# Government Demo Walkthrough

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Welcome to the Teaming Library's Government demo – The City of Plattsburg.

Before you continue with this walkthrough, make sure you have completed the instructions in the *Installation Guide*. You need to follow these instructions to add links and make changes to a landing page before you can use this walkthrough. The *Installation Guide* is located on the Teaming Library Web site (http://www.novell.com/teaming_library/government_demo.html).

1 Introduction

The Government demo is designed to show current and potential users how Novell Teaming can be used within a government setting. The demo specifically shows how the public can interact with a government organization, how government employees can interact with one another, and how administrators can manage a public portal within Novell Teaming.
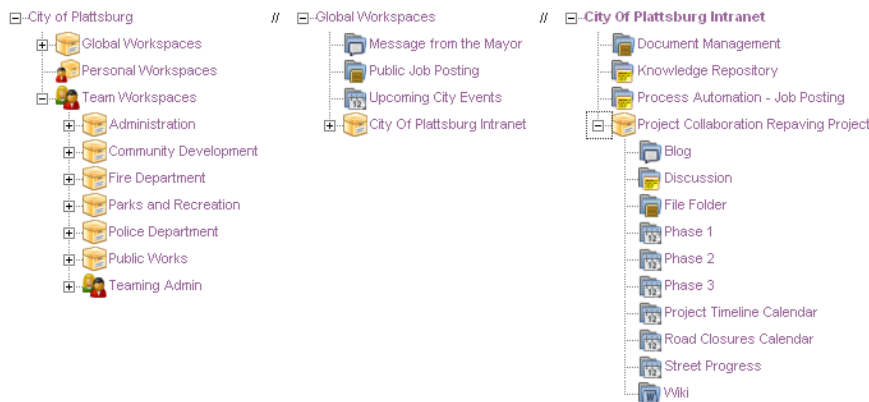
The Government demo was built to look like an installation of Novell Teaming. As the image above shows, the demo is broken into two main sections: *Global Workspaces* and *Team Workspaces* (*Personal Workspaces* is not highlighted in this demo). The public portal, intranet, and common uses of Novell Teaming are found in *Global Workspaces*. The collaboration examples and images and texts for landing pages are located in *Team Workspaces*. Information explaining how to navigate through the demo is located on the landing pages and examples. This document is designed to be used in conjunction with the demo to help you understand how Teaming can be utilized in a government setting.

2 Common Uses of Novell Teaming

There are many different ways that Teaming can be used in an enterprise setting. This section highlights the most common ways that Teaming is used and incorporates them into a government setting.

2.1 Public Portal

The option of purchasing a guest license opens up a new use for Novell Teaming. Instead of being used only within an organization, Teaming can now be utilized as a public portal. For example, a guest license in a government setting can allow citizens to go to a city's public portal, search for jobs, apply for jobs, file a complaint, reserve a place at the local park, etc. The uses for a public portal are nearly limitless. For example, look at the following public portal that we created for this demo:
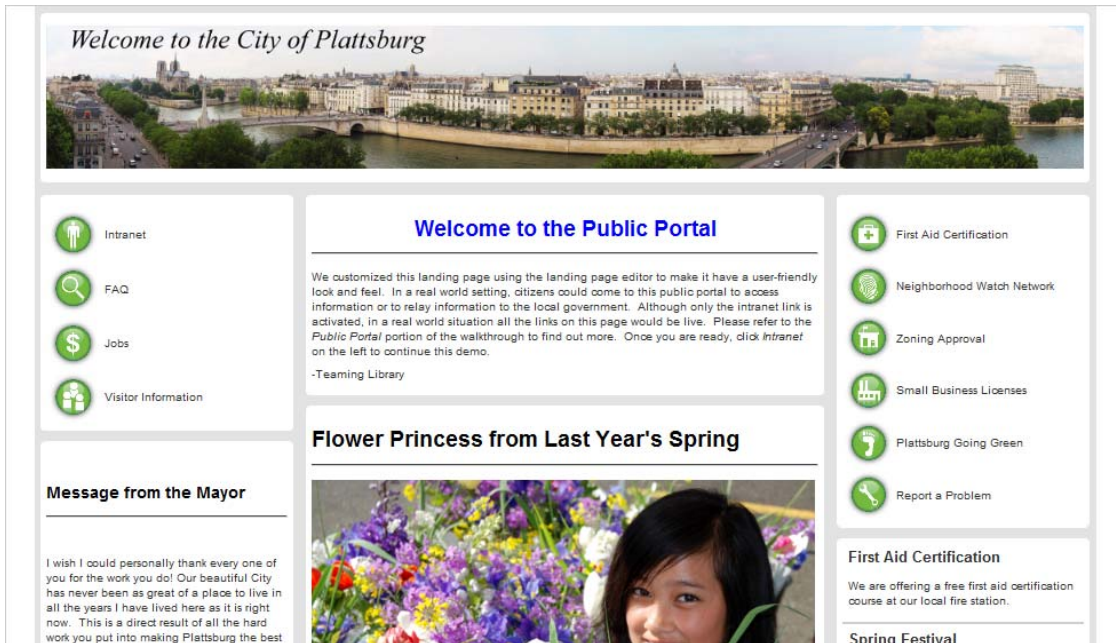
This demo public portal shows how an administrator can display upcoming events in a city, a message from the mayor, breaking news, links to different services, and pictures. Although only the intranet link is active in the demo, a real public portal can use all of the links to provide citizens with access to many options.

2.2 Augmenting or Replacing an Intranet

Although Novell Teaming is usually not marketed as an intranet solution, the product is robust enough to be used to augment or replace an existing intranet. To accomplish this, administrators can use layers of landing pages to give Teaming an intranet look and feel. For example, see the following intranet that we created for this demo:
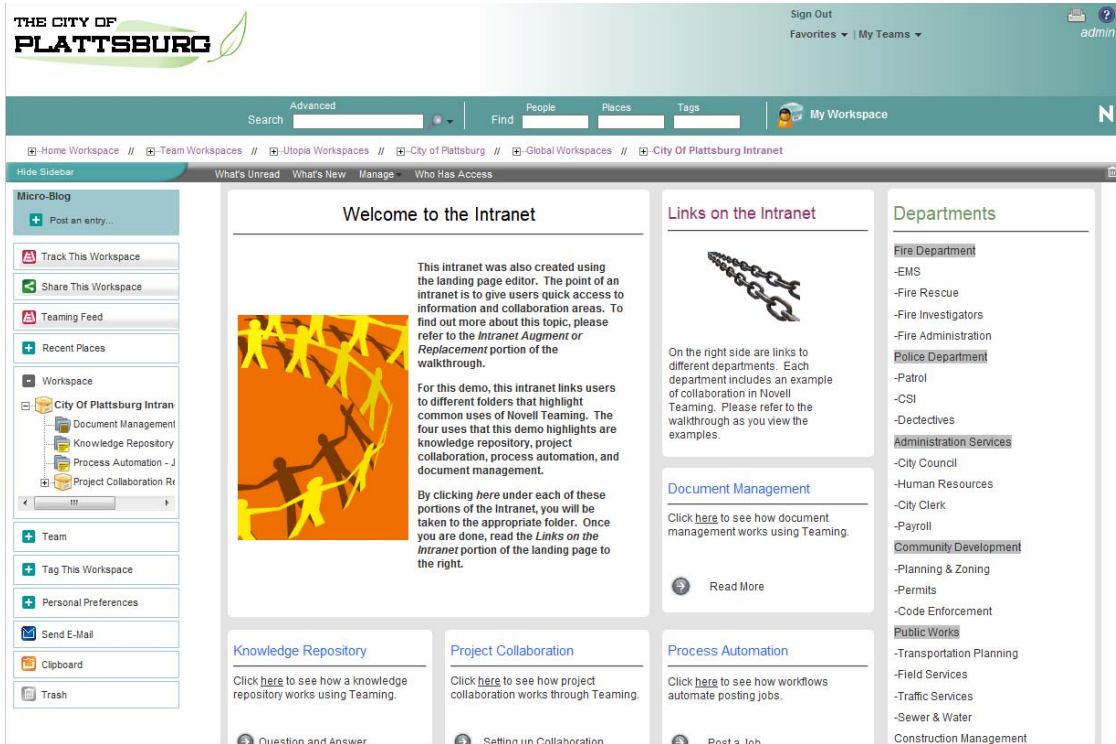
This demo intranet shows how the landing page editor can be used to create an intranet that looks clean and provides links to important information to users, all from the same landing page.

2.3 Knowledge Repository

The purpose of a knowledge repository is to ensure that knowledge is preserved between transitions and changes that inevitably happen in all organizations. In this demo, we highlighted one type of knowledge repository that can be created in Teaming. This is a question and answer discussion folder. To navigate to this section of the demo, click here underneath the *Knowledge Repository* area of the intranet.

When you click this link you are sent to a discussion folder that allows employees to ask and answer questions that their co-workers have posted. All employees have access to this area and can be encouraged to answer questions. Having this discussion folder ensures that the questions and the answers are kept in a centralized location and if employees leave the organization, their knowledge can be saved for those that follow that might have similar questions that others had previously.

To navigate back to the City of Plattsburg intranet, click *City of Plattsburg Intranet* in the navigation bread crumbs above the main menu

2.4 Document Management

The purpose of document management is to store documents for further use and can also show the different versions that the document went through to a final state or the current version. Workflows also allow documents to be managed by sending information to the correct people when they need to make changes to the document.
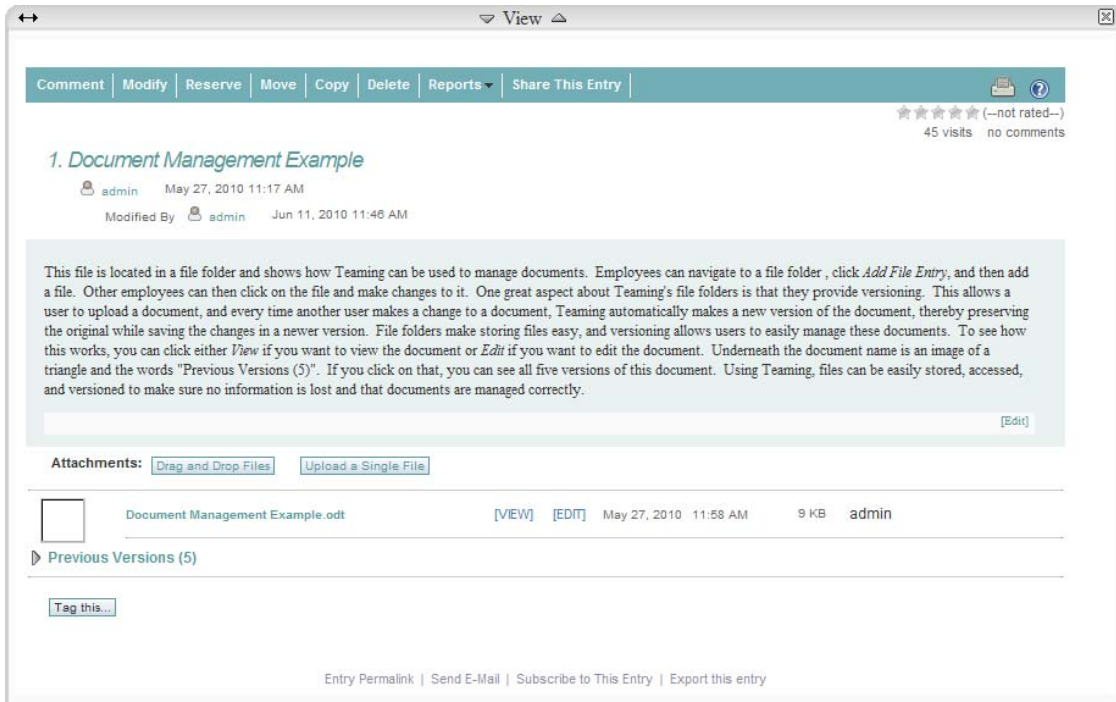

In this demo, we highlighted the versioning ability of Teaming. Click here underneath the *Document Management* area of the intranet to see an entry that contains a document that has gone through multiple versions. At the bottom of the entry, it shows the attached document and then the number of versions that have been saved in the Teaming system. To create a new version, click *Edit* next to the document. You will be required to verify your Teaming credentials and then you will be able to open the document. Make the required changes, and then save the document. It is saved to Teaming as a new version. Clicking the arrow next to the current version number will display a list of the previous versions which you can then view.

To navigate back to the City of Plattsburg intranet, close the entry.

2.5 Project Collaboration

In any project, knowing what other members of your team are working on and what you are supposed to work on next is extremely important. In Teaming, project collaboration can happen from as small an area as a single entry to as large as a workspace. In this demo, we have highlighted the ability that an entire workspace has to facilitating project collaboration.To see the project collaboration demo, click here underneath the *Project Collaboration* area of the intranet.
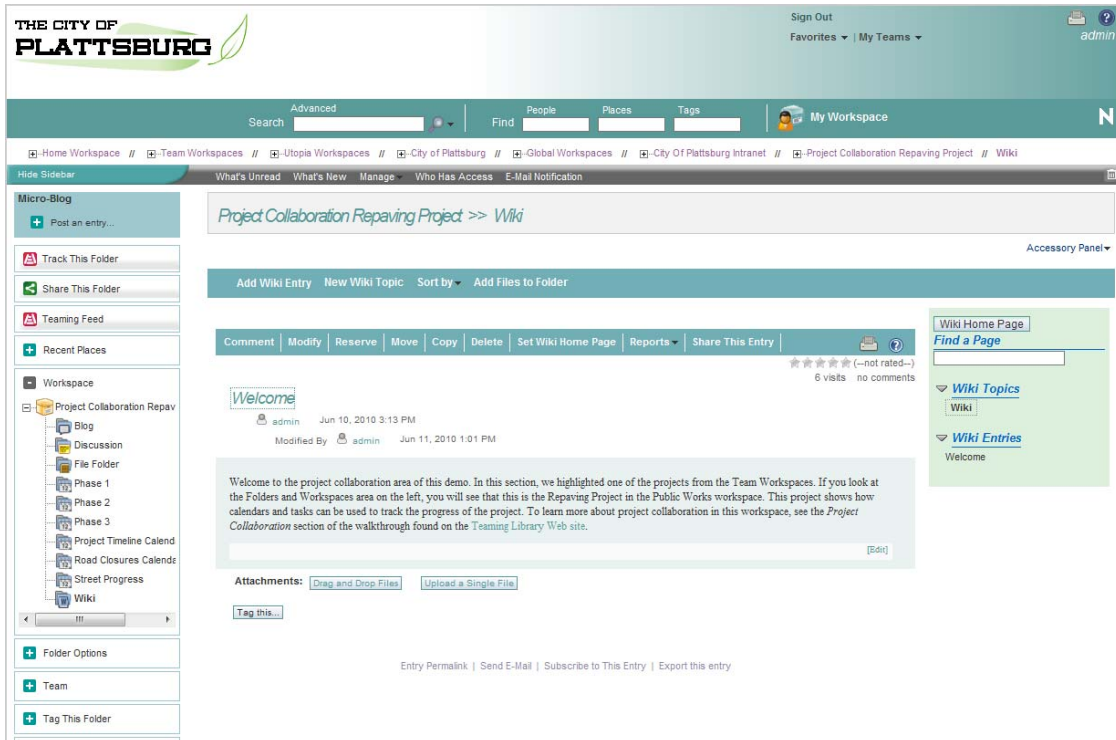
Look at the left navigation in the *Folders and Workspaces* area. You are now in the *Project Collaboration Repaving Project* workspace in the wiki folder. The wiki folder wold normally be used as an area to save important information for the team. In this demo, it is the launching point to show the project collaboration workspace.

Click on the *Project Collaboration Repaving Project* workspace. This workspace shows how the important information, including dates and deadlines, can be displayed on the landing page. To learn more about landing page customizing, check out the Basic Landing Page (http://www.novell.com/communities/node/11430/basic-landing-page-customization) article on the *Teaming Library Web site*.

Below the landing page, there is a blog folder, discussion folder, file folder, task folders, calendars, and a wiki folder. Each of these can play an important part in facilitating project collaboration. Team members can use the blog folder to announce to all the other team members what they have accomplished a certain day. The discussion folder can be used for team members to ask and answer questions about the project. The file folder can be used to store any necessary files such as blueprints of the gas lines and so forth. The task folders can be used to show milestones for different phases of the tasks. The calendars can show visually the dates that things will be happening. The wiki folder would be to save procedures and so forth. All of these together can make it so that all team members know exactly what is happening with the project.

To navigate back to the City of Plattsburg intranet, click the *City of Plattsburg Intranet* link in the navigation bread crumbs above the main menu bar.

2.6 Process Automation

Processes are very important no matter what organization that you belong to. Automation of these processes saves time and money. In this demo, we highlighted the process it takes for a job to be posted for the general public. Click here underneath the *Process Automation* area of the intranet to see how the process of posting a job was made automatic.
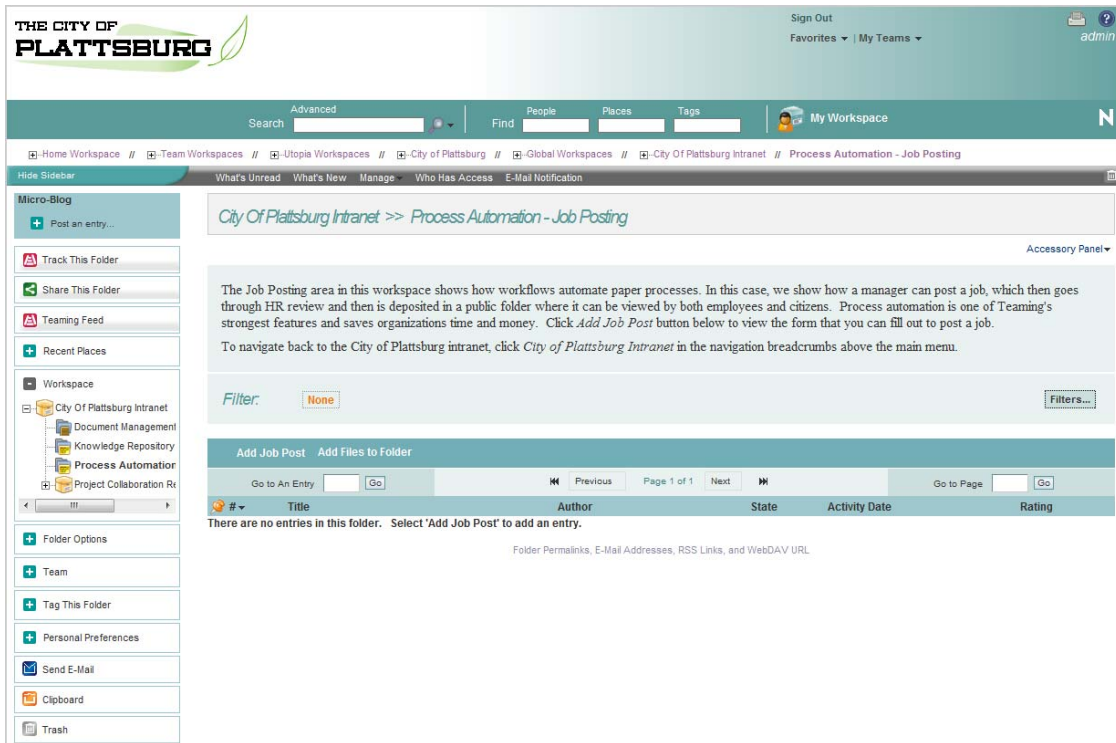
This folder shows how a job gets submitted by a manager or whomever it may be, goes through a Human Resources review, gets sent back to the person who submitted the job posting if necessary, goes back to Human Resources, and then gets posted in a folder in a different area so that the posting is made public. To go through the process, click *Add Job Post*. Create a job posting as a test. The workflow will immediately start when you save the entry. You can then take it through the HR review and so forth until you select that no changes are required for the job posting. When that is selected, the job posting is moved from this folder to the folder underneath the Public Portal called *Public Job Posting*.

To navigate back to the City of Plattsburg intranet, click *City of Plattsburg Intranet* in the navigation bread crumbs above the main menu. If you went to the *Public Job Posting* folder under the *Global Workspaces* (Public Portal), click *Global Workspaces* and then select the *Employee Portal* link.

3 Collaboration Examples

For each of the collaboration examples below, navigate to the appropriate department by clicking the department name on the right side of the intranet in the demo.

- Section 3.1, "Administration," on page 8
- Section 3.2, "Community Development," on page 9
- Section 3.3, "Fire Department," on page 10
- Section 3.4, "Parks and Recreation," on page 11
- Section 3.5, "Police Department," on page 12
- Section 3.6, "Public Works," on page 13

3.1 Administration

Problem: The city of Plattsburg's City Council was having a hard time keeping track of old minutes from meetings, making sure the correct topics were put on the agendas, and other basic collaboration issues.
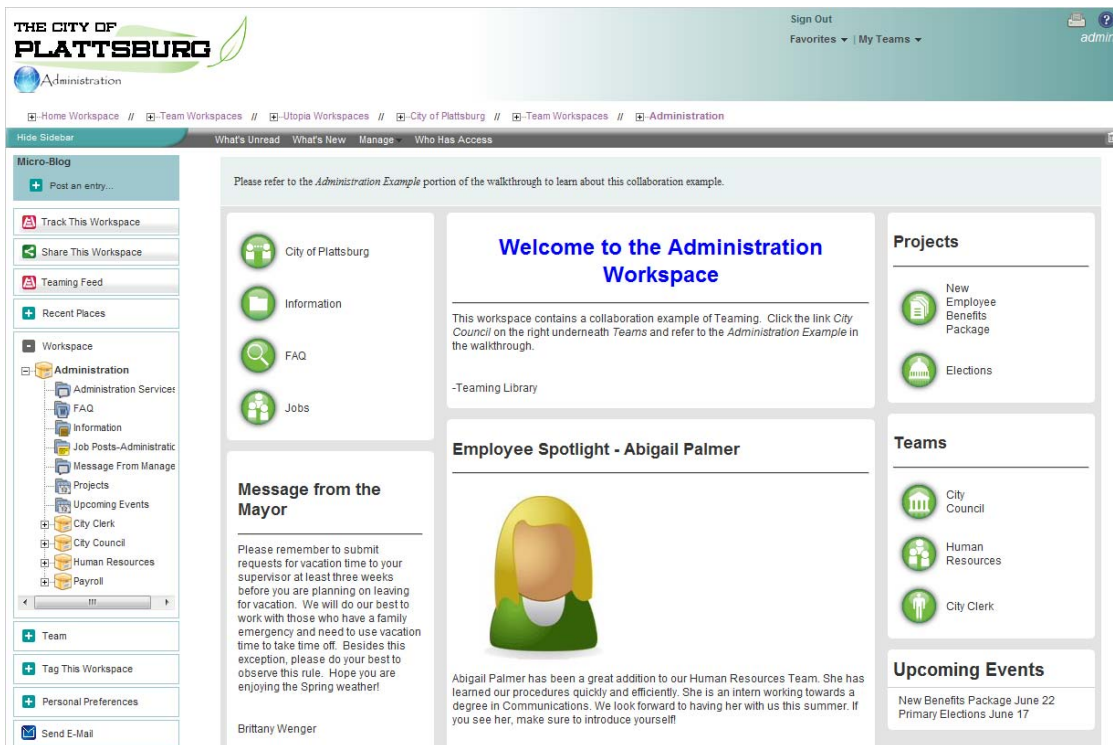
Solution: By using a workspace that contained multiple folders, the city council created a landing page that provides links to important information. They can now use Teaming as a knowledge repository to store minutes from prior meetings. Now council members can view prior minutes, make changes to the agendas for upcoming meetings, and track resolutions and ordinances passed by the city council.

3.2 Community Development

Problem: With a constant flow of people moving into Plattsburg, the city has given permission for multiple subdivisions to be prepared for future residents. However, large projects like these require a lot of time, effort, and organization. The Community Development Department quickly found themselves floundering when trying to keep up with all of the new developments.


Solution: The Community Development Department decided to use an IT solution to their problem. Novell Teaming was a good fit because it is inexpensive and still gives them all of the functionality that they require. Now, by using workspaces, folders, and landing pages, they can keep track of blueprints, contractor information, violations, and inspections, and keep all of them accessible in one easy location.
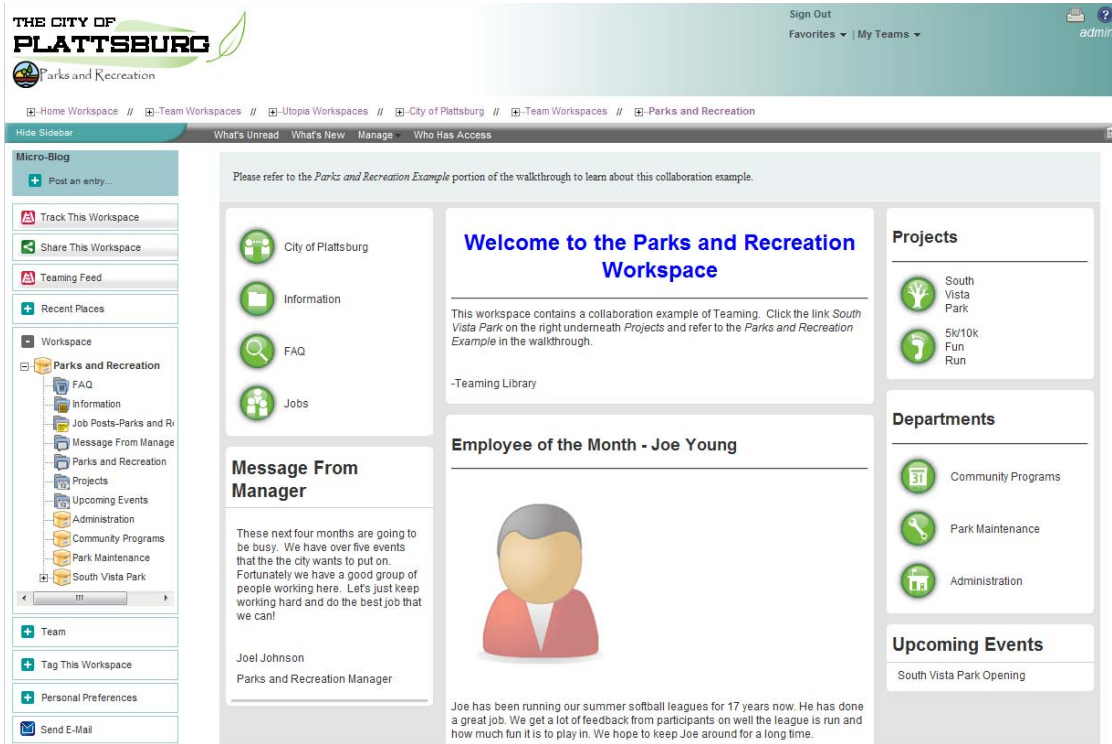
3.3 Fire Department

Problem: The city of Plattsburg's Fire Department was required to check all fire hydrants and to fix fire hydrants that were broken. With a large city and facing limited resources, the Fire Department needed a solution to help them keep track of fire hydrants that had been checked, fixed, or still need to be checked or fixed.
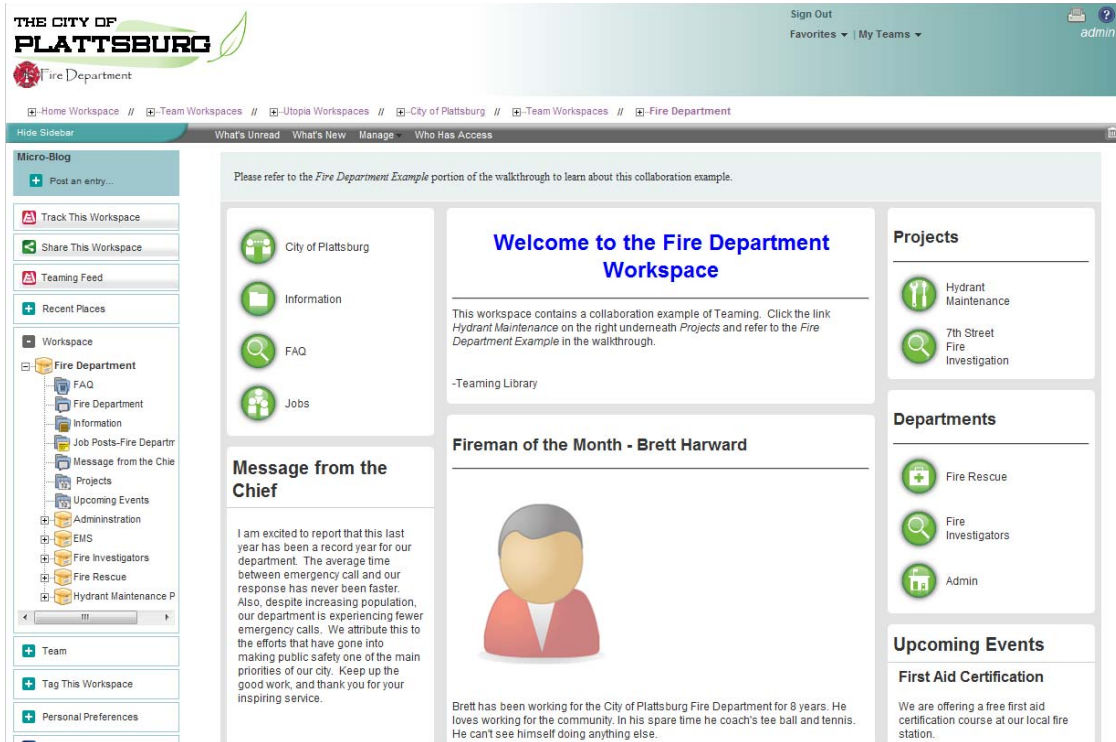
Solution: The Fire Department decided to utilize a workspace in Novell Teaming to help handle the situation. By using a landing page, task folders, and blog entries, the Fire Department can post images of how the project is broken up and can keep track of what work still needs to be completed.

3.4 Parks and Recreation

Problem: After many complaints from citizens, the Parks and Recreation Department decided to give the South Vista Park a face lift. The plans involved making changes to the parking lot, landscaping, pavilion, playground, and volleyball court. The Parks and Recreation Department had a good plan, but they found themselves struggling to keep track of all of the details.

Solution: The department decided to track tasks, store plans virtually, and plan with Novell Teaming. By leveraging landing pages, workspaces, and multiple folders, managing the South Vista Park Project is much simpler for the Parks and Recreation Department.

3.5 Police Department

Problem: After some embarrassing blunders where police officers unknowingly let wanted individuals get away after routine traffic stops, the Police Department knew it needed to solve this problem quickly.

Solution: The Police Department decided to use Novell Teaming to collect information on people who were wanted for various crimes, and to show all of the known information on an easily viewable landing page. Police officers are now required to briefly review all the most wanted people for 10-15 minutes every day to prevent these people from getting away during routine highway and freeway checks.

3.6 Public Works

Problem: During the last couple of years, the city of Plattsburg was plagued by roads in terrible condition. The mayor promised to make a change, and provided budgeting to the Public Works Department to fix the city's roads. However, large projects like this require many phases and are often hard to manage, and the Public Works Department was having difficulty managing everything.
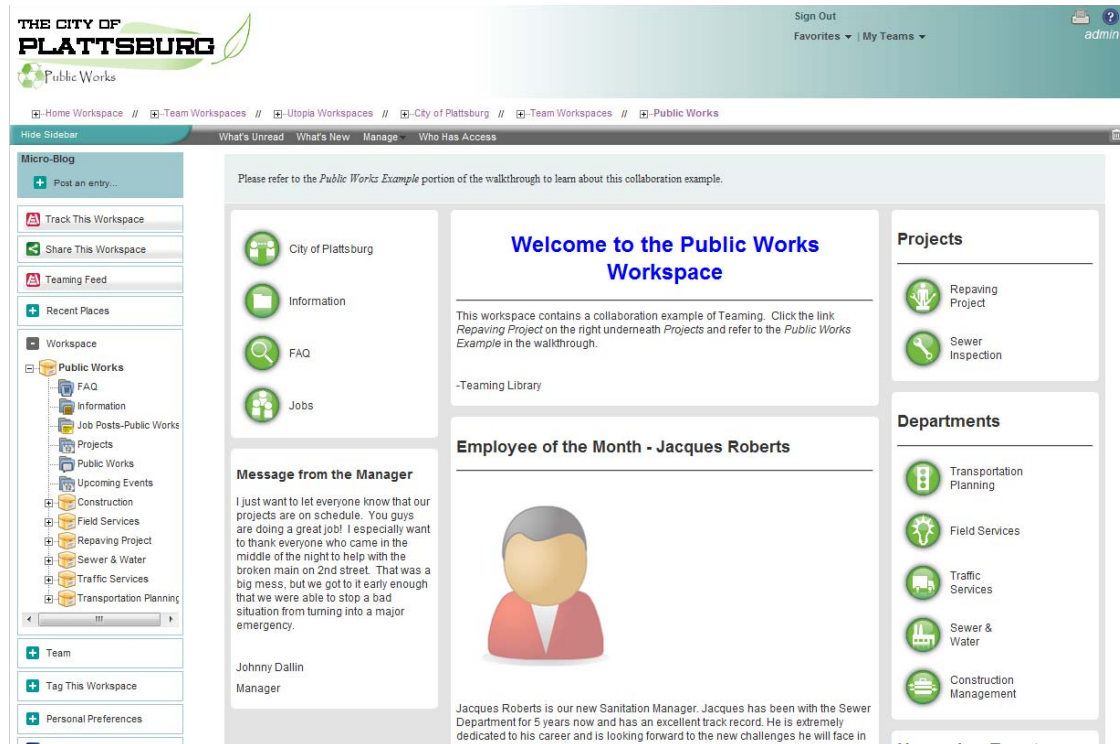
Solution: By leveraging Novell Teaming, the Public Works Department now uses landing pages, calendars, workspaces, and other folders to track progress and retain all relevant information.

4 User Roles and Access Controls

Different users can interact with the pages in the Government demo in different ways, with different types of access to the areas inside the demo.

- Section 4.1, "Citizen," on page 13
- Section 4.2, "Employee," on page 14
- Section 4.3, "Administrator," on page 14

4.1 Citizen

As a citizen, you want to have access to information about your city and to interact with its government, and guest licenses allow you to do this. To allows citizens access to Teaming, administrators must purchase guest licenses and set access controls so that citizens can see only the public portal and submit certain requests, as demonstrated in the public portal of the demo.

4.2 Employee

As an employee, you access the intranet by navigating to the public portal and clicking the Intranet link. You are required to use your user name and password to access the intranet. The administrator sets up the access controls so that you only have access to the departments required for your job. For example, if you are a fireman, you don't need to have access to the South Vista Park project in the Parks and Recreation Department, but you might need access to the Repaving Project in the Public Works Department so you know which streets you cannot use if there is a fire. The access controls allow all employees to work together while still keeping information safe.

4.3 Administrator

As an administrator, you have access to all the different areas of your installation of Teaming. To highlight the difference between an administrator and a regular employee in the government, we created the *Teaming Admin* workspace in the *Team Workspaces*. The *Teaming Admin* workspace contains information for all of the different landing pages run by the administrator. Access controls are set up so that users can view the content on the landing pages, but they can't modify the blog entries because they don't have access to the *Teaming Admin* workspace. All of the information required by the administrator can be kept in the *Teaming Admin* workspace to maintain security.

Thank you for going through this walkthrough with us. If you have any questions or comments, please e-mail us at *teaminglibrary@novell.com*.

-Teaming Library