

Conception of an ECM System with OpenText Content Suite

Degree programme: MAS Information Technology

In practice the implementation of ECM is only partly successfully achieved because most studies and documents considered focus solely on the organizational or technical aspect. The right implementation of an ECM requires to combine business with technical knowledge. This Master work combines both types of knowledge to achieve a concept of an ECM based on the Open Text Suite. The key points of the concept are illustrated through case studies of the actual SBB system.

Initial Situation

For the conceptualization of an ECM is necessary to divide the problem of implementation into the business and the technical point of view and understand the basic concepts belonging to the organizational and the technical aspects. It is also important to understand that the information has a value and a purpose for the organization and therefore an ECM it is a necessary investment.

ECM Concept

The conceptualization of the ECM is divided in the prototype which allows to define a basic architecture and configure the basic aspects of the system like the storage media used and the metadata of the information combining the functional and the technical aspects. It also serves as a platform to develop use cases and proof the functionalities of the ECM system for a proper evaluation of the solution. The productive system is the implementation of all the concepts achieved in the prototype phase redefining aspects like the architecture to prevent blackouts, as well as adding the concepts of change management and monitoring also necessary for the properly work of the system. To make easier the implementation all the concepts are documented through simple cases of study based on the DMS@SBB system.

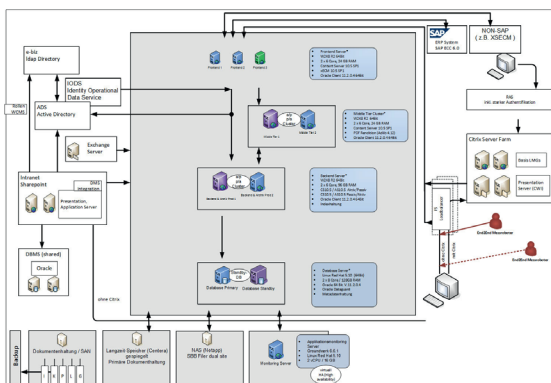
The final ECM concept will be taken into consideration for future implementations or improvements with Open Text Suite.

Architecture

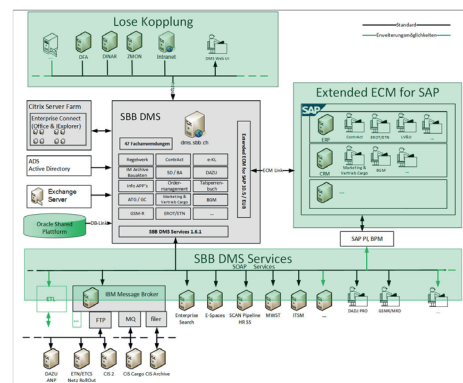
The architecture is based on the combination of physical and virtual servers and different storage platforms according to the compliance needs of the lifecycle of information. The different components of the Suite are distributed across the infrastructure into tiers or layers according to the use and access needed.



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Infrastructure architecture



Services architecture