

Case Study Forum Management and SSO authentication

Characteristics of the Project

Profile

The Catalan Institute of Health (ICS) is the biggest health provider in Catalonia, with 8 hospitals, more than 450 first aids centres and more than 32.000 professionals.

As public health organization of Health Department of Catalonia government, the ICS is present in all Catalan territory and it offers integral services form prevention and promotion of health till diagnosis and treatment of more complex diseases.

Challenge

To develop and application for the development and global management of on line chat forums that offer a place to professionals from the Catalan Institute of Health to express their opinions and doubts and make questions topics of interest.

Solution

The technology of content management of Portal Framework ECM 5 provided the necessary tools to develop the required application.

Result

Today, the ICS counts on a forum management system that allows it to develop and administrate several forums simply and effectively. Thanks to this application, the ICS has been able to develop a discussion area about topics of interest for both, the medical community and the public in general and a place where to share information and knowledge.

Technology

Portal Framework Enterprise Content Manager 5

NEW SERVICE

The Catalan Institute of Health (ICS) is a public health organization which main objective is to offer quality service to its users. With this premise and focused on taking advantage of all the services provided by the New Technologies, the ICS decided to carry out a project for the development of a system for the management of forums.

The main goal of the project was to offer a space where users could express their opinions or doubts and make questions about the topics of interest and authorize a space for sharing not only information but all kind of knowledge.

Among the authorized companies to work for the government of Catalonia, the ICS chose Concatel to carry out the development because of its vast experience in this kind of projects and for the service quality.

FORUMS MANAGEMENT SYSTEM

The project that was carried out for the ICS consisted of the development of a tool of ideal presentations for the creation and administration of forums, as well as for the later management of the contents and the shared knowledge. To be able to give response to these needs, it was decided to use the technology of management of contents of Portal Framework ECM in the development of the application. It's from this platform from which all the management of the application is carried out.

The system of management of forums developed offers a wide range of functionalities.

Forums management

The application allows to develop as many forums as needed. For this, it is only necessary to count on licenses for administration and input the data required: name and description.

Each developed forum must have an assigned moderator, who would be able to edit, close and open the forum, delete answers and subscribe and unsubscribe users.

Besides, it is also possible to assign workflows for both, created users and as well as input messages, what offers more rigorous control over the contents presented.





Users Management

There are two possibilities for user's creation:

- Creation of user by the administrator of the application or by the forum moderator from the work interface of Portal Framework ECM 5.
- Users subscribe themselves on Internet from client application.

Once created and validated, user can participate in any of the forums it subscribed to.

In order to determine each of the actions users make on the forums, different user profiles have been developed. These profiles allow to configure the following licenses:

- Access to the actions of forums management
- Access to the actions of user's management
- Access to only one forum or many
- Moderator or user rights

AREA OF COMMUNICATION

Together with the administration environment, in Portal Framework ECM 5, the application also counts on a public environment accessible by all users through the web. From this environment, users can register and participate in different forums, as well as visualize and consult the information presented.

The access to forums is made through the previous user registration and the selection of forums it wants to participate in. Once registered, the user can have access to the list of forums. This list includes the name of the forum, the number of topics it has, the total number of sent messages and the last message input.

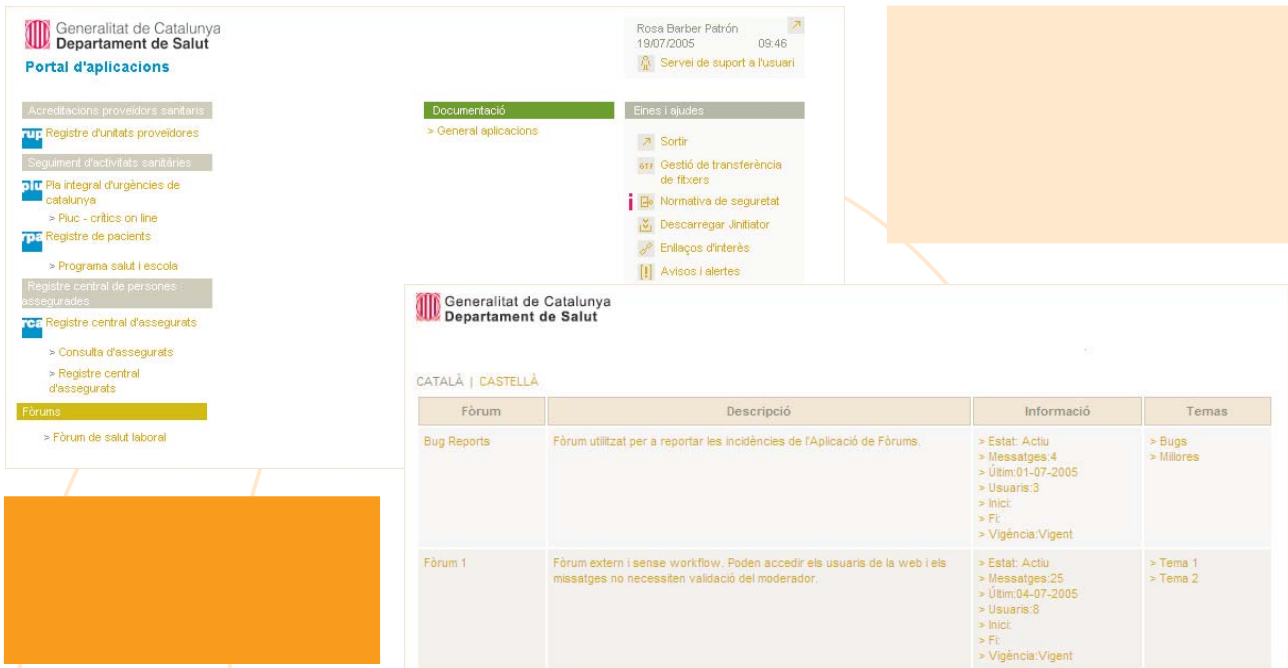
Through the list, users can select the forum they want to participate in and the specific topic they want to comment on easily.

PUBLIC AND PRIVATE ACCESS

One of ICS requirements in the development of the application was the possibility of developing internal and external forums.

The external forums are accessible via Internet by any user, while internal forums are only accessible by the ICS staff and the access is on the corporate intranet.

The possibility of making this difference allowed to increase the number of forums and create different spaces of communication according to the specific needs of each of group of users.



SINGLE SIGN ON SYSTEM

Parallel to the development of forums management, Concatel carried out a project of single authentication system (Single Sign On) to allow ICS staff to access multiple applications registering only once.

The implantation of this system made the already existing applications pass their authentication system to an intermediate system of authentication management. ICS decided to turn the Active Directory system in its main system of identification of users of Health Department web and make the rest of corporative environments (Share Point Portal Server and Citrix) keep their id systems while integrating to the main system.

This solution has allowed to develop a comprehensive system of users management that allows the Health Department to develop, modify and delete users from the main system once and reply these operations automatically in the rest of the environments of restricted access.

RESULTS

Thanks to the development of this project, the ICS could increase the services offered to users, both internal and external and it counts on a space for the Exchange of information and knowledge.

The use of the content management platform Portal Framework ECM 5 has allowed to develop a wide range of features and a simple management. Administrators can develop new forums quick and easily, what allows to have a wide range of discussion topics for users.

Besides, the system of access to corporative applications is simpler and has been improved for the ICS staff.