

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 reviews and updates the knowledge article which has been submitted for approval and publishes it to the knowledge management portal for all to view and peruse. 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. Users are defined as Author, Viewer and Approver. Different users are assigned with different permissions or roles.

[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*]

	User Name	Password
1	author Kim	Password1
2	approver Ben	Password1
3	viewer John	Password1

2. Click on the Login button.
3. Upon logging in, User reaches 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:** User can see all the published articles. Viewer can only see the Published tab.
- **In Review tab:** Author and Approver can see the article which is in review.
- **Draft tab:** Author can see the draft article that he/she saved as a Draft.
- **Pending for Approval tab:** Only visible for Approver. All the newly created article is placed under "Pending for Approval" tab for Approver.

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.

The screenshot shows a search interface with a header image of a city skyline. Below the header, there is a search bar containing the text 'EA'. To the right of the search bar are buttons for 'Advanced Search' and a refresh icon. Below the search bar, there is a table with the following data:

Article	Total	Title	Date Created	Actions
Published	4	calCloud as IAAS	2018-02-23+00:00	
Unpublished	2	Data center overview	2018-03-15+00:00	
Drafted	4	EA Federated approach	2018-03-15+00:00	
Rated	3			

Below the table, there is a 'Category' section with a 'Total' of 28.

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 the advanced search option below.
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.
6. Click on the [search icon](#) to see the related published articles below.

The screenshot shows the advanced search interface. At the top, there is a search bar with the placeholder text 'type text to search articles by article title, content and tags'. To the right of the search bar are buttons for 'Advanced Search' and a refresh icon. Below the search bar, there is a table with the following data:

Article	Total	Category	Author	Approved by	Title	Date Created	Actions
Published	4	select category	Kim	Ben	calCloud as IAAS	2018-02-23+00:00	
Unpublished	2	From			Mainframe Hosting	2018-02-23+00:00	
Drafted	4	To			Data center overview	2018-03-15+00:00	
Rated	3				EA Federated approach	2018-03-15+00:00	

Below the table, there is a 'Category' section with a 'Total' of 8, and a 'Sub Categories' section with a 'Total' of 28.

5. Add Article:

User creates 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

Attachments Enterprise.docx The development, use and maintenance of Enterprise Architecture (EA) in the State of California is planned to use a federated approach. In this approach, individual state agencies are responsible for developing, using and maintaining their respective Enterprise Architectures while utilizing the framework, method, guidance, standards and reusable assets, which are provided by the state's Office of Enterprise Architecture (OEA). Cross-Agency Initiatives (CAIs) are necessary to reduce duplication, complexity, and promotion of shared solutions, shared services and shared enterprise business applications. The State Enterprise Architecture Committee (EAC) and the state's OEA are conduits to the identification of such CAIs along with other collaborative groups such as ITC and Project Oversight. Once CAIs are identified, approved, and sponsored by authorized executives, the architecture work for those CAIs is planned to be accomplished through collaboration under the direction of a designated executive sponsor. Successful implementation of the federated approach, requires:

1. Consistent understanding of enterprise architecture concepts
2. Focus on creating business-outcome-driven actionable EA deliverables
3. Uniform implementation of EA programs within and across state agencies

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.

Knowledge Management Portal Hello Kim Log out



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	6
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Sub Categories


Total	28
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Published 4 In Review 2 Draft 11


Title	Date Created	Rating	Action
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	★★★★☆	👁

Add Article +

2. Select an appropriate Category for the new article from the dropdown list to classify that article.
3. Select an appropriate Sub-Category for the new article from the dropdown list to classify that article.
4. Provide an appropriate Article Title. This is a mandatory field.
5. Provide Article Summary. This is a mandatory field.
6. Enter the Article Content in the text editor.
7. Add necessary keywords as tags to search the article efficiently.
8. Upload an existing document to share with other employees and customers.

9. Click on the Save button to save the newly creates article as draft so user can work on the article at a later point in time. This would appear in the Drafts tabs on the landing page and can be accessed later by logging in to the portal by the Author.
10. 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. Click on the Submit button to submit the new article to the Approver to share that knowledge with other employees and customers.

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 a new article is submitted, an email is sent to the Approver by the system notifying the Approver that a new article has been added for review/approval. And Author also gets an email notification when Approver approves and publishes the 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.

Approve

How to search article:

1. Approver User receives email notification when a new article is submitted for approval and the User takes quick action on these articles. 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 update the article, he/she can visit the Pending for approval tab and make the necessary change to that article.
3. Approver approves and publishes the articles by clicking the approve button.
4. Author User receives an email notification when Approver approves and publish his/her article.

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.

☆☆☆☆☆

Rate and leave a comment/question...

Rate and Comment

★★★★★

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 provide comments and feedback in the feedback textbox by clicking Rate and Comment button.

8. Log out:

To logout, click on “Log out” button in the top header menu from any page. User will be logged off and taken to the Log in Page.