

# Windows SharePoint Services 3.0

## What is SharePoint?

SharePoint is a versatile technology that organizations and business units of all sizes can use to increase the efficiency of business processes and improve team productivity. With collaboration tools that help people to stay connected across organisational and geographical borders, Windows SharePoint services gives people access to information they need to make well-informed decisions and get work done.

Windows SharePoint Services also provides a foundation for building web-based business applications that can flex and scale easily to meet the changing and growing needs of your business.

## Why hosted SharePoint?

Many of the same arguments apply to SharePoint hosting as to email hosting – servers are maintained and kept up to date, software fixes are applied, no capital cost and other costs of acquisition, servers are put in a high quality, high reliability environment with excellent redundant Internet connectivity. However with SharePoint there is another advantage – you don't need to spec up the hardware for the application before the application is developed! In fact a SharePoint project is likely to be in several phases as different aspects of the business are implemented – if it is hosted the extra resources are provided by the hosting company (such as extra storage) and aspects such as secure back ups are also automatically provided by the hosting provider as the project grows.

## What can you do with it?

- Provide a single workspace for teams to coordinate schedules, organize documents, and participate in discussions - within the organization and over the extranet.
- Easily author and manage documents, and help to ensure their integrity with enhanced features .
- Help people and teams stay on task with a variety of communication features that let users know when actions are required or important changes are made to existing information or documentation.
- Provide creative forums for brainstorming ideas, building knowledge bases, or simply gathering information in an easy-to-edit format with new templates for implementing blogs (also known as weblogs) and wikis (web sites that can be quickly edited by team members - no special technical knowledge required).
- Stay productive while mobile with enhanced support for off-line synchronization through Microsoft Office Outlook that users can use to manage document libraries, lists, calendars, contacts, tasks, and discussion boards even offline, and to synchronize changes when reconnected to the network.

Please refer to the next page for application examples.

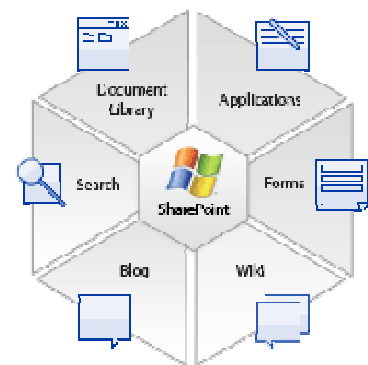


## SMS Advanced Service Features

Infrastructure second to none:

- High Quality storage with NetApps—instant recovery from disk failure
- Virtualisation of servers—server downtime eliminated
- Dual data centres with fibre optic connection and multiple connections to the Internet

**Dedicated servers** are available for larger users—servers set up to your individual requirements and highly reliable as part of our Virtualisation Technology.



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The templates that Microsoft has included in SharePoint products show the wide variety of applications that are possible with this technology. They cover most busi-

ness areas including human resources, IT operations, marketing and industry specific applications. Please see the table below taken from the Microsoft website.

Table: Scope of SharePoint Applications

Template Name	Description	Business Area
<b>Absence Request and Vacation Schedule Management</b>	Help employees manage requests for out of office days, including listing days they will be unavailable who will cover their responsibilities while they are gone.	<i>Human Resources</i>
<b>Board of Directors</b>	Provide a single location for board meeting notes, tasks and issues and events.	<i>Business Management / Finance</i>
<b>Budgeting and Tracking Multiple Projects</b>	Help track and budget multiple, interrelated sets of activities with project creation, tasks, Gantt Charts and common status designator tools.	<i>Project Tracking / Product Management</i>
<b>Bug Database</b>	Help development teams collect and track information about bugs in their code including reproduction steps, category, comments, priority and severity of the bug.	<i>IT / Operations</i>
<b>Business Performance Reporting</b>	Help track customer satisfaction through surveys and online discussions.	<i>Business Management / Finance</i>
<b>Call Center</b>	Help individuals manage the process of handling customer service requests from issue identification to cause analysis and resolution.	<i>IT / Operations</i>
<b>Case Management for Government Agencies</b>	Help manage tasks, documents and assignments related to government cases.	<i>Specialized / Vertical (Government)</i>
<b>Change Request Management</b>	Help users track risks associated with a design change, including the ability to approve or reject the change.	<i>Project Tracking / Product Management</i>
<b>Classroom Management</b>	Help instructors store and organize course content, calendar items and announcements.	<i>Specialized / Vertical (Education)</i>
<b>Clinical Trial Initiation and Management</b>	Help manage the documents, tasks, issues and discussions needed to run a clinical trial.	<i>Specialized / Vertical (Health Care)</i>
<b>Competitive Analysis Site</b>	Help organize the results of competitor's offerings through useful competitive analysis technique templates.	<i>Sales / Marketing</i>
<b>Compliance Process Support Site</b>	Help both teams and executive sponsors manage compliance implementation endeavors by specifying control tasks and managing document libraries.	<i>Business Management / Finance</i>
<b>Contacts Management</b>	Help teams manage contact information among team members, including synchronization with Microsoft Office Outlook.	<i>Sales / Marketing</i>
<b>Discussion Database</b>	Foster collaboration by helping teams discuss topics online.	<i>Project Tracking / Product Management</i>
<b>Disputed Invoice Management</b>	Help accounts payable departments track information regarding invoices due to vendors, including value of early payment and reasons for delayed payment.	<i>Business Management / Finance</i>
<b>Document Library and Review</b>	Help teams manage the document review cycle with a version-tracking document library including a threaded discussion to provide a feedback.	<i>Project Tracking / Product Management</i>
<b>Employees Activities Site</b>	Help employees create and sign up for activities and events sponsored by the company.	<i>Human Resources</i>
<b>Employee Self-Service Benefits</b>	Enable employees to locate and sign-up for benefits offered by their employer.	<i>Human Resources</i>
<b>Employee Training Scheduling and Materials</b>	Help schedule training as well as provide a location for employees to sign up and receive course material.	<i>Human Resources</i>
<b>Equity Research</b>	Provides a centralized location to help consolidate the research done to evaluate financial equities.	<i>Specialized / Vertical (Financial Services)</i>

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