SAP NetWeaver™ Training Overview
- SAP Enterprise Portal 2

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NetWeaver Components

SAP® Enterprise Portal
- Knowledge Management
- Collaboration
SAP NetWeaver™
The total integration and application platform for lower TCO

Unifies and aligns people, information and business processes
- Integrates across technologies and organizational boundaries
- A safe choice with full .NET and J2EE interoperability

The business foundation for SAP and partners
- Powers business-ready solutions that reduce custom integration
- Its Enterprise Services Architecture increases business process flexibility
**User Administration - Delegated Administration**

- Multiple admin roles (e.g. system admin, content manager, etc.)
- Functions can be limited to user groups (e.g. create, read, write, delete, etc.)
- Each Portal Catalog object can be delegated to a user group

**Central Administration**

- Transport capabilities for entire portal objects
- Comprehensive auditing and monitoring
- Backup and restore methodology
Developing Portal Content

**Portal Catalog**
- Central structure for storing and organizing all portal objects (e.g. iViews, pages, roles, etc.)

**Portal Content Studio**
- One consistent framework for content creation
- Code-free development of portal content
- Mass creation of high quality content with lower cost
- Targeted for content experts, content managers

**New capabilities for programmers**
- Portal layout and navigation scheme can be adapted for each portal scenario
- Modular approach for iViews (e.g. templates, inheritance, nesting)
Unstructured Data Has Its Particular Challenges

- Intranet
- Web
- Groupware
- Shared Drives
- Doc. Mgt.

Unstructured

Structured

85%

15%

Structured Information. Operational systems

Source: IBM
An enterprise employing 1,000 Knowledge Workers wastes around $48,000 per week (or $2.5 Million per year) due to the inability of employees to quickly locate and retrieve information.

IDC. 2001
Context counts:
Bring structured and unstructured information together!!!

- Information is turned into knowledge by having a context

Where does context come from?
- People, Information, Processes
- ‘Backend’ systems

→ This is exactly the Netweaver story - and even the bigger SAP story

A sentence without a context is useless

[Ludwig Wittgenstein, Austrian philosopher, 1889 - 1951]
“It is impossible to centralize all the information in a single repository ...”

SAP Enterprise Portal KM provides
- a unified view, taxonomies and set of common services
- on top of heterogeneous repositories of unstructured information

SAP Enterprise Portal KM consists of
- Content Management
- Retrieval & Classification (TREX)

connected as of today (more to come):
- Windows File Server
- WebDAV compliant servers (e.g. MS Sharepoint, MS Exchange Public Folders, LiveLink)
- Lotus Notes
- Web Servers (HTTP)
- mySAP PLM DMS
- SAP Knowledge Warehouse
- 3rd party DMS (e.g. Documentum)
- CM store of EP

Status: Q1 2003
Knowledge Management – Information Loop

**Author**
- Authoring
- Publishing
- Workflow

**Consumer**
- Mail, Annotations
- Feedback, Rating
- Discussion
- Chat, App. Sharing*

**Enterprise Portal**
(Places, Communities)

**Web & Other Content Sources**

**Crawlers**
Connectors
(‘Repository Managers’)

**Content Manager**
- Taxonomies
- Versioning
- Access Control
- Classification

* As part of Collaboration for SAP EP

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THE BEST-RUN BUSINESSES RUN SAP
Navigation
- Core structure
- Taxonomy based

Actions on content
- Rating
- Feedback
- Subscription
- Forwarding
- Personal notes

Retrieval
- Full text and attribute search
- Fuzzy / linguistic / similar search
- Valid over all connected repositories
Full Support for Authors

Create content via
- Web browser
- Windows file explorer
- MS Office applications directly

Manage the document lifecycle
- Approval workflow
- Version management
- Check out / Locking
- Automatic classification

Access control
- ACLs on documents, folders, taxonomy nodes
Content Classification Is Key

Automatic Document Classification

- Consumers don’t think in the hierarchies of authors
- Information is organized in multiple taxonomies

Two Classification Approaches

- Example Based Classification (as from EP5.0 GA)
- Query Based Classification (new in EP 5.0 SP5)
Publishing versus Collaboration Approach

Publishing Approach = Intranet/CMS

- Presentation Plattform
- Focus unidirectional Information distribution
- High demand on appearance (layout, design)
- Role distribution (Content Manager, author, reader)
- Document centric approach

Collaboration Approach

- Working Plattform
- Free, individual multidirectional information distribution
- Speed, timeliness, accuracy
- Direct communication and knowledge exchange
- Employee + process centric approach

Roles
- Author
- Content Manager
- Reader
- Owner of Knowledge
Collaboration for SAP EP

Real-time Collaboration
- Centralized access to collaborative services
- Instant Messaging
- Application Sharing
- Approval process
- Synchronous Collaboration Integration (WebEx…)

Collaboration Rooms
- Awareness of portal contacts
- Flexible virtual work environment for work groups and project teams
- Rating
- Comment
- Discussion
- Subscription
- Groupware Integration (MS Exchange…)

Capabilities
- 3rd party integration

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Virtual spaces for work groups

- Document sharing
- Task assignment
- Meeting coordination
- Team discussions

Room Templates

- Template Creation Wizard
- Sample templates delivered
- Re-use of iViews possible

Integration of other components

- 3rd party real-time collaboration tools (e.g. WebEx)
- MS Exchange / Lotus Notes
- User Management
Collaborative Sessions

- Access via portal header
- Integrated into portal user management
- Complemented by 3rd party partner integration (e.g. WebEx)

Functions & Features

- Application Sharing
- Instant Messaging
- Chat
- My Portal Contacts
SAP Enterprise Portal 6.0 - Architecture

Open Portal Platform
- Support of Internet standards like LDAP, Java, X.509,.Net, XML, JCA, JAAS.
- Web service support (SOAP, UDDI)
- Portal services like auditing, logging, caching, rendering, personalization service.
- Open APIs
- Secure environment

Open KM Platform
- Applications around unstructured information
- People-centric collaboration
- Enterprise content management

Patented Unification Technology
- Drag&Relate operations between heterogeneous apps

Open Development Platform
- Web-based definition of worksets, roles, layout, etc.
- Portal Content Studio for code-free development of portal content
- Portal Development Kit for developing portal content