CONTENT CREATION, PUBLICATION, AND ACCESS

Content creation, publication, and access is the author's and the end user's view on an integrated information landscape. In the knowledge-driven economy, the line between information providers and consumers is not always clearly drawn. That is why SAP NetWeaver enables users to easily create, distribute, and access information according to their centrally maintained roles and authorizations.

Across the boundaries of different back-end systems, enterprise knowledge management provides a common set of services to create, publish, and retrieve unstructured information, to share it with others, and put it into business context.

Challenges

In their everyday work, authors and users of information are faced with a number of challenges:

- Users encounter disparate locations, addresses, users, passwords, and methods to author or check-in documents in different systems
- Authors are sometimes unsure about all the relevant places to publish possibly valuable information
- Editing processes involve floods of e-mails or ever-changing file share locations
- The appropriate client software and editor often has to be installed on the local PC to view documents
- The disparate systems do not offer a common set of functions to be applied to information.

Key Capabilities/IT Processes

Content creation, publication, and access contains the processes of creating and accessing information in a previously configured work environment:

- **Creating an Authoring Environment**
  Organize folder structures, set permissions and approval processes and publishing times, and assign templates and forms.
- **Creating Documents**
  Either author or upload new documents, or use preconfigured templates to create information according to role-based authorizations
- **Making Information Available**
  Benefit from automatic classification mechanisms, manually enhance classifications, and maintain sponsored links and entry points.

- **Viewing Documents**
  Browse to, search for, or be notified about documents and view them in their native application or in a cached HTML-converted version
- **Working with Documents**
  Give feedback, send to others, change, discuss, copy, or move documents, or subscribe to new publications
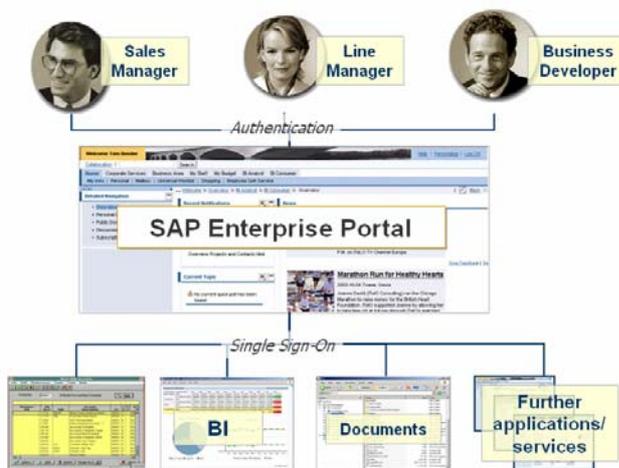
Benefits

Content creation, publication, and access enables authors and end users to:

- Easily author template-based content
- Benefit from information that is pushed in taxonomies by automatic classification
- Find information with an advanced retrieval functionality
- Receive notifications about new information
- View information from different sources in one UI
- Handle information from different sources with a set of common services
- Put information into a business context
- Easily share information
- Profit from intelligently routed information