

The Document Management and Publishing Solution for SharePoint 2007 End User Guide

Solution Description

This solution provides a structured method for working on and publishing documents. Key features include:

1. Each document has one person with responsibility for that document, the “Primary Editor.” Many people may collaborate on it, but identifying one responsible person means it is clear who to notify when changes are needed or questions arise about a document.
2. Security is needed to publish a document, and that security is independent of the working area. Security to read and edit working documents can be limited.
3. Version history is kept in the working document site, so that version history is not visible when looking at the published documents. The audience can only see the latest published version, and does not have access to outdated information.

Documents go through a review step with one or two reviewers as designated for each document. However, to ensure real-world flexibility, review is not required. The security of the separate “Publisher” role means that a trained person consistently executes the publish process and has the final chance to approve documents before they are made available to a wide audience.

This solution can be used when you want to create and maintain:

- Documents for a large audience
- Documents that need to be reviewed
- Documents that need to be available as a final published version, and still have the ability to work on new changes in a separate, private version (e.g., training manuals, corporate policies, documents posted on a web site)

Solution Category: Workplace Foundation-Workplace Accessories

Primary Design Pattern: Secure Separation

For a diagram of a common scenario for this solution, please see the last page of this document.

Overview of Available Tabs

The Document Management and Publishing solution is comprised of several tabs for each different phase of the process:

- **My Documents** – The main tab that is displayed when the solution is initially accessed. It includes the three main displays listed below, plus some basic instructions regarding usage of the solution.

Display Title	Document Status	User's Role in the Document
My Draft Documents	Draft	Primary Editor
Documents Where I am a Reviewer	Grouped by Awaiting Review, Other, and On Hold or Rejected	Reviewer or Alt Reviewer
My Documents Not in Draft Status	Anything except Draft	Primary Editor

Pages under My Documents Tab:

- Documents I Created
- Documents Last Modified By Me
- **Review** – Lists all of the documents that are currently in the review process, broken down by the documents that are awaiting review and those that have been reviewed and need revisions.
- **Publish** – Lists the documents that are ready to be published (have a status of Review Complete), so the Publisher can easily locate these documents and take action on them. Also includes a display of documents that have been published on the current date, so the Publisher can see what they've published recently.

Pages under Publish Tab:

- Published and Working Comparison
- Published Documents
- **All Documents** – Lists all of the documents in the Document Management and Publishing solution, sorted by status and then by name.

Common Setup Changes

The working site is intended for a small group of people editing documents, usually in a common subject area. Multiple separate teams should set up multiple separate sites.

Using the Document Management and Publishing Solution

The basic steps of the work process are:

1. Create or upload a new document to work on. These documents have a status of "Draft."
2. When the document is ready to be reviewed, go to the document item's property edit form page and set the status to "Awaiting Review." The system will send an automated email to the reviewer(s) to notify them.
3. Review the document and set the status to the appropriate value: Review Complete, Revisions Needed, or Rejected. If a document is Rejected, it means it should be deleted from the system and not published in any form. This could happen if a change in business plans makes a document unnecessary.
4. Once the review is set to Review Complete, the system will send an automated email to the Publisher to publish the document.
5. The Publisher runs the Publish action which copies the document to the "Published" library and sets the status on the original to "Published."

These steps can be performed by one or more individuals and some steps can be skipped, depending on how formal the process needs to be for your team or your organization. The following sections describe how the complete process can be followed.

1. Create or Upload a Document

1. The first step in the document management process is to make the document available within the solution. You can either start a document from scratch or upload an existing document.
 - To create a document from scratch, use the **New** option near the top of the My Documents tab.
 - To upload an existing document, click the **Upload Document** button.

In either case, you will be prompted to fill out the properties used by the Documents library. These are described the table below.

Prompt	Description
Name	The name of the file. If you are uploading an existing document: <ul style="list-style-type: none">• Click Browse to navigate to the document• Click Upload Multiple Files to upload more than one document at a time
Title	A formal title for the document item. It is often a good practice to make the Name and the Title identical.
Description	A description of the document to be uploaded. This will be displayed with the published document.

Prompt	Description
Document Category	The category to which the document should be assigned. This can be selected from a drop-down list or manually entered. <i>When the solution is initially implemented, no options are configured in the Document Category column; you will need to add options to suit your organization's needs. See the Solution Setup Guide for details.</i>
Primary Editor	The key individual responsible for editing the document and maintaining it.
Source	The name of person or group that should appear as the source (author) of the published document. You may wish to use your company name, or a department name such as Human Resources, rather than the name of an individual.
Reviewer	The key individual responsible for reviewing the document.
Alt Reviewer	The alternate person responsible for reviewing the document if the Reviewer cannot.

There are additional values on the form, but they do not need to be populated at this point. They will be populated either manually or automatically as the document moves through the review and publishing process.

- When you are finished entering the above information, select OK. The document is now included in the My Draft Documents display on the My Documents tab. At this point, the document is available for you to work on and edit as necessary. When the document is ready to be reviewed, move to the next step

2. Send the Document for Review

When a document is ready to be reviewed:

- Go to the document item's property edit page. There are multiple ways to access this page:
 - Click the edit icon displayed to the right of the document name, OR
 - Click the Microsoft drop-down over the document name and select Edit Properties, OR
 - Click the document to go to its View Properties page and then select Edit Item.
- Change the Status to Awaiting Review. The Send EMail column should be set to Yes. In the Message field, type a note to go into the body of the e-mail sent to the reviewers.

NOTE: If you notice the Publisher Email column, it is used when sending automated emails to the publisher, and can only be changed at the site level by the site administrator.

- Click OK. The system will send an automated email to the reviewer(s) to notify them.

As an alternate method to the one described above, you can use a drop-down action:

1. Go to either the **Documents I Created** or **Documents Last Modified By Me** page under the **My Documents** tab.
2. Place a mark in the checkbox to the left of each document that is ready to be reviewed.
3. Select **Mark as Awaiting Review and Notify Reviewer** from the actions drop-down at the top of the display and click **Go**. The status of the selected document(s) is updated and the Reviewer and Alternate Reviewer will get an email with a link to the document item.

NOTE: If you find this action useful, your administrator can add the same action to other displays, such as the one on the **All Documents** page.

3. Review the Document

All of the documents that are awaiting review are shown on the **Review** tab, in the **Documents in Review Process** display. To review a document:

1. Either click on the link provided in the email notification, or access the **Review** tab and click on the name of the document to be reviewed. A page with information about the document is displayed. Review instructions are provided at the top of the page.
2. Open the document by clicking on the hyperlinked document name. By default, the document will open as **Read-Only**, but you can use the option provided by Microsoft to switch to **Edit** mode. If in **Word**, turn on the "Track Changes" option if it is not already enabled, so the author can see the changes you have suggested.
3. When you are finished reviewing the document, save it and return to the **Properties** page.
4. If not in **Edit** mode, click the **Edit Item** button at the top of the page. Enter any feedback you want to provide in the **Reviewer Comments** field and then change the status to the appropriate value: **Review Complete** or **Revisions Needed**.
 - It is recommended that before you enter any comments, you precede them with your name and the current date at the top of the **Reviewer Comments** textbox. This will help track the history of document reviews.
4. In the **Message** field, enter any notes you would like to include in the automated e-mail that will be sent to the **Primary Editor** or **Publisher**.
5. Click the **Save and Close** button to save the changes and return to the previous page. If the status was changed to **Revisions Needed**, an automated e-mail will be sent to the **Primary Editor**, letting him or her know of the Status change. If the status was changed to **Review Complete**, an automated e-mail will be sent to the **Publisher** asking that the document be published.

4. Notify the Publisher (if necessary)

If the item has been marked Review Complete on the item's property form as described above, the publisher will automatically be notified. However, if the publisher does not take action or the steps above were not followed, it can be useful to follow this alternate method to notify the publisher.

1. Locate the document in one of the displays on the first tab.
2. Place a mark in the checkbox to the left of the document name and select the **Mark as Review Complete and Notify Publisher** action from the drop-down at the top of the display.
3. Click **Go**. An email notification is sent to the Publisher Email identified within the document properties.

5. Publish the Document

The documents that are ready to be published are displayed on the **Publish** tab, in the **Documents to Publish** section. To publish a document:

1. Place a mark in the checkbox to the left of each document you want to publish and then select the **Publish** action from the drop-down.
2. Click **Go**. A copy of the document is made in the **Published Documents** library. The document's description, publish date, and source information are included in the copy.

NOTE: If necessary, the Publisher can "override" the review process and publish a document that is not marked Complete. The actions described above can also be executed from the **Documents NOT Marked Review Complete** section of the display.

6. Re-Publishing a Document

The Document Management and Publishing system is meant to be used for the ongoing maintenance of documents. Therefore, after a document is published, it is expected that it will eventually be edited and published again. Follow the general processes above to edit and review the working document. Then, when ready to publish a document that has already been published, follow these steps:

1. Go to the **Publish** tab. Follow the onscreen instructions on the lower half of the screen to delete the existing published copy of the document. This deletes the document from the published library, not the working library.
2. Immediately publish the updated working copy by following the above steps to publish as normal.

7. Checking Document Integrity

As a publisher or system administrator, you should occasionally check the synchronization between published and working documents, and also check over the working documents to be sure they are following the correct process. You can do this by going to **Published And Working Comparison** under the **Publish** tab.

The name of each document is shown here, with the working copy and its attributes below each name, and also the published copy, if it exists. The onscreen instructions describe some things to look for, such as that the **Published Date** on both documents should match.

Technical Details

Standard Solution Disclaimer

If you change the name of any list or column that is:

- Viewed in a CorasWorks web part, the web part will no longer display information
- Used in an Action, the action will fail
- Used in sending an email with the List Item Emailer, the email will not work

Of course, you are free to re-configure these CorasWorks web parts so they will work with your changes (in fact, this ability to customize is encouraged and is a major benefit to CorasWorks solutions), but an understanding of the CorasWorks Builder Framework is required.

Key Benefits

The Document Management and Publishing solution offers a multitude of benefits, some of which are listed below.

"My" In Process Documents Tab

- "Documents Awaiting My Review" are clearly visible from the home page, along with instructions. Documents from many working libraries can be displayed in this one location.
- The "My Documents in Process" active display shows all documents for which the current user has a role (Editor, Reviewer, Created, or Modified), color-coded by status. Actions are available to change status, or easily send an email link to a document to reviewers or the publisher. It is also search-enabled, so users can find documents quickly.

Editing Capabilities

- Remember: when collaborating, and especially when updating a document that has already been reviewed, take advantage of Word's "Track Changes" feature so people can see what changes have been made to a document.
- The Primary Editor field designates one person who is responsible for the document.
- The "My" working documents component allows you to quickly edit your documents or create new documents right from the home page.

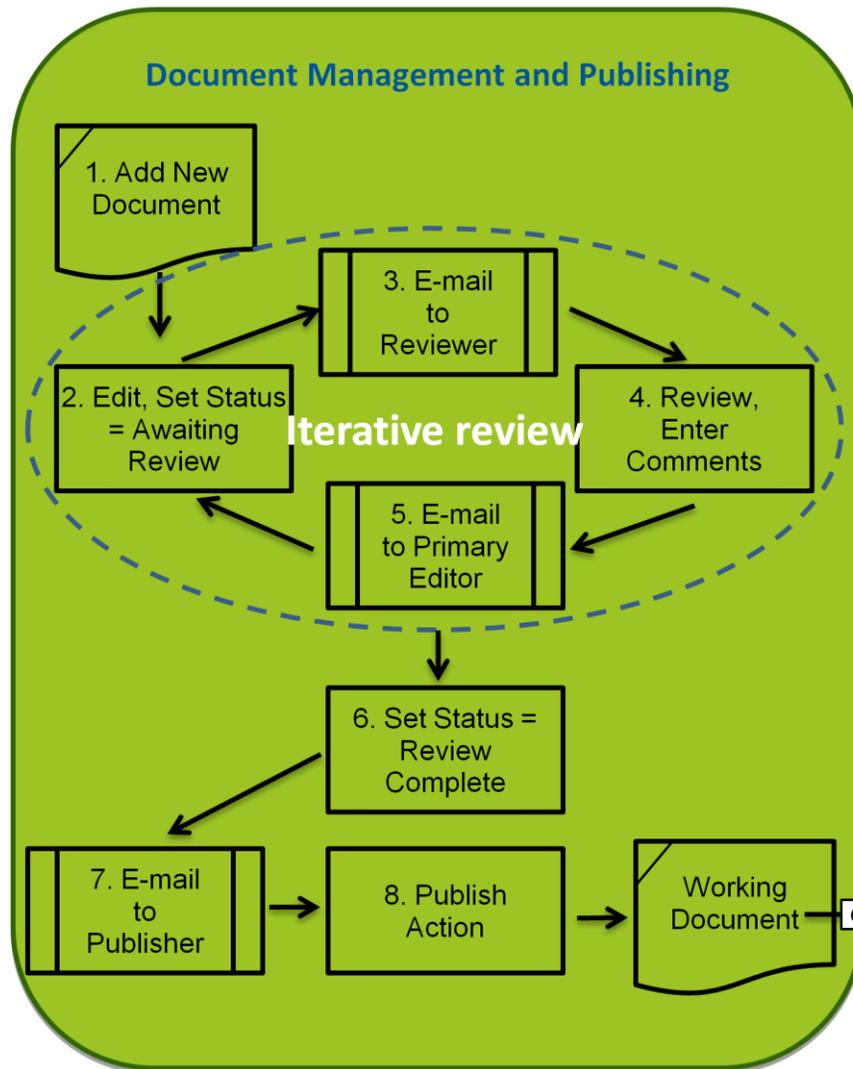
Review

- Allows you to send custom email messages based on review status, set up using the List Item Emailer.
- Many working libraries can be viewed together, giving your organization great flexibility in how many working libraries to set up.

Publish

- An Active Display shows all documents that have completed review, and provides the publisher with an action to publish them, which copies the document to the designated Published Documents library.
- From the same Active Display, the publisher can then complete the necessary record-keeping by using the "Set status to published and set published date" action. This action to publish and then to update dates allows a quicker process with lower rate of errors than a manual copy or publish. The Publisher can also see documents ready to be published from many working libraries combined.
- The publisher can also "override" by using the "Publish" action on any documents that are not marked complete, which may be necessary in the real world.
- The Published Today view provides the ability to view published documents (which can be stored on a separate site), with a filter showing items modified in the last day (this moving date filter is not available in native SharePoint).
- A Cross-Connect enables you to see published items and the corresponding working items next to them, even though these are separate libraries in separate sites.

Document Management and Publishing Process Diagram



Document Management and Publishing Process (How)

1. **A contributor adds a new document**
(From My Documents page, click New Document)
2. **When ready, contributor changes status to Awaiting Review, and fills in the Primary Editor and Reviewer fields**
(On the Edit Item/Edit Properties page)
3. *** An e-mail is automatically sent to the Reviewer (and Alt Reviewer)**
(CorasWorks List Item Emailer, Optional Email Process)
4. **The Reviewer reads or edits the document, then enters Reviewer Comments and changes the status to Revisions Needed**
(On the Edit Item/Edit Properties page)
5. *** An e-mail is automatically sent to the Primary Editor. Iterate. Primary Editor makes changes, and process can repeat starting at Step 2.**
(CorasWorks List Item Emailer, Optional Email Process)
6. **Primary Editor or Reviewer sets status to Review Complete**
(Use the Reviewer Comments field to record notes and the Message field to add explanation to the automated e-mail)
7. *** An e-mail is automatically sent to the Publisher**
(CorasWorks List Item Emailer, Optional Email Process)
8. **The Publisher executes the Publish action**
(On Publish tab, check box next to document, select Publish from drop-down)
9. *** The document is automatically copied to the Published Library and the Publish Date and status are set**
(CorasWorks Chained Action: Modify List Item & Publisher Actions)

* = Automated