

# ManualMaster White Paper

## Integration ManualMaster and SharePoint Portal Server



## General

In the past, organizations have often regarded standard Microsoft solutions as comprehensive solutions for complete automatization of their company processes. Up till now, Microsoft has proven to be good at offering generic solutions for large user groups, as opposed to offering specific corporate solutions for smaller user groups.

In 2000, Microsoft launched the first version of SharePoint Portal Server (SPS). At this moment (2006), SPS is well on its way to a leader position in the market of Portal Software. However, the purchase and implementation of SPS is the start of a new implementation, namely: the search for solutions, in order to present them via a portal. ManualMaster is a solution that is momentarily deployed by over 600 organizations: for everything ranging from manual management to Business Process Management.

This document gives you an insight into the differences between the possibilities offered you by ManualMaster and SPS. Besides underlining the differences, it zooms in on how ManualMaster – as WebPart – shall merge completely into SPS.

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## Microsoft: What is SharePoint Portal Server(SPS)?

In order to distinguish the two applications from each other, it shall first be clarified how Microsoft presents its product via the general website (see Source 1):

- SharePoint Portal Server is a scalable portal-server that enables people, teams and knowledge to connect across company processes;
- SharePoint Portal Server integrates information from various systems into one safe solution for the integration of company applications, via single notice and functionality;
- SharePoint Portal Server offers flexible aids for distribution and management and stimulates end-to-end cooperation via functionality for merging, arranging and browsing data;
- SharePoint Portal Server enables users to locate relevant information quickly by adjusting portal contents and layout and by compiling items for specific target groups;
- During compilation of items for specific target groups, information and updates are presented to individual users, based on their role within the organization, their membership to a team, their interests, their security group or any arbitrary criteria that can be defined using notifications or web particles.

In the following subdivisions it will be shown how ManualMaster presents its product. It shall also be clarified how the applications differ from each other and complement one another.

## ManualMaster Mission

ManualMaster aims to be the number one supplier of integrated, pragmatic and user-friendly software for Business Process Management (BPM). BPM starts by recording, managing and informing the organization with regards to process descriptions, procedures and work instructions. Other components of BPM are quality management, integral traffic of forms, counter current optimization, working with achievement indicators and guiding company processes.

In order for standard products to concentrate on the mode of operation among its users, ManualMaster has developed a model in four phases: documenting, inquiry, support and guidance.

## ManualMaster in the documenting phase

In the documenting phase, organizations are primarily focussed on the structural recording of – among others – process descriptions, procedures, protocols and work instructions. All information is structured, managed and distributed via the ManualMaster database. Examples are document and process cross-references, normative references, references to Task-Qualification-Responsibility, consistent use of department names and function titles and the presentation of consistent (process) summaries, tables of content and alteration lists. Distribution takes place by means of a paper or HTML publication.

## Differences SPS - ManualMaster in the documenting phase

SPS is a generic tool for the unequivocal presentation of various sources (document or database) in a WebPortal. SPS does not dispose over an underlying database that controls the following items:

- Unequivocal use of definitions, department names and function titles;
- Preventing the occurrence of "dead" hyperlinks due to version management;
- Cross-reference matrix with normative reference.

Apart from the control function, the following items must be considered in this phase, during SPS implementation:

- How does an organization obtain a structural insight into the verification and authorization status of documentation?
- How to prove to one's auditors that employees dispose over documentation in a valid manner?
- How to present documentation in such a way that all employers can easily approach it?

## ManualMaster in the inquiry phase

During the inquiry phase, existing documentation is disclosed via the company intranet by means of Internet Information Server. In this phase, subdivisions are added, such as a commentary function, full text search and the digital authorization of documents and processes.

In this phase it is also possible to enable direct reference by MS-Windows applications to HTML files published by ManualMaster. The reader does not need to click more than once or look for relevant information, but finds it all on his or her screen after one simple mouse click.

## Differences SPS - ManualMaster in the inquiry phase

In SPS, browsing and approaching information is the same, whether reading or altering takes place. In other words: a user of the SPS Portal can either update or consult the information. Browsing, mutating and presenting information are all done in the same way.

This turns out to be an unpractical combination. Take for instance the Internet, which is composed of many HTML pages and not of many MS-Word files.

## ManualMaster in the support phase

During the support phase, ManualMaster offers application managers the possibility to create forms in MS-Word that are subsequently presented to users as a digital fill-out form in HTML format. ManualMaster takes care of the conversion of established authorization rules, company rules, company logic and conditions.

No licenses are required for the filling-out of forms. You determine whether forms are created based on information from an existing application.

### Differences SPS - ManualMaster in the support phase

For this phase, SPS does not offer any standard solutions. However, it does offer the possibility to create polls, for example. In order to create digital fill-out forms, based on established company rules, additional software is required, such as:

- InfoPath, an extension to the existing office suite;
- Custom-made software as an extension to your existing applications;
- A different application/supplier for each form presented.

## ManualMaster in the guidance phase

During this phase, ManualMaster offers you the possibility to connect achievement indicators to your established primary and secondary process descriptions. In this phase, you collect the actual achievements from your employees at set intervals, via WebForms and database.

You determine which achievement indicators are relevant for your organization and what the desired values are. ManualMaster Achievement Indicators helps you to set up and manage them in a quick, simple and structured manner. Using the collected information, automatic calculations can be executed. The data are presented to you and your staff in the form of interactive dashboards.

### Differences SPS - ManualMaster in the guidance phase

For this phase, SPS does not offer standard solutions. However, SPS does offer the possibility to integrate, for instance, dashboards from other applications into the created (team) portals.

Creating dashboards thus requires additional software, such as:

- DIY software, based on existing aids like MS-Excel;
- Custom-made software as an extension to your existing applications;
- Separate applications for displaying the values from your dashboard.

## Conclusion differences ManualMaster - SPS

ManualMaster and SharePoint Portal Server are two products that enhance and complement each other without replacing each other's functionality. SPS is a generic tool described in the Microsoft product information as "... integrating information from various systems into one..."

An organization that starts an SPS implementation will need to search for additional solutions for:

- Document management;
- Document disclosure;
- The presentation of a valid management environment;
- Disclosure of normative information;
- Care for indicator information;
- Security of (quality) records.

ManualMaster is an application for everything ranging from management of manuals to Business Process Management. SPS is a tool that combines information from different systems, in order to offer the user easier and more efficient use of the information.

## The integration of ManualMaster and SharePoint Portal Server

At this moment, there are various ManualMaster users who deploy solutions offered by both ManualMaster and SPS. They have all experienced that SPS is a generic tool and not a solution. After all, ManualMaster in its current form can be integrated into the (team) portal you have created.

With current solutions as WebEdit, WebForms, WebAccess and Performance Indicators, based on standard Microsoft technology as ASP.NET, MS-SQL, MS-IIS and Active Directory, it is possible to make optimal use of the SPS possibilities.

## ManualMaster WebPart for SharePoint Portal Server

The various ManualMaster possibilities are currently adjusted in order to facilitate complete integration into SPS. Complete integration, within this context, means that you can choose ManualMaster as WebPart in your (team) portal (see Source 2). A WebPart is a particle of software or information that can easily be added to your personal, team or company SPS page.

For example, a collection of links, a calendar or the latest news are standard offers in SPS WebParts. ManualMaster discloses subdivisions such as:

- The number of documents and processes to be authorized/verified;
- The number of WebForms to be filled out;
- Altered documents and processes.

## ManualMaster and SharePoint Portal Server?

ManualMaster is a solution for SharePoint Portal Server. A solution for organizations in search of a Business Process Management tool that can be (entirely) integrated with SharePoint Portal Server.

## Quotation of Sources

1. The answer to the question "What is Sharepoint Portal Server?" can be found on the following page (April 2006):  
<http://www.microsoft.com/netherlands/office/sharepointportalserver/faq.aspx>
2. More information on WebParts can be found on:  
<http://www.microsoft.com/sharepoint/server/downloads/webparts/introduction.asp>