

Chapter 1 : News, Tips, and Advice for Technology Professionals - TechRepublic

Provides a brief overview of portal development strategies, development tools and a few interesting case studies (brief!). There are very few publications available (more available by the end of this year) on the emerging concept of corporate portals and consequently this book is a bit overpriced.

An enterprise information portal e-portal is a single gateway through which to gain access to all the information, data, systems, and processes used by stakeholders of an organization. Stakeholders of an organization may include employees, customers, investors, or business partners suppliers, distributors, resellers, agents, franchisees and so on. Although IT spending is down considerably, spending on e-portal software continues to be relatively high. Here are some of the vital statistics: The BEA Weblogic Portal won more than 60 customers in the three-month period ending July 31, , and as a result is now installed at customer sites. Plumtree Corporate Portal is licensed by more than customers for more than 5 million users, and as such is the most widely deployed portal in the industry. At the end of August , Plumtree announced the Plumtree Portal Solution for Employee Services , an online employee-relationship management ERM center designed to help organizations deliver content, services, and systems to employees, retirees, and their spouses. However, more recently Third Quarter results announced in October for Plumtree were not good at all. According to a recent Giga Information Group Inc. Achieving this goal will require leveraging portal technology that enables powerful features such as personalization and content aggregation. So why are e-portals so popular? Benefits of E-Portals Portals have been shown to provide these benefits: Improved levels of customer interaction with an increase in customer service Improved customer and business partner loyalty Full understanding of new web visitor information Improved employee communications and productivity with enhanced business processes The following is a list of perceived business benefits achieved by those who have implemented Yahoo! They want ways in which to reduce information overload and improve information quality, while reducing the bottlenecks involved in information creation and quality control. Some organizations believe they may also gain competitive advantage by enhancing their relationships with key suppliers or by increasing their customer base through customer service improvement. E-portals can be used to trace behavior of customers and suppliers in order to allow for constant service enhancements. Personalization features of e-portals enable the user to select the information sources in which he or she is most interested, and often the colors and format in which the information is displayed. Ultimately, the aim for business is always increased return on investment. It can also come from reduced error rates because decisions are made based on more up-to-date information and reduced staffing costs because customers can take advantage of self-service features and so on. The challenge of the e-portal is to reduce information overload by presenting only the information the user requires, preferably at the time when the user requires it. E-Portal Rationale Businesses often decide they need an e-portal for one or both of two reasons: Managing these sites means ensuring that the information is correct, up to date, and received in a timely fashion. Reducing the amount of duplication and redundancy throughout the organization is also important. They already have a data warehouse full of information. Sainsburys Supermarkets in the UK, for example, had a large internal data warehouse containing sales, forecasts, and product data in both historical and geographical data sets. Organizations that want an e-portal to provide external access to the data warehouse require a solution offering strong security and access-control features. Of course, organizations looking for both sets of features require a solution that provides all these features. This information has been largely inaccessible in the past, but e-portals potentially make this data accessible using metadata and XML to integrate structured and unstructured data seamlessly, for easy access around and beyond the organization. E-Portal Software Packages Businesses want to simplify the development, deployment, and management of enterprise-wide portals. E-portal software vendors are adding support for collaborative services, content management, integrated security services, web services, and so on to their products, which makes them even more attractive.

Implementing Enterprise Portals 4 Finding Funding An enterprise portal can maximize investment return by leveraging existing systems and support strategic business initiatives of the organization as a whole.

What is a feasible sequencing of reform initiatives over time? Published by poster on November 6, Save time, empower your teams and effectively upgrade your processes with access to this practical Enterprise portal Toolkit and guide. Address common challenges with best-practice templates, step-by-step work plans and maturity diagnostics for any Enterprise portal related project. Download the Toolkit and in Three Steps you will be guided from idea to implementation results. The Toolkit contains the following practical and powerful enablers with new and updated Enterprise portal specific requirements: Get your bearings Start with the latest quick edition of the Enterprise portal Self Assessment book in PDF containing 49 requirements to perform a quickscan, get an overview and share with stakeholders. Set concrete goals, tasks, dates and numbers you can track Featuring new and updated case-based questions, organized into seven core areas of process design, this Self-Assessment will help you identify areas in which Enterprise portal improvements can be made. Examples; 10 of the standard requirements: What one word do we want to own in the minds of our customers, employees, and partners? How do you use Enterprise portal data and information to support organizational decision making and innovation? Is there a transfer of ownership and knowledge to process owner and process team tasked with the responsibilities. Are there recognized Enterprise portal problems? How do you stay inspired? Do you have an implicit bias for capital investments over people investments? Who will be responsible for deciding whether Enterprise portal goes ahead or not after the initial investigations? Can Enterprise portal be learned? Complete the self assessment, on your own or with a team in a workshop setting. Use the workbook together with the self assessment requirements spreadsheet: The workbook is the latest in-depth complete edition of the Enterprise portal book in PDF containing requirements, which criteria correspond to the criteria in the Your Enterprise portal self-assessment dashboard which gives you your dynamically prioritized projects-ready tool and shows your organization exactly what to do next: The Self-Assessment Excel Dashboard; with the Enterprise portal Self-Assessment and Scorecard you will develop a clear picture of which Enterprise portal areas need attention, which requirements you should focus on and who will be responsible for them: Shows your organization instant insight in areas for improvement: Auto generates reports, radar chart for maturity assessment, insights per process and participant and bespoke, ready to use, RACI Matrix Gives you a professional Dashboard to guide and perform a thorough Enterprise portal Self-Assessment Is secure: Ensures offline data protection of your Self-Assessment results Dynamically prioritized projects-ready RACI Matrix shows your organization exactly what to do next: Examples; 10 of the check box criteria: Do all stakeholders know how to access this repository and where to find the Enterprise portal project documentation? Is your organization able to present documentary evidence in support of compliance? Are Enterprise portal project leaders committed to this Enterprise portal project full time? What should you do now to ensure that you are meeting all expectations of your current position? How does the use of a single conversion element rather than the traditional labor and overhead elements affect standard costing? What steps can you take for a positive relationship? Human Resource Management Plan: How to convince to employees that it is a necessary process? Are there other alternative controls that could be implemented? Has the format for tracking and monitoring schedules and costs been defined? Step-by-step and complete Enterprise portal Project Management Forms and Templates including check box criteria and templates.

Chapter 3 : Implementing Enterprise Knowledge Portals

- The goal of this paper is to discuss critical success factors (CSF) for implementing enterprise portals by comparing them with CSF for ERP implementations.

Gartner June Web computing comprises a wide range of technologies and business solutions, ranging from simple, traditional websites to sophisticated enterprise portals and mobile applications. With the Web being an essential channel for interaction with customers, employees and businesses, and portals being the dominant user experience technology, CIOs, IT leaders and managers must have a keen grasp of the technology options available to them. They must also understand the evolution of the Web, and the best practices and methodologies necessary to deliver an effective Web or portal presence. A good comprehension of what the website and portal of the future will look like will also help them determine the impact on enterprises and society, and when to make the jump to the cloud. They should also identify how they can successfully deliver outstanding customer and user experiences as these become the next competitive frontier. To determine enterprise readiness to begin a strategic portal and Web strategies initiative: Explore and visualize the feature set and appearance of the website and portal of the future, and how they will affect enterprises and society as a whole. Consider how portals can deliver business value to your enterprise by increasing user satisfaction, improving customer intimacy, boosting agility, improving efficiency, cutting business process cycle times and increasing process quality. Identify and understand the options available for delivering a Web presence, including traditional Web technologies, portal frameworks, mobile technologies and the emerging user experience platform. Create the appropriate structure for governance, including how to manage many websites and portals, especially those that overlap in functionality. Prepare to deliver a satisfying customer experience as this becomes an essential way to attract and retain customers, while also increasing revenue. To address these issues when assessing how ready organizations are to implement such a project: Assess vendor offerings and capabilities, and compare them with open-source alternatives. Make the customer and user experiences inherent parts of the project. Conduct Your Portal and Web Strategies Initiative Using This Structured Approach Gartner recommends that IT leaders undertake these five major steps during their Web and portal projects these may vary, depending on the organization and the extent of interest: Draft a charter to gain consensus on project vision and mandate, ensuring alignment with business goals. Design the scope and set resources, budget and governance systems. Integrate the project with strategic IT and business plans. Define project architecture, technology and standards. Model business requirements and detail specifications for solution delivery. Recommend how to implement. Identify process detail and performance metrics. Set requirements and issue requests for proposals. Negotiate service-level agreements and contracts. Design the technology implementation. Develop simple rules, workflows, forms and user interfaces. Identify and manage risks. Define organizational and governance structures. Maintain contact with key business users throughout the building phase. Conduct and manage implementation. Revise in response to feedback, risks and changing business requirements. Monitor use and compliance. Develop skills, and define user best practices. Reproduction and distribution of this publication in any form without prior written permission is forbidden. The information contained herein has been obtained from sources believed to be reliable. Gartner disclaims all warranties as to the accuracy, completeness or adequacy of such information. Although Gartner's research may discuss legal issues related to the information technology business, Gartner does not provide legal advice or services and its research should not be construed or used as such. Gartner shall have no liability for errors, omissions or inadequacies in the information contained herein or for interpretations thereof. The opinions expressed herein are subject to change without notice.

Chapter 4 : Portal and Web Strategies Key Initiative Overview

This report discusses the development of the enterprise portal and examines how it transforms static, disparate, and scattered intranets into standard and easy-to-use gateways to corporate.

About the report A Valuable Corporate Solution The escalation of intranet, extranet, and Internet resources is inundating corporations with information. Enterprise portals allow companies to contain and control this information overload while exploiting Internet ubiquity and instant access to information resources. At a time when companies are seriously considering business-to-business B2B e-commerce, the enterprise portal has emerged as a tool to contain and control information flow from within an enterprise. Integration Strategies for Intranet, Extranet, and Internet Resources, discusses this new development and examines how the enterprise portal transforms static, disparate, and scattered intranets into standard and easy-to-use gateways to corporate information sources. The most effective portals also provide single-point, customized access to structured and unstructured data, such as manuals, documents, e-mail, and Web sites. Enterprise Portal Benefits An enterprise portal transforms a general-purpose PC into a self-service desktop that provides users with a quick, flexible gateway to corporate data. This report explains how portals, which include basic productivity tools such as word processors, spreadsheets, and groupware systems, are enhanced with collaborative applications, including chat, forums, and calendaring, that improve communications and minimize redundant efforts. Integration Strategies for Intranet, Extranet, and Internet Resources discusses this benefit and explores many others: Leveraging intranets and extranets. The portal aggregates, categorizes, and delivers pertinent content to critical business audiences while lowering operating costs, increasing sales, facilitating better customer service, and making the supply chain more efficient. Because individual users must be authorized, enterprise portals offer another level of corporate security. Support of multiple corporate functions. The enterprise portal unifies disparate parts of the enterprise, including accounting, forecasting, and marketing. Without an enterprise portal, valuable information is locked away in poorly integrated data repositories. Only companies that can access timely information on markets, sales performance, and customer satisfaction via an enterprise portal can develop an advantage over competitors. This report demonstrates how corporate employees glean advantages from an enterprise portal. The portal focuses specifically on information relevant to a given task and is designed to improve worker productivity. In addition, the report offers management strategies for controlling and monitoring individual employee activity via an enterprise portal. Why Companies Must Improve Their Cyberacts Corporations often establish Web sites, intranets, and extranets to stay abreast of current trends. In the process, they create a costly and difficult-to-manage information overload. Integration Strategies for Intranet, Extranet, and Internet Resources analyzes the enterprise portal as an organized tool to optimize corporate information resources and reengineer operations to maximize the return on investment ROI from e-commerce business processes. Portal Implementation Implementing an enterprise portal is complex and involves a significant amount of planning and design. The report outlines the process of establishing an enterprise portal, from creating an initial advisory team to ensuring that employees use the portal once it is completed. Corporations must decide which type of enterprise portal most effectively addresses their information needs. This report details these and many other specific portal categories, including business intelligence BI , supply chain portals, Web content management portals, expertise portals, and telecommuting portals. Business-to-Business E-commerce Tools Once enterprise portals become more widely implemented, they will propel the emergence of the virtual corporation. Specialized portals unite suppliers and buyers in virtual marketplace communities. Integration Strategies for Intranet, Extranet, and Internet Resources discusses these revolutionary initiatives. The Portal Market Although still in its initial stages, the portal market is developing rapidly because of its potential to impact business. New ventures and products are created daily. Many software firms with existing products that perform some Web functions will reposition them as enterprise portals to take advantage of the industry hype. This report examines the latest and most viable products available. Enterprise portal services help decision-makers wade through the inundated portal market by cost-effectively evaluating the portal concept and testing a variety of software products. The report also

offers case studies of early enterprise portal implementations. Despite their brief existence, enterprise portals already represent an exaggerated phenomenon. Behind all the promotional verbiage, however, a useful e-commerce tool with a long life cycle exists within the enterprise portal. Integration Strategies for Intranet, Extranet, and Internet Resources separates the hype from the potential value so managers and administrators can decide when to implement a portal, where to implement first, and how to most effectively approach such a task.

Chapter 5 : Success Factors for the Implementation of Enterprise Portals

CTR's new report examines enterprise portals and their potential benefits and addresses basic portal features, development tools, implementation strategies, and key portal vendors and service providers.

Swedish Thai To deploy Enterprise Portal in one of the languages list here, you must create a Web application in SharePoint and specify the new language. For more information, see [Create an Enterprise Portal site](#). You do not have to create portals for specific languages. You just have to install SharePoint language packs, and then create a site as described in [Create an Enterprise Portal site](#). Portals are then displayed in the language that is specified for each user in the Options form in Microsoft Dynamics AX. Enterprise Search lets users search through data, metadata, and documents that are attached to records. All aspects of crawling, indexing, and retrieving Microsoft Dynamics AX data and metadata for Search are performed by one of the following products: For more information about Enterprise Search, see [Enterprise Search](#). Enterprise Portal sites and features This section describes the sites and features of Enterprise Portal. However, the following features are exclusive to Enterprise Portal: Employee self-service portal " By default, the URL is http: Customer self-service portal " By default, the URL is http: Vendor self-service portal " By default, the URL is http: The sites and features that are described here are available after you install Enterprise Portal by using the internal template. Enterprise Portal includes a public template if your business or organization intends to set up a public-facing Web site for anonymous Web access, so that users can browse a product catalog or request to sign up as a vendor. You can add Web parts to Role Centers, and customize the Web parts to fit your needs. Alerts Alerts are generated as part of a notification system that helps you track events in Microsoft Dynamics AX. The system generates alerts based on the alert rules that are created for you in the Microsoft Dynamics AX client. When alert rules are created, they are associated with a predefined event that occurs for a field. For example, a date value becomes overdue, or a field value is changed. Alternatively, alert rules can be associated with an event that occurs for a record in a particular form. For example, a record is created or deleted. When the selected event occurs for the specified field, or for a record in the specified form, you receive an alert. You can use Enterprise Portal to view the alert rules that have been set up for you. However, you must use the Microsoft Dynamics AX client to create or modify alert rules. Cues Cues display a visual representation of your workload. Cues also provide an overview of your remaining work items, such as sales leads, overdue activities, and other tasks that you must finish. You can create and modify cues, which are saved filtered views of the information in a form or on a list page. When you click a cue, the associated form or list page opens, and the filtered view is displayed. Work lists Work lists display alerts, work items from a workflow, and activities that you can act on or must be notified about. You can use work lists to view the status of items and see when action is required. When you click a link in a work list, information about the list item is displayed. You can also use these Web parts to display lists of key performance indicators KPIs. KPIs are business metrics that can be summarized by a comparison, goal, value, or status. For example, you can use KPIs to compare actual expenditures with budgeted amounts. Business overviews You can use business overview Web parts to display measures, or calculations, from the OLAP cubes, and compare those measures for various periods. You can also display KPIs that include information about period comparisons. Quick links Quick links provide access to forms, reports, list pages, and other Web pages that you frequently use. You can modify these links to meet your needs. The Connect Web part The Connect Web part displays links to online resources, such as training, support, product updates, and information from the Microsoft Dynamics Community. The resources that are displayed in the Connect Web part are managed by Microsoft Connect. The resources vary, depending on your role in Microsoft Dynamics AX. The Connect Web part displays information on slides that automatically rotate. Enterprise Portal module sites Enterprise Portal includes the following module sites, where users can access data and participate in business processes. Click a link to learn more about the common tasks and the type of data that is available on each module site.

Chapter 6 : Overview of Enterprise Portal for Microsoft Dynamics AX | Microsoft Docs

Critical Success Factors of Implementing Enterprise Portals Ulrich Remus University of Erlangen-Nuremberg Dept. of Information Technology D Nuremberg, Germany.

However, after the first wave of euphoria, the high expectations of companies became more and more realistic, taking into account that portal projects are complex, time-and cost-consuming, with a high risk of failure. In complex portal projects, costs and benefits to build up and operate an enterprise portal are weighed up in a systematic manner, including make-or-buy decisions with regard to packaged portal platforms vs. Altogether, the growing demand for portal solutions is leading to an increasing attention in regard to the management of critical success factors CSF. In contrast to many studies and surveys covering aspects about the portal market and technological features of packaged portal platforms, there is still little known about CSF and best practices when implementing enterprise portals. Considering these critical factors, portal implementation projects can be directed and managed more effectively. The goal of this article is to present the most important factors that are critical for the success of the implementation of an enterprise portal. In order to better understand these factors, we first provide background knowledge on basic tasks, actors, and relationships in typical portal implementation projects. We then present a comprehensive list of CSF, together with a categorisation framework, classifying these factors into tactical vs. We assume that, in the long-run, the market might split up into vendors that provide portal frameworks, vendors that are specialized in building portal components portlet suppliers , and service providers who will integrate the components to a complete portal solution for the customer portal integrator. The whole portal industry might shift continually towards a multilayered supply chainâ€”comparable to the automotive or the mechanical engineering industry see Figure 1. During the configuration of portals, portlets of different portlet suppliers can be combined and integrated into the portal solution. Portlet package suppliers integrate portlets to larger, Web-based, industry-specific components so called portlet packages that can be delivered either to portal integrators or directly to end customers. This can be portlet packages especially developed for electronic commerce, knowledge management, or for collaboration. The following list briefly describes each CSF, together with its relationship to portal engineering, in alphabetical order: In order to achieve the greatest benefits provided by an enterprise portal, processes and activities have to be aligned with the new system. In many cases, the underlying business processes have to be redesigned before the portal solution is deployed and customized. The question here is if activities in business processes have to be changed before, during, or after the portal implementation. Introducing enterprise portals can cause resistance, confusion, redundancies, and errors. Often, portals provide a completely new work environment based on new user interfaces structuring content, services, and application in a very different manner. In addition, they often provide new functions and features that, at first, can overload the user. As with other large-scale IT projects e. Objectives that are specific to the scope of the corporate portal project, the user community that is affected, and the timeline that needs to be met have to be formulated Collins, As with other software implementation projects, resource requirements need to be determined early in the project. Not rarely, it is difficult to secure resource commitments in advance Reel, , especially because portal projects tend to affect other related ongoing IT projects, for example, ERP implementation, KM initiatives, or SCM projects. Different perspectives are considered. Software implementation projects are carried out in an ever-changing environment. In order to handle unforeseen problems, the project structure has to be flexible. This is especially critical with regard to portal engineering with its multiple actors, the large number of portlets, and different views and users involved. Portals are a new way of working and communicating. The organization needs to recognize the importance of cultural factors, affecting how employees work together Collins, The success and acceptance of many portals, that is, knowledge portals, are heavily dependent on the user involvement. The willingness to share knowledge is playing an important role in knowledge portals, as portal users are seen as an active part in the evolution of the portal. The design of the user interface is derived from business activities and processes, typically described by use cases. It should be intuitive and designed according to general design and navigation guidelines, but

also implementing the specific requirements gathered during the analysis phase. Often, a storyboard is defined that contains several screenshots demonstrating how the self-service applications and corporate portal software features are integrated into the user interface, along with a script that describes in detail the user interaction of the portal Collins, The implementation of portals is combining concepts from the field of Web-based development together with concepts derived from the implementation of large packaged software solutions, that is, ERP implementations. Sophisticated methods, instruments, and work procedures from both fields have to be integrated into a comprehensive portal engineering approach, often supported by a component-based development approach and service-oriented architecture Hazra, This approach can be supported by a roadmap that defines the basic steps towards the implementation of a corporate portal. A portal can only be successful if the corresponding portal strategy, which outlines the development, introduction, and evolution of the portal, is aligned with the e-business and overall corporate strategy Davydov, According to its strategic e-business focus B2B, B2E, B2C , different types of portals have to be implemented, for example, enterprise partner portals, knowledge portals, electronic commerce portals. A business case collects all relevant information with regard to the implementation of the portal strategy, among other things identifying risks, potentials, and CSF Collins, In order to integrate processes, the underlying application and information architecture has to be integrated and made available through the portal. An important task is the definition of a portal integration architecture, which combines integration technologies such as portlets, EAI, and Web services. Project management for portal projects, which is similar to other IT projects, spans the life of the project from initiating the project to closing it. The project should have clear, mutually agreed and understood project and business objectives that correspond to the project deliverables. Typical success factors are the application of balanced planning and time management rules, the application of appropriate standards and templates, the existence of a supportive infrastructure, and team building measures, ensuring synergy effects from teamwork Juli, In contrast to common sequential process models for software development, rapid prototyping is a cyclic process consisting of four stages: The cycle is carried out until the prototype has reached the desired maturity. The stepwise alignment to the final portal solution minimizes the developmental risks. Furthermore, team members can see the progress of the project, and so-called quick wins may improve the motivation within the project team, as well as the cooperation with the client. Analysing requirements is always complex as it involves the joint effort of portal integrators, consultants, and clients to analyse the requirements of the portal from many different perspectives: IT economics, business processes, applications, potential user roles, and profiles. Often an initial business case outlines the main features of an enterprise portal Collins, In addition, issues concerning the selection of portlets and portal packages delivered by third-party vendors have to be considered. In analogy to the implementation of ERP systems, interdepartmental communication, as well as the communication with customers and business partners in each implementation stage, can be seen as a key component e. This is especially true in the field of portal engineering, where different people from various fields work together, that is, portlet developers, EAI specialists, portal integrators, enduser, business domain experts, business consultants, and so forth. Corporate portals are like ERP systems; highly integrated information systems. Furthermore, in a corporate strategy team, an executive sponsor, who needs to be involved in all aspects of the corporate portal solution, should be identified Collins, This sponsor may play the integrational role between the development team and the top management. The success of the implemented portal is heavily dependent on the acceptance of the user, not only because enterprise portals provide a central access point for multiple enterprise application, services, and content, but also because its long-term success is heavily dependent on the usage of the portal. Since portals provide a completely new user interface, together with changed or new processes, it is crucial to train potential users on how the portal works and how the new functionality relates to the business processes. Often, in complex portal projects, consultants are involved. In this context, it is important to ensure that knowledge is transferred from the consultants to internal employees. The technological perspective see, e. Here, we can see a good balance between organisational and technological factors; however, with a tendency towards organizational CSF. With regard to the time frame see, e. It is interesting to see that in portal projects, the consideration of short-term technological factors is an important issue. Static factors are showing the portal readiness, demonstrating the capacity to start and

successfully carry out a portal project. Dynamic factors, in contrast, are related to activities in the implementation process, and are therefore describing factors that can be managed actively. We can identify a strong focus on dynamic factors that can be managed during the portal project. Static factors demonstrating the portal readiness are of moderate importance and only important from the organisational point of view; there are no static technological factors to particularly focus on.

Chapter 7 : What is Enterprise Information Portal (EIP)? - Definition from Techopedia

INTRODUCTION. The implementation of enterprise portals is still ranked top on the wish list of many CEOs, expecting that the portal becomes the core system for offering a flexible infrastructure that integrates and extends business applications "beyond the enterprise" (Hazra,).

Chapter 8 : Best Practices for SAP Enterprise Portal

The growing demand for packaged portal solutions is leading to an increasing attention in the management of critical success factors (CSFs) across the stages of the engineering process.