Peoplesoft co-operates with IBM

Munich - the partnership between the two enterprises "enables" it for example Peoplesoft.

Gained again once very much skillful, one must see such partnerships bilateral. Of course is useful this apparently at first primary Peoplesoft. But where IBM has (at last treats in the PROJECT CONSULT news letter

PROJECT CONSULT Kommentar:

20020805) no (or nor no) own products, a partnership is initiated also with pleasure flags. Peoplesoft fights currently vehement against Navision (http://www.navision.de) and the products of Microsoft (http://www.microsoft.de) as examples. The Navision rooms Service’s Portfolio. Behind co-operations calculus is near IBM mostly. You are forced for so long until a better partner or quite a comparable product in the own house find itself. So IBM announced for example an independent writeable control memory solution on the DMS EXPO, that not yet indeed as high-performance as for example the partner product Interwoven (http://www.interwoven.com) demanded, however, from the IBM-Vertriebler again a decision - when I recommend my own product, when that of my partner? Although IBM is to already one of the operating tenderers in the ECM- and DMS environment, one also positions now in the records management with a new partner from the USA: Which effects this partnership onto the German market will have is not to be foreseen yet. Positive must be noted down for IBM in the DRT environment, that the consolidation of the different product lines in the direction of WebSphere strides and in the coming year the still existing different repository systems are supposed to be merged in the ECM Portfolio to a uniform, company-wide and universal platform to the management of arbitrary information. Each more IBM here products bunches, merges and standardizes, the more difficult keeping up becomes for the competition future. (KfF)
**Markets & trends**

**Theses „Hamburger“ to the Chancenparadox**

Cooperative enterprise between information-economical tenderers and users

Hamburg - Under the heading „Kooperation between information-economical tenderers and users“ experts of repute on 20.08.2002 found themselves in the Hamburg Hotel of Four Seasons. Charged by the BMWi Bundesministerium for economy and technology ([http://www.bmw.de](http://www.bmw.de))

Trend report: The development of the German information economy to 2006

The discussion of essential information of the 2nd trend report 2001/2002 under the title „Die is background of this event development the German information economy to 2006“ that was created by the IIE in Zusammenarbeit with NFO Infratest in the job of the BMWi. With the bringing together of personalities from the areas of politics, tenderers, users and science stood for the BMWi im Vordergrund, on basis of one findings move discussion preserved as the today's promoting-politics can be adjusted to the current conditions.

In the study shortcomings were not only found by more than 95 % of the consulted experts in the cooperative enterprise between tenderers and users, but they were weighted as a danger for the economical development in Germany. However, it was recognized also that actually these dangers are to be understood as chances which are not used today by lacking cooperative enterprise. This has the cause, that the actual chances are understood only very much rarely as such. Building up on the thesis of the Chancenparadox an interesting discussion between the participants arose.

**Discussion and concrete measures for the future promoting-politics of the BMWi**

the future promoting-politics of the BMWi. The AIIIM International views it as one of their most important tasks to overcome the discrepancies between the possibilities and the actual use of synergy potentials, as association borne by users and tenderers.

Next to this just last Workshop another further is in this year planned. The up to now temporarily summarized results that are summarized "in the following theses „Hamburger", keep on being supposed to be concretized in this case. With involving information-economical users and tenderers in a common discussion that will keep on supplying fertile results it is to be hoped over the next years a first starting point is created.

The theses „Hamburger"

1. „Chancenparadox"

For the cooperation between the information-economical tenderers and users a „Chancenparadox exists”. On the One Hand the greatest chances surrender to the German information economy in the interplay with the users (for example automotive industry, chemical and pharmaceutical industry, finance service provider, health service). On the Other Hand altogether serious cooperative enterprise problems exist between the information-economical tenderers and users.

2. Internationality is a „Muss"

For information-economical tenderers and users international bearing and international engagement despite the parameter are an absolute necessity because the best business ideas, applications and Practice-examples Best frequently abroad are to be found, because the international competition with the Europaerisierung of the markets is typical for a long time also for the home market and because cooperative enterprise partners and suppliers have their domain increasingly more frequently also for small and mesial operations abroad. While national and other regional bearings are remaining necessary for political action units, these must be relocated in the economy also in small and mean enterprises. Within the framework of an exchange of experiences a special value should be set onto the inclusion of international expert opinion and comes to the international experience in the qualification outline of the employees a continuously wachsende importance to.

3. User enterprise: Preserving balance between strategy, planning faith and management Change

The shared enterprises can completely not be accused of the existing cooperative enterprise problems between information-economical tenderers and users. Presumably most enterprises have an ausreichende data processing competence about an IT-strategy and the partners within the framework of cooperative enterprise projects. But the entire line is characterized by continuous structural makeup. In cooperative enterprise projects the rapid technological change, deficits with introduced products, oligopolistisches action of individual market leaders as well as the necessity to adjust existing offers at enterprise-individual special features result in the user enterprises being set again and again before new challenges and the user enterprises with projects in the cooperative enterprise with the tenderers appearing again and again. This leads both enterprise-strategically and cooperative enterprise politically to the following requirements: Indeed the openness must receive for visions, to be maintained the Konzeptualisierung of strategies and to be carried out the conversion of strategies as to a large extent as possibly. Simultaneously users and tenderers must remain, however, capable to prepare flexibly within the framework of a Change management onto new conditions. It should become therefore as extensive as targeted possibly an adequate balance between visions and strategy as well as planning faith and Change management and preserved..

4. Tenderer enterprise: After the crisis of the „New Economy" the proof of the Seriositaet is ever more important then

In Connection with the „Krise of the New Economy" the tenderer came into the gossip the Seriositaet publicistisch and this led in many user enterprises to retention. The more the information-economical tenderer should pay attention in the cooperation with his customers just in the current situation, that for instance the individual use of the customer registers in a kick off-Meeting and gone out again and again from this, made an extensive transparency about the own offer and the state of the own services, not product-, but in a customer-oriented way thought and sold adapts an and possible standard modules onto the enterprise-individual use as well as to be stopped promises and time schedules. The information-economical tenderer shows himself readily to make oneself be measured by the benefit of the application to be quantified if possible and to release the current application from teething troubles existing possibly still about Help of Desk- and maintenance services and to correct their performance. During the implementation of solutions the tenderer must be trained in parallel at the system since he must manage the system alone then.

5. Extensive cooperation between tenderers and users necessarily
The cooperation between tenderers and users should refer not only to process rationalization, but also to the common development of new products and services. To be included ever formerly information-economical tenderers into a planned cooperative enterprise project for example already during the use analysis, the more extensively the question formulations treated at the Konzeptualisierung are, the more precise and clearer the tasks are defined for both pages within the framework of some specifications, each more the cooperative enterprise process is discharged by an early clarification of financial questions, each more a professional project management accessed and a polydimensional communication within the communication process can be saved, the chances that the cooperative enterprise project will succeed are the greater. The planning of the cooperation under inclusion of users and tenderers for example above Vorstudien and test installations is of a special importance and it should be honored if necessary especially by the user.


Cooperative enterprise projects between information-economical tenderers and users suffer frequently, that they defines than technological in that and about that problems of the Konsensfindung within the user companies (for example between management, technology and specialist department), to be neglected problems of the belief formation between tenderers and users and problems of group-dynamic processes during the negotiations as well as necessities of the polydimensional information and communication between all internal and external partners. Soft of Skills as communication capability, consultation capability, negotiation fate, openness and flexibility are just as necessary as rare within the framework of these projects and must be brought in partial within the framework of gold and post-experience training measures first. Needing the corresponding offers at universities and post-experience training devices to the part of the reform. Employees must be able to use their Soft Skills, however, also in their enterprise and are switched on correspondingly Information-, communication, decision and conversion processes involve.

7. Largest ungenutzte Kooperationspotenziale at KMUs

The largest unused information-economical Kooperationspotenziale exist in the small and mean user enterprises. KMUs are the existing chances frequent not conscious, must worry under the current economical general requirements, difficult new advanced management techniques do not know in the knowledge management or are too small, to be useful around the offered solutions, particularly about the survival in the day-to-day business, the basically available relevant information are useful suboptimally. Also they do not have hardly more than a chance even in the case of a sufficient innovation bearing already for financial reasons in order to execute a greater information-economical project.

8. Promoting co-operations between KMUs and large-scale enterprises

An information-economical cooperation between KMUs and large-scale enterprises is both on the User- than also on the tenderer page in mutual interest. For the large-scale enterprises such cooperation is important, around them of the management of „Nischenaufgaben“ to discharge and to shift it in the position to concentrate on their kernel business. Ferner it is necessary for them to become acquainted with the data processing use of KMUs in order to be able to develop products in particular for the small and mean enterprises. For small and a cooperation with large-scale enterprises is interesting to mean enterprises, in order to connect it onto the newest data processing and information-economical developments particularly through a Learning by Doing as well as to correct their acquisition chances just the same as the installation of efficient applications. This information-economical cooperative enterprise should be extended onto the international markets, in particular the further markets of the European Union. In this connection comes to the German information-economical mega-enterprises Siemens, Germans Telekom and Bertelsmann a special importance to.

9. The line-internal exchange of experiences should be complemented by a line-comprehensive cooperation

The line-internal exchange of experiences both a central task of the associations is among the information-economical tenderers and users and is also used by these. Here an Effektuierungsproblem does not exist, however, rarely. On the other hand the communication keeps on between users and tenderers being restricted to the individual-economical level frequently within the framework of concrete cooperative enterprise projects between tenderers and customers. The setup of line-comprehensive networks could lead to a general problem consciousness with regard to the existing cooperative enterprise problematic nature, for a wide circulation of Best Practice-Beispielen, for the codification of well-proved rules and references for the design of the cooperation and last end for an important elimination of the at the present time widespread Ineffizienzen in the cooperation between the information-economical tenderers and users.
10. Consultants can take over important functions in the cooperative enterprise process between information-economical tenderers and users

Consultants can take over important functions in the cooperative enterprise process between information-economical tenderers and users, when they balance possible competence deficits on the user page in the case of small-operational structures, to bridge sense holes between users and tenderers, to contribute to the consensus and belief formation as neutral experts and hosts both within the user enterprises and between users and tenderers, to maintain quality standards and/or to take over tasks of the quality assurance as soon as to appoint coordination deficits and further problems in a critical company of the cooperative enterprise process and over a corresponding moderation too those one management contribute.

11. Important tasks also for universities and research for information-economical cooperation

The universities are important for the cooperation between information-economical tenderers and users, because they die Mitarbeiter in den Betrieben equip - zum Teil of necessity in close cooperation with the economy - with the needed qualification outlines (including which Soft Skills) (should), because they can use the functions of external consultants mentioned in thesis (10) especially with strongly innovative projects and because they are well suitable for the transfer of host tasks within the framework of a line-comprehensive exchange of experiences. The cooperation between universities and information economy should be improved so that the universities more rapidly and more intensively can prepare themselves for the employee use of the operations. An interest of the information economy at such cooperation may be presupposed. Science and research are appealed to for a practical company of line-comprehensive cooperative enterprise projects since few experiences there are up to now from a succeeded line-comprehensive cooperation and cooperative enterprise experiences are not portable from other areas because of the different interests and bearings of the tenderers and users in the line-comprehensive cooperation without further.

12. The public area as an information-economical user (E-Government)

The public area as an information-economical user has a catching-up requirement opposite the private area. It is very important, that this „Anwendungslücke“ when not disconnected already yet about special efforts of the public area is reduced. The transfer of model functions at least in individual field of application is awake from the viewpoint of the economy very desirably because so small and mean enterprises can be touched more rapidly „progressive“ applications change. Within the framework of the E-Government-initiatives island solutions dominate currently within the framework of uüberkommener organisational structures and traditional management executions. These should be detached about a backup of station and authori ty-comprehensive compatibility and organization reforms exceeding that. Against the destinations of the E-Government initiatives management modernization (Cost reduction, effectiveness enlargement) as well as greater public-friendliness is not to object nothing basically indeed. Nevertheless currently a still too small significance is assigned to the cooperation and also the networking between economy and management. The information-economical cooperation should be tested in part zweckmaessigerweise within the framework of Public Private Partnerships.

13. The public area as an information-economical tenderer: Problembereich „Public Sector information“

The Public Sector acts as an information-economical tenderer particularly in the information area. In the area Public Sector Information Germany takes one of the rear spaces in an EU-internal comparison. This is valid for the information rights of citizens and economy opposite the public area, for the formal availability of the public information, for their actual availability that for example can be saved first by a user-friendly processing and corresponding distribution efforts for the development of economy-friendly Value Added Services (for example through a combination of information of the private and public sector), for the cooperation between private and public area with the Verfuegbarmachung and marketing/sales of public information and to the part for the use of public information through economy and information economy. Public information as statistics or geographical dates become an important competition factor more and more so that here special efforts of the public area are offered. The public area and/or the associations should promote systematically information about possibilities of the cooperation within the economy, among other things also a line-comprehensive cooperation (example-wise experiences from Best Practice-Modellen).

14. The public area as promoting-politicians

The public area can contribute to an improvement of the cooperation between information-economical tenderers and users within the framework of foerderpolitischer measures zum Teil in close cooperati-
on and agreement with the information-economical associations, when it:

- Pilot projects of the line-comprehensive cooperation promotes and accompany these scientifically makes,
- Models that the cooperation between the public area and the economy within the framework of the various E-Government-initiatives improves develops,
- Good Practice examples for the line-comprehensive cooperation available does and develop checklists for a promising preparation and execution of line-comprehensive cooperative enterprise projects makes, that both with regard to the preparation of a cooperation and with regard to the concrete design of the cooperative enterprise process,
- the international cooperation, the international exchange of experiences for the line-comprehensive cooperation and the linkage of international expert opinion also with national projects promotes,
- concern carries, that the consultation of small and mesial enterprises is expanded onto the entire spectrum of information-economical chances as soon as intensified generally,
- Pilot projects of the national and international cooperation between large-scale enterprises on the one hand as well as small and mean enterprises on the other hand for example in the areas technology transfer, division of labor and coordination with large projects as well as common export efforts are promoted,
- the development of adequate models of the Informationsfindestung -division, -use and
- - anwendung supplementary especially in small and mean enterprises,
- the most urgent action use consisting in an interior-European comparison in the area „Public Sector information“ eliminates,
- Curricula and courses of studies that over the pure domain knowledge the development of important Soft Skills promotes promotes and
- the device supplementary of committees which voranbringen the line-comprehensive dialog and exchange of experiences between information economy and further economy (under inclusion of the public area).

15. Basically important task for information-economical associations at backup of an efficient line-comprehensive cooperation

Would unite can and important tasks should use during the improvement of the cooperation between information-economical tenderers and users when they" create "a „Awareness" of the problem"about corresponding information measures" to make available a platform for the line-comprehensive dialog and exchange of experiences and the conversion and coordination of a row of promoting-measures (for example: Development of Best Practice-Beispielen) take over. In order to be able to use these tasks efficiently, it is, however, also necessary, that the information-economical associations zum Teil to a size more authorized to act grow up and the verbandlichen limits between tenderers and users are shaped more permeably than up to now.

(SKK/FvB/Dr. Bredemeier)

Fairs & congresses

AIIM @ DMS EXPO 2002

The DRT-line revives

In the front end of the DMS EXPO there were sufficient augurs who predicted a striking failure to the leading-fair of the DRT-line. This was not, however, the case! Of the 3.9. to 5.9.2002 the entire scene gathered itself in forges. Clear atmosphere of departure was to be verspuren. Also the visitor crush on the fair was more than satisfactory. Parallel to the DMS EXPO occurred a row of events of the international roof truss of the DRT line, AIIM International (http://www.aiim.org... tied up package of product offers in the exhibition and information on solutions, trends and right questions in the conference proved strong design for the next years to be. A line needs such a platform, otherwise it is not visible and with that hardly existent. The diesjaehrige event showed that there is an independent line and that it is to offer economical solutions for the improvement of the processes and for the management of the flood of information in the enterprises in the position.

The DMS EXPO

Concentrated this time the offer onto a hall. It was 2001, during the blossom of the Schoenheitswettbewerbes of the tenderers noted down at the New Market, another two halls - however with many holes and relief faces. Nevertheless it must not be overlooked that the number of the exhibitors went back from just 400 on about 280. This is a clear character for the consolidation of the market. All operating tenderers, this time also from the environment
Content Management, were on the DMS EXPO (http://www.dmsexpo.de) sent. The relatively uniform appearance of the line was Wohltuend. Also the operating tenderers restricted themselves in the size of their states. Only the succession society of the limited company CEYONIQ in an in a youngest way insolvent way gone (http://www.ceyoniq.de) (http://www.ibm.de) used with some visitors this only heading joggle - faced with the scandals of this year and the annihilated millions more modesty would have been maybe a little made.

Gunnar Kuechler, chief of the organizer Advanstar (http://www.advanstar.de) is a little indeed among our primary expectation's of 17.000 to 19.000 visitors, however, the echo of all exhibitors is in an exceptional way good with regard to the quality of the conversations and the investment willingness emerging again. After all came over 60 % of the specialists for the first time to the DMS EXPO and offered with above average many decision makers a good potential for new businesses. One considers other fairs, as for example the system's, that had to strip down from 15 resonances on 8 resonances, the DMS EXPO disappeared very well and their position had been able to consolidate as an operating leading-fair of the DRT line in central Europe. To that certainly a for the DMS EXPO never yet there been contributed intensive advertising and distribution campaign that the AIIM International was executed together by Advanstar, the exhibitors, AIIM International and the partners.

Trend topics on the DMS EXPO 2002

Uniform trends that were taken from the majority of the tenderers together were let only few recognize. The variation of the solution offers, the represented wide spectrum of DRT Document Related Technologies, the increasing offer onto line solutions and the still raging wave of acronyms new, not exactly eingrenzbarer complicated the bearing also for the expert visitor. So must for example the state personnel of Staffware (http://www.staffware.de) declarations, something nevertheless to be able to ask BPM Business Process management is then, whether Staffware offers also Workflow. Into similar declaration needs also the tenderers came from CLM Content Lifecycle Management, Collaborative Commerce, boarding-pinch EAI integration Application, KM management knowledge, ECM Enterprise Content Management and Business Intelligence products. A public-effective campaign for the uniform representation of the line and their services would be once more made.

Instead of a round with addition of comments of the most important exhibitors and exhibits (to look up so in the contribution „Innovationen in the fall -

DMS EXPO Preview“ in the news letter PROJECT CONSULT 20020828) the experiment to summarize important developments according to topics is supposed to be made.

Line solutions

An essential feature of the diesjaehrigen exhibition and the tenderer presentations in the forums was the clearly increased offer at concrete line solutions. Here also the center of gravity was migrated from the manufacturers of the products onto the partners who create these solutions. Problematic at numerous shown line solutions however, that was they independent clients, multiple in Fat client architecture, have", to replicate "functionality from „mehsam" from special applications", and only complex into available software landscapes are integrable.

Postentrance acquisition


E-Mail solutions as a supplement to Outlook/Exchange (http://www.microsoft.de) (http://www.lotus.de) office environment and the output management. There are solutions for the wachsende E-Mail problematic nature from almost every tenderer so that a list here would be idle. One can recommend to the future users, however, to choose such systems which can be enlarged later to an enterprise solution so that island solutions do not complicate the junction of the information or even prevent the junction of the information.

Virtual files and processes

The context-dependent visualization of information with the junction of dates and documents in a processing view which corresponds to the previous files or to workflow folders gains importance with users. At that it plays a special role that no independent desktop application is searched but a combination with operating applications as Intranet portals, office communication instruments as office,
Outlook, Notes or project management tools, existing special applications and financial solutions as SAP (http://www.sap.de, http://www.oracle.com),
()http://www.paisy.com
()http://www.navision.de lay Application boarding-pinch integration instruments an increasingly more important role. The tenderers come closer from different directions to this problem. Enterprise as DocuWare
()http://www.docuware.de
(8)http://www.saperion.de ()http://www.gif.de
()http://www.develop.de
()http://www.filenet.de ss view, manufacturer as Hummingbird
()http://www.hummingbird.com
()http://www.opentext.de
()http://www.documentum.de rpinch gauss
()http://www gauss.de er can choose today for the same problem under different solution and platform extensions. In spite of the consolidation of the market the pain of the selection remains.

Output-management

The integration of the outputs wins meanwhile a similar dimension as the entrance acquisition. For that COLD- come, list filing- or output management solutions specific, combined with printing streets to the application. Manufacturer as Xerox
()http://www ISIS.com ()http://www.beta-systems.de output management that are enlarged through filing components. In this environment also most of the solutions for the fulfillment of the requirements are settled to the GDPdU. The challenge is, however, not to make the information accessible only for themselves, but to merge comprehensive Repositories around them document and process management applications availably put. Destination is to be able to use all information contiguously in the enterprise.

Integration

Whether one likes now the boarding-pincherm integration Application or not, the integration topic at themselves played an operating role with every user. There is not any „gruene meadow“, unless, the potential user accepts also an island solution. Integration has several qualities. On the one hand a trend towards the decrease of the manufacturing depth with the tenderers is to be recognized. Always more components are bought by specialized software suppliers around a function spectrum as wide as possible be able to offer. Apparently with the users the IT landscape becomes more heterogeneous in spite of all standardization efforts - conventional Host-, spread Client-Server- and newer Intranet-, weaving and portal systems stand in the competition to each other. Where EAI can not help, the trend towards the creation of comprehensively usable storage that manage all dates and documents independently of the creating application and provide goes. Enterprise Content Management is the corresponding code word. At least with large-scale enterprises also a trend towards the recentralization is to be found here.

Right-Secure Storage

The topic „GDPdU is still current“, was applied "however no more with the „Hype“ of the last year's „Archivierungspflicht“ (except for a tenderer like whom his approval label had to seat before the exhibition hall)“. Through the discussion about the GDPdU and the evaluation tool IDEA - information to the IDEA under: ()http://www.project-consult.com gets turned out in the market. An important discovery is, that revision safety during the electronic filing not absolutely traditional, only once physically describable memories needs. Also in protected, backed up software environments at compliance of the corresponding techniques this erzielbar claim is - every certified accounting software proves this. The traditional WORM-mediums come under printing. In computer centers „WORM Tapes are used increasingly“ in the available magnetic tape libraries. Tenderers of these system, pinion and volume technologies are for example Sony
()http://www sonic.de ()http://www.ibm.de
()http://www.storageTek
()http://www xendata.com
()http://www exabyte.com
()http://www emc.com tic disks „WORM-Bedingungen with high safety, great performance and sufficient memory capacity. Since the DVD does not come from the start holes as a file medium, also the filing becomes simpler on CDS through those at tapes and hard disks „Continuous to be realized migration“ designs under printing get. Techniques of the „Massensignatur“ with combination of personal signatures and time stamps "now also legally backed up by that", as of Authentidate
()http://www authentidate.de
()http://www kofax.de now with Social Security substrates. All these developments brought in the last twelve months essential headway with the lock of the legal electronic filing with themselves. From that it is not either verwunderlich that almost all tenderers set on this topic.

Convergence of Web-Content-Management and document-management
Increasingly the product offers are merged writeable control memory and DMS from the segments. Uniform Repositories, webbasierte Thin-Clients and the use of the once created and available contents for Internet-, Extranet- and Intranet environments gain importance. IBM (http://www.ibm.de) ionality merges more and more on the WebSphere platform and the offer of their partners with own solutions, so for example shown in the writeable control memory environment on the DMS EXPO, complements. Also FileNet (http://www.filenet.de) management, Interpinch gauss (http://www.gauss.de) and (http://www.documentum.de) his convergence is an essential component of a uniform boarding-pin of Content Management strategy at least in the greater user enterprises.

„Standards & Compliance“

In spite of all furthermore beobachtbarer proprietary developments’ with the tenderers, the compliance wins of standards and legal general requirements again strong at importance. Zertifizierungsverfahren, as for example in the public sector DOMEX (http://www.projectconsult.com) ect, contribute to that. Meanwhile the fulfillment of legal specifications in Germany belongs” with every DMS- and file system vendor “to the „Muss“. The consideration of European and international specifications of the last years stands, however, first at the beginning. Only few German tenderers heard ever about the DoD 5015, ISO 15489 is laughed away as little enforcement-capable, MoReq becomes now first known, and one leaves the standards in other European states with the nonlocal integrators without the importance of the developing one, limit-comprehensive European market’s recognize. In the weaving-environment the drawing international consolidation of new standards most quickly will continue. But also already known formats as PDF that after all meanwhile can be complemented also with electronic signatures are also also the course too international standard for the filing. XML plays an increasingly more important role, underscored as numerous tenderers in their new product versions on the DMS EXPO, here. Also the role of line standards becomes more important. Not for nothing itself of Uniplex had decided (http://www.uniplex.de) .ase decisions with an official seal and allow purchase decisions a testability of the system allows only the enforcement and the compliance of uberpruefbarer standards.

Long-term filing and migration

The migration offers were not on any tenderer state understood. Some visitors felt downright irritated. The fast business was not yet it, however, since meanwhile many users consider very exactly when they migrate and recognized also the trap door of the migration of a proprietary system onto the next one. Also the idea of the „Constant looks slow“ or „Continuous migration“ wide. Tenderer as Havi (http://www.havi.de) ew environment weiterbetrieben can become. This „integrative“ extension has clear advantages in front of the normal ones „ hardware " - and „Soft"- Migrationsstrategien. The consciousness, that documents and electronic files display a considerable value and must be made on a long-term basis available, begins to assert slowly. The file system vendors had to let also corresponding questions to standards, opened interfaces, compatibility with competition products, release planning and stability of the company to please.

Partner designs

Smaller and middle-class tenderers can only assert themselves if they concentrate on specific niches or develop strong partner designs. Ultimately no tenderer avoids a partner design, because also the technology suppliers and end users that develop themselves must be maintained sensible. Through the change of the market in Germany of the last two years a battle almost broke out around software house and software partners. The manufacturers must offer their partners price reductions and more and more services more and more in order to hold these. Regional, professional and science client specific limitations do the product tenderers the life heavily. Only tall tenderers who can offer both the products and the integration and application generation services from a hand may slacken a little. For the increasing consolidation process in the tenderer holder comes now another type „Partner-Karussell“. Since every bigger system integrator does not want to commit itself to a product alone anymore either and”position itself with a rarely consolidated „Warenkorb“ of redundant offers, the potential user must make decisions themselves also here. The survivability of products depends on their market penetration. From that the partners receive a decisive role in the next years.

If one considers the different market segments, it is proved so that the public area gained importance considerably through the numerous E-Government-initiatives. The financial service service line, up to now true customer of these technologies, schwacht on the other hand something and deals more with migration and consolidation topics of available solutions. In the industrial area on the other hand, especially in combination with Supply-Chain management, E-Procurement, pattern management and production control systems, some does itself,
middle class enclosed. By the way the visitors showed the diesjaehrigen DMS EXPO a good cross-section through all lines.

**AIIM @ DMS EXPO**

The international roof truss of the line, that management AIIM Association for Information and Image International (http://www.aiim.org) conference. The far engagement of the international roof truss in Germany is mainly based on the on a long-term basis and worldwide laid out cooperation with Advanstar (http://www.advanstar.de).

**The AIIM Conference**

This is valid especially for the AIIM Conference (http://www.aiim.dmsexpo.de) rows and only 169 participants booked Workshops the event. You distributed yourself correspondingly via three days onto numerous individual activities. This fed at many of the offers empty chair rows. Especially the tutorial offer of CSC Ploenzke and even the key mark of Microsoft suffered from that considerably. Other sessions were relatively well visited and in the MoReq tutorial for the new European standard for that records management it became even close. The MoReq tutorial will be offered from that by PROJECT CONSULT still once in November 2002 in Hamburg (http://www.project-consult.com).

At the plenum lectures on right questions people were of Dr. Ivo Geis brilliant as always with his implementations for the right effectiveness of electronic documents in front of court. In three parallel session rows users to their solutions held on the second day over 20 lectures. The spectrum spread almost all lines and all areas of application of DRT Document Related Technologies over ECM Enterprise Content Management to BPM Business Process management from. On the first and third day the VOI Verband operated organization and information systems (http://www.voi.de) ials through: an introduction to the topic DMS together with Zoeller & partner (http://www.zoeller.de) tive study groups of the VOI tutorials, Workshops and lectures on file technologies, electronic signature and right questions. The CSC Ploenzke (http://www.csc-ploenske.de) pics of the Knowledge- and the Document Management in this case. The agens consulting (http://www.agenten.de) orial and the contained user lectures on the financial service service line and the problems of the enforcement of IT strategies in large-scale enterprise and allying. The AVW (http://www.avw-net.de) ictures of users and tenderers an insight into the acquisition and development of information. The KPMG Consulting (http://www.kpmg-consulting.de) ng", The closed event of the European study group DigitCULT (http://www.alldigicult.org) fact international alignment in Germany. Also through that the DMS EXPO could be their claim the operating event to Document Related Technologies in Europe consolidate.

Almost everyone the individual lectures and tutorials of the conference would be here a full summary been worth. For all those ones that could not come to forges the possibility keeps on existing, however, to view the conference and listen. All Keynotes, all plenum events and the two panel discussions, the lectures in the row DRT on the second day, the tutorials of KPMG and AIIM, as well as closedown event, inauguration, a fair round and several interviews are offered as DVD by the AIIM.

The lecture and tutorial documents can be acquired on CDS. PROJECT CONSULT provided the raw settings of the Weaving-TV histories (unprocessed without foil overlays and without metadatas) on your weaving-page under the URL http://www.project-consult.com in Internet. The Weaving-TV-histories were a joint effort of the Stuttgart college, application area of information and communication, and AIIM International which was sponsored by the KPMG Consulting.

Faced with the variation and quality of the congress offer the question why the conference did not fulfill
the expectations of the organizers and those of the speakers, of course. The execution of the conference was concluded only in March on completion of the cooperative enterprise contract between AIIM International and Advanstar In Spite of tireless application of the Conference programs Committee (http://aiim.dmsexpo.de) complete program and a current weaving-page fell with that into the vacation months. Although through numerous different channels of weaving-pages above specifying, Beiheyer in periodicals, partnerships with numerous publications, application about the conference partners, E-Mail and advertisements up to the telephone distribution the event was applied, it reached the target group too late. 10% of the logons for the conference site being also made proves this. Many of the booked conference members found too long also the courses between the conference and the exhibition and preferred to operate conversations with the tenderers or to listen to the tenderer presentations in the two forums of the exhibition. For the AIIM Conference @ DMS EXPO 2003 in the coming year a considerably former preparation beginning, a better interleaving with the exhibition, shorter courses and a tauter program are therefore provided.

**AII M European Awards**

For the first time also the AIIM European Awards were lent in forges on the occasion of the AIIM Conference. There were these sought after distinctions in three categories: the Awards of Excellence for exceptional personalities of the line that contributed with their contributions to the development of the market, the Awards of Innovation for new products that bring inventions with a nachweislichen added value for their users, and the Awards Solution of the Year for exceptional user solutions. The Awards evaluation and assignment technique was carried on from a stand-alone expert committee by Dr. Hartmut Storj (http://aiim.dmsexpo.de) AIM International in the Vorwege. Some nominations were dropped already due to inadequate documents. All participants that was been a match into the menu can see themselves as winners from that already. Nevertheless there are in everyone of the three categories only three equal Awards. Some which was already on the short cunning of the last five had to go from that with empty hands home. In order to spare the in person Nominated ones for the Award of Excellence this, the submitted proposals were not published. All winners of the Awards were informed first on the DMS EXPO during the Verleihung.

**Award of Excellence:**

**Germany, Netherlands and England**

The three Awards of Excellence became of John Mancini, president of the AIIM International, at Ms Renate Karl (http://www.dsk-beratung.de) and his brother Ari Karl (http://www.ige-advies.nl) (http://www.informsystems.co.uk) belong since more than 25 years to the mentors of the line in the Netherlands. Martin Waldron affected the development of the market especially through his standardization activity within the framework of MoReq and other standards in England and Europe.

**Award of Innovation:**

amenotec, Carnot & towers Technology

A great number of enterprises applied with individual inventions, new products or even complete product suites for the Award of Innovation. In total 13 nominations (of by far more) the criteria of the AIIM Awards Committee Europe filled. Following tenderers and products were nominated

- **GmbH activeWeb**
  - http://www.activeweb.mis.de
  - Contentserver cache
- **GmbH Advantic**
  - http://www.advantic.de
  - iKISS
- **agorum GmbH software**
  - http://www.agorum.com
  - amenotec Knowledger Engine
- **amenotec GmbH**
  - http://www.amenotec.com
  - Carnot eProcess Engine
- **Carnot AG**
  - http://www.activeweb.mis.de
  - Compart DocBridge
- **GmbH Compart**
  - http://www.compart.net
  - Mill / release 1.1
- **System ISIS Knowledge**
  - http://www.isis-papyrus.com
  - Papyrus objects
- **Limited company IXOS Software**
  - http://www.ixos.com
  - IXOS-eConcert
- **GmbH Mikromatic**
  - http://www.micromatic.de
  - WEAVING-file
- **LIMITED COMPANY SAPERION**
  - http://www.saperion.com
  - Scanpoint® for clinics
- **GmbH TJ Group**
  - http://www.tjgroup.com
  - SAPERION 5.0
- **Tower Technology GmbH**
  - http://www.towertechnology.com
  - Files Consistent
- **windream GmbH**
  - http://www.windream.de
  - integrator (CAI)
- **windream GmbH**
  - http://www.windream.de
  - WebCapture

The three equally ranked Awards became from John Mancini the representative of the nominated companies, gentleman Dr. Holthausen, amenotec, for whose novel classification technique presents, to Mr Michael Johann, Carnot, for the object-oriented Workflow-Engine, and Ms Irja Wichert, tower Technology, for WebCapture, a solution to the documentation of weaving-transactions. The decision in favour of those enterprises must have been especially hard, that had come to the short cunning of the last five and in the same way as the three winners had prepared for their short lecture
carefully in every category. At the Awards of Innovation these were the companies Compart and windream. 

**Award Solution of the Year: Bench Advance, debitel and Siemens Medical**

For this category numerous applications from which some did not meet the formal prerequisites for a nomination, however, had been announced. The nomination conditions for all three Award-categories can be looked up after all on the weaving-page [http://aiim.dmsexpo.de](http://aiim.dmsexpo.de) in the column „Awards“. The eight solutions that shrank into the evaluation process were:

- Advance bench (Germany)
- AON (United Kingdom)
- Berlin water operations (Germany)
- debitel (Germany)
- Alder creek machines (Germany)
- Prince-Strom-clinic (Germany)
- Gerling Speziale credit insurance (Germany)
- Halifax bench of Scotland (United Kingdom)
- Siemens Medical Solutions (international)

The Awards Solution of the Year were presented Ms Manuela Mueller to that one for the worldwide usable knowledge management solution the Siemens Medical Solutions gentlemen Holger Eden, for the automation of the request being with the Advance of bench, and gentlemen Thomas Wolf, for the acquisition and DMS solution debitel limited company.

Since the application of the events AIIM mainly occurred in Germany, only very few Awards-logons were submitted from the European foreign country. That it is a question of the AIIM European Awards, this is supposed to change itself in the next year even if the Awards are lent again in forges. The practicing-reaching of the 9 diesjaehrigen distinctions can be experienced also over Web-TV or on the AIIM Conference DVD. The descriptions of all submitted and accepted nominations are published until end of the year by the AIIM International in an anthology. With that there is also a small comfort pluster in book form for all those ones which went out emptily this year.

**Cooperative enterprise on wide level**

Do not become a row of the activities of the AIIM on the occasion of the DMS EXPO auf den ersten Blick as clearly as the conference, the Awards or the Web-TV. It is an essential success that the AIIM succeeded in it a wide phalanx of the cooperative enterprise of associations as the AWV and the VOI, of consulting companies how agents to unite Consulting, CSC Ploenzke, IGE Image Groupe Europe, KPMG Consulting, Optimila, PROJECT CONSULT and Zoeller & partners, and groups from European initiatives as DigiCULT, DLM Forum, E TERM and MoReq. Sponsors as amenotec, FileNET, KPMG Consulting, Microsoft, Staffware, towers of Technology and Zoeller & partners promoted this initiative financially. Numerous periodicals supported the event with preliminary report payments, supplements and advertisements. Not at last the diesjaehrige DMS EXPO brought the necessary approximation of the two associations AIIM International and VOI. Even if the Global Partnership Agreement waits at the VOI of another signature, the correct course is scried. Only together the enterprises of the line, their associations, their tutorial, congress and fair organizers, their periodicals and not at last the users of document-technologies can voranbringen the development to all of her in the DRT-market for the advantage. A strong and stable line offers also the users a greater safety that the investments keep on being safeguarded and the long-term availability of the information is guaranteed. Cooperative enterprise is written from that also in the coming year at the next AIIM @ DMS EXPO in 2003 in a large way. (Kff)

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**In the discussion**

**Generation variation**

One considers the scene today, one can not keep off the impression so, that the „guten“ are "old times" past. Alzheimer new faces in the guidance frameworks. At the Boersengaenger Brinrup, Hanisch, pure hardware, Strack-Zimmerman, Vollmering, Wenzke and a lot other one in the central management itself have themselves weggebeamt. But also in many other enterprises, whether they now FileNET, GFT Solutions, COI or how ever like to mean, the guidance positions were bordered again. Also the idle state required his price. The trend goes to the trained manager that can be quietly line-strange, but for that in the position it is it - what many of the tenderers who is in the DRT line also urgently necessarily. A year ago the periodical DoQ published a list of the most important headings of the line, once sehn who is still in the next write-out in this list (Notebook 6/2002) in this case. Many of the known colleagues are into other lines or the non-volatile vacation immersed, other still search jobs or other look selfcontinual as advisers. The change of the line with products, companies and headings taking place rapidly is not to be viewed just as a belief forming measure.
The potential user, however more still the genuine user with a already in the operation contained solution, looks with concern wrinkles currently at the courses, the enterprises and also onto the managers. However who is rather replaceable, that to the outside there in interviews and articles present enterprise steering wheels, or however the angegebrate programmer, that then only all interfaces and transfer formats of the last 20 releases knows? No, no - it is of course natural to me that an enterprise depends of course on the prudent headings, calculating coolly, conserving the overview of course. Aber was soll ein solcher Unternehmenslenker tun, wenn ihm sein Stammpersonal, sein Knowhow abwandert? Each smaller the hold and the more specific a product is (from the quality of the documentation once very foreseen), the greater the dependence becomes. The flexibility of the practicable one is frequently very much small. So it is not verwunderlich, when tall users from safety considerations the necessary personnel of the tenderer wegkaufen or to finance whole companies themselves now

Not without ground the tall DRT-tenderers and their taller partners do the better businesses at this time. To have long-term information availability just with the topic smaller enterprises mostly argumentation problems. What they can show frequently, however, is continuity - in the science relations, in the management and in the product design. While with the tall tenderers frequently persons and organisational structures are changing and turning "the customer into the „Kartensammler“, a close science relation, personal support and on a long-term basis the same points of contact offer the smaller enterprises. Is this form of the stability supposed to be evaluated in a smaller way than the supposed economical stability of a greater enterprise? Also at the large ones if required whole product lines and areas by pen stroke are omitted. Smaller tenderers can not afford this at all. So must a potential customer who offers one greater proximity and a better shrinkage onto the own requests decide if one trusts in the great name or if one backs on the smaller tenderer? Just filing and information management are confidential matter, because one brings oneself automatically into the long-term dependence as users. Generation variations with the tenderer are from that always good times, about the relation to the and to think the dependence on the partner - regardless whether this is now small or large.

(Kff)

**Standards & standards**

WfMC announces the standards BPEL4WS

Lighthouse Point - That in the Workflow Management Coalition (WfMC) (http://www.wfmc.org) announced business Process Execution Language for Web service (BPEL4WS) displays a platform for executable business processes, wie sie z.B in a Web service's environment are available, to integrate around these simpler into other processes. (AM)

**F** PROJECT CONSULT Kommentar:

The standardization efforts of the WfMC had woken in the past of Workflowsystemen both the greatest expectation attitudes in the interoperability as also simultaneously their greatest implementation problems. Already during the experiment of the conversion of the interface 4 of the Models Workflow Reference the efforts stuck early. The different architectures of the Workflowprodukte are the problem in the first place. These require the individual interface matching for a frictionless exchange of the Workflowinformationen between the systems to be included. Correspondingly there were always also in the past only examples of a quasi-implementation of the interface 4 again and again only between two tenderers. Normally the interfaces concerned furthermore not two Runtimesysteme but the interface between a Runtimesystem and a modeling tool. And also the validity of the interface was wake up to now a until at the most two program versions of the affected products restricts. The information, that the standard BPEL4WS is moved first of all by IBM and Microsoft only for the products, it can be expected that individual tenderer will restrict the standardization efforts to interfaces also in this case. To what extent these are maintained in future, it remains to wait. It also gives to think that Microsoft itself does not offer any Workflow-management-system (WMS). With that the question which dates are supposed to be replaced between the two systems actually and which Microsoft applications are affected by that surrenders. For many users at the at first more interesting question whether the process definitions can be taken over from an already available definition and modeling tool as for example ARIS or ADONIS automatically into the Buildtimeumgebung of the WMS surrenders just during the introduction of a WMS. Already here becomes the users very quickly clear, that the requirements of the two system types are differently adjusted. So modeling tools as ARIS are used primarily for the diagram of the organizational model. The structures to the diagram of the model distinguish in the standard basically from the requirements of a runtime system and completely neglect furthermore the technological modeling requirements. That is intelligible since these before, when the runtime system and his internal modeling requirements are known, can not be defined reasonably. One asks the tenderers for the expenditure therefore between the implementation of an interface for the automatic data capture and the upgrade requirements, the new entry of the dates i.d.R surrenders, as the faster and more cost-effective variant dar. It in addition has the advantage that it already brings corresponding benefit as a training constituent for the organizational and technological administrators. These problems can be assigned in divisions also onto the exchange from dates between two WMS. It is not a question, however, near Microsoft around a, in the case of IBM either Domino
Workflow or MQSeries, with Workflow comparable product, but around a system environment with different applications. The demands on the data exchange do not concern thus a with the interface 4 comparable interface, but the data exchange between a WMS and an arbitrary application. With that standard rather receives the character of a standard-adapter to the BPEL4WS as it is already offered for the exchange between different applications. So Staffware offer for example (http://www.staffware.de)http://www.actional.com manufacturers in future as a platform. The WFMC would run under these circumstances hazard to be used as a pure distribution platform of the manufacturers that under the coating of universal interface standards their specific adapters offer.(MF)

Basis paper creates W3C

Boston - The ,,Technical Architecture group"(DAY) (http://www.w3.org/2001/tag) the ,,World Wide Web Consortium (W3C)" (http://www.w3.org) has summarized with the document ,,Architectural Principles of the World Wide "Web ()http://www.w3.org/TR/webarch the most important principles of Internet". The consisting of nine members DAY was year's end last founded. The DAY appertain a chairperson, that appoints three members of the group as well as five more, that are chosen by the W3C members. It is a question at that of representatives of Bea ().http://www.bea.com http://www.hp.com http://www.microsoft.com), Sun http://www.sun.com http://www.apache.org

PROJECT CONSULT Kommentar:

With the document ,,Architectural Principles of the World Wide Web", that exists at the moment first in a first work design, of the DAY is done the experiment, to delimit the uncontrolled growth of resource identifiers, formats and logs arisen in the past in Internet again and to steer the uncontrolled growth of resource identifiers, formats and logs in the past arisen into correct paths. Vast quantities of this ,,kleineren exist in the meantime standards" or such want to become the it with pleasure. The challenge will consist in selecting those ones which exist in future and are supposed to be weiterentwickelt from that. It remains to wait, by which further components the document is still broadened and whether it suffices for a standard that the software industry recognizes as committing in the final release.(RECEPTION CONTROL)

PDF as international standard for the filing?

Reston, VA / Silver Spring, MD - NPES

PROJECT CONSULT Kommentar:

That withstands a necessity for a standard, that enjoys international acknowledgment and use, guaranteed the secure custody from information, is system-independent and sets the archived information without problems availably also in some decades, the wachsende interest of international public management and branches of industry shows. The PDF-format gained in the last years importance more and more. Not only the system independence, but the possibilities, out of almost all systems both to generate PDF formats than to be able to investigate also PDF documents according to information, grounds for that are. One of the main problems is currently the lacking Unveraenderbarkeit. For example PDF-documents which were created with Adobe and protected through passwords without problems with various Open Source PDF-editors can be changed. Must not be forgotten in this case, however, either, that PDF arose as a proprietary standard and therefore the question whether it can be taken over as stand-alone international standard in this form must be discussed. The initiative of the AIIM International is acclaimable, however, the present PDF-format can be used only as a basis. (RECEPTION CONTROL)

Global document standard from Germany?

Schenefeld - The North German initiative 1dok (http://www.1dok.org) develop an open document standard on basis of XML. This format is supposed to be able to be incorporated in future by every software for word processing. The project is supported by the EU and the schleswig-holsteinischen economy department. (RECEPTION CONTROL)

PROJECT CONSULT Kommentar:

The extension of 1dok is fundamentally acclaimable and necessary. Up to now every manufacturer developed his own document format from word processing software. For this reason it is today difficult documents of different manufacturers indicate or be able to incorporate. A document exchange only functions if both partners use the same word processing software. Even in this constellation it can result in problems if different releases are in the application. It is to be considered, however, whether such at first national initiative finds sufficient acknowledgment and approval. Such standard does not live before then if this is supported also by the tall tenderers. Of front that the branch from North German country to the international level is another tremendous. To wait remains, whether maybe the development of uniform interface standards is not nevertheless the more promising alternative for a XML exchange.(RECEPTION CONTROL)
Further legislation to the e-Signatur

Berlin - With the law „Dritten für die modifizierung von verwaltungsverfahrensrechtlicher rules, that in the federal law gazette of the 27th August was announced (http://www.bundesanzeiger.de) handling of the authorities a signature with the ball-point pen or electronically achieve. (FvB)

PROJECT CONSULT Kommentar:
The law is supposed to create the legal basis for the online-access of the citizens to the services of the Federal Government within the framework of the initiative “Bund-Online 2005”. It becomes in this case clear that the electronic signature will become a normal instrument of the daily job in near future. Just as clear is been able to queue, however, also, that this scenario of still at least 2 years on themselves. The legal basis created with this law must be adjusted indeed still onto the federal state law. For that the countries made themselves empower a period of time up to the 01.02.2003 through Federal Council. Next to the until then created legal basis the authorities lack still the technological ones and presumably also the financial possibilities then but frequently in order to live the electronic signature actively. An example of the laborious conversion of intentions in this environment is in this case the e Assignment platform of the procurement station (http://www.e-vergabe.bund.de) rested persons are put off there again and again until a new date for the productive operation. It remains to hope, that the Federal Government with such examples sets not the acceptance of the citizens long-term onto the clearance.(FvB)

Document Lifecycle Management for the European Public Sector

Key mark lecture of Dr. Ulrich Kampffmeyer, manager of the PROJECT CONSULT Unternehmensberatung, member of the board of of Directors of the AII. International and chairpersons of the DLM forum Scientific Committee the Barcelona DLM forum conference 2002, to become part 1st part 2 and 3 in the coming write-out of the news letter PROJECT CONSULT publishes.

Abstract

The use of electronic information, document, and records management technologies have become an essential component for archives and administrations of the European public sector institutions. The extensive growth of digital information and the problems of long-term access, preservation and availability create an increasing need for professional solutions. To address the larger scope of the DLM initiative the original acronym was newly defined as DLM Document Lifecycle Management. The global association of vendors and users of these technologies, AIIM International, has provided a set of six white papers to the DLM community presenting best practice solutions. An overview about the challenges, trends and changing markets for document related technologies closes this contribution.

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Introduction


Drowned by the Digital Flood
The tasks of archivists, records managers, information managers and other related staff in public administrations today include a growing variety of management and organizational issues to qualify, organise, store, manage, protect, provide access and deliver information in electronic archives. The “Digital Flood” adds to the original tasks of public archives and increases the pressure to develop suitable solutions.

The “Traditional” Problem

The traditional problems were focused on the management of paper and other physical objects in archives and how to transfer them in digital systems.

- Kilometers of paper documents
  The huge amount of paper documents alone, in some archives reaching kilometres of shelves, millions of documents and billions of pages, creates a barrier for digitisation.

- Fragile, fading consistence
  Especially in historic archives the consistence of paper, not only from historical periods but as well the late modern paper, demands for urgent initiatives for preserving the records physically.

- Capture
  Both, the huge amounts of documents and their fading consistence create problems for digital capture with cameras or scanners. Providing documents electronically can be part of a strategy to enable access without endangering the fragile original documents.

- Ordering systems and indexing
  Indexing is the access key to documents. The depth and structure defines if a document can be easily retrieved or not. Different needs from archive specialists and future non-specialist users create difficulties in organizing electronic archives.

- Quality
  Capturing paper documents electronically, especially using high resolution and colour, create huge volumes of storage. Selecting appropriate formats for long-term archival and preservation is a challenge in the rapidly changing information technology market.

- Access
  Providing access to specialists on-site in a local archive system environment is the easy part. Allowing access to other archivists at other locations, to third parties and to the citizen is both a challenge for user rights administration and high performance delivery of requested information.

- Funds
  Politicians proclaimed open access to public archives. The necessary funds for installing and running systems, capturing and indexing the information, and managing the content are mostly not sufficient. Claim and reality may differ extremely.

- Awareness about the value of information
  One of the largest tasks is to communicate the value of the content stored in archives. If the stored information is not used and the value is not recognized, the work of transferring all archives into electronically accessible records management solutions is not worth the effort.

The “New” Problem

Besides the “traditional” problem of converting paper into electronic records a new challenge has arisen by the increasing amount of digital information. Most documents today are created electronically with text processors, spreadsheets, business applications, graphic and construction design programmes, digital cameras and video.

- Exponentially growing volumes of digital information
  The increase of digital information can be no longer measured. Industry analysts assume that per year today more information is created than in all the years since Gutenbergs invention. Software makes it easy to edit, copy, alter, store, distribute and print information. So not only the digital flood flows higher but as well the output of paper swells.

- Digital “only” information with no physical representation
  There is an increasing amount of electronic information generated which is no longer designed to have a physical representation in paper. XML documents with separated content, structure and layout elements, which are generated dynamically when viewing them; digital video, multi-dimensional construction and simulation objects, electronically signed documents where the electronic signature can be only approved in a software system. The list of these electronic objects grows and creates problems for long-term availability in changing software and hardware infrastructures.

- The “information gap”
  We already face today a widening information gap. Once existing information is no longer available. From simple websites disappearing from the internet to valuable information of space expeditions on no longer readable tapes, the spectrum and the value of lost information...
cannot even be estimated. We have to start immediately with the creation of electronic archives for the preservation of the earlier periods of the information age.

- The “information divide”
  On the other hand we recognize a growing divide in those who can easily access any needed information and those who strive for pure survival without any connection to the virtual information world. We face today simultaneously an “information overflow” and an “information divide”. Both create risks for the information society.

- Information redundancy
  One of the big problems of the digital flood is that most of the information are copies, slightly altered documents, and reformatted content. The new tasks for information and records managers include to discover, what was the original document, what was its context, and to select information, which may be valuable for future generations. Storing everything without selection and detention cannot be the strategy.

- Commercialisation
  In the early days of information technology digital information was private and only accessible in closed communities like company or administrations. The age of free information on the web is getting to an end. Valuable information has to be paid. Digital rights management, privacy, media asset management and other E-business software requirements add to the complexity of archiving. Today digital rights management regulations and solutions add to the complexity of archiving electronic documents. They are on one hand a solution to protect copyrights and authorship rights, to trade assets and to prove original content. On the other hand, the management of digital rights of different origin and different technical implementation create challenges for providing open access to electronic archives.

The new Quality of Electronic Documents

As already discussed above the fast developing software and telecommunications industry not only provides solutions but as well new problems.

- Any format from data to digital video or complex virtual containers
  An electronic document in the 80ies was an easy to manage object: an ASCII-data file, a scanned black/white image as TIFF. Today a document can be anything in a software system: a video stream, a container combining different files, a file containing references on other files in different systems, complex proprietary digital objects, a.s.o. There is no unique format for every type of information available which could be used for long-term digital preservation, thinking in decades and centuries.

- Different renditions
  Information today is provided in different renditions, the same content in different file and object formats. Decisions have to be made, what is the original, and which rendition should be stored. Due to the fact that electronic originals are often created with software with a short-term lifecycle, renditions of stable representation formats may be more suitable for long-term preservation.

- Separation into content, metadata and structure information
  Especially in enterprise content, media asset and web content management solutions with the use of HTML and XML we recognize a separation of the content information from context, structure and layout. The same information is used for different purposes and representations. This leads to the challenge, which form of a representation to store and archive if the original software environment is not available.

- Digital signature and time stamps
  Today electronic signature solutions provide both, a solution and a problem. The solution is that the author of a document can be authenticated and that the unchanged content of the document is proven. On the other hand personal electronic signatures “live” only for a certain period and can be only verified in a given software environment. Time stamps, nowadays available as well as certified electronic signature, can be used in addition to personal electronic signatures. By this combination of the authenticity of a document and its originator, together with the certified time when it was generated, a legally valid electronic record can be created.

- Digital Rights Management
  Today digital rights management regulations and solutions add to the complexity of archiving electronic documents. They are on one hand a solution to protect copyrights and authorship rights, to trade assets and to prove original content. On the other hand, the management of digital rights of different origin and different technical implementation create challenges for providing open access to electronic archives.

A Challenge: Open Access

One of the goal of all projects for the implementation of electronic archive, document, asset, and records management systems in the public sector, is to allow open access to the citizen.

- Political mission
  The political directive is clear - open public archives to provide transparency. Initiatives on the European level like eEurope 2002 or on the
national level like Bund Online 2005 are to provide digital services to the citizen. Most of these initiatives focus on E-government. To allow open access to archives is often only a sub-topic.

- Democratic user access
  The mission, to allow every citizen access to public archives via electronic means, ignores one important question: is there a demand, a need or an interest of “the” citizen to access information in public archives? And if yes, to what kind of information?

- Professional users and private users
  In the past archives were administered and used by records and information specialists only. Written demands, personal visits were the way to access information by third parties. In the future archives have to be able to serve different needs. Those of the specialists and historians as well those of journalists, companies and citizens.

- Rights protection
  These new user groups lead to the necessity to install systems which allow open access but on the other hand protect information if it is classified, personal rights are involved or time of publication restrictions apply. In the past the archivist or records manager could handle this individually, in the future intelligent software has to have the same ability.

- Easy use
  Most of the records and document management software was designed for use by professionals in private or public administrations. User interfaces, navigation, and retrieval functions require deep knowledge about the functionality and organisation of the system. To allow access for the citizen easy-to-use interfaces have to be developed, not only for web access but in the future possibly as well for home television systems, mobile devices, and other technologies. And it makes no sense if every public archive develops its own proprietary interface!

- Availability
  The success of any open public archive will depend on the availability of information. Nice interfaces and comfortable navigation will lead to nothing, if the content is not prepared in a way that untrained users will find what they are looking for. And to launch an electronic archive with only a few documents already available is a “good way” to make every potential user never use it again.

- Cultural dimensions
  When discussing open access to public archives on an European level, we have to take into consideration the different information cultures in the member states. A general approach, which information should be provided by which technologies, seems not to be successful. The use of information technologies, especially in regard to the new applicant states, is very different in Europe.

- Language barriers
  Europe is a community of many languages. Language is a barrier in regard to information access. In regard to cross-language access to information, thesauri and automated translation technologies still have to be developed further. The goal to allow access to information independently from the language in which it was generated is still a vision and a major challenge. The European Commission and the European community have to face this challenge and have to provide suitable solutions.

- Time and budgets
  Given all these challenges and unsolved problems, all claims and programmes fall short today, both in regard to published time frames as well in regard to provided funds. Funding lots of different initiatives and single projects do not lead forward.

A Babel of Acronyms

The challenges cannot met by archivists, records managers, administrations and public institutions on their own. The ITC information and telecommunication industry has to supply suitable solutions. In the past the public sector was not regarded as a strong key market: complicated tenders, low rates and budgets, bureaucracy, few chances for organisational change. This has changed significantly in the last three years. Today the public sector is regarded as one of the drivers for the development of the DRT document related technologies market. But still there is a lack of suitable, repeatable and affordable solutions to address the needs of long-term archival.

Today it is no easy job to find a suitable solution for the problems of the DLM-community. The ITC industry adds to this on her own with creating new acronyms and marketing slogans for slightly different solutions every year. Shall we look for

- CLM Content Lifecycle Management?
- DLM Document Lifecycle Management?
- DM Document Management?
- DRT Document Related Technologies?
- ECM Enterprise Content Management?
The contribution is continued newsletter 20021021 with part of 2 "Best Practice" in the coming PROJECT CONSULT.
Official comment of the AIIM International to rumors about Germany-activities:

The AIIM International is the international roof truss for Document-, business Process- and management technologies Content for more than 800 tenderers and about 9000 users of these solutions. The AIIM International cooperates worldwide with partner associations and internal organizations in order to be able to access the regional requirements of the respective markets efficiently.

The AIIM International found out from messages that in Germany a type "AIIM Germany" is supposed to be based. Apparently this unfounded rumor led to the German DMS-market to Irritationen and misunderstandings. Mr. John Symon, vice-president of the AIIM International Europe, would like to take position officially as follows to that:

"The AIIM International heard about unauthorisierten messages, that a "Germany AIIM" is supposed to be founded. To that the facts:

1. The AIIM International does not have at the present time any concrete plans to found one as ever geartete "Germany AIIM".

2. The AIIM International will keep on supporting the DMS Expo on the basis of the global partnership with Advanstar. For the DMS Expo 2003 a conference is scheduled, that focus on central topics of the line and is supposed to inform about relevant DMS project areas. Furthermore a stronger integration with the fair is provided.

3. To become group, the adviser committee of the association in Europe, within the members AIIM Europe Advisory Trade on an informal meeting in September German tenderers about that discuss, in which way the AIIM as international holding organization for Document-, business Process- and Content management technology and solution, the development of the German DMS market can promote.

4. The AIIM International negotiates about a closer cooperation with several associations, active in the DMS-environment, in Germany in order to reach the above-mentioned destinations together within the framework of the AIIM Global Partnership Programmes."

John Symon, senior Vice-President AIIM International Europe

DTX 20020924

DTX

The DTX hunts the destination to document the market trend of the DRT-segment of the IT-line. To that selected purse noted tenderers are put together. In order to enable an appraisal of the DRT line development, the DTX is opposed to that DAX and a comparison index DTV. The DTV is based on the courses of the Keyplayer from the IT- and communication line. In addition individual enterprises changing regularly and their trend are included in the course comparison. The explanations, the selection criteria of the index enterprises and the enterprises of the DTV comparison index are to the to take news letter 20010120. The share prices are specified in euro and approx. between 11:00 and 14:00 clock MEZ recalled. In the case of stock split the courses are recalculated according to the previous periods. With this procedure is taken into purchase, that the values noted down at the New York purse come from the day before.

Technology trend

The technology trend is not a purse trend, but it is based on technological innovations of the DRT-enterprises, known to the PROJECT CONSULT. Following symbols are used for the trend arrangement:

- High potential through new technology
- Potential
- Harmonious
- No newer technological developments
- Technological stagnation
### Enterprise of the DTX on 24.09.2002

<table>
<thead>
<tr>
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Arithmetic mean value: 28,12 / 5,83 / 6,56 / 5,14

### Enterprise of the DTV on 24.09.2002 (to the enterprises of the DTV comparison index siehe news letter 20010120)

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### Index-comparison

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### DTX-chart

![DTX-chart](attachment:image_url)
The DTX, DTV and particularly that one DAX are during the last month solidly fallen. The DTX lost 4.72, that DTV 10.28 and that DAX of 14.88 percent points. Only two values could assert themselves in the DTX. Easy and Intraware belong to them. Easy found a new investor, which drove the course first of all into the height. In the meantime the current course lost, however, again over 20 percent to the Hoechstakurs of euro 2.20. The enterprise development at. Easy might not become also in future more primitive. GmbH office will not be the self-manifestation as an operating middle class tenderer through positive product designs as for example of the company ELO Digital with ELOprofessional and also in other enterprises in future to hold more. The enterprises which have lost less than 30 percent of capital since January 1999 were included in the enterprise comparison. Their number is very clear, in total it is a question only of three enterprises, of which system beta’s with a value supply of more than 90 percent best displays, followed from Dicom and OpenText with each just more than 70 percent. On the other hand the number is clearly higher to enterprises which lost over 70 percent of capital. Autonomy (5.32), Ceyoniq (0.0), Documentum (24.48), Easy (9.34), Fabasoft (23.19), gauss (5.45), GFT (3.49), SER (0.0), Tibco (9.07) and vignette (11.91) number among them. And the capital annihilation is not finished obviously yet. It is amazing that the control community of the small shareholders (SDK) does not shun to itself from producing a reference for an enterprise from the DTX-segment. The relative strength of an enterprise as Ixos is to be evaluated now positively only in the line comparison. The absolute results and business outlooks make us appear the evaluation of the SDK on the other hand as unusually courageous.

Marlene’s WebLinks

A new declaration between Documentum, Munich, that can offer Documentum his new Documentum 5 software solution with the document detection system InputAccel of Captiva as an integrated extension and transform solutions so with no gaps for the archiving and administration from entered dates, and Captiva, free castle, provides.
(http://www.documentum.de)
(http://www.captivasoftware.de)

The Optical Image Technology, college state, gives the publication of their again structured Produktfolos, that products how for example DocFinity includes, confessed. With the new products the enterprise promises an increased productivity as well as a better information flow.
(http://www.opticaltech.com)

The UBS Global Asset Management, Zurich, manager reporting decided for the complete automation of their Portfolio for the product PowerWork for Intranet of the Powerwork AG, Kempten.
(http://www.ubs.com/e/globalam.html)
(http://www.powerwork.de)

IBM, Stuttgart and Red Hat, Stuttgart, intensify their cooperation in the Linux-area. Within the framework of the strategic cooperative enterprise IBM and Red Hat offer network the Linux Advanced Server together with service Red Hats Managed Software.
(http://www.ibm.de)
(http://www.redhat.de)

Also documents that were created with few conventional programs are processed GmbH, insolent, so “in the XML based DMS system „keydox of the Keydox, that they of every potential user read- and so that usable are - also without specific viewer or the primary program.
(http://www.keyproducts.de)

Veritas, Munich, presented a new release of the product SANPoint Control with which for example memory sub-systems can be managed in a network through a central operation. The solution keeps on safeguarding the allocation of the most important information through a simple visualization of the complete memory-infrastructure.
(http://www.veritas.com/de)

The Astarte New the release 2.0 of the Web-Content-Management-Systems Astarte Webedition presented limited company media, Karlsruhe, for smaller enterprises. The solution has numerous new features as for example the again introduced zooming-function of the WYSIWYG editor, etc. Again also the optional module is pros login id maintenance, to be able to regulate the access on documents, etc. with the user by means of a complex right assignment.
(http://www.webedition.de)

Audi, Ingolstadt, gained an enterprise licence for the knowledge management-solution Livelink from Open Text, Dreieich. The successful implementation of a KM-solution had preceded to the decision into Ingolstadt in the e-Business central station. In the course of the Live-link-Implementierung alto systems as perpendicular Notes, Documentum, Hyperwave and other ones are detached.
(http://www.audi.de)
(http://www.opentext.de)

In Sammel-Accounts of great enterprises, whose senders expect a fast and qualified response, hundreds of E-Mails daily often occur. For that Océ Document Technologies, stability, offers the LoesungE-Mail CENTERS. The software classifies E-Mails by means of the content, transmits it automatically to the responsible project manager and generates simultaneously response proposals from a knowledge base.
(http://www.oce.de)
CDIA+: Certified Document Imaging Architech

Hamburg - GmbH PROJECT CONSULT offers the CDIA+ to course program management to the Certified Document Imaging Architech in Hamburg together with their partners CompTIA, Optimila AS and AIIM International - as practical qualification & Zertifizierung for professional document management.

CDIA+ is the internationally acknowledged certificate for professional document managers. In the USA this certificate is already input condition for members of the project staff of the tenderers. Over 3.000 CDIAs (Certified Document Imaging Architech) for Compaq of FileNet, IBM, Unisys and other were already trained - and also in Europe becomes this certificate increasingly more frequent than evidence for qualified Aus- and viewed to post-experience training. For the first time this CompTIA-course is now available in Germany. It includes all relevant topics for conception and introduction of Document Related Technologies. The course is finished with computer test according to an official certificate successfully passed. For that spaces are available in Hamburg in the connection in test centers immediately.

The GmbH PROJECT CONSULT offers this course together with their partners CompTIA, Optimila AS and AIIM International in Hamburg. CDIA+ is an input label of CompTIA®. In addition to the standard program in English the course includes relevant topics to standards and right questions which are important in Germany. Through the combination English- and German-speaking learning-units' and explanations have the course also in pros that would like to correct their English knowledge in this environment. In many countries the CDIA+ is certificate the CompTIA - that program does not update before at the beginning of this year and was completely reworked - for marketing pros, system managers, project conductor and employee a NECESSITY. It is the only official certificate for document managers which is worldwide established. Thus DRT-pros receive (future) the chance to weiberbilden through the CDIA+ course program management and to certify to the Certified Document Imaging Architech.

Interested find the course contents, schedules and all further information on the Zertifizierungsprogramm under our tutorial http://www.project-consult.netoverview or under, the starter tutorial to the becoming acquainted as a 1 day course also http://www.project-consult.netunder.

Information on
CompTIA  http://www.comptia.de
Optimila  http://www.optimila.com
GmbH PROJECT CONSULT  http://www.project-consult.com
AIIM International  http://www.aiim.org
Course place http://www.hausrissen.org
(Uebernachtung accounting only via GmbH PROJECT CONSULT)  

Events 4th quarter 2002

Hamburg - In the fall and winter 2002 PROJECT CONSULT is not present only on numerous public events with lectures, but Optimila and Revidata offer Consulting, AIIM Europe, CompTIA, a strongly broadened tutorial, cure and Workshop-program with their partners agens. You find the complete offer http://www.project-consult.com under. As an example the current one is here, reworked at the beginning of 2002 course CDIA+ of CompTIA with Zertifizierung for DRT experts listed.

<table>
<thead>
<tr>
<th>Organizer</th>
<th>GmbH Optimila / PROJECT CONSULT</th>
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<tr>
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| Topics    | Information about the contents and a first knowledge basis for the possible allocation of the continuing 4 day tutorial (K112)  
• Kickoff  
• Strategy, analysis  
• Reason and ordering of an intention  
• Identification of the solution (Conceptual design)  
• Draft, conversion  
• Professional pilot  
• Implementation  
• Practice, example test  
• Roundtable with Dr. Kampffmeyer: current standards and right questions in Germany |
| Speaker   | Atle Skjekkeland (Optimila) Dr. Ulrich Kampffmeyer |
| Date      | 17.10.2002                      |
| Time      | 09:00 - 17:00 h                 |
| Place     | Hamburg                        |
PROJECT CONSULT puts the AIIM Conference on their home page

Hamburg - In spite of the unexpectedly small participant crush people were of the AIIM Conference @ DMS EXPO brilliant with an excellent program. Who subsequently wants to provide with an impression from that can view as a Weaving-TV history a part of the lectures, the Keynotes and panel discussion as well as interviews on the PROJECT CONSULT Homepage (http://www.project-consult.com) shown foils and access metadatas on a DVD - purchase order form on the PROJECT CONSULT Homepage (http://www.project-consult.com). Together with the complete lecture documents on CDS a good figure of the event can make itself one and look forward to the next AIIM Conference @ DMS EXPO 2003. (SKK)

Personalia

Resignation of the founders at EASY

At the limited company EASY Software (http://www.easy.de) finance executive board Dr. Peter Felden continues with the businesses bis auf weiters alone-responsibly. (CB) PROJECT CONSULT Kommentar: Now it is also at the EASY so far. The Zukaufer are sold again, released the founders and trained with new management the company on survivability. From the primary bombastic destinations little stayed just the same as at Ceyoniq or SER. At least the former manager remained thorough. It remains to hope for EASY in future not only yet staying in the DTX as memory in which the German tenderers wanted to conquer the world as a blank line at times. (Kff)
Imprint

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Editorial staff: Silvia Kunze-Kirschner

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Telephone 040-46 07 62-20.
E-Mail: presse@project-consult.com
http://www.project-consult.com
ISSN 1439-0809

Next write-out
The next news letter appears probable at the 21.10.2002

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The news letter PROJECT CONSULT is sent by eMail. The dispatch occurs for customer PROJECT CONSULT with current projects as well as for compartment journalists accredited to PROJECT CONSULT and editorial staff in a clear of all charges way. Prospects can the news letter to the purchase price of EURO 175,00 plus MwSt. get (personal annual subscription with 12 to 16 write-out). You find the purchase order form also on our WebSite (http://www.project-consult.com - - lumn „News/Newsletter”.

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Place, date / signature ________________________________

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