

Knowledge Management Article User Manual

The purpose of this document is to create the user manual for the knowledge management portal application. This manual is intended to help first-time users through the login process and provide an overview of the basic features for an authorized user. The user manual represents the interaction of a user with the application and his expectations.

1. URL

<http://ec2-18-144-75-92.us-west-1.compute.amazonaws.com:8088>

2. Login Page:

User has to login using his/her username and password to access the knowledge management portal. User selects username from the dropdown menu. Users are defined as Author, Viewer and Approver. Author have the permission to create, update and submit his/her article to the Approver. Approver can also perform the same duties as Author for article creation in addition to approving the knowledge article submitted to him for review and approval. Viewer can search the knowledge management portal by using search criteria so that he/she can read the article to gain knowledge.



How to Login In

1. Select User Name from the dropdown menu and provide password provided in below table.

	User Name	Password
1	Author KIM	Password1
2	Approver Ben	Password1
3	Viewer John	Password1

[Note: Article Viewer: *Search and view articles*

Article Author: *Article Viewer permissions + Create new article, update draft articles*

Article Approver/Publisher: *Article Author permissions + Approve/Publish articles*]

2. Click on the Login button.
3. Logging in takes User to the landing page.

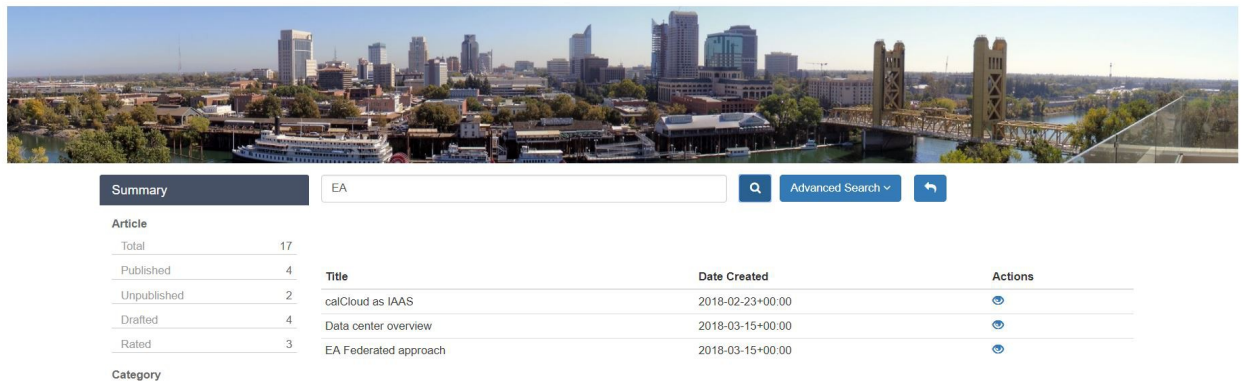
3. **Landing Page:**

In landing page, User can search articles that have already been published. Author can create a new article and User can see all the articles listed below. Articles are grouped into four tabs. Published, In Review, Draft and Pending for Approval tabs.



- **Published tab:** All Users can see the published articles.
- **In Review tab:** Author and Approver can see the articles they submitted and is in review with approver. Viewer do not have access to this tab.
- **Draft tab:** Author and Approver can see the draft articles that they created and saved as a Draft. Viewer do not have access to this tab.
- **Pending for Approval tab:** Only Approver can see this tab. This tab contains all the articles to be approved by him/her.

4. Search Article:

User can browse through the articles that have already been published. User can search articles and associated tags by providing search criteria so that User can find the article he/she is looking for.



How to search article:

1. Enter article title, article content or associated tags as a search criteria.
2. Click on the [search icon](#)  to see the related articles below.
3. User can also enter any of the most popular tags in the search criteria textbox to see the related articles below.
4. Click on the Advanced Search button to see additional search options.
5. In Advanced search, User can search published articles by selecting article category, author name and approver name from the dropdown menu and from date range and click on search icon again.
6. Click on the [search icon](#)  to see the related published articles below.



Summary

Article

Total	17
Published	4
Unpublished	2
Drafted	4
Rated	3

Category

select category

Author

Kim

Approved by

Ben

From

yyyy-mm-dd

To

yyyy-mm-dd

Title	Date Created	Actions
calCloud as IAAS	2018-02-23+00:00	
Mainframe Hosting	2018-02-23+00:00	
Data center overview	2018-03-15+00:00	
EA Federated approach	2018-03-15+00:00	

5. Add Article:

User can create a new Knowledge Article so that he/she can share that knowledge with other employees and customers.

CREATE NEW ARTICLE

All fields are mandatory

Professional Services

Enterprise Architecture

EA FEDERATED APPROACH

Summary EA Federated approach In Brief

Enterprise

+

Enterprise

Attachments

Choose File

No file chosen

Save

How to create article:

1. On the landing page, click on the [Add Article](#) icon to open create new article.



Summary		type text to search articles by article title, content and tags			
Article					
Total	17				
Published	4				
Unpublished	2				
Drafted	4				
Rated	3				
Category					
Total	8				
Sub Categories					
Total	28				

Published 4

In Review 2

Draft 11

Add Article +

Title	Date Created		
calCloud as IAAS	2018-02-23+00:00	★★★★★	View
Mainframe Hosting	2018-02-23+00:00	☆☆☆☆☆	View
Data center overview	2018-03-15+00:00	★★★★★	View
EA Federated approach	2018-03-15+00:00	★★★★★	View

- Select an appropriate Category for the new article from the dropdown list to classify that article.
- Select an appropriate Sub-Category for the new article from the dropdown list to classify that article.
- Provide an appropriate Article Title. This is a mandatory field.
- Provide Article Summary.
- Enter the Article Content in the text editor.
- Add necessary keywords as tags to search the article efficiently.
- Upload an existing document to share with other employees and customers.
- Click on the Save button to save the newly created article as draft so that user can work on the article at a later point in time. An email notification will be sent after an article is created.
- To see the newly created article , click on the Draft tab on the landing page. User can see his/her article name there. Click on the [view icon](#) to view the draft article. You can either click on save to make the changes to the article or click on the Submit button to submit the article for approval .

SUDO TESTING

[DRAFT]



posted on 2018-03-13-07:00 by Likhita Patra

Approver Mahaboob Basha

Category Professional Services

Sub-Category Information Security Program Audit

Article Tags tss

Description

Sudo testing

Attachments Vendor Hosted Subscription Services.docx

Content

Sudo testing


Save

Submit

11. The newly created article is placed under “Pending for Approval” tab for Approver.

6. Article Approval:

Once an article is submitted, an email is sent to the Approver by the system, notifying the Approver, that a new is waiting for his review/approval. Approver should click on “Approve” button to approve the article . An email would be triggered notifying the about the approved article.

CALCLOUD EMAIL SERVICES
[IN-REVIEW]


posted on 2018-03-15+00:00 by Kim
 in review with Ben

Category Cloud Based Services
 Sub-Category CalCloud

Article Tags Cloud

Summary calCloud email services in Brief

Attachments [Email Services.docx](#)

Email has become a business critical application. Organizations must have the most efficient ways for their staff to communicate and collaborate with each other and their business partners. This increases the necessity of a messaging system with high performance, reliability and security. Outsourcing email support to CDT enables departments to focus on core business functions while reducing resource allocation and costs.

How to approve article:

1. Approver receives email notification when a new article is submitted for approval. Approver's email information is described in the below table.
2. Approver reviews and updates (as required) the articles submitted for approval. Once the Approver is ready to approve an article, he/she can visit the Pending for approval tab and click on "Approve" button.
3. Approver approves and publishes the articles by clicking the approve button.
4. Approving the article triggers an email notification.

Webmail URL:	https://apps.rackspace.com/a/index.php?version=full
Email ID:	kmtadmin@xfusiontech.com
Password:	kmtadmin2018#

7. Knowledge Article Learning, Feedback and Rating:

User can view the ratings and comments for the existing published articles in the portal so that user gains the understanding about the popularity, demand and effectiveness of the articles and derive the need for future articles.

CALCLOUD AS IAAS
[PUBLISHED]

posted on 2018-02-23+00:00 by Kim
approved by Ben

Category Cloud Based Services
Sub-Category CalCloud

Article Tags Cloud

Summary calCloud as IAAS in Brief

Attachments CalCloud Infrastructure as a Service.txt

CalCloud – Infrastructure as a Service (IaaS) provides customers with a private cloud located at the CDT data centers. Using a self-service portal, CalCloud – IaaS customers have on-demand access to a shared pool of computing resources that can be rapidly provisioned and released as virtual machines on a pay-per-use basis. CalCloud – IaaS provides shared virtual infrastructure reduces or eliminates the need for capital expenditures and allows Customers to realize cost savings compared to physical server environments. Options such as server management, increased storage, site-to-site virtual private network devices, backup and restore, file transfer server, RAM and infrastructure disaster recovery (IDR) are available during and after provisioning.

☆ ☆ ☆ ☆ ☆

★★★★★

Commented by Kim

Nice Article

How to view article:

1. To view or learn the article click on the **view icon** in published tab.
2. User can view the ratings and comments for the existing articles.
3. User can also view the list of most popular tags so that user can understand the demand for knowledge articles in specific areas.
4. User can rate the knowledge article by clicking the **star icons**.
5. User can provides comments and feedback in the feedback textbox by clicking Rate and Comment button.

8. **Log out:**

User can be logged out of the application by clicking on Logout button.