THE GILBANE REPORT

Content, Computing, and Commerce – Technology & Trends

WHAT IS AN INFORMATION MODEL & WHY DO YOU NEED ONE?

Ten years ago (when we published *Volume 1 Number 1*) few companies did anything with unstructured or "document" information other than print it, or scan and store it on optical jukeboxes. Information management discipline was almost exclusively focused on fixed-length relational data. There were only a few companies using SGML or proprietary markup languages to build information (typically document) models to better manage, reuse, and capitalize on their non-relational information assets.

A lot has changed. Today most companies are paying attention to their unstructured information, and many are using XML technology to add some structure to it. However, the disciplines of information analysis, design, and modeling are still often overlooked in the rush to get the latest Website up or point-to-point application integration implemented. This is shortsighted and guarantees expensive new development or re-designs in the future.

This month we publish an excerpt from a new book by JoAnn Hackos that provides Web developers with insight into user requirements, and business managers a clear explanation of why the effort of designing a well-thought-out information model is a critical component of a content management strategy. JoAnn has been educating and helping companies build successful single source information strategies for years.

JoAnn's book, *Content Management for Dynamic Web Delivery*, is due out February 28th and will be available at Amazon.

CONTENTS

WHAT IS AN INFORMATION MODEL & WHY DO YOU NEED ONE?

An Information Model provides the framework for organizing your content so that it can be delivered and reused in a variety of innovative ways. Once you have created an Information Model for your content repository, you will be able to label information in ways that will enhance search and retrieval, making it possible for authors and users to find the information resources they need quickly and easily.

The Information Model is the ultimate content-management tool.

Creating your Information Model requires analysis, careful planning, and a lot of feedback from your user community. The analysis takes you into the world of those who need and use information resources every day. The planning means talking to a wide range of stakeholders, including both individuals and groups who have information needs and who would profit from collaboration in the de-velopment of information resources. Getting feedback requires that you test your Information Model with members of your user community to ensure that you haven't missed some important perspectives.

It's very easy to tell when a Web site you're trying to navigate has no underlying Information Model. Here are the tell-tale characteristics:

- You can't tell how to get from the home page to the information you're looking for.
- You click on a promising link and are unpleasantly surprised at what turns up.
- You keep drilling down into the information layer after layer until you re-alize you're getting farther away from your goal rather than closer.
- Every time you try to start over from the home page, you end up in the same wrong place.
- You scroll through a long alphabetic list of all the articles ever written on a particular subject with only the title to guide you.

Sound familiar? What does it feel like when a well-designed Information Model is in place? Oddly enough, you generally don't notice a well-conceived Information Model because it simply doesn't get in the way of your search.

- On the home page, you notice promising links right away.
- Two or three clicks get you to exactly what you wanted.
- The information seems designed just for you because someone has an-ticipated your needs.
- You can read a little or ask for more – the cross-references are in the right places.
- Right away you feel that you're on familiar ground – similar types of in-formation start looking the same.

Did all of these pleasant experiences happen by accident? Not in the least. Find-ing the information you needed quickly and easily requires a great deal of ad-vance planning. The basic planning and design tool is the Information Model. If

an Information Model is clearly defined and firmly established, users will be on a fast track finding and retrieving the information they need.

WHAT IS AN INFORMATION MODEL?

An Information Model is an organizational framework that you use to categorize your information resources. The framework assists authors and users in finding what they need, even if their needs are significantly different and personal. The framework provides the basis on which you base your publishing architecture, including print and electronic information delivery.

An Information Model might encompass the information resources of one part of an organization. For example, your Information Model might provide a framework for categorizing your corporate training materials or the technical and sales information that accompanies your products. Your Information Model might include engineering information produced during product development, policies and procedures used internally in the day-to-day conduct of business, information about customers used in your sales cycle or about vendors used in your supply chain. Some of the information resources you bring under content management might be available across the corporation for internal use, such as human-resources information. Other information resources might be specific to the needs of one department or division of your organization.

As you plan what to include under content management and what to exclude, you must consider a wide range of dimensions through which you will categorize and label your information. Some of the dimensions will be specific to the needs of information authors. Others will meet the requirements of your products and services. Still others will explicitly meet the needs of internal and external users of information.

As you design your Information Model, consider how large an information body it must encompass. Some Information Models are very small, specific, and limited in scope. Others stretch across entire organizations, encompassing thousands or millions of pages.

The three-tiered structure of an Information Model

The Information Model you build will have a three-tiered structure. At base, the first tier of the Information Model consists of the dimensions that identify how your information will be categorized and labeled for both internal and external use in your organization. The second tier sorts your information assets into information types. The third tier provides structure for each information type, outlining the content units that authors use to build information types. Figure 1 illustrates the three-tiered structure. In this article, you learn how to determine the basic dimensions of your Information Model.

Figure 1. The three-tiered structure of an Information Model
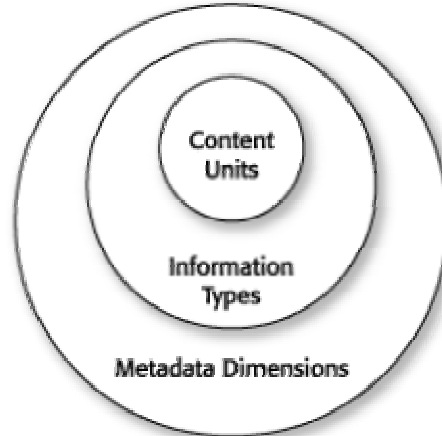
The dimensions you identify as the foundation of your Information Model become the attributes and values of the metadata you will use to label your modules of content in your repository. The information types will provide your authors with the basis for creating well-structured modules that represent a particular purpose in communicating information. The content units will describe the chunks of content that are used to construct each information type.

WHY DO YOU NEED AN INFORMATION MODEL?

Designing an effective, comprehensive Information Model is a critical and sometimes formidable step in developing a resource that will provide answers to your customers' most arcane questions in their search for information. A content-management system that will make information accessible must be built upon a sound Information Model.

Otherwise, what you will have is a loose collection of files with cryptic names, inaccessible except to the experts. It's what you now face when you try to access a company's information resources. Where is the information stored? How are the files named? What about information inside the files? What if you don't know the exact titles and content? What if the people who know the file system leave the organization?

The evidence that the existing systems of storing information fail is quite massive. Everyone has stories to tell of the impossibility of finding the information they need, whether the resources are in printed volumes or in online systems. Where did you put that government document that lists the requirements for employers of the disabled? That policy document is 800 pages long, and the table of contents and the index do not include the words you are using to find an answer to your question. If you don't know what the author called it, you can't find the information you need. If you don't know where the author put it, how are you to find it and use it yourself?

A strong, effective Information Model solves the problems described when it is designed in the context of a content-management system. The model labels information according to the ways it will be accessed. In fact, the information can

be reorganized in many ways, depending upon who is doing the looking. Most important, the model provides the framework needed to make information accessible to experienced and inexperienced seekers alike. It reduces frustration and enhances productivity. It means that people spend less time searching and more time using information resources. It helps to ensure that resources are not rewritten or recreated through an author's sheer frustration at not being able to find them.

Static Information Models

As you begin to construct your Information Model, you will be tempted to use the various logical (or illogical, for that matter) categories that others originally used to set up their files in the file servers. I find, for example, technical information that is organized by product line. All the information associated with Model A is organized inside file folders labeled Model A. A similar structure might be in place for Model B of the product, or the structure might be entirely different because the people in charge of Model B don't communicate about organizational schemes with the people in charge of Model A. Note that Figure 2 illustrates a typical hierarchical arrangement used in a file-management system. A hierarchical Information Model, using a system of folders and files, works well as long as everyone in the organization understands the design.

Figure 2. A hierarchical information structure is typically used in a file-management system, such as the hierarchical view of folders and files in Windows Explorer. This static organization is useful as long as its use is restricted to people who understand the information and the organizational logic of the Information Model embodied in the hierarchical design.
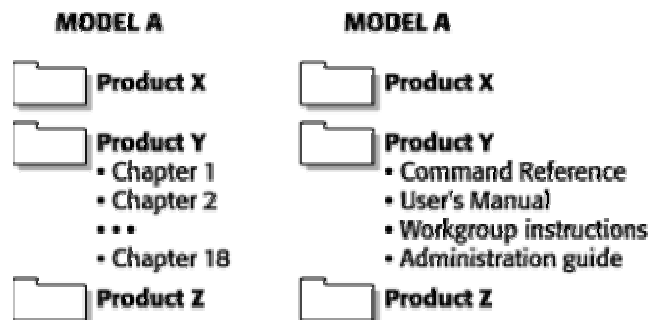
Functional departments within companies use categories and organize them in ways that reflect the ways in which the resident experts conduct business. The Human Resources Department, for example, might organize its information resources into categories such as employee benefits, employee demographic information, and so on. The electronic filing system reflects how the experienced people in the organization think about the information. Introduce just one newcomer, and confusion results.

In devising an Information Model for dynamic Web delivery, you need to resist the temptation to create a static system where there is only one way to find a particular piece of information. Although the system is usable by experts, newcomers and outsiders will be defeated.

Dynamic Information Models

The solution to a static representation of your information resources is a dynamic Information Model, one that changes in response to the needs of the users. Take the library, for example; what if a library patron could wave a magic wand and the library would rearrange itself in response to a particular set of needs. Let's say that a patron wants to find not only all the books written by Steven King but also all the books and articles written about Steven King. In addition, the patron would like to know more about mystery and horror writers in the second half of the twentieth century living in North America or in the United Kingdom. Once the patron's need is known, all the books in the library and the articles in all the periodicals fly around rearranging themselves into an optimal solution. Sounds a bit like a magical library; rather messy, I'm afraid. But it would be a godsend for the individual user.

For those of us delivering information through electronic media, the danger of being hit by flying books and periodicals ripping apart can happily be avoided. If you have studied your users and worked hard to anticipate their needs, or put in place systems to continually monitor their searches, you can quite literally rearrange the library. The Information Model is the mechanism that makes dynamic updating of the information possible. But the Information Model is only as good as your analysis and creativity can make it.

DEFINING THE COMPONENTS OF THE INFORMATION MODEL

The Information Model consists of information resources that you have categorized so that they can be effectively searched and retrieved. The categories reflect your understanding of the dimensions that represent the points of view of each relevant group in the user community. For each of the dimensions you establish, you assign labels (most likely in the form of XML metadata tags) that describe each information resource in terms of the relevant categories and subcategories.

Look at how the cookbook information designer might develop an Information Model for a cookbook content-management system. Table 1 consists of two columns: the first describes the primary dimensions and the second lists the individual instances of the category – the subcategories – that might be found in your information resources. Because the Information Model is based on an analysis of how users might want to find the information they need, the more comprehensive the user analysis, the more successful the dimensions will be. The dimensions become your XML metadata attributes and the subcategories are the values associated with the metadata attributes.

Table 1. Recipe metadata attributes and values

Metadata Attribute (Dimension)	Value (subcategory)
Primary recipe ingredient	Beef
	Lamb
	Chicken

Metadata Attribute (Dimension)	Value (subcategory)
	Fish
	Shellfish
	Vegetables
Ethnicity	Italian
	Mexican
	Chinese
	Irish
	Thai
	Vietnamese
Role in a meal	Starters
	Soups
	Sandwiches
	Salads
	Main courses
	Side dishes
	Desserts
Special diets	Low fat
	Low salt
	Low calorie
	Low cholesterol

The metadata attributes and values that are embedded in each information module make it possible for the person searching for a felicitous menu to come up with a Chinese main course featuring fish and accommodating a low fat diet. Another person searching for a Vietnamese soup would also be successful.

Not only would users be able to gather and rearrange the information to suit their requirements, but the information developers would also have many ways to organize the information. A developer wanting to produce a low-fat Chinese cookbook would be able to find all the appropriate Chinese recipes and arrange them by meal or primary ingredient or Chinese region and so on. Table 2 illus-

trates how a database table might be organized to represent the dimensions identified for the recipe database.

Table 2. This table illustrates how a database might be organized to accommodate the recipe metadata attributes and values that were identified in Table 1.

Title	Ethnicity	Special Diet	Role
Spring Rolls	Chinese	Low fat	Starter
Cannelloni	Italian	Low salt	Side dish
Taco Salad	Mexican	Low calorie	Salad
Shepherds Pie	Irish	Low cholesterol	Main course

While you are gathering information that will guide the development of your Information Model is the best time to consider many possible organizational schemes. For example, the technical documentation supporting a company's hardware products might be organized by product model number. Or, the technical documentation might be arranged according to the basic sets of tasks from installation through configuration, standard use, troubleshooting, and maintenance. Still other organizational schemes might reflect the job skills required to install, use, and maintain the equipment or the level of expertise of an individual within a particular job classification (expert, journeyman, beginner).

The primary categories that describe your information resources will be related to specific information types and content units. An information type might be a procedure consisting of step-by-step instructions for installing a hardware device. Content units for the procedure might list the tools required for the installation, the warnings about taking proper safety precautions, observations on handling typical installation problems, or recommendations for setting up the workplace for safe and efficient use.

Analyzing user requirements
Information architects at Nortel Networks decided to organize its information according to three interrelated primary dimensions: workflow, product model, and information type.

They began by analyzing the types of work done by the end-users of their products. They learned that people planned for the installation of the new equipment they needed, wrote specifications and evaluated products, installed and configured their new hardware and software, upgraded existing hardware and software with new versions, monitored error reports, engaged in troubleshooting activities, and repaired and replaced components and software applications.

The Information Model that they developed began with a dimension that allowed them to label information topics among their information modules with values that represented the end-user's workflow. Superimposed upon the workflow dimension was the product model that the end-users were working with. That meant, for example, that one topic developed in the information resource

Category	Customer Support	Technology Fundamentals	About the Product	Plan and Engineer	Install Hardware	Install Software	Commission	Configure	Administer	Manage Performance	Manage Accounting	Manage Faults	Manage Security
Category Definition	Contains information that facilitates customer interaction with the company.	Contains information about telecommunications and computer fundamentals that are the foundation of the product technology.	Contains information about specific technology fundamentals that apply to the product.	Contains information about planning the implementation of the product to meet requirements and specifications.	Contains information about installing and removing hardware.	Contains information about installing and removing software.	Contains information about bringing the product online and verifying that it operates according to specification.	Contains information about setting up the hardware and software functionality.	Contains information about controlling access to and managing the hardware and software.	Contains information about managing resource usage.	Contains information about managing the measurement of resource usage for the purpose of billing.	Contains information about managing the detection, isolation, and correction of abnormal operation.	Contains information about managing the protection of resources from unauthorized or detrimental access and use.
What's New	Understanding what's new in customer support.		Understanding what's new in the product's release.	Understanding what's new in planning and engineering.	Understanding what's new in hardware installation.	Understanding what's new in software installation.	Understanding what's new in commissioning.	Understanding what's new in configuration.	Understanding what's new in administration.	Understanding what's new in performance management.	Understanding what's new in accounting management.	Understanding what's new in fault management.	Understanding what's new in security management.
Fundamentals		Understanding safety requirements. Understanding industry terminology. Understanding computer fundamentals. Understanding networking fundamentals. Understanding data communication fundamentals. Understanding telephony fundamentals.	Understanding the management system user interface. Understanding the product's basic capabilities and characteristics. Understanding product terminology. Understanding how to find product information. Understanding the product's architecture. Understanding how the project works.	Understanding planning and engineering fundamentals.	Understanding hardware installation fundamentals. Understanding safety requirements.	Understanding software installation fundamentals. Understanding the software installation user interface.	Understanding commissioning fundamentals.	Understanding configuration fundamentals. Understanding the configuration user interface.	Understanding administration fundamentals. Understanding the administration user interface. Understanding the file structure and database.	Understanding performance management fundamentals. Understanding the performance management user interface. Understanding performance data.	Understanding accounting management fundamentals. Understanding the accounting management user interface. Understanding accounting data.	Understanding fault management fundamentals. Understanding the fault management user interface. Understanding fault data.	Understanding security management fundamentals. Understanding the security management user interface. Understanding security data.

Figure 3. Nortel's information categorization and labeling.
Source: Nortel Networks, Inc. Permission to use granted by Nortel Networks, Inc. All rights reserved.

would have two initial labels: one for the place in the customer's workflow and another for the product model. A specific topic might be concerned with hardware installation for computer model A.

The third dimension involved the types of information to be found among the topics in the information resource. Some topics described background reference information that users could read to understand how the particular product model worked. Other topics contained procedures for installation or configuration or monitoring. Still other topics described tools required, troubleshooting

recommendations, or safety warnings. The basic categorization and labeling they defined in a comprehensive, corporate-wide Information Model is illustrated in Figure 3.

If this Information Model were used simply to store or find a module in a content-management system and always used in the same context, you would attach one label to the topic for each category. For example, a procedure for troubleshooting a problem with Computer B would be given three labels as illustrated in Table 3.

However, the same procedure might be applicable to more than one product model. In that case,

<product model = "computer A, computer C, computer F, and so on">

A particular safety warning might be applicable to workflow activities involved with installing, replacing, and upgrading a hardware component. As a result, the workflow dimension of a particular information topic would include the following:

<procedure workflow = "installation, replacement, upgrading">

Table 3. Metadata attributes and values for the workflow dimension

Metadata Attribute (Dimension)	Value (subcategory)
Workflow	Planning
	Specification
	Installation
	Configuration
	Monitoring
	Troubleshooting
	Maintenance
	Replacement
	Upgrading
Product model	Computer A
	Computer B

Metadata Attribute (Dimension)	Value (subcategory)
	Computer X
Information type	Safety warnings
	Hints
	Procedures
	Background information
	Concepts
	Tools required

By labeling information in multiple ways, a particular topic of information will appear in more than one context, depending upon the needs of the users of the information.

Assessing authoring requirements

To be most effective, an Information Model is first focused on the users of the information. However, other dimensions of the information emerge when you study the requirements of the authors.

Information authors also need to create, store, find, and reuse information topics as they develop information resources. In general, the authoring community wants to know

- Who first authored a topic?
- When was it first written?
- Who edited the information topic and when?
- What changes have been made to the topic, by whom, and when?
- Why were the changes made?
- Are there many versions of the information topic, reflecting a series of changes?
- Which version am I viewing at this time?
- When was it created?
- Who approved the information topic for publication to the Web?
- When was it approved?

These questions reflect the work processes of the authoring community. They can be expressed as dimensions and values associated with each information topic created and stored in the content-management system. Authoring requirements mean that you have additional labels to attach that support creating, storing, searching, and retrieving information from the system.

A table of authoring workflow requirements might look like Table 4.

Table 4. Dimensions of an authoring workflow Information Model with values

Metadata Attribute (Dimension)	Value (subcategory)
Author	Individual name
Editor	Individual name
Activity	Initial creation
	Editing
	Approval
	Revision
Activity date	Date
Version	Number
	Date
Reason for changes	Notes

Many authoring dimensions can be automatically assigned to an information topic. For example, you know that John Jones is the author of a particular topic because John logged onto the content-management system using his password. You know the date that he first authored the topic based on the date stored in the system. You also know that John is the author, not the editor of the topic. However, the only way you can tell why John revised his information topic two weeks after he first created it is by looking at the notes he included when he made the change and checked the topic back into the content-management system.

Other information that tracks the authoring processes is based upon a workflow system that can be configured to route information topics from author to editor to approver. The individual's role in the process is defined in the workflow system, and the workflow system automatically selects the appropriate category and label to use.

Version and release control requirements
Keeping track of versions of the information is a standard part of a content-management system. Each time an author makes a change and checks a topic back into the database, a new version is created. If the author explains what change was made and why in a note, then even more information is available to anyone tracking the changes.

Version information included in the Information Model helps the development community ensure that the latest version is being released to the users and that earlier versions are available whenever they need to go back. This practice adds up to straightforward version control.

However, you have learned that, in many organizations, information changes in ways that are not always neatly predictable by simple versioning. Companies have multiple versions of products available to customers at any one time. Information related to earlier models might all need to be available simultaneously. For example, many heavy equipment manufacturers make available on their Web sites the maintenance manuals for 25, 50, or even 100 years of products. Somewhere, some place, someone might need to repair one of those original pieces of equipment.

Even more complicated for your Information Model are topics that are associated with interim product releases. A new release of your products might be planned for the end of the quarter. But during the development life cycle, it isn't always clear which version of the product and which functions will end up included in the final release. Sometimes small, interim releases are made to test functionality; these require documentation. However, the information in the topic modules continues to change as feedback comes from the customers, the test team, and the developers. I've learned of groups that maintain as many as nine different versions of the information during the development process. Some changes can affect all versions, while other changes affect only some of the versions. Handling multiple versions of the same or nearly the same information modules is a challenge to your Information Model.

Product developers, particularly software developers, have opted to release updates to product functionality more frequently than ever before. Some companies release information every three months, others every few weeks, still others weekly. In addition, these same organizations maintain multiple versions of the product and the information during development. Only when release decisions are made is it clear which versions of the many topics will actually be released to the customers.

Multiple streaming releases have caused considerable stress to information-development organizations because the changes in information are difficult to track. However, you can use your Information Model to bring some semblance of control to the release process through the use of categories and labels and through the relationship of parent-child topics to one another.

When you need to keep track of versions of information, you might want to split off a particular version and add new labels. Let's look at an example illustrated in Figure 4.

Figure 4. During the development of a procedure, several interim versions are produced. Eventually version 1.2 splits into two related versions that reflect two ways in which the produce might work. Authors must track the related sub-versions to ensure that subsequent changes in the information are reflected in both instances.
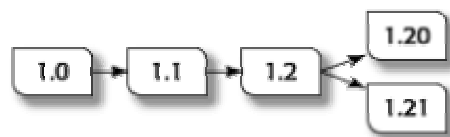
These two versions are related to version 1.2 but have differences that reflect two possible methods of talking about a product. The first method reflects one possi-

ble way the product can work; the second method reflects another possible way. One of the methods will be released eventually but during the authoring process, you need to keep track of both. You need a process of categorization that allows for a relationship among the sub-versions. You want to keep track of the changes to the primary version (Version 1.2) that can affect both the sub-versions. But you also want to maintain the distinctions between the sub-versions, at least until a decision is made about which one to release.

To handle this relationship, you need a system of categorizing versions that links the sub-versions to the primary version but continues to track changes to the sub-versions as well as changes to the primary one. By developing a series of dimensions and values that allow us to label the sub-versions and track the relationships, you can provide a way to handle potentially complex interrelationships among topics.

The architect of a comprehensive Information Model, in this case as in others, must be aware of the requirements both of the user and of the authoring communities. Both communities have roles that will influence the design of your Information Model. In my book I provide additional detailed guidance on how to build an Information Model.

<div align="right">

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INDUSTRY NEWS

More recent news, old news (to January 1999), and commentary is available at www.gilbane.com/

VIGNETTE V6 AVAILABLE IN STANDARD & ENTERPRISE EDITIONS
1/30/2002

Vignette Corp. announced immediate availability of Standard and Enterprise editions of the Vignette Content Suite V6. Vignette Content Suite V6 Standard Edition and Enterprise Edition both offer content management capabilities for managing the entire content life cycle. Vignette now offers a pricing model that is more competitive. The Vignette Content Suite V6 Standard Edition is for departmental or small Web sites, and the Vignette Content Suite V6 Enterprise Edition offers organizations and large Web sites the enhanced security, reliability and scalability required for higher-traffic sites. www.vignette.com

This is of course all about pricing.

OASIS EBXML REGISTRY COMMITTEE APPROVES UPDATED SPECS
1/30/2002

The OASIS ebXML Registry Technical Committee announced its approval of the ebXML Registry Services Specification v2.0 and the ebXML Registry Information Model v2.0. Both are updated versions of specifications originally developed under the ebXML Initiative, jointly sponsored by OASIS and the United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT). The new versions of the specifications have advanced under the OASIS technical process and have been submitted to the OASIS membership at-large for consideration as OASIS Standards. The OASIS membership will vote on the ebXML Registry specifications in April 2002. The two revised specifications have been approved by the members of the OASIS ebXML Registry Technical Committee, which include Boeing, Fujitsu, IONA, Logistics Management Institute, NIST, Sterling Commerce, Sun Microsystems, Vitria Technology, webMethods, and others. The specifications are now under review by the entire membership of OASIS; voting on OASIS Standards will be held in April 2002. www.oasis-open.org

INTERWOVEN UNVEILS NEW ISV DEVELOPER PROGRAM
1/30/2002

Interwoven, Inc. unveiled its new Independent Software Vendor (ISV) Developer program. The goal of the program is to expand Interwoven's network of channel partners, education consultants, and implementation and hosting partners by offering software vendors across dozens of vertical industries the opportunity to: more easily integrate with Interwoven's Content Infrastructure suite, take advantage of a developer support infrastructure, and have their integrated solution tested and certified by Interwoven before it's made generally available to the marketplace. Members include Adobe, Arbortext, Asera, Bowstreet, Citrix, Coast, Computer Associates, DeskNet, Epicentric, Equilibrium, GlobalSight, Idiom Technologies, Inktomi, iPhrase, MediaBin, Netegrity, Plumtree, SilverStream, SoftQuad, Sun Microsystems, Sybase, TIBCO, Uniscape, Venetica, Volantis and Watchfire. www.interwoven.com/partners/isv

FILENET ANNOUNCES WEBDAV SUPPORT & CO-SELLING AGREEMENT WITH MACROMEDIA

1/30/2002

FileNET Corp. announced the general availability of WebDAV support for its Panagon Enterprise Content Management (ECM) product line. They also announced the signing of a co-marketing and co-selling agreement with Macromedia, which will integrate Macromedia Dreamweaver with FileNET's content management solutions. Under terms of the agreement, FileNET will promote Macromedia Dreamweaver as a preferred Web authoring tool for use in conjunction with FileNET's Panagon WebDAV support. Dreamweaver has native WebDAV support, so users will easily be able to check content in and out of the repository with the existing site management features in Dreamweaver. FileNET will also bundle the Panagon WebDAV support with a full 30-day trial version of Dreamweaver. www.FileNET.com

FileNet seems to have gotten a recent shot of adrenaline and is pushing both their web content management and more traditional workflow solutions.

NEOCORE RELEASES BEA VERSION OF XMS

1/30/2002

NeoCore is now offering a BEA Systems evaluation version of NeoCore XML Information Management System (XMS). The NeoCore XMS Evaluation PAK BEA Edition demonstrates how quickly and easily developers can build, change and create applications around a native XML operational information store. With NeoCore XMS, BEA can offer: an XML-based, flexible profile management/mass customization solution for portal products; a foundation for UDDI, ebXML and Web services; a no-configuration-container managed persistence; an aggregated information store; and a high-speed cache for corporations trying to integrate legacy data. NeoCore XMS allows developers to embrace the Extreme Programming model and to achieve iterative development by eliminating the task of mapping object and XML data to and from relational databases. It is a fully transactional XML operational information store that has an EJB, SOAP and HTTP interface within the BEA WebLogic space. It accepts and returns well-formed XML documents and fragments, and supports all basic database functions. NeoCore XMS is schema independent and requires no physical database or schema design before using the system. The NeoCore XMS Evaluation PAK, BEA Edition is designed to work with BEA's WebLogic Server 6.1 Service Pack 1 or greater. The NeoCore XMS Evaluation PAK, BEA Edition is available at http://developer.bea.com:80/tools/utilities.jsp, www.neocore.com

PERCUSSION UNVEILS RHYTHMYX ACCELERATOR FOR WORD

1/29/2002

Percussion Software announced the immediate availability of the Rhythmyx Authoring Accelerator For Microsoft Word 2000. This Accelerator is the second of a series of Rhythmyx Accelerators that enable enterprises to speed deployment between Rhythmyx Content Manager and other technologies. The Word Accelerator provides a pre-packaged tool for interaction between Rhythmyx and Microsoft Word, eliminating the need for third party application development and support. Key elements of the Rhythmyx Basic Authoring Accelerator For MS Word 2000 include: seamless interaction, round-tripping support, ability to filter, field extraction, and in-line system links and images. Through a browser interface, content contributors can assign metadata such as publishable date, expiration date, etc. Once metadata has been assigned to the content, Rhythmyx merges this information into MS Word. www.percussion.com

UNISCAPE INTEGRATES WITH MICROSOFT CONTENT MANAGEMENT SERVER
1/29/2002

Uniscape announced it has integrated its globalization management system, Uniscape 4.0, with Microsoft Content Management Server 2001. The complete solution from Microsoft and Uniscape enables content providers to create, manage, and publish their own multilingual content; localization managers and partners to localize content for multiple markets; and IT managers to quickly deploy secure and scalable multilingual sites worldwide. The integration means that content owners unfamiliar with the complexities of localizing content can manage the localization process from within a single system. Corporate localization teams and service providers can use the vendor management, project management, and desktop tools of the Uniscape 4.0 globalization management system to automate the tasks required to localize, review, approve, and return localized content to Microsoft Content Management Server. www.uniscape.com

FILENET ANNOUNCES UPDATE TO CONTENT MANAGEMENT APPLICATION FOR ACCOUNTS PAYABLE
1/29/2002

FileNET Corp. announced general availability of Acenza Payables Version 2.0, an enterprisewide, Web-based content management application that streamlines the accounts payables approval process, allowing accounting staff to handle more invoices. The new version offers an improved user interface, greater scalability, and enhanced out-of-the-box functionality. With Acenza Payables, invoices presented in paper, fax, electronic or Web form are captured electronically, filed securely, and routed for data entry and approval automatically. With its Web browser interface, the solution enables status checks and payment approvals to be linked across the enterprise, as well as externally to authorized business partners and suppliers. In order to facilitate solution delivery, FileNET is partnering with Impact Innovations Group to provide systems integration of Acenza Payables to Peoplesoft ERP systems. Software license pricing is dependent on the customer's actual deployment requirements, with system pricing starting at less than $100,000. www.FileNET.com

DOCUMENTUM & FUJITSU IN DISTRIBUTION AGREEMENT
1/29/2002

Documentum announced that it has entered into a new distributor partnership with Fujitsu Limited. Together the two companies will deliver enterprise content management solutions based on the Documentum 4i eBusiness Platform. The offerings are targeted at leading Japanese process manufacturing and life science clients operating in multiple geographies. The new distribution partnership will enable Documentum's expansion into the rapidly growing Japanese enterprise content management market. It is also an integral part of Fujitsu's focus on leveraging all broadband Internet opportunities for its products and services. Fujitsu's 100% owned IT consulting subsidiary DMR, will deliver specialized Documentum consulting and systems integration services. Through the partnership, the two companies will provide enterprise content management solutions to Japanese companies in pharmaceutical, healthcare and related sectors. www.documentum.com

TELEKNOWLEDGE LAUNCHES TOTAL-E CONTENT 2.5
1/29/2002

TeleKnowledge announced the availability of Total-e Content 2.5, the latest version of its out-of-the-box content monetization application. Key enhancements in Total-e Content 2.5 include

real-time rating, increased partner revenue management functionality, the ability to manage billing and payment services for multiple resellers within a single system, and service fulfillment capabilities. Based on TeleKnowledge's multi-tier architecture, Total-e Content gives digital media providers advanced scalability to manage millions of subscribers. Total-e Content enables content owners, aggregators and distributors to define, track and manage all of their content-based revenue streams. Media and entertainment companies, content portals and other online service providers are now able to quickly and easily monetize all forms of digital content, both directly to subscribers as well as through channel and syndication partnerships. Total-e Content 2.5 is supported on Windows NT/2000 and Sun Solaris 2.6/2.7/2.8 platforms and is commercially available. www.teleknowledge.com

MedSeek Launches Enhanced SiteMaker SiteMaker 5
1/28/2002

MedSeek's SiteMaker is launching a new version SiteMaker 5, designed to improve the way administrators build websites. This version of SiteMaker offers new tools to help administrators collaborate more efficiently, manage dynamic web content more easily and securely, along with a host of management tools that monitor and deploy large scale installations. New features in SiteMaker 5 include Announcements, QuickProjects, Notepad, Instant Message, StickyNotes, Reminders, Library, Personal Manager, a new improved webpage editor, and enhancements to the graphics manager, network security integration, and the ability to add SiteMaker 5 Server clusters. Websites containing thousands of webpages can be controlled through the Website Tree Toolbar. SiteMaker 5 also gains flexibility by being able to integrate with legacy systems that are used in healthcare facilities. MedSeek has already incorporated web-based "front doors" to important back-end systems. www.medseek.com

Day & PricewaterhouseCoopers Form Partnership
1/28/2002

Day and PricewaterhouseCoopers announced a partnership to jointly implement e-business solutions in Switzerland and Luxemburg based on Day's Communique software. PricewaterhouseCoopers and Day sales and services professionals will work together to deliver global enterprise content management and Business Unification solutions. By creating these systems using Communique, Pricewaterhouse can provide a wide range of solutions including portals, intranets, extranets and web sites. www.pwcglobal.com, www.day.com

This is Day's second big integrator partnership this month. (See below).

ArsDigita to Deliver Enterprise Collaboration Management on Oracle9i Application Server
1/28/2002

ArsDigita announced validation of ArsDigita's Enterprise Collaboration Management (ECM) solution on Oracle9i Application Server (Oracle9iAS). ArsDigita will leverage Oracle9iAS to deploy scalable and reliable ECM solutions. By becoming a member of the Oracle PartnerNetwork, ArsDigita can offer its customers a Web development platform upon which ArsDigita's ECM solution can be deployed. The support Oracle9iAS provides for J2EE and XML, and the Web and database caching technologies it provides, reduces hardware requirements for high-volume Internet business applications. http://arsdigita.com

ZOPE RELEASES ZOPE 2.5 & PYTHON 2.2
1/28/2002

Zope Corporation announced the release of Zope 2.5. Zope enables the rapid building and de-ployment of web content. Zope 2.5 includes Zope Page Templates (ZPT), the new model for dynamically generating pages. ZPT embraces W3C standards by leveraging namespace attrib-utes to insert page directives. This approach allows site designers and developers to work side-by-side, since the interim and final product remains valid HTML. The 2.5 release also offers built-in session tracking, encrypted password support and significant performance improve-ments. Zope Corporation has just released version 1.2 of its Content Management Framework (CMF). Python 2.2 was also recently released. www.python.org, www.zope.com

OASIS FORMS COMMITTEE TO DEVELOP WEB SERVICES STANDARD FOR REMOTE PORTALS
1/28/2002

OASIS announced its members have formed the OASIS Web Services for Remote Portals (WSRP) Technical Committee to create an XML and Web services standard that will allow the plug-n-play of visual, user-facing Web services with portals or other intermediary Web applications. These WSRP services will enable businesses to provide content or applications in a form that does not require any manual or application-specific adaptation by consuming portals and appli-cations. WSRP will allow remote portlet Web services to be implemented in a variety of ways, including Java/J2EE and Microsoft's .NET platform. WSRP services will be built on standard tech-nologies including SOAP, UDDI, and WSDL. Members include: Bowstreet, Divine, Documen-tum, Epicentric, Factiva, Fujitsu, Hewlett-Packard Company, IBM, Interwoven, IONA, Oracle Corp., Plumtree Software, Reed Elsevier, Reuters, SilverStream Software. Participation remains open to all organizations and individuals. www.oasis-open.org

DOCUMENTUM ACQUIRES BOXCAR
1/24/2002

Documentum announced that it has acquired privately held Boxcar Software. Boxcar provides technology for content aggregation and content distribution. Documentum plans to integrate Boxcar's technology with the Documentum platform by the second quarter of this year. With this acquisition, Documentum now provides a comprehensive set of content creation, personal-ization, management and delivery capabilities, including aggregation, application integration, authoring, collaboration, distribution, transformation and web publishing. The combination of Documentum and Boxcar's technology will enable companies to gather all types of content from disparate sources; integrate it with other enterprise content; manage and personalize the content; then securely deliver and distribute it, in multiple formats, to multiple audiences. www.documentum.com

Documentum is broadening their offerings with syndication technology and digital asset manage-ment (they just bought Bulldog as well). Who's next? Will divine get there first?

INTERWOVEN ANNOUNCES IBM AIX SUPPORT
1/24/2002

Interwoven, Inc. announced an agreement with IBM to port its TeamSite software to the IBM AIX 5.1 operating system. Driven by joint customer demand, Interwoven will port its Content Management and Content Distribution product lines, TeamSite and OpenDeploy, along with its

Turbo for IBM to AIX, IBM's strategic operating system for its UNIX-based eServer line. AIX operates over a range of IBM eServer pSeries systems from entry-level servers and workstations to powerful supercomputers. Interwoven plans to make its Content Management and Content Distribution product lines along with its Turbo for IBM available on the AIX operating system mid-year 2002. www.interwoven.com

MEDIABIN OPENS IN EUROPE THROUGH KERRIDGE
1/24/2002

MediaBin Inc., announced the signature of a formal agreement with Kerridge Media Services (KMS), an associate company of Kerridge Computer Company Ltd, for the distribution of the MediaBin brand asset management software in the United Kingdom and Europe. This new contract enables MediaBin to leverage Kerridge's experience in the healthcare, retail, wholesale, automotive, and distribution industries to reach UK and European clients who can use MediaBin software to sell more products while safeguarding their brands. www.kerridge-media.com, www.mediabin.com

MEDIAGRIF ACQUIRES FLOW SYSTEMS
1/23/2002

Mediagrif Interactive Technologies Inc. announced that it has purchased Flow Systems Corporation, a software company specializing in catalogue content management and cross-media publishing, from Nurun Inc. Terms of the transaction were not disclosed. Flow Systems' solutions span the product information lifecycle from acquisition of product data through catalogue publishing for industrial manufacturers and distributors with large or complex product lines. Flow Systems solutions allow enterprises to build and maintain a product information database for all its catalogue publishing needs including automatic updating of e-commerce systems, Web, print and CD-ROM catalogues. Mediagrif's content management technology coupled with Flow Systems' cross-media and printed catalogue automation expertise, provides customers with an enterprise wide, product content management and publishing solution. www.mediagrif.com

XML GLOBAL & IWAY IN AGREEMENT
1/23/2002

XML Global Technologies, Inc. and iWay Software, an Information Builders company announced today that they have signed a comprehensive re-seller and bundling agreement. Concurrent with the reseller agreement, iWay Software has also agreed to bundle XML Global's ebXML enabled products, GoXML Message service and GoXML Registry, into the iWay Enterprise Integration Suite. By incorporating ebXML functionality into their Enterprise Integration Suite, iWay will be able offer their clients compatibility with any ebXML framework. Using iWay's range of 140 adapters and back-end connectors companies will be able to actively participate within an ebXML enabled environment and to also retrieve data and information back into their existing systems. www.iwaysoftware.com, www.xmlglobal.com

DAY AND DELOITTE & TOUCHE PARTNER IN PACRIM
1/23/2002

Day and Deloitte & Touche Management Solutions announced an Alliance to jointly implement solutions throughout the Pacific Rim based upon Day's Communique Software. Deloitte & Touche Hong Kong and Day sales and services professionals will work together to deliver global e-business solutions for managing enterprise content. By creating these systems using Commu-

nique's unique ContentBus architecture, Deloitte & Touche Hong Kong can provide a wide range of solutions including portals, intranets, extranets and web sites. Deloitte will train a team of its practitioners and provide consulting and systems integration services in Asia Pacific. www.day.com

YAHOO! & DIVINE TO DELIVER PREMIUM SEARCH CONTENT
1/23/2002

divine, inc. and Yahoo! Inc. announced an agreement to jointly offer a premium online research library. Yahoo! Premium Document Search will provide consumers the opportunity to purchase information otherwise not readily available on the Web, from divine/Northern Light Special Collection, an online research library of over 70 million pages of full-text, authoritative content from more than 7,100 sources. In addition, consumers can purchase reference reports, and access archived news from over 60 US and international newswires. Consumers will be able to view free summaries of documents based on their search results prior to purchase. Documents can be purchased two ways: individually, with prices depending on the document; or through a subscription basis, in which consumers have access to up to 50 documents for $4.95 per month. The divine/Northern Light Special Collection is enabled by divine's recent acquisition of Northern Light. Yahoo! Premium Document Search is available starting today on all Yahoo! Search results pages. premium.search.yahoo.com, www.divine.com

This is a sure sign that paying for content is going to be a big part of our future.

SAP TO COMBINE SAP MARKETS & SAP PORTALS
1/23/2002

SAP AG announced its intention to combine SAP Markets, Inc., and SAP Portals, Inc., into one subsidiary. The combined company's solutions will be delivered by SAP as part of mySAP Technology and other mySAP.com solutions, and also licensed to other technology companies for distribution with third-party software offerings. The combined company will maintain the charter of providing an open integration technology that unifies people, content and business processes in heterogeneous environments and across business boundaries. Building on a single platform, which combines an enterprise portal with content management and exchange technology, the company will deliver a suite of business solutions for supplier relationship management, extended e-selling and business intelligence. This solution suite empowers collaboration and intelligent action by unifying applications, information and Web services. www.sapmarkets.com, www.sapportals.com

Does this say something about the market for stand-alone portal offerings? Perhaps not on its own, but this is definitely a rough and tumble space and pure play portals will need to have a truly unique capability.

CORECHANGE INTEGRATES MICROSOFT CONTENT MANAGEMENT SERVER
1/22/2002

Corechange, Inc. announced that it has integrated Microsoft Content Management Server 2001 into Coreport, Corechange's enterprise portal framework. The integration of Coreport and Microsoft Content Management Server enables organizations to unify information assets - including data, messages, applications, and user-created business content - within a single framework designed to tailor information access to specific user needs. The integration of Microsoft Content Management Server with the Coreport portal framework is accomplished through Corechange's development of Coreport Connectors that provide direct, native access

to Content Management Server. Corechange's integration with Microsoft Content Management Server is scheduled for general availability in April 2002. www.corechange.com

DIVINE ACQUIRES NORTHERN LIGHT
1/22/2002

divine, inc. announced that it has acquired certain assets of privately held Northern Light Technology LLC in an all-stock transaction. Terms of the deal were not disclosed. The acquisition enhances divine's ability to offer premium content through Northern Light's Special Collection and strengthens divine's content management and delivery solutions for the publishing and media industry by expanding the number of sources divine can offer and by providing a dramatically improved interface for locating specific content. divine also intends to integrate Northern Light's global search technology across its content management, content aggregation and procurement, customer interaction and collaboration solutions to provide a unified search capability across its applications. www.divine.com

SCREAMINGMEDIA IN ALLIANCE WITH DOCUMENTUM
1/22/2002

ScreamingMedia Inc. announced an alliance with Documentum to offer enterprises an end-to-end content integration and management solution. ScreamingMedia's software, SiteWare, enables customers to integrate customized, real-time content from third-party sources directly into their Documentum content management platform. SiteWare's integration with Documentum 4i Web Content Management Edition provides seamless interaction between the content aggregation, management, and publishing, providing an repository of news and content. www.screamingmedia.com, www.documentum.com

SYBASE ANNOUNCES ENTERPRISE PORTAL 2.5
1/22/2002

Sybase, Inc. announced Sybase Enterprise Portal (EP) 2.5. The JAVA-based, portal software includes a presentation layer comprising navigation, content management, and personalization tools. Additionally, EP 2.5 is compatible with popular infrastructure products. Enterprise Portal 2.5 includes a new Content Management Interface with support for XML-based content congregation, Web services support for portal interface enhancements and portlets, and advanced EJBs. The improved security infrastructure includes the ability to identify users and activities, a secure framework that extends to legacy systems, Secure Business Object (SBO) support authentication, configurable lock out times, and static and dynamic mutual role exclusion to balance access with protection. Enterprise-class portlets offer access to information in enterprise systems. Sybase's portlet framework will enable an increased number of third-party portal applications, which currently include Autonomy, Interwoven, and Stellent. Enterprise Portal 2.5 will begin shipping in the first quarter of 2002. Pricing starts at $85,000. www.sybase.com

SOFTWARE AG & STELLENT IN MUTUAL RESELLER AGREEMENTS
1/22/2002

Stellent, Inc. and Software AG, Inc. announced a pair of reseller agreements. Under the agreements, Software AG, Inc. and Stellent will market and sell the Stellent Content Management system along with Software AG's Tamino XML Server to new and existing enterprise customers. These agreements expand upon a previous technology alliance partnership between the two companies and provide customers with an integrated XML content management solution. www.stellent.com, www.softwareagusa.com

EKTRON RELEASES EWEBEDITPRO 2.5
1/21/2002

Ektron Inc. released Version 2.5 of eWebEditPro, a browser-based, multi-language business-user focused Web content authoring tool. Version 2.5 delivers business-user-friendly features and developer-oriented functionality including new multilingual capabilities and enhanced change detection and formatting. Version 2.5 offers new bi-directional editing for Arabic and Hebrew, and adds traditional Chinese to ten existing European and Asian menus and dialogs. Additional new features in eWebEditPro 2.5 include Section 508 compliance (federally mandated), stylesheet enhancements, Netscape 6.2 support, and various new developer commands. eWebEditPro includes spell check and Office 2000 filters to "clean" content pasted from Microsoft Word or Excel. A 10-seat eWebEditPro license for a single URL is priced at $299 ($30 per user). Enterprise pricing is available. www.ektron.com

ADOBE INDESIGN 2.0 AVAILABLE
1/21/2002

Adobe Systems Incorporated announced the immediate availability of Adobe InDesign 2.0. Version 2.0 introduces editable transparency effects such as drop shadows, table creation, long document support, XML import/export support and a greatly enhanced printing interface. In addition, this upgrade supports Adobe's XMP (Extensible Metadata Platform) technology, an XML-based framework for embedding, tracking and exchanging metadata so that content can be deployed more across different media. Performance enhancements have made InDesign 2.0 significantly faster. InDesign 2.0 provides native support for Mac OS X and Windows XP and tighter integration with other Adobe products. InDesign 2.0 is available immediately to customers in the United States and Canada. Estimated street price in the United States is US$699 for the full product with a special 90-day upgrade offer in the United States and Canada of US$99 (US$149 thereafter). www.adobe.com/products/indesign

DIVINE RELEASES 8 CONTENT & CONTENT MANAGEMENT PORTLETS
1/21/2002

divine, inc. announced the release of eight content and content management portal applications, or portlets, for the IBM WebSphere Portal Server. Content Contributor Portlet enables anyone in an organization to easily contribute content for the portal using the applications they already know. Content Approval Portlet enables content managers to edit and preview content for the portal. Content Management Portlet provides administrators access to the full functionality of divine Content Server Enterprise Edition right from the Content Management Portlet. Content Delivery Portlet delivers content generated internally through the content management system, as well as external news feeds. Real-Time News Portlet allows customers to procure, deliver and manage real-time information feeds from premium sources. Content e-Procurement Portlet allows individuals to search and order knowledge resources from content sources. Federated Search Portlet enables users to search across all information sources. Tracker Portlet allows administrators to track and analyze content usage data by source. www.divine.com/ibmportlets

MACROVISION ANNOUNCES DIGITAL CONTENT PROTECTION
1/17/2002

Macrovision Corporation announced its new MacroSAFE Digital Copy Protection and Content Management Platform. MacroSAFE is a multi-layered, IP-based software solution that guarantees the secure distribution and management of video, audio, graphics, text and other multi-

media applications to PCs and set-top boxes. It conforms to the MPEG-2 and MPEG-4 standards. The system is designed for use with any available encryption system, with built-in tamper-hardening and diagnostic features, with separation of licenses and content to increase security and flexibility. MacroSAFE's architecture supports revocation and renewability in case of security violations, and ease of implementation at content owner level. www.macrovision.com

SOFTWARE AG & RED OAK SOFTWARE FORM ALLIANCE
1/17/2002

Software AG Inc. and Red Oak Software Inc. have formed an alliance offering customers automated, programmatic access to data on any web browser via Web Integrator, and easy integration and processing in Tamino. Under this mutual referral agreement, Software AG and Red Oak will each market a combined solution that provides customers access to previously unobtainable, critical business data residing on the proliferating number of web-based browser applications. Red Oak's Web Integrator product automatically creates Java beans that programmatically access and retrieve any Internet content and output the content as native XML. By combining the capabilities of Web Integrator with Tamino, users now have access to previously inaccessible User Interface content for easy integration into Tamino databases. www.redoaksoftware.com, www.softwareagusa.com

i4i & IXIASOFT PARTNER
1/17/2002

i4i Inc., and IXIASOFT jointly announced that they have entered into a strategic partnership. The partnership will offer integration compatibility between i4i's Tagless Editor, an end-user focused solution for creating valid XML content via a Microsoft Word interface, and IXIASOFT's TEXTML Server, a database whose purpose is to store, index and retrieve XML content. The joint solution is targeted to meet the demand for XML management solutions that can be easily deployed across an entire organization's community of non-technical business users. The terms of the relationship include technology compatibility as well as agreements for joint sales and marketing efforts. www.i4i.com, www.ixiasoft.com

STELLENT ANNOUNCES INTEGRATION WITH ADOBE GOLIVE
1/16/2002

Stellent, Inc. announced that the Stellent Content Management system now integrates with Adobe GoLive. The combined solution allows developers to easily create Web pages using a Web authoring application. GoLive joins the list of Web design applications that Stellent Content Management supports. With the GoLive integration, developers can build Web site layout templates using GoLive and then manage them through the WebDAV-compliant Stellent Content Server. The Stellent Content Publisher then uses these templates to automatically publish Web sites. The templates can be designed to enable Web sites to feature a variety of content, including unstructured content from the Stellent Content Server, content from databases and standard Web assets, such as images and HTML fragments. The integration with Adobe GoLive is immediately available as part of the Stellent Desktop product. www.stellent.com

VIGNETTE & OKI ELECTRIC TO DELIVER CONTENT MANAGEMENT TO JAPANESE MARKET

1/16/2002

Vignette Corp. announced a partnership with systems integrator Oki Electric Industry Co. Ltd. to supply Web content management solutions to the Japanese market. Under terms of the agreement, Oki will market Vignette V6 and Vignette Professional Services (VPS), and the two companies will develop an education program so customers can leverage the benefits of content management in their organizations. Oki Electric will develop customer-facing applications based on its knowledge of transactional systems. Oki plans to combine the offering with its Web transaction system construction service, providing expandable and reliable Web critical content management solutions. www.vignette.com

PEREGRINE LAUNCHES CATALOG APPLICATIONS IN NORTH AMERICA

1/16/2002

Peregrine Systems, Inc. has introduced its catalog applications and supplier enablement solution in North America. Peregrine catalog applications are available on a standalone basis or as part of an integrated, end-to-end procurement solution that combines supplier enablement and advanced asset management functionality. As part of this launch, Peregrine also announced a relationship with Cardonet, Inc. to resell its data rationalization tools. These tools, which are bundled with Peregrine's catalog solution, help organizations cleanse catalog content to aid in the search-and-find process. Peregrine has a suite of content management tools that help customers aggregate, cleanse and post usable data for use in catalog procurement, including Content Validation, Content Publishing Services, Buyer Content Manager and Supplier Content Manager. www.peregrine.com

LIGHTSPEED COMPLETES DEAL WITH XEROX TO ACQUIRE CHRYSTAL ASSETS

1/15/2002

Lightspeed Interactive, Inc. announced that it has finalized a deal with Xerox Corporation to acquire the assets of Chrystal Software, a wholly owned subsidiary of Xerox Corporation. The assets include the source code to Astoria Content Management System, Eclipse and all other Chrystal software products. Effective January 1st, 2002, Lightspeed Interactive became the sole source for Chrystal products to provide sales, customer support and maintenance. The acquisition will allow the company to accelerate its domestic sales and marketing operations, as well as develop international business activities. Lightspeed will be able to offer Chrystal customers an upgrade path through the provision of content delivery capabilities, thus preserving their existing investment and extending functionality. www.lspeed.com

This is good news for Astoria customers. If nothing else it will allow them to preserve their investment and integrate their SGML content with current XML applications as they see fit.

AUTHENTICA ANNOUNCES NETRECALL FOR DOCUMENTUM

1/15/2002

Authentica, Inc. announced NetRecall for Documentum 4i Web Content Management (WCM) Edition. NetRecall for Documentum gives users security and control over Web content after it's published. This extended control enables businesses to share critical content through Web browsers while ensuring that the content is not forwarded to unauthorized recipients or unin-

tentionally stored in an unprotected state. Using Authentica's NetRecall, Documentum 4i WCM Edition users can dynamically apply access control and usage policies to their Web content as it is being generated, made accessible on the Web or downloaded to a user's Web browser, and can: establish enforceable information security and use policies, encrypt and protect content no matter where it is distributed or stored, expire obsolete content wherever it is located, dynamically control how content is used by recipients (print, copy, paste), protect against unauthorized forwarding or distribution of intellectual property such as product plans and drawings, and centrally track and audit individuals' access to information. www.authentica.com

DAY LAUNCHES COMMUNIQUE UNIFY
1/15/2002

Day announced Communique Unify, designed to provide an infrastructure to efficiently manage and unify all digital content, information and processes throughout the enterprise. Communique Unify is built on a common content infrastructure, The ContentBus. This software bus architecture focuses on uniformly accessing, unifying, managing and publishing all digital content via multiple channels such as web, wireless and XML, without the need for the additional, proprietary and centralized content ghettos. ContentBus allows real-time read/write access to any data source, including file systems, databases, middleware, EAI tools, enterprise or custom applications and legacy business systems. The ContentBus unifies heterogeneous raw data from the various sources in a data abstraction layer, homogenizes it with an active common content services, and allows single point of access to any data source. And the ContentBus represents a foundation for future delivery of content oriented Web Services through support for SOAP and UDDI protocols. www.day.com

IONA & LIGHTSPEED INTERACTIVE PARTNER
1/15/2002

IONA and Lightspeed Interactive, Inc. announced a Global Alliance partnership. Together, Lightspeed and IONA will deliver a Web-services-powered content management solution that will enable organizations to build enterprise application solutions that easily integrate structured and unstructured information for dynamic, real-time delivery. Lightspeed Interactive, Inc. will build a new version of its iENGINE content management and delivery solution that leverages the IONA Orbix E2A Web Services Integration Platform, providing customers extended integration capabilities with Java applications and legacy CRM, ERP, database and mainframe systems. The Orbix E2A Application Server Platform is available in three editions: J2EE Technology, Standard and Enterprise. www.lspeed.com, www.iona.com

FATWIRE LAUNCHES UPDATEENGINE6 & UE STUDIO
1/15/2002

FatWire Software announced the release of UpdateEngine6 (UE6), the latest edition of its enterprise level dCM and Web application assembly system. UE6 features increased ease of use and shorter development time for the business user, the power user, and the developer. To extend the power of UE6, FatWire also announced the release of UE Studio, an add-on to UE6 that provides a full array of advanced tools to build and automate Web applications. FatWire has created a free trial version of the new software. The trial software has 100% of UpdateEngine's features and functions, and is packaged with BEA's WebLogic application server and Microsoft's MDBE database. The software will come with a 30-day license and is available for non-production sites, evaluation and demonstration. UpdateEngine is 100% Java, and integrates with all major application servers, including IBM, BEA, Sun, Oracle and HP, and with all major databases. The free trial version of UE6 is available by request from Fatwire. www.fatwire.com

OCLC PURCHASE OF NETLIBRARY ASSETS APPROVED
1/11/2002

Subject to a 10-day appeal period, final closing on the sale of netLibrary assets to OCLC Online Computer Library Center has been set for later this month, based upon approval granted today by the U.S. Bankruptcy Court for the District of Colorado. The sale includes both the eBook Division and the MetaText eTextbook Division of netLibrary. netLibrary's eBook operation will become a division of OCLC and will continue to operate in Boulder, Colorado, serving libraries and their users. The digital textbook group will become a for-profit subsidiary of OCLC and will also continue to operate in Boulder. www.oclc.org, www.netLibrary.com, www.metatext.com

TUMBLEWEED INTRODUCES SECURE GUARDIAN ONECHANNEL
1/9/2002

Tumbleweed Communications Corp. introduced Tumbleweed Secure Guardian OneChannel, a software solution suite that enables companies to develop a single, secure channel for all e-communications with customers and/or partners. Now companies can offer their customers and partners a convenient, trusted and branded online vehicle to communicate business-critical information safely. OneChannel is the first bundled suite offering under the Tumbleweed Secure Guardian framework and contains options for customers to use all of Tumbleweed's solutions for extending the network. Solutions include Secure Messenger, Secure Statements, Secure Redirect and Secure Public Network. At the heart of Secure Guardian OneChannel is the Secure Inbox, a central online location where a company can deliver, manage and receive critical customer communications on an encrypted server. The Secure Inbox offers a single, personalized point of interaction for each customer and can be easily integrated into a company's existing portal solution. Base pricing starts at $40,000 for a suite of 4 CPUs.
www.tumbleweed.com

SDL INTERNATIONAL ACQUIRES LANGUAGE PARTNERS INTERNATIONAL
1/9/2002

SDL plc announced that it has acquired Language Partners International (LPI), for an undisclosed sum. With this acquisition, SDL will form a new Desktop products Division led by Brian Briggs, former CEO of LPI. This new division will be focused exclusively on product sales and operate autonomously from SDL's localization services divisions. In addition to responsibilities as Vice President of the new SDL Desktop Products Division, Briggs will continue as general manager of LPI, serving its customer base as a wholly owned subsidiary of SDL.
www.languagepartners.com, www.sdlintl.com

TEXTERITY ANNOUNCES SUPPORT FOR MOBIPOCKET EBOOKS, ADDS SECURE FILE DISTRIBUTION
1/9/2002

Texterity, Inc. announced its support for MobiPocket, a software and technology company that enables the reading and secured distribution of electronic text across all existing OS platforms. Support for the MobiPocket format expands the capability of the TextCafe Logisitics Service to enable automated creation, distribution, and secure distribution of MobiPocket eBook files. Texterity has also entered into an agreement with MobiPocket to license the MobiPocket server, enabling Texterity to offer direct secure distribution of electronic content, in addition to automated distribution to MobiPocket, Franklin Electronics, and other MobiPocket retailers. Texterity support for MobiPocket format and the MobiPocket server supports the recent launch of the

Texterity E-Galley service. This service provides conversion of publisher's ready-to-print PDF galley copies into multiple eBook formats. The MobiPocket solution, as a part of TextCafe Logistics Solution, is available immediately. www.mobipocket.com, www.texterity.com

VIRAGE TO MARKET BBN TECHNOLOGIES' AUDIO INDEXER
1/9/2002

Virage plans to market and distribute BBN Audio Indexer. The BBN product will be integrated into Virage's SmartEncode collection of products designed to provide comprehensive encoding and indexing capabilities. The BBN Audio Indexer is a speech recognition and language-processing product that transcribes and categorizes the content of video or audio broadcasts into computer text while the broadcast is being aired. This creates a high-level structured summarization of the spoken language that can be searched and browsed through many different features such as the names of people, places, organizations, and topics mentioned in the transcript as well as the identities and locations of the speakers in the recording. Users of the product will be able to monitor the content of news broadcasts around the world. www.bbn.com, www.virage.com

TARIAN E-RECORDS ENGINE INTEGRATED IN IBM CONTENT MANAGER FOR DOD CERTIFICATION
1/9/2002

Tarian Software today announced that it has been selected by IBM to supply its e-Records capability as an extension to IBM Content Manager. Tarian's new e-Records engine will deliver a certified, electronic recordkeeping solution called IBM e-Records Solution (IeRS) for Content Manager. IeRS is designed to manage records across the enterprise, and offers the flexibility to adhere to any recordkeeping management process. The new IeRS offering has been certified against US Department of Defense US DoD 5015.2 STD standard for electronic recordkeeping. 5015.2 is endorsed by the National Archives and Records Administration (NARA), and is widely seen as a benchmark for government and corporate organizations. With the IeRS solution, users are able to declare documents to be official records, at which point full formal lifecycle management is applied. Declared records will later be destroyed or archived according to approved retention and disposition rules. www.tariansoftware.com, www.software.ibm.com/data/cm

E-BOTZ TO MANAGE NQLI SOFTWARE DIVISION
1/9/2002

E-Botz, Inc. has assumed management of the software division of NQL, Inc., including technical support, sales and product development. The move is expected to accelerate deployment of NQLI's Network Query Language tm, a scripting language for network programming and content engineering, as well as specific applications such as NQL Content Anywhere, an enterprise-wide software platform that enables access, use and delivery of data residing in multiple information architectures to a variety of corporate applications, from a PDA or desktop PC, to a Web browser, database application or programming language. Network Query Language contains hundreds of built-in functions for communications, conversion, automation and intelligent behavior for use in connected applications such as bots, intelligent agents, middleware, Web applications and content management systems. www.e-botz.com

CANTO ANNOUNCES CUMULUS 5.5
1/8/2002

Canto announced that Cumulus 5 has received a major upgrade to version 5.5. New features include a Palette View Mode, improved IPTC support, so called Server/Client Asset Transfer, as well as numerous other features. Cumulus 5.5 includes a variety of other user-requested features such as the ability to print contact sheets, sorted lists with type-ahead functionality, an improved slide show feature, the ability for HTML output to consider the orientation of thumbnails when publishing assets to the Web, availability of the "Convert to" file format conversion functionality in the Single User Edition now as well. The Single User Edition will sell at $99.95, the Workgroup Edition will sell at $ 995 for the server (Mac OS, Windows) or $1995 for the server (UNIX; IRIX, Linux, Solaris) and $295 per client for Windows and Mac. Pricing for the Enterprise Edition is available on request. Cumulus 5.5 will be available as downloads on Canto¹s website under in early February. www.canto.com

SERENA ANNOUNCES AVAILABLILTY OF CHANGEMAN WCM 3.1
1/7/2002

SERENA Software, Inc. announced the general availability of Serena ChangeMan WCM 3.1, the newest release of the company's Web Code and Content Manager. Serena ChangeMan WCM, designed for both technical and non-technical users integrates software code and Web content change management within a single product. Version 3.1 offers International support. The product also includes new support for UNIX Main Server and Oracle Metadata Database. Serena ChangeMan WCM automates content-focused processes such as task assignment, resource scheduling, content routing, previewing and editing, online notification and approvals. ChangeMan WCM also provides software change management capabilities. Serena ChangeMan WCM 3.1 extends the product's software development capabilities through support of IBM's Eclipse framework. Additionally, content developers and contributors will benefit from enhanced templating tools such as drop down lists and parsing utilities for advanced functionality and ease of use. Serena ChangeMan WCM 3.1 is available immediately. www.serena.com

STELLENT RELEASES IBM WEBSPHERE PORTLETS
1/7/2002

Stellent, Inc. announced the release of its portal applications, or "portlets," for the IBM WebSphere Portal, a platform that allows companies to build their own custom portal Web sites. The portlets enable businesses to access critical business content as well as a wide range of Stellent Content Management features from the IBM portal platform. Stellent offers five portlets for the WebSphere portal interface, providing users with specific content management functions: Content Portlet - Offers users direct access to business content that has been defined by the portal developer; Contribution Portlet - Enables users to submit business content created in native applications for automatic publishing to the portal; Search Portlet - Enables users to find business content using metadata or full text searches; Personal Searches Portlet - Provides users easy access to searches previously executed via the search portlet; and, Workflow Inbox Portlet - Provides users direct access to their workflow inboxes for the review and approval of business content. www.stellent.com/ibmportlets, www.ibm.com/websphere

ENIGMA EXPANDS 3C PLATFORM
1/7/2002

Enigma Inc. announced general availabilty of its Component Information System (CIS). The new software enables operators of capital equipment to resolve the problems of managing and

maintaining equipment from multiple vendors by aggregating and integrating diverse maintenance and repair content. This streamlines the support chain by unifying all of the technical information associated with various pieces of equipment as a single, unified, application including operation and maintenance manuals, service bulletins, illustrated parts catalogs and operator defined best practices. In addition, CIS aggregates maintenance and repair content from multiple suppliers, regardless of format, into a single application where revisions can be more simply managed, best practices can be integrated and information search times are drastically reduced across the maintenance environment. The resulting application streamlines access to critical support information which helps decrease maintenance cycle times. www.enigma.com

OASIS INVITES SUBMISSIONS FOR XSLT/XPATH CONFORMANCE TEST SUITE
1/7/2002

OASIS issued an open invitation for public input on the creation of its XSLT/XPath Conformance Test Suite. XSLT and XPath are W3C Recommendations that provide the ability to define a set of rules to transform XML data into a variety of presentation styles, such as human readable reports (HTML) or other XML vocabularies. Organizations and individuals that have created test files for XSLT processors are encouraged to submit their work to the OASIS XSLT/XPath Conformance Technical Committee, which plans to corroborate submissions and publish an amalgam test suite for public use. Formal submissions from both IBM/Lotus and Microsoft have already been received by the OASIS XSLT Technical Committee. To conform to the OASIS framework, submitters must catalogue their test file collections according to OASIS published document models, and they must employ available validation processes that utilize XSLT and XPath. Complete submission guidelines are posted on www.oasis-open.org/committees/xslt

This may not sound exciting, but it is important work that someone needs to pay attention to. It could also be a good way to develop/train in-house XSL expertise.

ADOBE INTRODUCES GOLIVE 6.0 & WEB WORKGROUP SERVER
1/6/2002

Adobe Systems Incorporated introduced Adobe GoLive 6.0 and Adobe Web Workgroup Server, in one package. Adobe GoLive 6.0 software offers site management and collaboration capabilities, wireless authoring, and support for incorporating print and video content in the Web design cycle. The Web Workgroup Server in GoLive 6.0 is a site management and collaboration tool that is easy to install and set up. It allows multiple users to easily track changes, and share and manage files. It also provides version control and side-by-side comparison capabilities, including the ability to rollback to previous versions. The Web Workgroup Server supports any WebDAV-enabled application. Web professionals can develop for mobile devices with the new wireless authoring capabilities, including support for XHTML, CHTML and WML. In the Windows environment, GoLive includes built-in emulators for Nokia WAP and XHTML phones and NTT DoCoMo i-mode phones. Also included is the ability to deliver database-driven content and native support for PHP, ASP, and JSP. In the U.S. & Canada, Adobe GoLive 6.0 for Mac OS (9.1, 9.2, and 10.1) and Windows (XP, 2000, 98, and ME) is expected to ship in the first quarter of 2002. The estimated street price in the U.S. for GoLive 6.0 is $399 (U.S.), which includes the Adobe Web Workgroup Server. www.adobe.com/golive

B-Bop Announces Xfinity Author wX 2.1
1/4/2002

B-Bop Associates, Inc announced the release of Xfinity Author wX 2.1, the latest version of its Microsoft Word-to-XML authoring software. The software, available immediately, offers new functionality to further simplify the creation of structured documents in XML directly from the Microsoft Word environment. Xfinity Author wX 2.1 allows users to save their content to any XML industry standard or user-defined DTD such as RiXML, NewsML, HR-XML, DocBook, XBRL or even HTML. Users can select the MS-Word objects they want tagged as XML elements. Support for the MSXML parser improves productivity and prevents errors by enabling users to validate their documents against an XML DTD. The new release also provides support for for both ISO-8859-1and UTF-16 character sets. Xfinity Author wX version 2.1 requires Microsoft Word 2000 and runs on Windows 98, Windows NT and Windows 2000 platforms. To view a sample output generated by Xfinity Author wX, visit www.b-bop.com/authorwX_to_docbook.htm. www.b-bop.com

We have to root for anyone with such a name!

Tridion Announces Eleven Partners
1/3/2002

Tridion announced it is looking for additional partners to achieve 70% of revenue from channel-related activities. The company offers its partners free product training, free software, a partner extranet and marketing support, as well as sales leads. Two types of partnerships exist. Consulting partners deliver advice, expertise and implementation services around Tridion DialogServer. Software partners integrate Tridion's solution into a range of products suited to customers' content management needs. Companies implementing the product will be able to update, manage and re-use their content across multiple Web sites, channels and business applications in a consistent and cost-effective manner. Since the beginning of the new programme in July, eleven consulting partners have signed up; Aceion, Andel Consulting, Axialt, Labyrinth, LSC, Object 1, Rubus, Satsuma, Thales Information Systems Finance, Unified Solutions and Volt Europe, and four software partners; Infuzer, SealedMedia, Software AG and Verity. www.tridion.com

Software AG, Lexign & AuthentiDate Form Trusted Content Alliance
1/2/2002

Software AG, Inc. announced the formation of the Trusted Content Alliance (TCA). TCA is spearheaded by Software AG, Lexign, Inc., and AuthentiDate. TCA is a consortium dedicated to developing industry standards for secure, digital content management. TCA's mission is to provide organizations with secure and cost-effective solutions that meet specific industry needs. The first fully integrated solution developed by the charter members automatically captures data and forms via the Web, and integrates the data into existing systems through digital content management. The combined TCA product suite includes Software AG's Tamino XML Server and EntireX Total Business Integration Server, and Lexign's Lexign Suite for managing trusted transactions in the LAN, Web, or wireless environment. AuthentiDate adds evidentiary admissibility for data non-refutability to any system, service, or workflow. The organization is currently developing a standards committee to serve as a platform for the discussion and mind share of key regulatory issues within targeted industries. Additional information will be available at www.trustedcontentalliance.org in the coming weeks. www.authentidate.com, www.lexign.com, www.softwareagusa.com

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CALENDAR

XML's Role in Content Management at AIIM 2002. March 4th, 2002, Moscone Center, San Francisco. Associate Editor Bill Trippe will present his very popular pre-conference seminar on XML and content management at AIIM 2002. User case study presentations and practical advice based on extensive experience included. See www.aiim2002.com/overview.html for details.

The LISA Global Strategies Summit, March 13-15, Washington D.C. LISA's Annual USA Globalization conference focuses on the ROI for Enterprise Content Management systems. C-level strategic advisories for multilingual information management; web-globalization workshops; case studies and automated language processing tools and services exhibition. *Full Gilbane Report Subscribers pay only $695!* (regular price is $1195). http://www.lisa.org/events/2002washingtondc/registrationgilbane.html

Documation France 2002. March 19-20, Tutorials: March 18, 2001 CNIT, Paris La Defénse, France. Technoforum's 8th annual Documation conference and exhibition in Paris is focusing on Content Management, Enterprise Portals, and information integration. This all-French event will include a large number of case studies, as well as over 100 exhibitors. www.technoforum.fr