



ORACLE CONTENT SERVICES 10g OVERVIEW

Enterprise Content Management

Oracle Content Services has evolved from a file management solution to a consolidated, database-centric content management application that will provide every knowledge worker in the enterprise with a comprehensive, integrated solution for file and document lifecycle management.

Oracle Content Services enables enterprise customers to utilize one highly scalable, manageable, and usable application to manage all of their unstructured information. On the back end, Oracle Content Services is built on top of Oracle's reliable server infrastructure while leveraging Content Management SDK, a proven toolkit with over 2,000 customers. Oracle Content Services 10g provides highly usable functionality surfaced in familiar Windows and Web interfaces as well as Portal, E-Business applications, and other environments.

Value Propositions

Oracle has designed Content Services 10g to address immediate customer requirements for the management of unstructured information, which accounts for over 80% of existing enterprise data. The major value propositions include:

- *Risk mitigation:* Customers can gain control of their enterprise information and information policies to mitigate risks from litigation (related to regulatory compliance), legal discovery, disasters, cyber crimes, and others.
- *Productivity increase:* Customers can improve employee and business productivity by offering a powerful, easy-to-use application that allows knowledge workers to retain, reuse, and collaborate on the company's knowledge base.
- *Substantial savings:* Customers can reduce licensing, hardware, and administration costs associated with managing unstructured content by using a single, scalable, and consolidated solution rather than disparate, costly, and specialized tools not tailored to mainstream knowledge workers.

Solution Approach

In Oracle Content Services 10g, Oracle is building on the proven infrastructure of Oracle Files by enhancing the existing file management and sharing capabilities and adding new document lifecycle and records management functionality as well as business process automation capabilities. Over time, Web content management features and other capabilities will be added as well. Having all of these content management capabilities available in a common, consistent environment will uniquely address long-standing customer requests to eliminate content management silos and provide a true enterprise solution.

With the debut of Oracle Content Services 10g, Oracle is also introducing an innovative feature known as *Configurable Spaces*. This capability allows customers to easily adapt the behavior of the product to meet the needs of their users. Through Configurable Spaces, Oracle Content Services 10g can, on a folder-by-folder basis, provide exactly the level of functionality needed by each user for each application, without the customer having to incur the cost of buying, installing, or supporting

new software and hardware and without the user having to learn how to use multiple different systems.

In particular, the integrated records management component will enable complete content lifecycle management within the application, from the creation, collaboration, and declaration of records to the disposition of a document. This component will ultimately meet the requirements of DoD 5015.2, an important industry standard for records management applications.

End-user Features and Enhancements

Superior Access to Content

Oracle Content Services 10g provides a number of enhancements that allow all users, regardless of access method, to effectively manage their content.

- *Enhanced Web UI:* Oracle Content Services 10g offers a highly interactive and rich Web interface, allowing content to be easily accessible anytime anywhere from any Web browser. For example, users of shared terminals can now easily modify content without needing to locally save and then upload documents.
- *Windows Desktop Access:* Oracle Content Services 10g includes enhanced integration with Microsoft Windows. Users can access Oracle Content Services 10g's content and functionalities through Windows Explorer, without having to learn a new user interface or client.
- *Symbolic File/Folder Links:* Oracle Content Services 10g features symbolic file and folder links. Users can create shortcut links for easy access to frequently used document or folders.

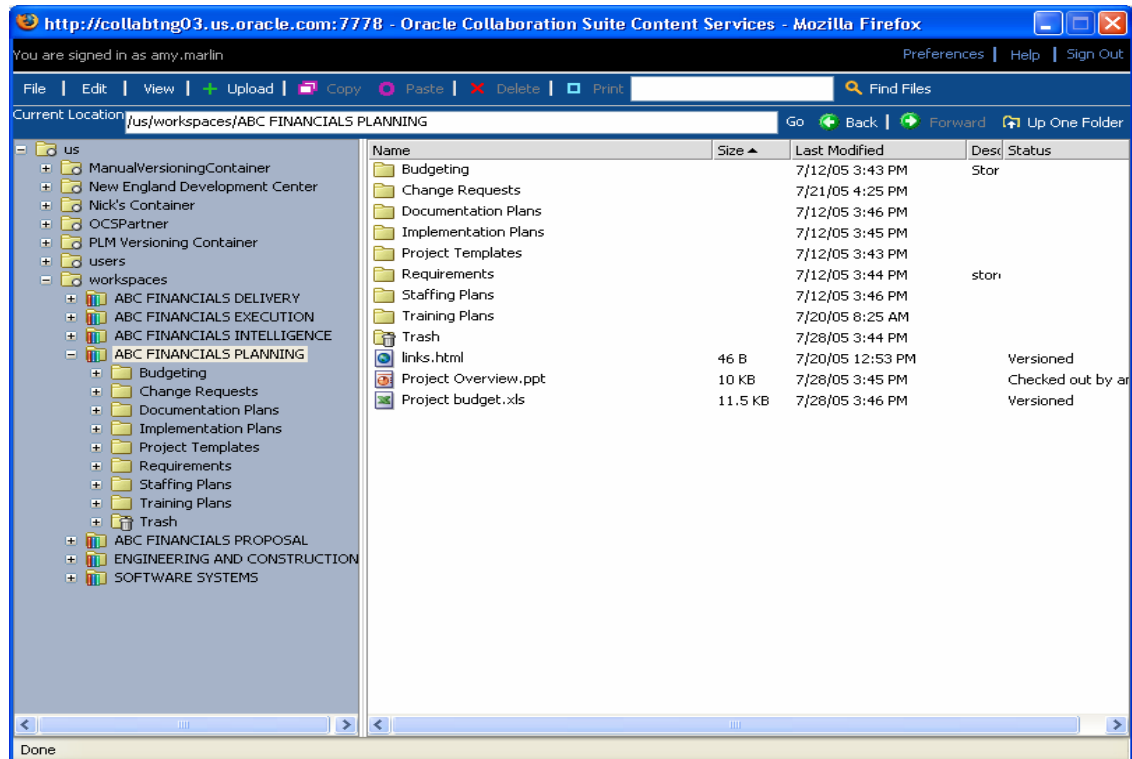


Figure 1 – Example of Oracle Content Services 10g

- *Offline Management:* Oracle Content Services 10g features offline content management capabilities, allowing users to access and manage content when they are disconnected from the network. Once the users reconnect to the network, content is synchronized back to the repository. For example, laptop users can now work on essential documents when they are on the plane and have the changes automatically synchronized when they are reconnected to the network.

Administrator Features and Enhancements

Records Management Capabilities

Oracle Content Services 10g includes retention and disposition features to manage large amounts of electronic records for regulatory compliance. These capabilities provide a foundation for the comprehensive declaration, classification, storage, retrieval, disposition control, and life cycle management capabilities for electronic records. Using these records management features, companies can:

- *Declare records:* Allow records to be declared either manually or automatically. Once a record has been declared, the records management engine will take disposition control of the document.
- *Classify records:* Allow approved retention rules to be applied to declared records either manually or automatically based on placement (typically in a document management folder with this rule is automatically applied).
- *Dispose of records:* Allow life cycle management and final disposition control of the records.

Administrators can thus configure Oracle Content Services 10g to conform to corporate document retention policy by automatically retaining or disposing of documents. For example, a company's compliance officer can enforce the company's retention policy electronically. Documents with certain attributes can be indefinitely retained while documents with other attributes can be disposed of periodically.

Enterprise records retention features include:

- File-plan driven records management control of operational restrictions on records and file plan hierarchy creation and management.
- Web Services support for integration with any legacy or E-Business Application.
- Supported records objects include simple and version-controlled documents.
- Supported process of recordization includes explicit "make record" action and folder-based enforced recordization.
- Record search capabilities.
- Intuitive Web UI for Records Managers.
- Integration with storage products that offer WORM capabilities for records.

Improved Configuration and Administration

Oracle Content Services 10g features improved installation, configuration, and administration facilities that reduce the time and financial investment required to set up and manage Oracle Content Services.

- *Automatic/Enforced Attribution:* Oracle Content Services 10g provides automatic attribution capability, controlled by folder-based policy, to ensure that essential metadata are applied automatically, default values for attributes are instated, and user entry of values is enforced when required. In addition, Oracle Content Services 10g supports hierarchical as well as linear attribute models. For example, the CIO of a global company can now implement a system that applies geographical metadata on documents that are checked-in. Subsequently, the CIO can make queries based on the geographical metadata.
- *Check-In/Out and Policy-Based Automatic Versioning:* Oracle Content Services 10g includes comprehensive check-in and check-out facilities and an enhanced versioning capability that can be invoked manually and automatically based on folder-level versioning policy, ensuring that instances of content are correctly stored and archived. In addition, the specific naming convention for versions can be customer-defined. For example, a law firm can now ensure that all legal agreements are automatically versioned every time the agreements are modified, without requiring a manual step that is open to errors.
- *Automated Workflows:* In addition to the user-initiated workflows available in Oracle Content Management today, Oracle Content Services 10g features *automated* workflows, allowing workflows to be initiated upon the occurrence of events within Oracle Content Services. These workflows can be configured so that the event (such as a check-in or copy) does not complete until the workflow is satisfied or they can be launched as a *side-effect* (providing functionality such as a user notification) after the event completes. Workflows can also invoke the Web Services APIs, allowing further custom automation of business processes and application functionalities. For example, a CIO can now implement a customized approval process for document check-in. When a user checks-in a document, the check-in is not complete until an approval is received. Subsequently, the approval also triggers the checked-in document being made into a record of a particular type by calling the Declare Record Web service.

Multi-Site Management

Oracle Content Services 10g provides for the establishment of multiple, secure sites within a single instance of the product. Each of these sites will have its own set of provisioned users and its own set of “facilities” (i.e. workflows, categories, etc.) and will essentially be “walled off” from other sites. For example, an IT director can now create different file management systems for different regional offices, all from a single set of hardware and software, thereby drastically reducing infrastructure costs.

Tighter Security

Security enhancements in Oracle Content Services 10g include:

- *Folder- and Document-Level Security:* Oracle Content Services 10g expands Oracle Files’ current Shared Folder-level security to include folder- and document-level security. For example, a manager can now specify the exact users who are allowed to access specific folders and documents and their exact levels of access.
- *Group- and Role-Based Access Control:* Oracle Content Services 10g adds group- and role-based access control for additional security management flexibility. The access control can be applied to all content objects and levels of security. Additional access permission attributes are also available for further security control. For example, a project lead can now create a group of users involved in a particular mergers and acquisition project and assign access to relevant folders and documents using that group.

- *Virus Checking and Scanning:* Oracle Content Services 10g can be integrated with external anti-virus scanners for automatic and manual virus scanning. The virus checking can be configured to begin automatically upon content entry into the repository (via upload, check-in, saving, or protocol transfer). The virus checking can also be invoked manually to scan objects already resident in the repository. For example, a company can now license and integrate the Symantec Antivirus Scan Engine with Oracle Content Services, so that all documents that are uploaded into Oracle Content Services are automatically scanned.

Developer Features and Enhancements

Web Services APIs

Oracle Content Services 10g provides complete access to application functionality programmatically via J2EE- and Microsoft.NET- compatible Web Services APIs (application programming interfaces). These APIs can be leveraged to integrate Oracle Content Services 10g with other systems and applications (including Oracle E-Business applications and Oracle Portal) and to automate application functionalities.

For example, a financial services company can now tie their in-house customer support system to Oracle Content Services, using an industry standard integration method with which its IT staff members are already familiar. The customer support system, for example, can upload reports of customer complaints to Oracle Content Services automatically every time the complaints are logged. The customer support system can invoke an Oracle Records Management Services to add the document to the repository with certain attributes that can also automatically place the document under records retention.

Beyond Oracle Collaboration Suite Content Services 10g

Collaboration Suite provides customers with a suite of enterprise-class communication and content management applications on an enterprise platform for reduced total cost of ownership while increasing user productivity. Oracle Collaboration Suite is the only collaboration platform offered today that addresses the broader problem of efficient, scalable, and reliable enterprise communications and content. With 10g, Collaboration Suite provides a wide range of features and enhancements that will create end-user delight, enable ease of administration, and provide developers with tools to extend Collaboration Suite and also integrate with other applications.

For more information on Oracle Collaboration Suite, visit <http://otn.oracle.com/products/cs>.

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