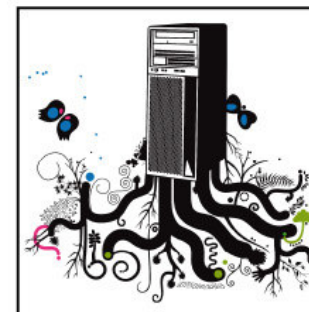
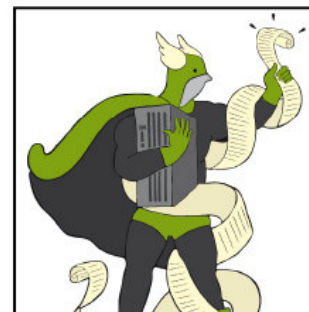
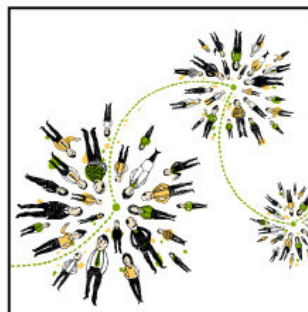
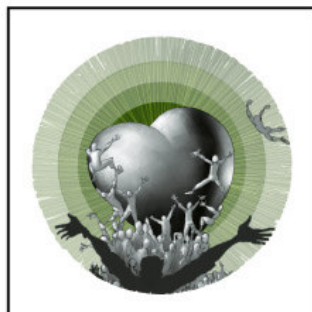




**IBM SOFTWARELAND 2009.**  
**SOLUZIONI INTELLIGENTI**  
**PER PROSPETTIVE**  
**CHE CAMBIANO.**



Giorgio Sicurella

IBM Software Group – ECM Architect

Condividere documenti e contenuti in maniera  
efficiente ...

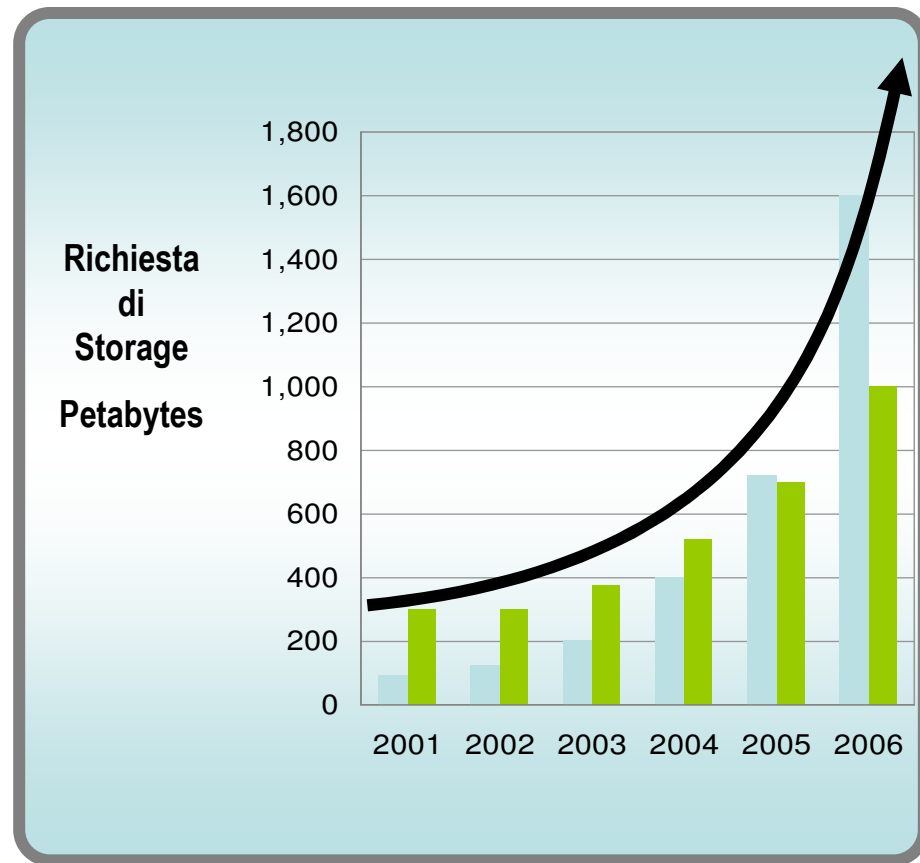
Condividere documenti e contenuti  
in maniera efficiente, classificandoli  
automaticamente e fornendo  
funzionalità avanzate di ricerca



## Crescita esplosiva di contenuti

### Contenuti

- 90% elettronici
- 35 miliardi di email al giorno
- Milioni di documenti stampati al giorno
- 92% CAGR

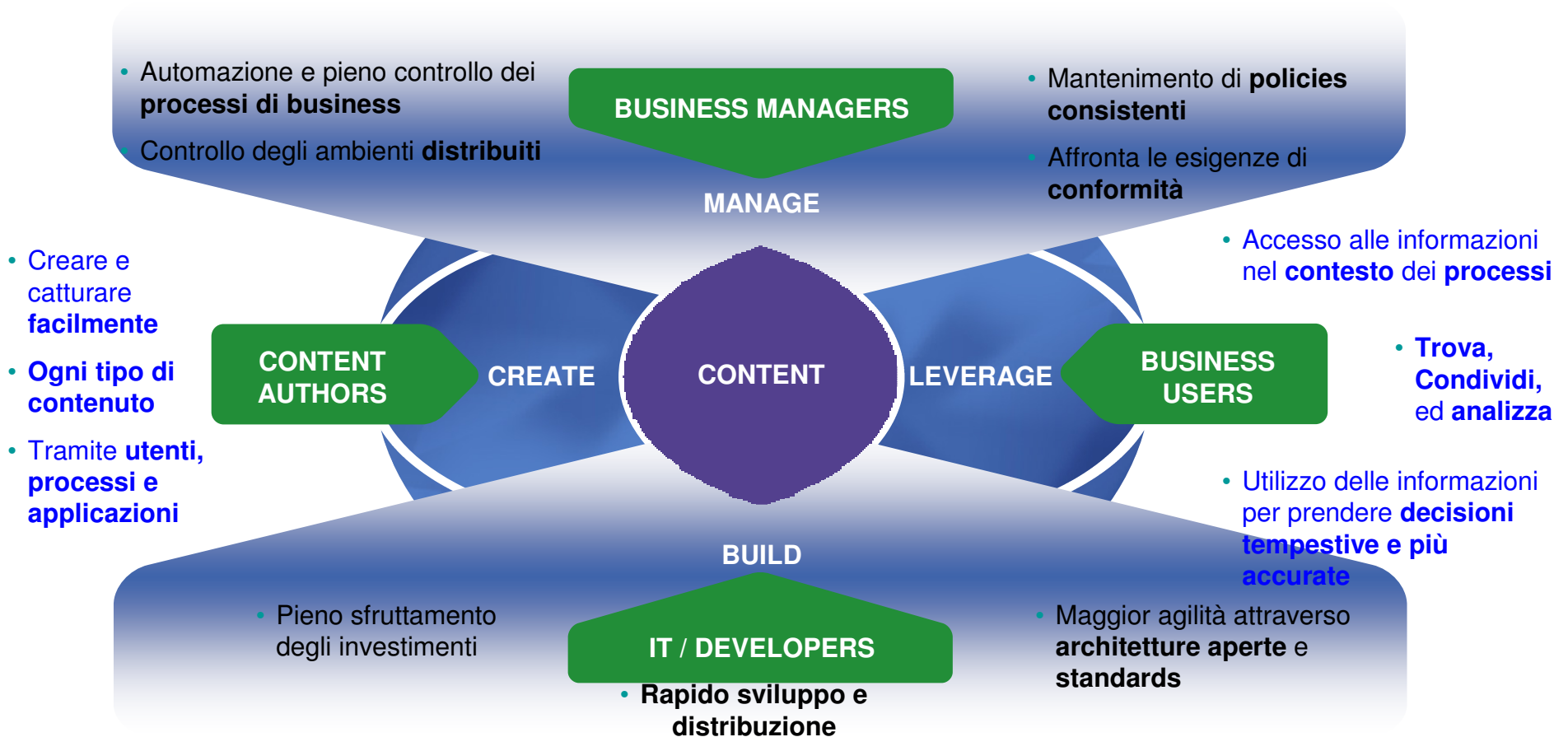


■ Fixed "Unstructured" Data  
■ Dynamic "Structured" Data

Source: Gartner



## Tipologie di utenti

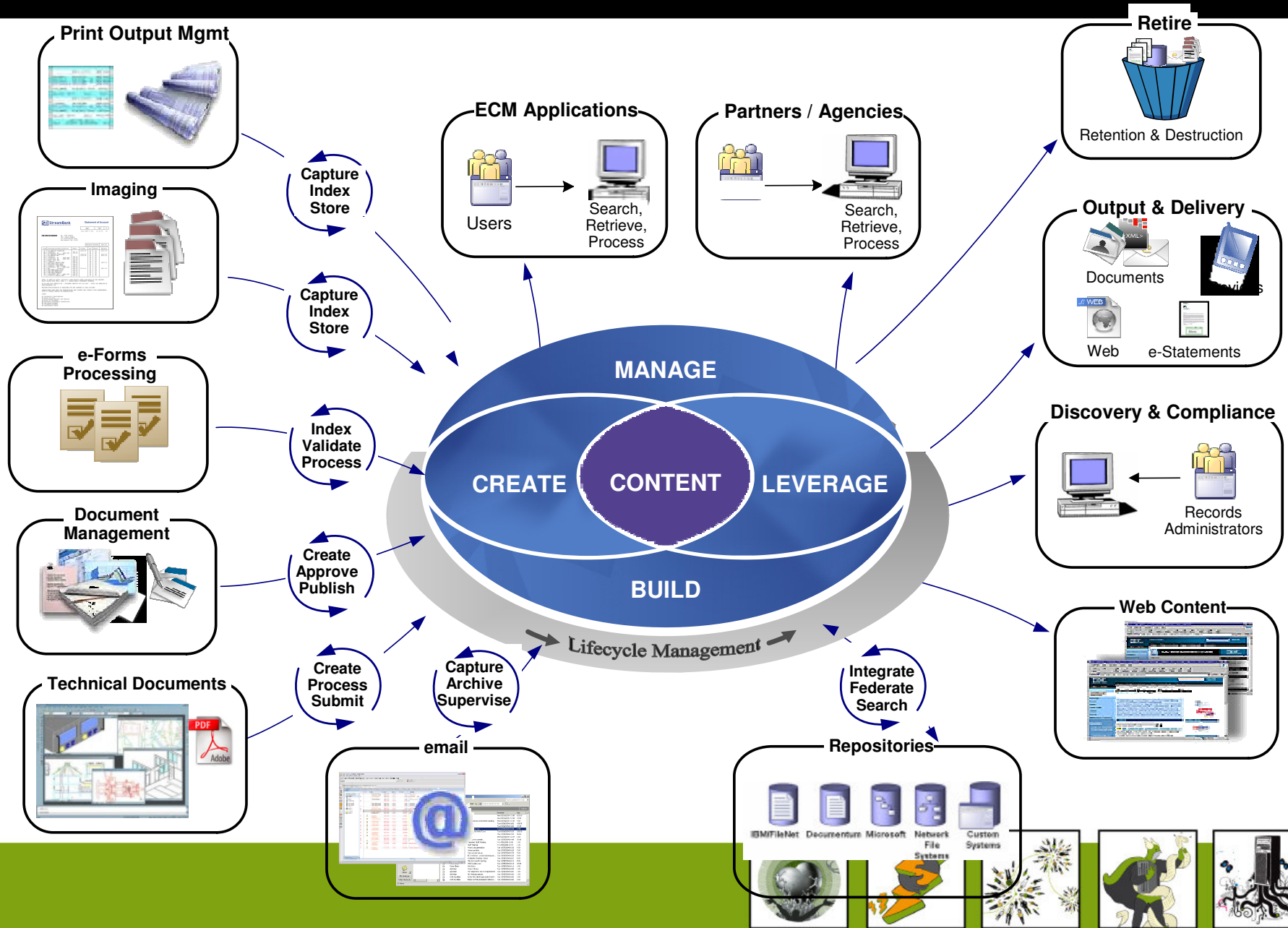


## Definizioni

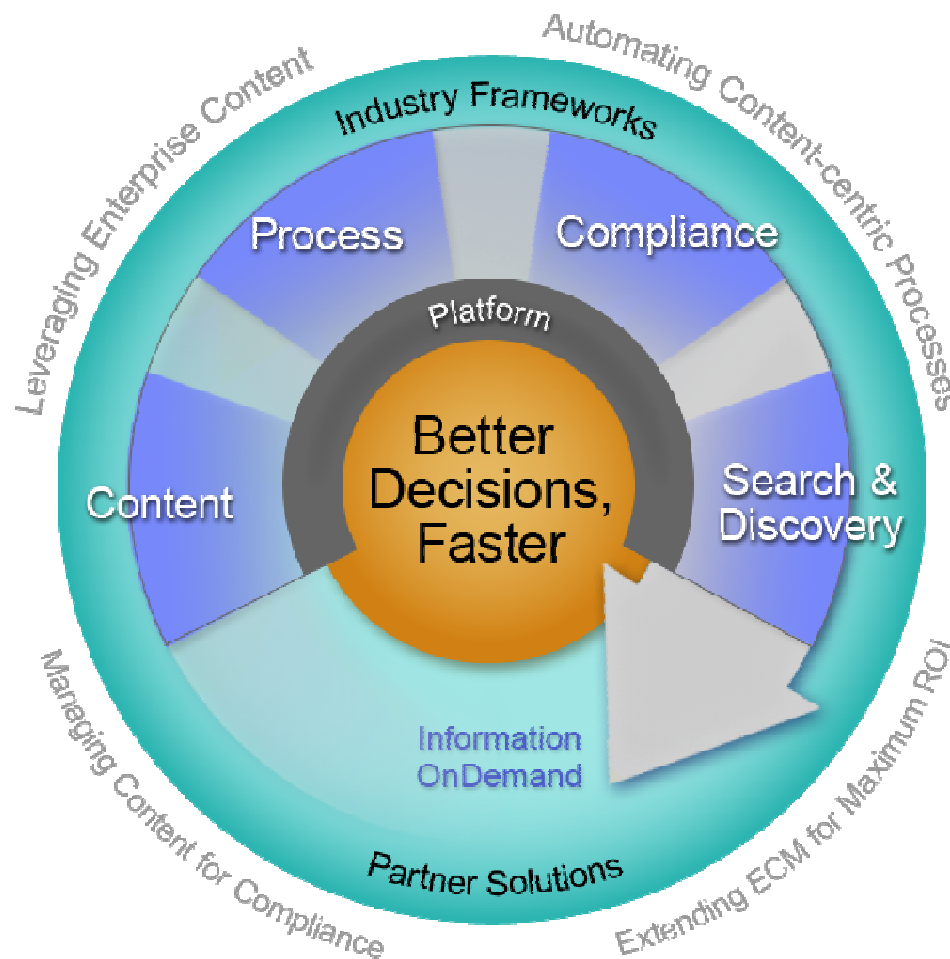
- **Enterprise Content Management (ECM)**
  - Le tecnologie ed i processi usati per catturare, gestire, archiviare, preservare e distribuire contenuti e documenti
- **Business Process Management (BPM)**
  - Le procedure di automazione, integrazione e ottimizzazione dei processi di business



# IBM SOFTWARELAND 2009.



## IBM ECM: i contenuti come patrimonio dell'azienda



- IBM ECM consente alle aziende scelte migliori in tempi più rapidi attraverso:
  - la gestione completa dei contenuti (conservazione e ricerca)
  - l'ottimizzazione dei processi di business ad essi associati
  - rendendo i procedimenti organizzativi conformi alle norme e alle leggi vigenti
- mediante una **infrastruttura informativa integrata**

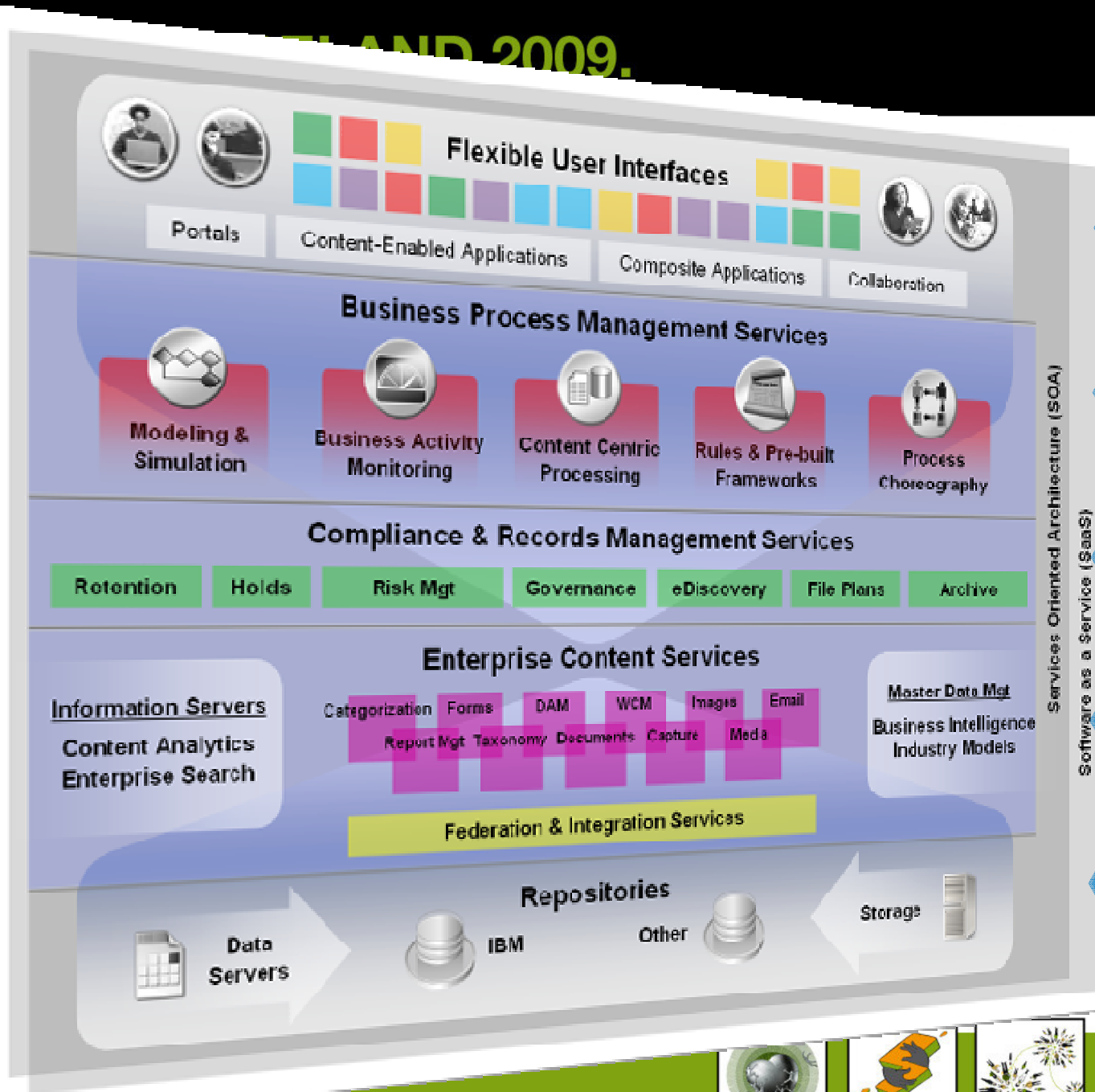


IBM

2009.



IBM ECM Product Vision



Services Oriented Architecture (SOA)  
Software as a Service (SaaS)

Pervasive

Business Agility

Enterprise Compliance

Active Content

Content Anywhere





1

## **Active Content (Contenuto Attivo)**

L'informazione resa disponibile è uniforme e accurata, nel contesto dei processi strategici e della gestione delle politiche organizzative.

2

## **Business Agility (Flessibilità Operativa)**

Migliori processi decisionali in tempi rapidi mediante la distribuzione dell'informazione ai giusti soggetti, nel giusto contesto, al momento più opportuno.

3

## **Enterprise Compliance (Conformità a livello aziendale)**

Gestione del rischio e automatizzazione dei processi relativi alla conformità mediante Records Management, Legal Discovery e archiviazione intelligente dei contenuti.

4

## **Content Anywhere (Gestione globale dei contenuti)**

Gestione di tutti i contenuti, comunque essi siano organizzati e memorizzati, senza ricorrere a "migrazioni".

5

## **Pervasive (in modo Pervasivo)**

Rendere i contenuti protagonisti di primo livello in ogni processo decisionale, per mezzo di nuove modalità di accesso e collaborazione



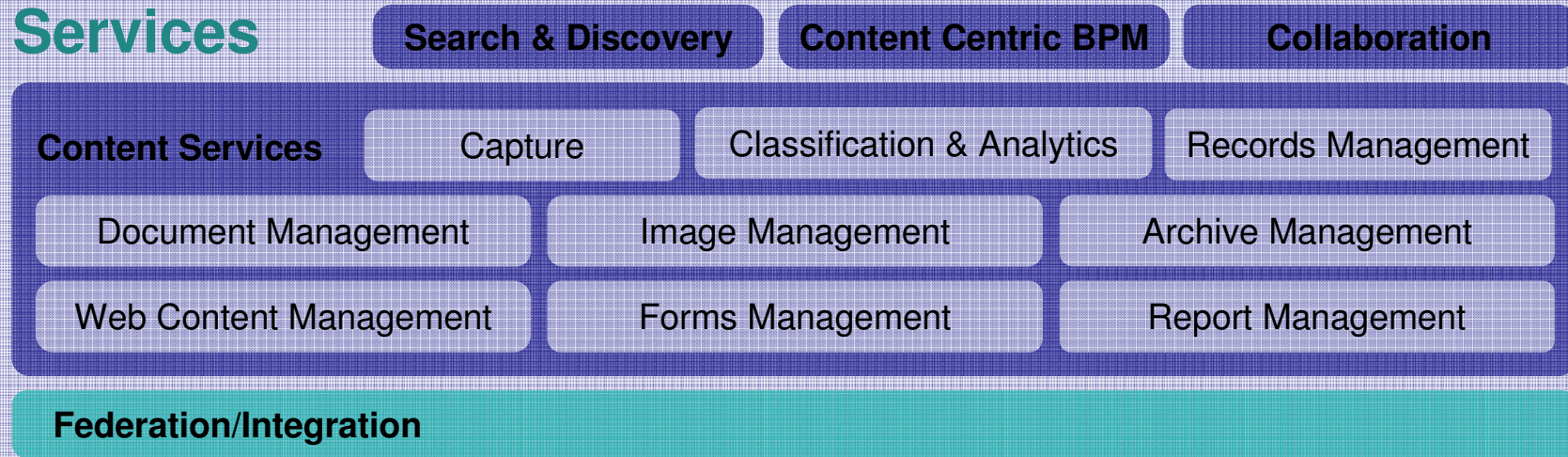
# IBM SOFTWARELAND 2009.



## Clients



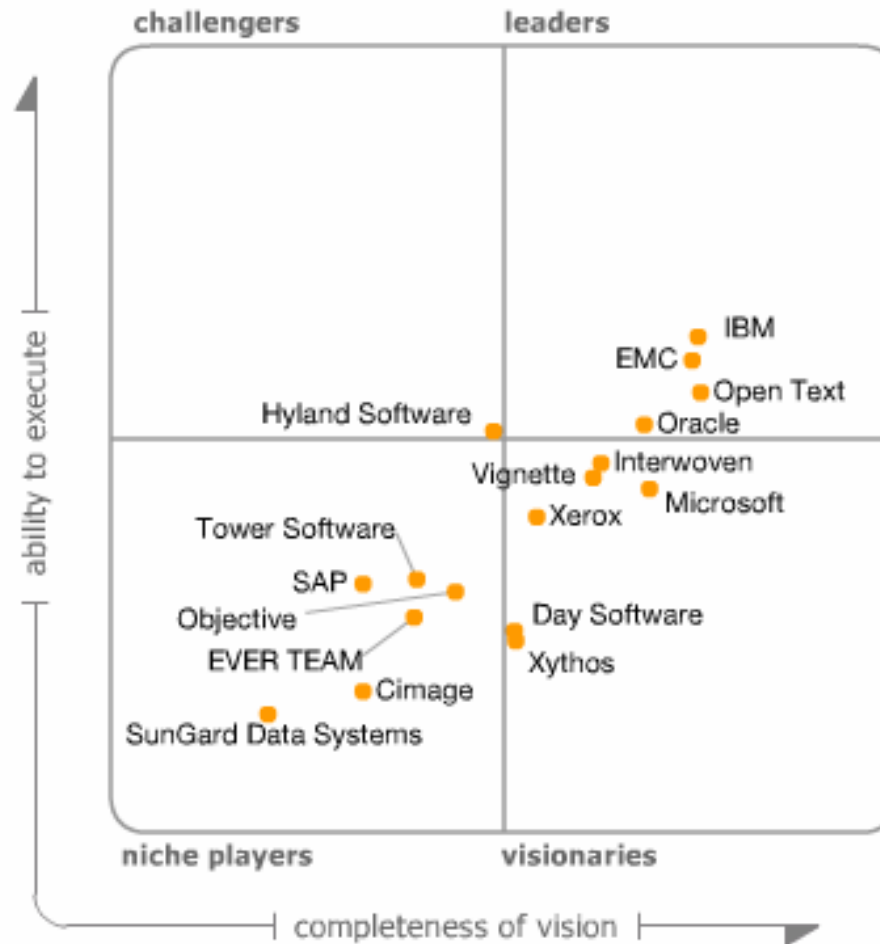
## Services



## Repositories



## Gartner ECM Magic Quadrant

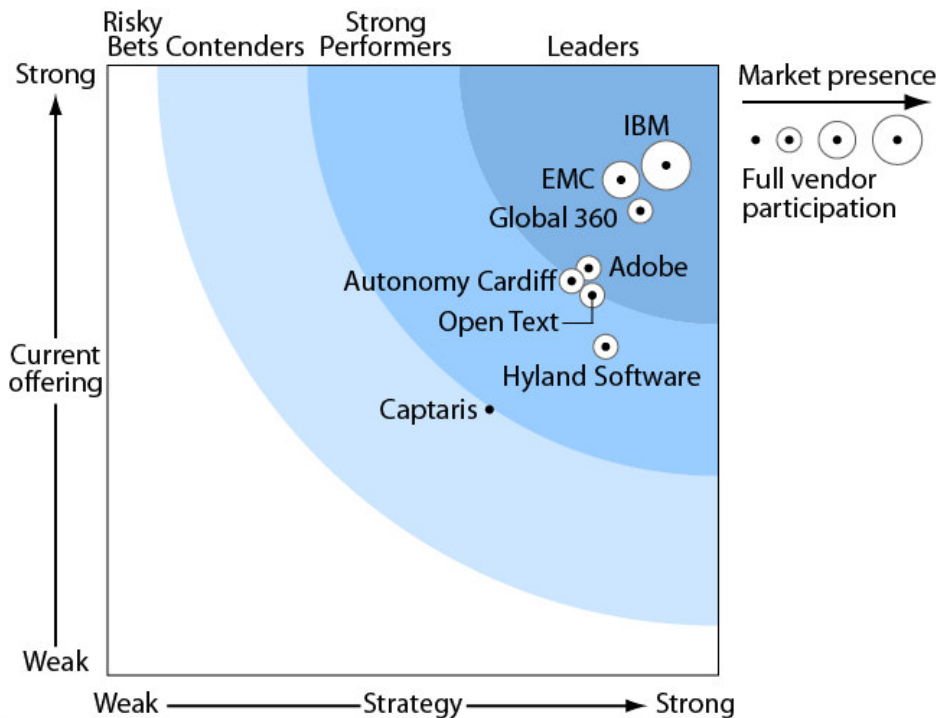


As of September 2007



## IBM è leader nel BPM documentale

*“IBM IS THE **HANDS-DOWN, ALL-AROUND LEADER** FOR DOCUMENT-INTENSIVE BPM” - Forrester*



### Forrester Wave™: Business Process Management For Document Processes, Q3 2007

*The Forrester Wave is copyrighted by Forrester Research, Inc. Forrester and Forrester Wave are trademarks of Forrester Research, Inc. The Forrester Wave is a graphical representation of Forrester's call on a market and is plotted using a detailed spreadsheet with exposed scores, weightings, and comments. Forrester does not endorse any vendor, product, or service depicted in the Forrester Wave. Information is based on best available resources. Opinions reflect judgment at the time and are subject to change.*

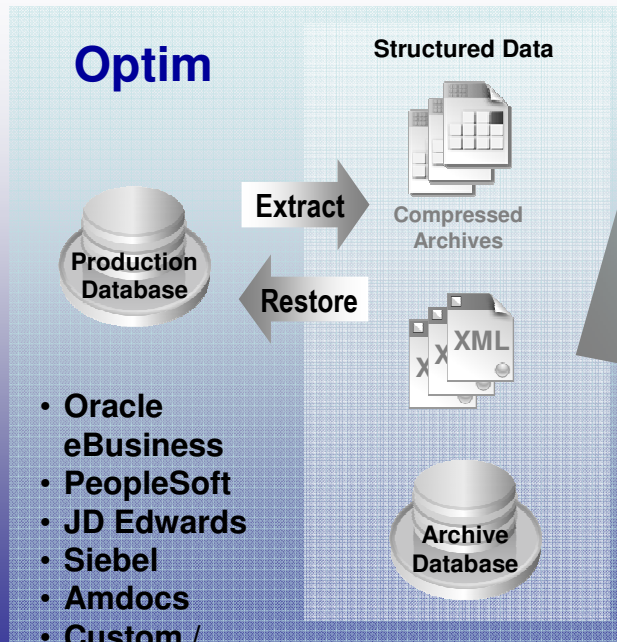
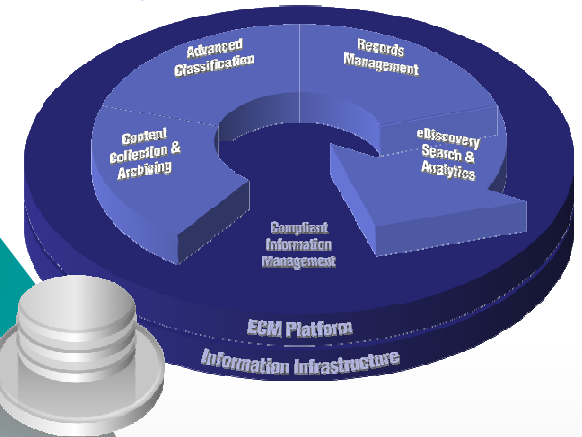


## Content Collection si integra con la digitalizzazione della carta, il data archiving e l'application archiving

FileNet Capture  
FileNet Capture Professional  
FileNet Capture ADR



Digitalizzazione  
della carta



Applicazioni  
& Archiviazione Dati

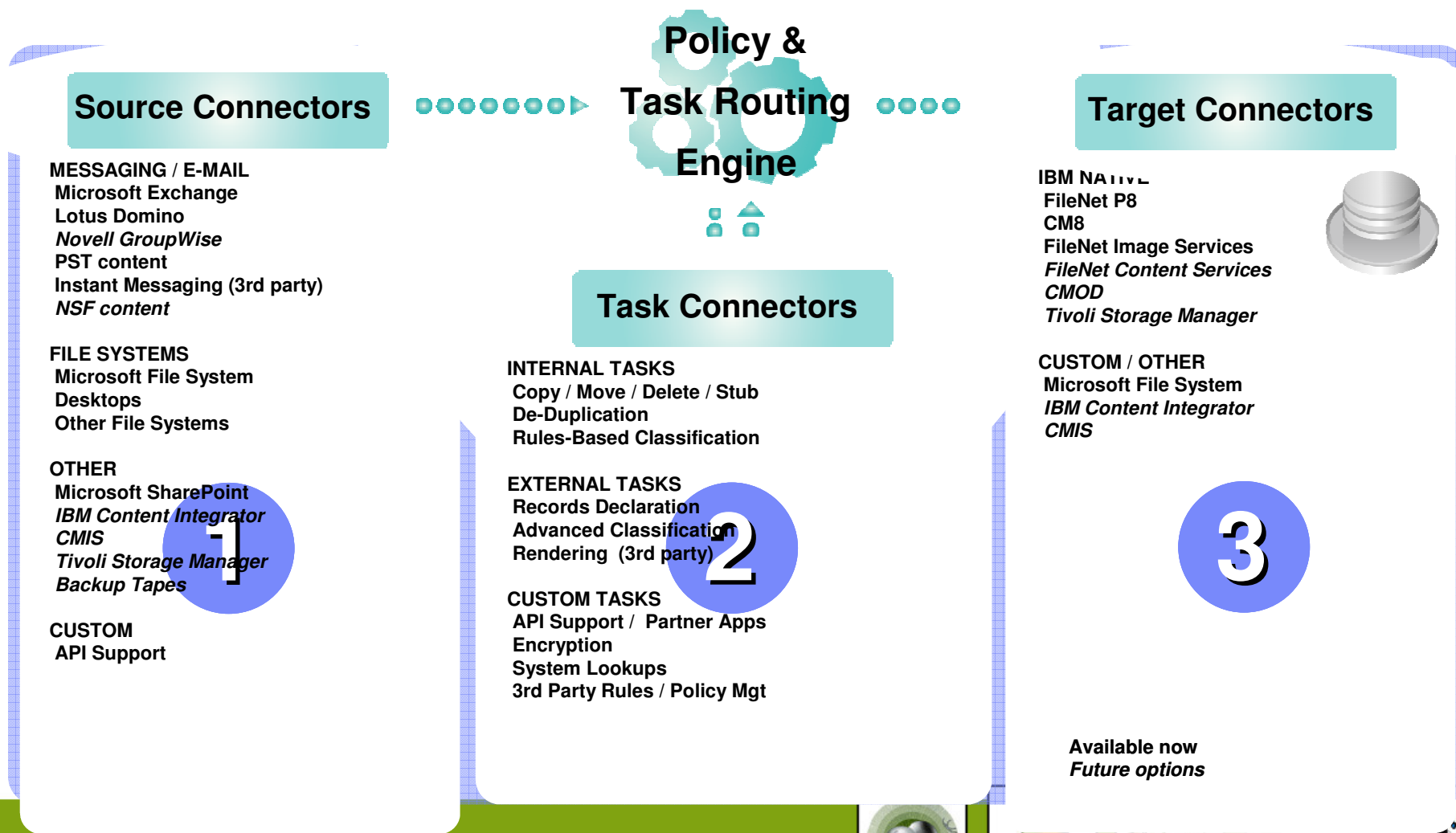
Archiviazione  
SAP

CommonStore for SAP  
FileNet ACSAP



## L'architettura per la raccolta e l'archiviazione dei contenuti

"IBM Content Collection & Archiving"



## IBM Content Collector: come lavora

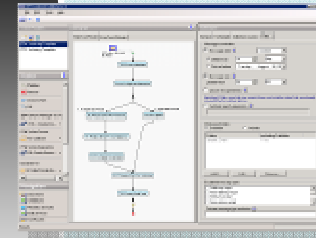
- Archive for Storage or Mailbox Mgt
- Collect for eDiscovery
- Capture / Declare as Records
- Reconnect Disconnected Content
- Manage as Part of Business Process



**Monitor**  
Identifica &  
Colleziona

### Policy Management UI

- Manage Policies / Rules for **Sources, Tasks and Targets** (including basic classification)
- Configure **Task Routing** including 3<sup>rd</sup> Party Applications



### Choice of Repository



### CM8 Repository & HSM

- Repository & Integrated TSM
- Search & Retrieval
- eDiscovery Search & Analytics
- Records Management



**Classifica**  
&  
**Qualifica**

**Gestisce**  
nella  
Piattaforma  
**ECM**

### Net Image Services

**Contenuti**  
**Attivi**

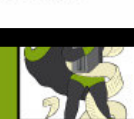
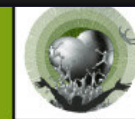
**Trigger per i**  
**Processi**



### IBM Classification Module

- Leverage **Task Routing** for Advanced Classification

- Coexistence with Archive Silos
- Control Unsecure Content Locations



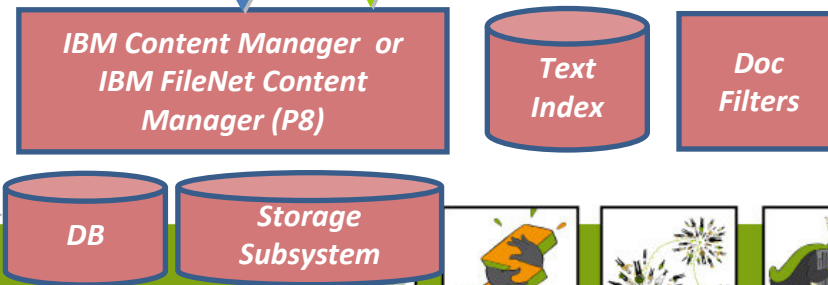
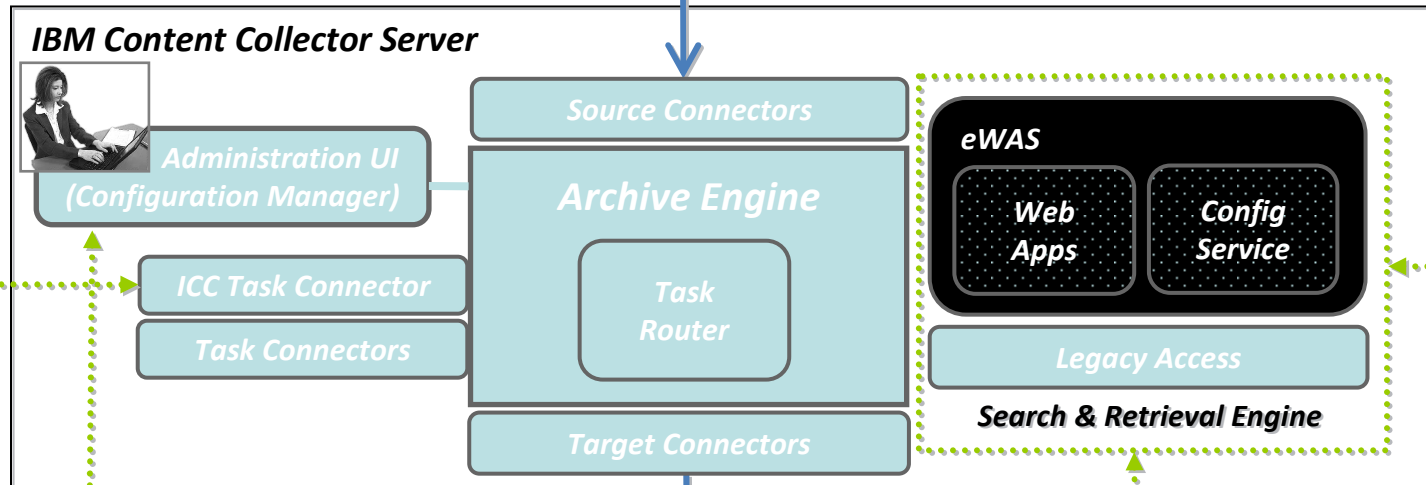
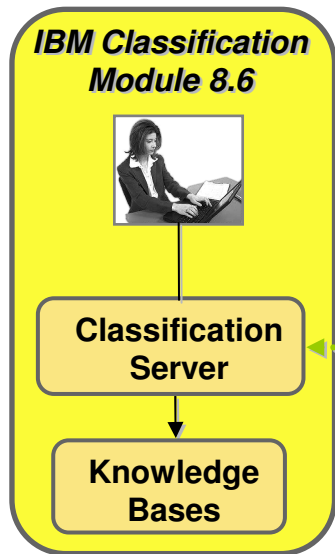
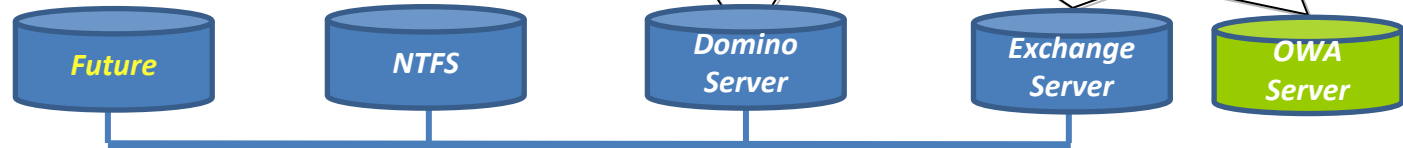
## Architettura di sistema

IBM Content Collector con Piattaforma e Sorgenti, IBM Classification Module

Notes & iNotes Client



Outlook & OWA Client





## Classificazione e archiviazione dei contenuti

- **Non strutturati e strutturati**
  - ereditarietà
- **Versionabili o immutabili**
  - check-out, check-in
  - major e minor version
  - ciclo di vita
  - folders, correlazioni e compound document
- **In condizioni di massima sicurezza**
  - integrazione con directory services
  - funzionalità di auditing, tracciamento degli accessi
- **Con funzioni di ricerca avanzate**
  - attraverso le proprietà e i contenuti (full-text)
- **Integrazione nativa con il Business Process Management**
  - sottoscrizioni (“active content”)



- Ricerche
  - per proprietà (metadati)
  - full-text
- Quali oggetti
  - Documenti
  - Folder
- Formato dei risultati
  - Relevancy ranking
  - Parametri
  - Stored Search

FILENET Workplace  
Administrator | Wednesday, March 14, 2007  
Help | Home | Preferences | Sign Out

My Workplace | Tasks | Shortcuts | Browse | Search | Author | Admin

Search In: **P8\_351\_FS** [Change Search In](#)  
[Use Search Template](#) [Hide Search Criteria](#) [Set as Default Search In](#) [Printable View](#)

Search for: **Documents**

Document Title contains:

Use these search options:

Created by me  Checked out  Added in the last month  
 Last modified by me  Added in the last week

Search for these document types:

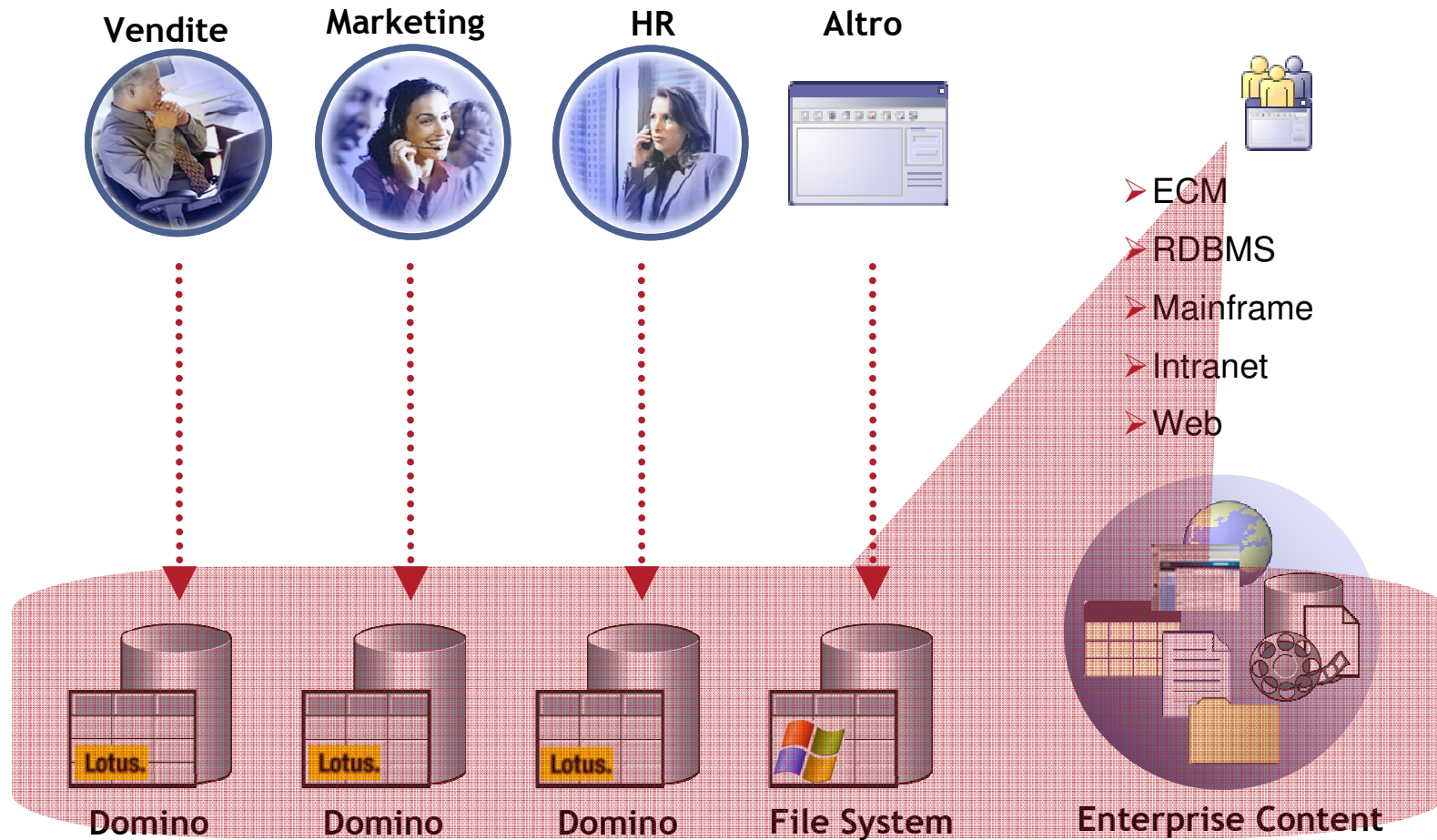
Word  PowerPoint  PDF  
 Excel

Actions Menu Items Found: 7 View: **Detailed** Show Items: **10**

<input type="checkbox"/>	Title	Content Size	Modified By	Modified On	Major Version
<input type="checkbox"/>	MultiTest <a href="#">i</a>	14KB	Administrator	4/19/06 7:33 AM	1
<input type="checkbox"/>	searchTest <a href="#">i</a>	7KB	Administrator	2/21/07 8:28 AM	2
<input type="checkbox"/>	Test 5 ottobre <a href="#">i</a>	7KB	Administrator	10/5/06 5:03 AM	1
<input type="checkbox"/>	Test ET w/app wf <a href="#">i</a>	5KB	Administrator	1/30/06 3:49 AM	1
<input type="checkbox"/>	Test Predefined Workflow <a href="#">i</a>	6KB	Administrator	1/30/06 3:49 AM	1



## Enterprise Search



# IBM SOFTWARELAND 2009.



WebSphere Information Integrator  
OmniFind Edition



Search Options Help About

keyword search semantic search collections

Search for:  
Neon

Search Clear Search Maximize Query

La ricerca per parola chiave conduce spesso a risultati irrilevanti e molto “rumore di fondo” che difficilmente porta ai risultati sperati

3 search results returned  
3 documents match all query terms

Show Details | Hide Summaries

- report0017.pdf**  
http://airline.boeblingen.de.ibm.com/data/OFDemoData/report0017.pdf - 94.74% - September 1, 2005  
Summary: ...Type Household owned by Barry Cohen Summary Demolished neon advertisement. During a heavy storm on April the 23 2005 the neon sign from Big Johns Burger has been torn off ...John Wilder is the owner of the restaurant. The neon sign was a special made and unique neon sign. The estimated repair costs for the neon sign are 3.467 ...
- Insurance report 0018**  
http://airline.boeblingen.de.ibm.com/data/OFDemoData/report0018.doc - 94.29% - September 1, 2005  
Summary: ...Insurance report 0018 Type Household owned by Richard Temple Summary Demolished neon lights. The claimant Phillip Sarboyas is owner of a large production hall. During an abnormally high peak in the power supply network caused by a malfunction at the transformation station all neon tube lights have been destroyed. The site was illuminated by 500 neon tubes and the estimated repair costs for reinstalling new neon tubes are 639,70 ...
- Insurance report 0001**  
http://airline.boeblingen.de.ibm.com/data/OFDemoData/report0001.htm - 93.62% - September 1, 2005  
Summary: ...A Neon was driven by Timothy Higgins. The Neon was traveling the wrong way northbound in the same lane as a Geo Storm and a Freighliner. ...The Neon then lost control and rotated clockwise. ...All three events took place on 13th Jul. 05 at around 03:07 o'clock. The Neon had a severe damage on the left side. ...

3 search results returned  
3 documents match all query terms

Show Details | Hide Summaries

1-3 of 3



## Ricerca Semantica

WebSphere Information Integrator OmniFind Edition

Search Options Help About

keyword search semantic search collections

Enter semantic search query:

keyword

contains car

make

model

contains person

name

type

gender

age

contains license plate

plate value

issued in

contains date

part of day

month

quarter

year

Search Clear Search

1 search results returned  
1 documents match all query terms

Show Details | Hide Summaries

1-1 of 1

discovered information\*

[Insurance report 0001](#)

<http://airline.boeblingen.de.ibm.com/data/OFDemoData/report0001.htm> - 93.62% - September 1, 2005

car: Dodge Neon; Geo Storm; Freightliner; Geo  
persons: John White; Timothy Higgins  
customer: Timothy Higgins  
employee: John White  
age: 21

Summary: ...A Neon was driven by Timothy Higgins. The Neon was traveling the wrong way northbound in the same lane as a Geo Storm and a Freightliner. ...The Neon then lost control and rotated clockwise. ...All three events took place on 13th Jul. 05 at around 03:07 o'clock. The Neon had a severe damage on the left side. ...

1 search results returned  
1 documents match all query terms

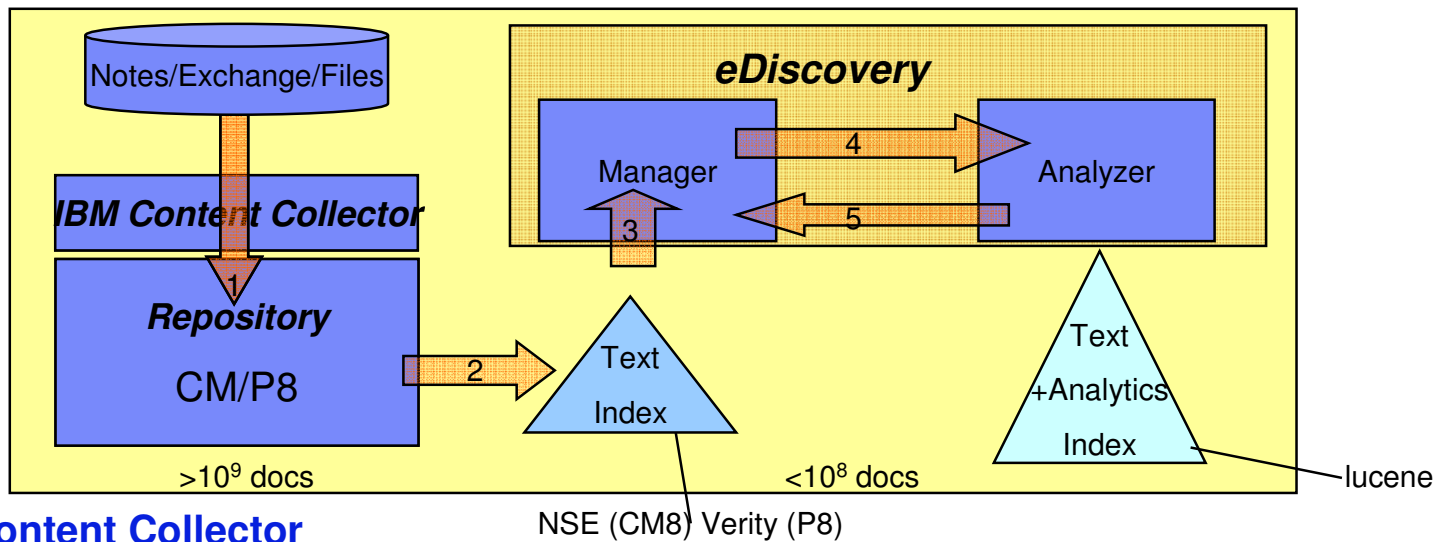
Show Details | Hide Summaries

1-1 of 1

\* L'informazione trovata non è necessariamente contenuta in modo esplicito nel documento.



## eDiscovery: posta elettronica



### IBM Content Collector

Piattaforma di “Intelligent Archival” in grado di catturare oggetti da sorgenti multiple di informazione (email, files, SharePoint, ...) e memorizzarli in IBM CM8 o FileNet P8

### eDiscovery Manager

L’interfaccia per la “search and discovery” in grado di localizzare informazioni contenute nel repository (CM8 or P8), organizzarle in “eDiscovery Collections” pronte per essere analizzate

### eDiscovery Analyzer

L’applicazione in grado di analizzare in dettaglio i documenti definiti nelle “eDiscovery Collection” e ridurre i costi di gestione individuando i più rilevanti ed eliminando gli altri



# IBM SOFTWARELAND 2009.



Product Lifecycle Management

## DATI DI SVILUPPO PRODOTTO

Documenti

Tabella

Distinte prodotto

Modelli 3D / Assemblaggi

Raster

Disegni 2D

Product Lifecycle Management

## Elementi base

- Qualunque tipologia
- Gestione accessi
- Gestione versioni
- Memorizzato in un'area disco protetta (VAULT)

Product Lifecycle Management

## Gestione Documenti

- Supporto alla gestione di documenti di qualsiasi tipo
- Classi di dati: attributi predefiniti e/o personalizzabili
- Ricerche dati con vari meccanismi di query
- Preview dei documenti

## Integrazione con Applicazioni Microsoft e altro

- Documenti Microsoft e non (word, excel, ppt, gif, tiff, jpeg, Acrobat...) salvati e gestiti all'interno di TeamPdm

## Gestione delle modifiche dei dati

- Gestione automatica indice di modifica
- Tracciamento modifiche
- Gestione del lavoro concorrente

## Sicurezza

- Vault sicuro
- Sicurezza permessi utenti

Product Lifecycle Management

## Gestione ciclo di vita documenti

- Checked In / Out
- Released
- Obsolete

## Gestione lavoro concorrente

- Più persone lavorano agli stessi dati
- Lavoro su copia locale dei dati nel Vault
- Gestione accessi ai documenti
- Operazioni di lifecycle con automatismi sulle parti CATIA (attributi, link)
- Check out "on the fly"

## Gestione storico

- Bulk loading

