enter the date by which the issue must be resolved.
Description	Enter a brief description of the problem.
Steps To Create	Enter the steps/actions to take to reproduce the issue (if necessary).
Resolution	This field will typically be used by the development team after they resolve the issue. When they do so, they select *Close,* enter a close date, and comment on how the issue was resolved.
Attachments	Use this field to describe any file attachments (logs, screen capture, etc.) you want to include in the issue. Click Attach File icon to add a file. Click the Attachment icon to add another file.

4. Click the *Category* tab and assign the issue to one or more categories.

5. Click *Publish*.

The issue displays in the Issue page and the project team member you specified in the Assigned To field receives an email with the issue details.

You can click the Minimize/Maximize icon (highlighted in red above) to view additional information about the issue. You can also click the title to view complete information about the issue.

Viewing Issues

The Issues page provides three links that you can use to quickly view project issues.

- All (displays all project issues — both open and closed)
- Closed
- Open

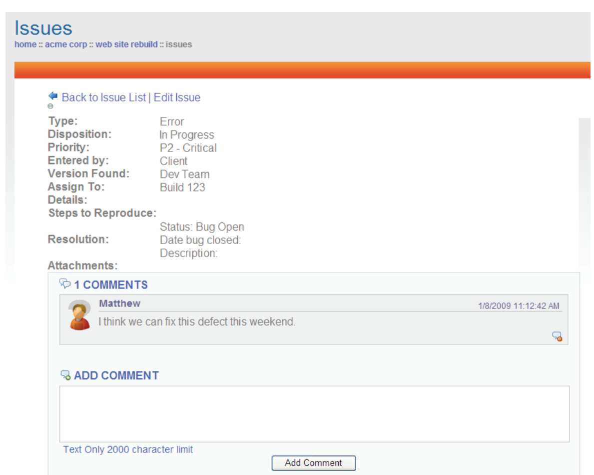
Generating Reports

Reports allow you to generate a customized list of issues based on parameters you specify. To generate a report, click *Reports* and specify the following report criteria:

Field	Description
Priority	Select the priority level for the issues you want generate. Select multiple levels by holding the Crtl key and clicking the left mouse button.
Entered By	Select either *Exact Match* or *Contains* and enter all (or part) of the name of the person or group.
Assigned To	Select either *Exact Match* or *Contains* and enter all (or part) of the name of the person or group.
Closed	Select *True* to generate issues that are both open and closed. Select *False* to only generate issues that are open.
Close Date	Select either *On*, *Before*, *After*, or *Between*, and the enter a date. Use the Calendar icon to open the calendar pop-up.

Discussing Issues

While there are several tools (blogs, forums, etc.) for both you and the development team to use to discuss ongoing project issues, you can comment directly on a issue by expanding (clicking) the issue and using the Add Comments field. Simply enter your comment click *Add Comment*.



Editing Issues

When you expand an issue, the Edit Issue link appears. Click it to open CMSWebEdit and modify issue details.

7

Blogs

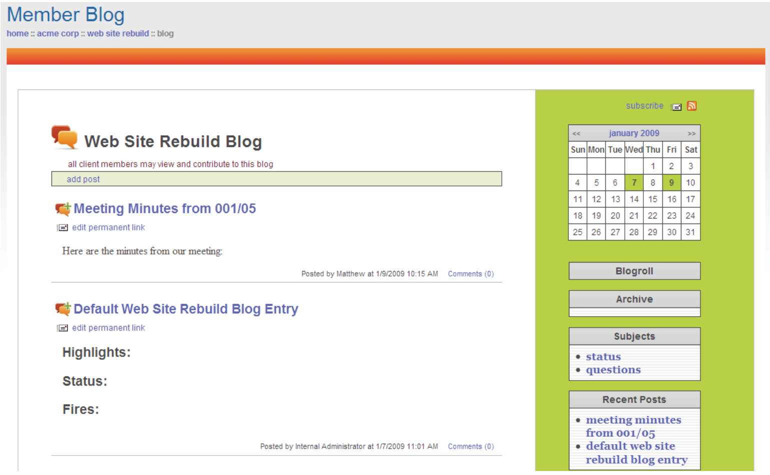
The project journal

Overview

The blog is used as the main journal for the project, and all status information is maintained here, as well as the minutes of all conference calls and meetings. The value of the blog is twofold:

- It clearly communicates the overall status of the project at any given point in time. This is done in non-real time; you can review the information at your convenience.
- It ensures team and goal alignment within the project. Because all minutes of the project meetings are blogged, both you and the development team have the chance to review the minutes and comment on your respective understanding of the meetings. This ensures that both sides are moving forward in an agreed upon fashion. If any alignment issues do occur, it is immediately viewable in the blog, thus saving time and resources.

All users can be notified of changes through email alerts or an RSS feed.



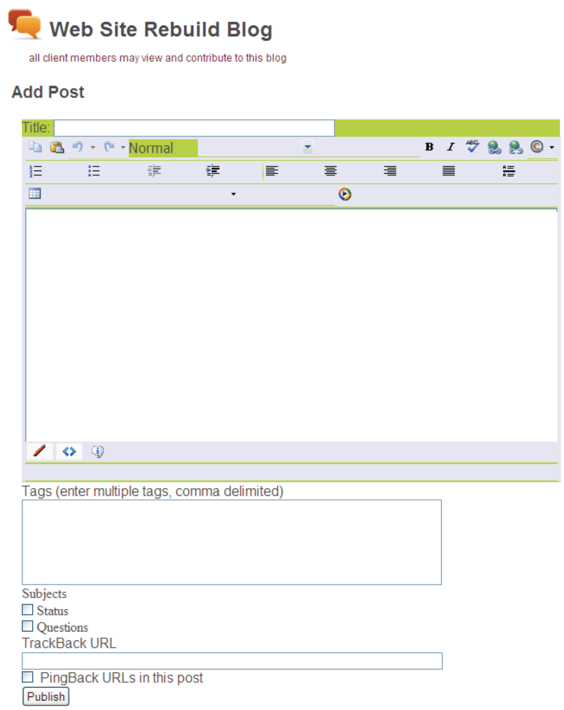
Posting to the Project Blog

Aside from tracking status and documenting meeting minutes, blogging is also an effective way to communicate ideas, successes and concerns about the project. To post to the project blog, do the following.

1. Log into the eXtranet, select your project and click the *Blog* link.
2. Click *Add Post*.
3. Enter a title for your post.
4. Write your post.
5. Enter keyword tags for you post.Seperate entries with commas. This will make your post more searchable in the eXtranet.
6. Select Subjects for you post.

7. Enter a TrackBack URL. This is a way for you get request notification when somebody links to one of your posts. This lets you to keep track of who is linking and referring to your posts.

8. Select *PingBack URLs in this post.* Similar to *TrackBack URL,* this is a method for you get request notification when somebody links to one of your posts.



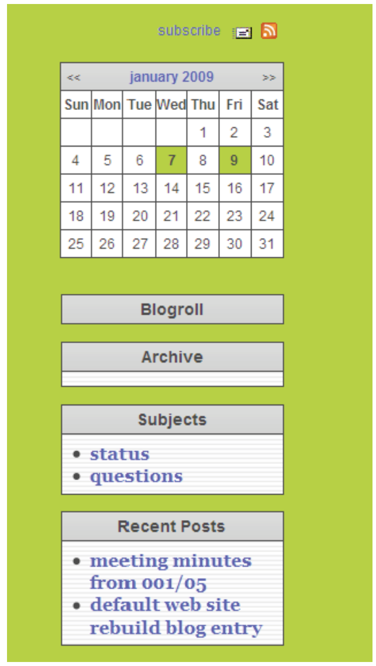
9. Click *Publish* when you are done.

Comments

When you want to comment on a post, click the Comments link associated to the post on which you want to comment. The number of current comments displays in the brackets. Simply enter your comment (and homepage URL if desired) and click *Post Comment*.

Navigation

The Blogs page includes a navigation area that you can use to easily locate posts of interest.



- The Calendar highlights dates on which a post to the blog occurred. You can click on the date to navigate to all post from that day.
- The Blogroll is a list of Web sites that are related to the project.
- The Subjects list allows you to filter posts by Status or Questions.
- The Recent Post displays links to the last three posts made by project team members.

Alerts

There are two ways to be notified of new posts and comments in the eXtranet.

- RSS
- Email

RSS

Subscribing to RSS feeds allows you to instantly view and track project blogs. This enables you to stay on top of current conversations and review project dialogue.

To enable RSS feeds, click the RSS icon, then click *Subscribe Now*.

Email

You can subscribe to all Blog posts and replies by clicking the Subscribe/Unsubscribe icon. After clicking the icon, the following screen appears.

Select the notification type and click *Update Subscription*.

When you want no longer want to receive updates, click *Unsubscribe*.

8 Workflow

Leveraging the Ektron methodology to achieve success

Overview

At Ektron, a successful Web project implementation is the result of proper project planning and a complete understanding of the project requirements by both you and the development team. The eXtranet provides three components that allow you to maintain planing documents, manage scope changes and track time and effort. These are:

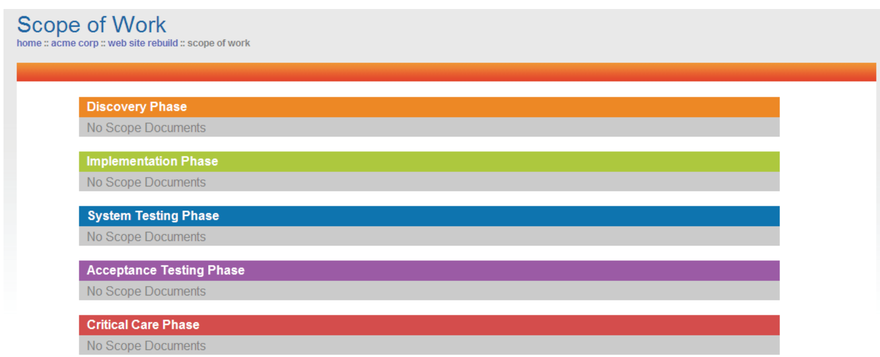
- Statement of Work (SOW)
- Change Order
- Time Sheets

Statement of Work

The SOW page allows you to add scoping documents that relate to the various phases of Ektron's Web Project Methodology. These include:

- Discovery phase
- Implementation phase
- System phase
- Acceptance phase

Essentially, the SOW page is a storage area for these documents and enables both you and the development team to quickly access these documents.



Change Order Process

During any phase of the project, it might become necessary for you to change the scope of the project by (for example) requesting the removal or addition of a feature from the project. You make these kinds of request through the Change Order page. Similarly, if features or functionality are added to the project, the development team will submit a Change Order that you must approve before any action is taken. The change order document includes the time and cost to complete the change.

Create a Change Order

If you need to create a change order, do the following steps:

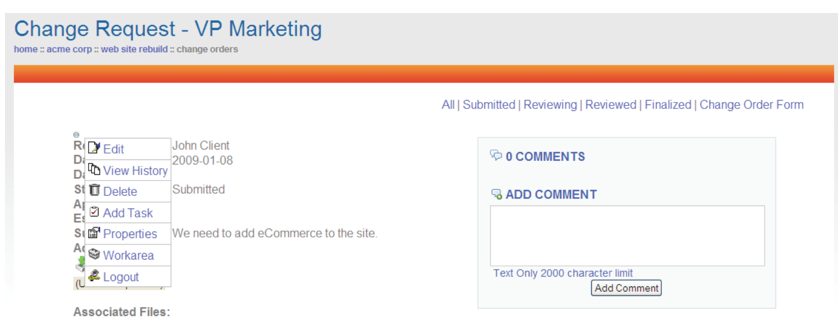
1. Log into the eXtranet, select the appropriate project and click *Change Orders*.
2. Click *Change Order Form*.
3. Enter your name, title and summary of the change request. All three of these items are required.
4. Click *Submit Request*. The change request displays in the Change Order page.

Viewing Change Orders

You can filter change requests by clicking the following links:

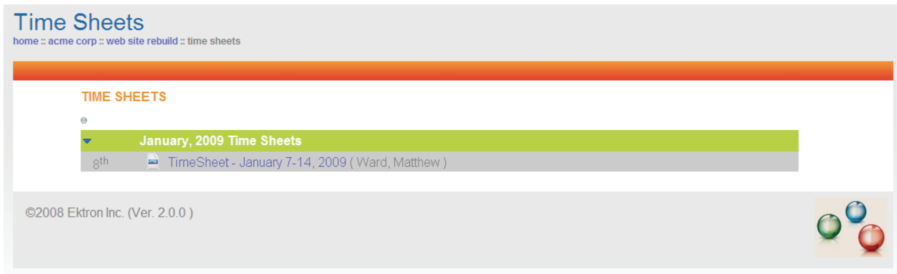
- Submitted: Displays all submitted change orders.
- Reviewing: Displays change orders still being reviewed by the development team.
- Reviewed: Displays change orders that have been reviewed.
- Finalized: Displays change orders approved by both you and the development team.

When you click on a change order, you can expand it and view all details a about the order. From here, you can add supporting documents (using drag-and-drop).



Time Sheets

In this page, development team members can create and upload time sheets so that both project managers and clients can track hours and the assess the overall effort for the project. To view a Time Sheet, click the Minimize/Maximize icon and click the Time Sheet you want to view.



Time Sheet are organized by month. The day the Time Sheet was submitted (or last edited) displays to the left of the Time Sheet.