Documentum FAQ

Common Questions and Concerns About Documentum at NEF

Introduction

The purpose of this document is to address some common questions and concerns that have been raised by NEF employees during the planning and implementation phases of the Documentum project at NEF. Please note that this document is subject to change as the Documentum project progresses.

▶ This document is not intended to provide either a comprehensive introduction to all features of Documentum or detailed instructions on its use. Rather, it is intended to help smooth the transition to Documentum for NEF employees by setting expectations about what Documentum can provide, and to provide a basis for defining document management workflows that fit the individual needs of each person at NEF.

What is Documentum?
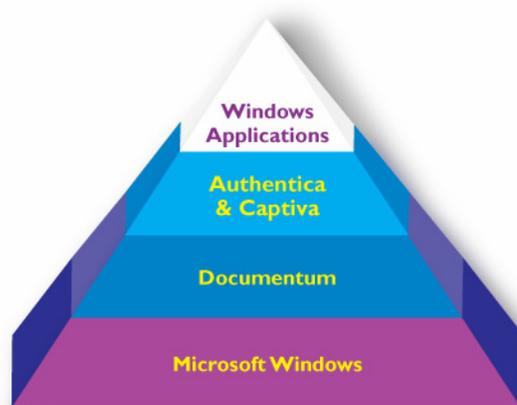
Documentum from EMC Corporation is a unified content management system that provides tools for working with many types of content — documents, drawings, scanned images, hardcopy — in a single repository that can span multiple departments and functional areas within NEF.

By managing all NEF content in a single repository, it makes it easier to:

✦ **Share** and reuse information across NEF

✦ **Find** information by means of full text searches, keyword queries, database-style SQL queries, and Windows Explorer-like navigation through disk directories

✦ **Secure** and control access to information

✦ **Track** changes, versions, and access logs

✦ **Maintain** audit trails and records for the purposes of regulatory compliance

✦ **Automate** or streamline business process and workflows

Together, these benefits can mean increased efficiency, better decision-making, greater security, and reduced operating costs for NEF.

How does Documentum work?

Documentum is at its core an object-oriented database system that sits between Microsoft Windows and the Windows applications you use every day.

Numerous extensions and customizations are available for Documentum. As implemented at NEF, Documentum will be integrated with an access control system called **Authentica** and a scanning/optical character recognition (OCR) component called **Captiva**. Authentica
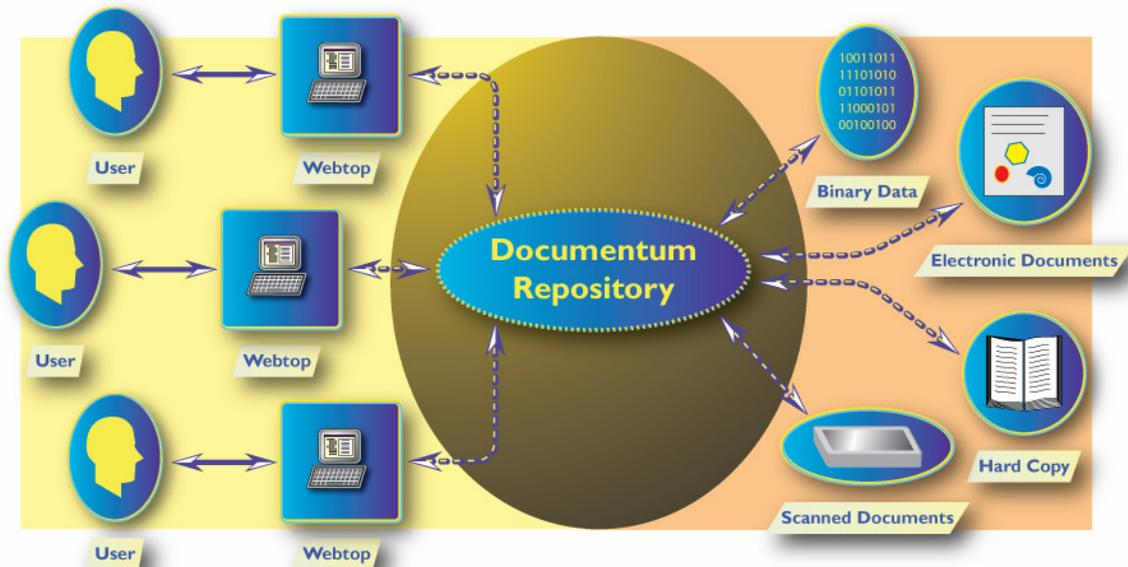
and Captiva are discussed in more detail later in this document.

▷ Documentum is *not* an operating system, nor will it require you to use unfamiliar applications. You will be able to continue using the Windows applications and tools with which you are familiar, like Microsoft Office, Microsoft Outlook, Adobe Acrobat, and SAP.

Because Documentum is a true object-oriented relational database system, many types of database queries, content relationships, and workflow automation are possible. For example, workflows can be defined such that a document can be automatically forwarded through review, sign-off, implementation, and archiving phases, with each step acting as a programmatic "trigger" for subsequent steps. Complete information about workflow automation is beyond the scope of this document, but will be covered in more detail during the Documentum rollout and training periods.

How do I access my content?

In the NEF implementation of Documentum, the primary means for accessing your content will be through the **Webtop** interface. Webtop is an easy to use Web browser-based tool that in many ways resembles Windows Explorer. Using Internet Explorer, you will be able to use Webtop to access the Documentum repository from anywhere on the NEF network. Moreover, when you log in to Documentum through Webtop, you will get your own personalized desktop.

The Documentum Webtop makes it easy to quickly get up and running with Documentum, and provides several built-in features that can enhance productivity. Some of these features include:

✦ Windows Explorer-like navigation through hierarchical folder trees

✦ Integrated search tools to leverage Documentum database queries and content services

✦ Digital thumbnails that make it easier to locate a wide range of digital media assets

✦ A personal, customizable desktop that you can access through a Web browser from anywhere on the NEF intranet and, depending on VPN access, even the World Wide Web

In terms of day-to-day navigation through your content in Documentum, there are three primary ways to find what you are looking for from within the Webtop interface:

⊕ Click through the hierarchical folder tree, just as you would in Windows Explorer

⊕ Perform a full-text search

⊕ Enter a database query using one or more search criteria, such as keywords, dates, descriptions, owner, and workflow status, among others.
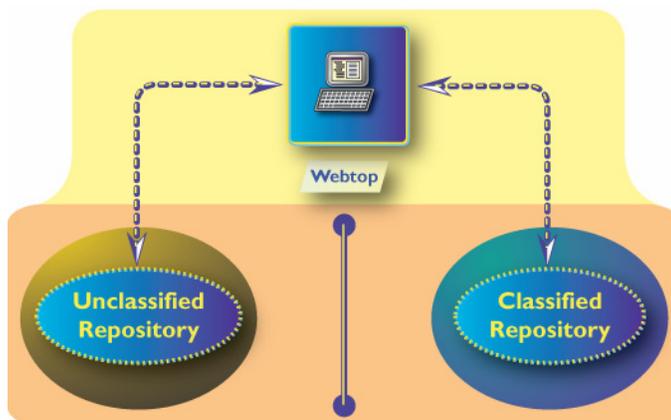
What kinds of content will be managed?

Documentum can manage all manner of content:

⊕ Electronic documents, such as Word documents, Excel spreadsheets, AutoCAD drawings, and Acrobat PDF files.

⊕ Scanned images and OCR'd documents

⊕ Binary data objects, such as executable files and compiled code

⊕ Hard copy documents in the form of pointers to actual physical locations; for example, "Drawing X is located in Building 2, Room 5, Cabinet 7, Drawer 3 on the Eunice campus"

Documentum also includes **transformation services** that make it easy to convert documents from one format to another. For example, you can easily convert an AutoCAD drawing to PDF format, or an Excel spreadsheet to HTML.

What about secure (classified) content?

In its initial rollout of at NEF, there will be **no classified content** managed in Documentum. For now, only unclassified content will be managed. However, plans are in place to eventually — probably in about a year — manage NEF classified content in Documentum.

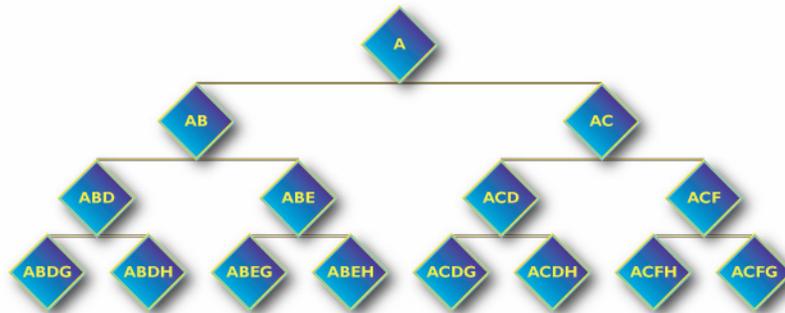When classified content is eventually managed in Documentum, it will be stored in a repository that is physically separate and secured (different disk array, different server, different room, and perhaps different building) from the unclassified repository. Programmatic and physical constraints on the content will make it difficult if not impossible to store classified content in the unclassified repository.

How is content organized in Documentum?

Database Objects

Every version of every content item in Documentum is stored as a database **object**. The important thing to remember about database objects is that they have various **properties** — characteristics, attributes, and behaviors — that they share with other like objects and which they inherit from their *parent* objects. So, for example, in the NEF implementation, every *child* folder and document in a given parent folder inherits the properties of that parent folder, such as access permissions, default templates, and workflow triggers.

From the standpoint of the typical NEF user, you do not have to worry about specific object properties, as these are created and passed along as part of the core Documentum implementation. Customizations to these properties are certainly possible, but are beyond the scope of this document.

Functional Areas

The content in the NEF implementation of Documentum is based on NEF **functional areas**. So, for example, content in the Human Resources, Fire Safety, Training, and Plant Maintenance areas each have their own "local" hierarchical content structure, with their own sets of default object properties, content templates, and business process workflows. Having said this, because all content is stored in a single Documentum repository on the NEF network, it is easy to access and share information across functional areas.

Symbolic Links

Another important capability made possible by Documentum's object-oriented database architecture is **symbolic linking**. Symbolic links are references to other documents, similar in some ways to Windows shortcuts, but rather more like the symbolic links available in UNIX and Linux. This makes it possible, for example, to have convenient links on your Webtop to folders and content that may in fact be deeply buried in your content hierarchy or located in the hierarchy for another NEF functional area.

In Documentum, symbolic links are true database objects, and are not merely "pointers" as with Windows shortcuts. Consequently, symbolic links can be programmatically referenced, accessed, and tracked. A detailed discussion of symbolic links is beyond the scope of this document, so for now simply keep in mind that, when organizing your personal Webtop, you can create convenient symbolic links to the content you access most frequently and/or which is deeply buried in a content hierarchy.

What's all this talk about workflow automation?

Workflow automation refers to taking a multistage business process — for example, a licensing activity that involves initiating a license request, exchanging subsequent correspondence, implementing required functions, creating required reports, passing inspections, and eventually obtaining final licensing approval — and capturing its various stages such that they can be programmatically automated, expedited, and/or verified. Such automation is often desirable for reasons of efficiency, consistency, quality, and completeness.

One of the most important sets of inputs the Documentum team gathered during the development phase was logical content categories for each NEF functional area. These content categories were in turn mapped to database objects by the Documentum developer. The next step after the initial Documentum rollout will be to develop business processes and workflow automation around the particular needs of each functional area, using these database objects as programmatically controllable elements in various NEF workflow scenarios.

From the standpoint of a Documentum user, if you want to take advantage of Documentum's workflow automation capabilities, please be prepared to discuss your workflow needs with the Documentum team when the time arises. Your goal should be to define how *you* want to perform your job functions — that is, define how the tool works for you, rather than having the tool define how you work. Think about how you do your job, capture the various steps you perform, and then discuss with the Documentum team possible ways to automate or streamline these steps to make your job easier and more efficient.

Will I have to change how or what I do?

From the standpoint of simply using your familiar software tools, and not thinking for the moment about any workflow automation you may eventually choose to use, there are two primary but relatively minor differences between what you are likely doing now and what you will do when using Documentum:

✦ You will use the Documentum Webtop interface for most or all of your file management tasks, rather than Windows Explorer. You can continue to use Windows Explorer, if you wish — for example, for managing personal files on your local hard disk — but content managed in this way will neither be under Documentum control nor leverage Documentum core services. Remember that the Webtop interface is similar in many ways to Windows Explorer, but has more powerful additional features and seamlessly integrates with the Documentum services and features.

✦ When opening or creating new files; for example, a Microsoft Excel spreadsheet; you will open or create it through the Webtop interface rather than using the Excel *File->Open* or *File->New* commands. Using the Webtop interface for these functions will automatically trigger various template, version, permissions, workflow triggers, and other object-related management features.

Other than these two minor differences, you will continue using all your familiar Windows applications. You might have to get used to the idea of working on a network drive rather than your local hard drive, but for most users this difference will be transparent.
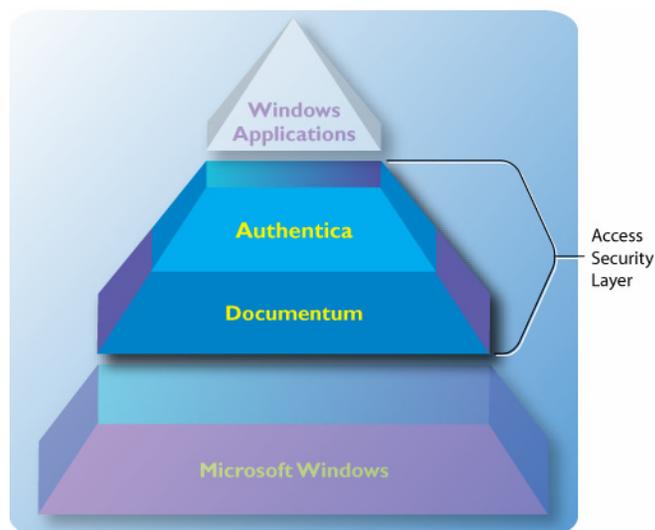
Will it help me meet regulatory requirements?

Maintaining audit trails and records for the purposes of meeting regulatory requirements is one of the most significant justifications for implementing Documentum. With automatic minor versioning and strong controls over major versioning, all content under Documentum control can be managed as an auditable record. Additionally, access controls and other security features help ensure content integrity.

Combining these versioning and auditing features with appropriate workflow automation can also maximize the integrity and consistency of various NEF functions, thereby streamlining many regulatory compliance processes.

What about restricting access to certain documents?

Access control through Documentum at NEF will be implemented through a combination of Documentum itself and an additional **Authentica** layer.

In Documentum at NEF, security will be implemented at the folder level. In this model, every document in a given folder inherits the access permissions defined for that folder. These permissions are implemented in the form of an **Access Control List** (**ACL**). Basically, if your Documentum user name is included in the ACL for a folder, you can access the contents of that folder.

A second, more secure form of control is implemented in the Authentica layer. Authentica is a Digital Rights Management (DRM) tool that can control down a very fine level who and the specific ways a particular document can be accessed. For example, Authentica may control access to a document such that the document can be viewed but not printed, or only allows the first page to be viewed, or allow a user to see that the document exists but not actually be allowed to view its contents. Authentica can also help keep track of who accessed a document and when, including when it was printed or copied.

What do I do with all my hardcopy documents?

There are four choices when it comes to managing hardcopy documents:

- Scan, OCR, and store them as electronic documents; suitable for primarily text documents, such as contracts, legacy records and logs, paper correspondence, etc.

- Scan and store them as electronic images; suitable for drawings, tests with handwritten equations, vendor catalogs, etc.

- Scan, perform **zonal OCR** (see below), and store them as electronic images with some text areas; suitable for multiple drawings, tests, and reports that contain areas with consistent blocks of text

- Store the original hardcopy in a physical filing cabinet somewhere in the NEF sites.

Scanning

Documentum at NEF will be combined with a scanning extension called **Captiva**. Captiva provides business scale imaging features, such as optical character recognition, zonal OCR, high volume capabilities, and forms processing, among others.

When a document is scanned with Captiva, you will choose the functional area in which the document belongs, and the resulting electronic document will be placed in the appropriate folder, inherit the properties of that folder, and be populated with a relevant default set of keywords and other database attributes. You can further refine these attributes if you wish. These attributes will be available later as search criteria when you perform database queries in Documentum.

Zonal OCR

Zonal OCR refers to selectively performing optical character recognition an area of a scanned document that is otherwise treated as an image file. For example, a candidate for zonal OCR might be a series of drawings that have a consistent block of text, located in the same place in each drawing, containing information like drawing number and title, company name, date, and so forth. By capturing such text information, it is much easier to perform full-text searches on the drawing later, rather than relying solely on database attribute queries.

What about integration with SAP?

Programmatic API hooks between third-party content management systems and databases, such as SAP and Microsoft Access, are possible with various levels of functionality. Please speak with the Documentum team about your particular content management and/or database integration needs.

Glossary

The following is a list of some common terms and concepts with which you should be familiar when working with Documentum.

- **Access Control List (ACL):** Permission set for an object…who (user groups & users) can do what (permissions).

- **Cabinet:** Top-level object for organizing content in the docbase. Folders appear within a cabinet.

- **Content:** General term used for objects, their content and metadata.

- **Docbase:** The document repository.

- **Lifecycle:** A lifecycle is a set of states that define the stages in an object's life.

◈ **Properties:** Attributes that describe a document (object) such as title, authors, version, etc. Also referred to as "metadata" or "attributes."

◈ **Rendition:** A rendition is a representation of a document that differs from the original document only in its format or some aspect of the format.

◈ **Version:** As a verb, refers to modifying a document's content or properties. As a noun, refers to a specific instance of a document's content and metadata at a point in time.

◈ **Workflow:** A formalized definition of a business process. In DCTM, this typically relates specifically to content that is routed to performers for a specific activity (i.e., review and approval).