



QualityHelp Online Community

Web Portals and Content Management Systems

What is a Web Portal?

Wikipedia

- A **web portal** is a website that brings information together from diverse sources in a uniform way. Usually, each information source gets its dedicated area on the page for displaying information (a portlet); often, the user can configure which ones to display.
- Apart from the standard search engines feature, web portals offer other services such as e-mail, news, stock prices, information, databases and entertainment.
- Portals provide a way for enterprises to provide a consistent look and feel with access control and procedures for multiple applications and databases, which otherwise would have been different entities altogether.
- Examples of public web portals are AOL, iGoogle, MSN, and Yahoo!

What is a Web Portal?

IBM

- **Web portals** give people a personalised view of your organisation presented through a web browser.
- They allow access based on who you are and what you need to do. Web portals help customers, employees and partners to work more effectively together.
- They put people, information and tools in one place that's consistent, personal and convenient.

What is a Web Portal?



Workforce Productivity | Portal solutions | Intelligence and data | Automate processes | Optimise processes

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- Run your business efficiently**
Optimise workplace productivity by giving your people and partners the tools they need to find answers, make decisions and complete tasks.
- Communicate anytime, anywhere**
Support a mobile way of working with solutions that let your people access the applications, data and resources they need, even if they're disconnected from the network.
- Use an industry leader for your web services**
IBM WebSphere is web portal software from a leader in the portal market. WebSphere servers provide a proven, reliable, scalable and high-performance foundation for getting a quicker return on your investment.
- Address the needs of varied audiences**
Populate your portals with custom views or 'portlets' that collect data, content, and processes from existing applications using WebSphere Portlet Factory.

Spotlight

- The Power of Health Analytics & Healthcare Portals (PDF, 2.92MB)
- IBM Clinical Portal Brochure (PDF, 2.78MB)
- VicRoads achieves a high performance intranet refresh

Enabling smarter collaboration +

Lotus Try It Centre +



Quality Help Community - Overview

The Quality Help Community is a collaborative network of IT professionals with an interest in Quality Management and Quality Assurance based solutions in the IT industry. With collective participation, we hope to demystify Quality Management and it's effective application within the IT services and support industries.

Our Vision at QualityHelp is to guide IT support folk in the principles and value of quality management through team involvement and sharing.

[Read more](#)

Mission Statement and Business Objectives

Our QualityHelp objectives are to provide our members with the knowledge, skills, tools and practical experience in the field of IT quality support, through sharing, collaboration, problem solving and hands-on experience in our community projects.

[Read more](#)

You Can't Improve A Process You Don't Have

published by Kendar on Sat, 26/01/2013 - 18:59

Process Improvement hinges on end to end analysis and value mapping of existing support and delivery processes. An improvement project would wisely commence with the most critical and the high impacting, "broken" or defective processes. A [Pareto Analysis](#) could help with that.

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What is a Content Management System?

Wikipedia Definition

A **content management system (CMS)** is a computer program that allows publishing, editing and modifying content as well as maintenance from a central interface.

Such systems of content management provide procedures to manage workflow in a collaborative environment. These procedures can be manual steps or an automated cascade (repetoon).

Three Types of CMS –

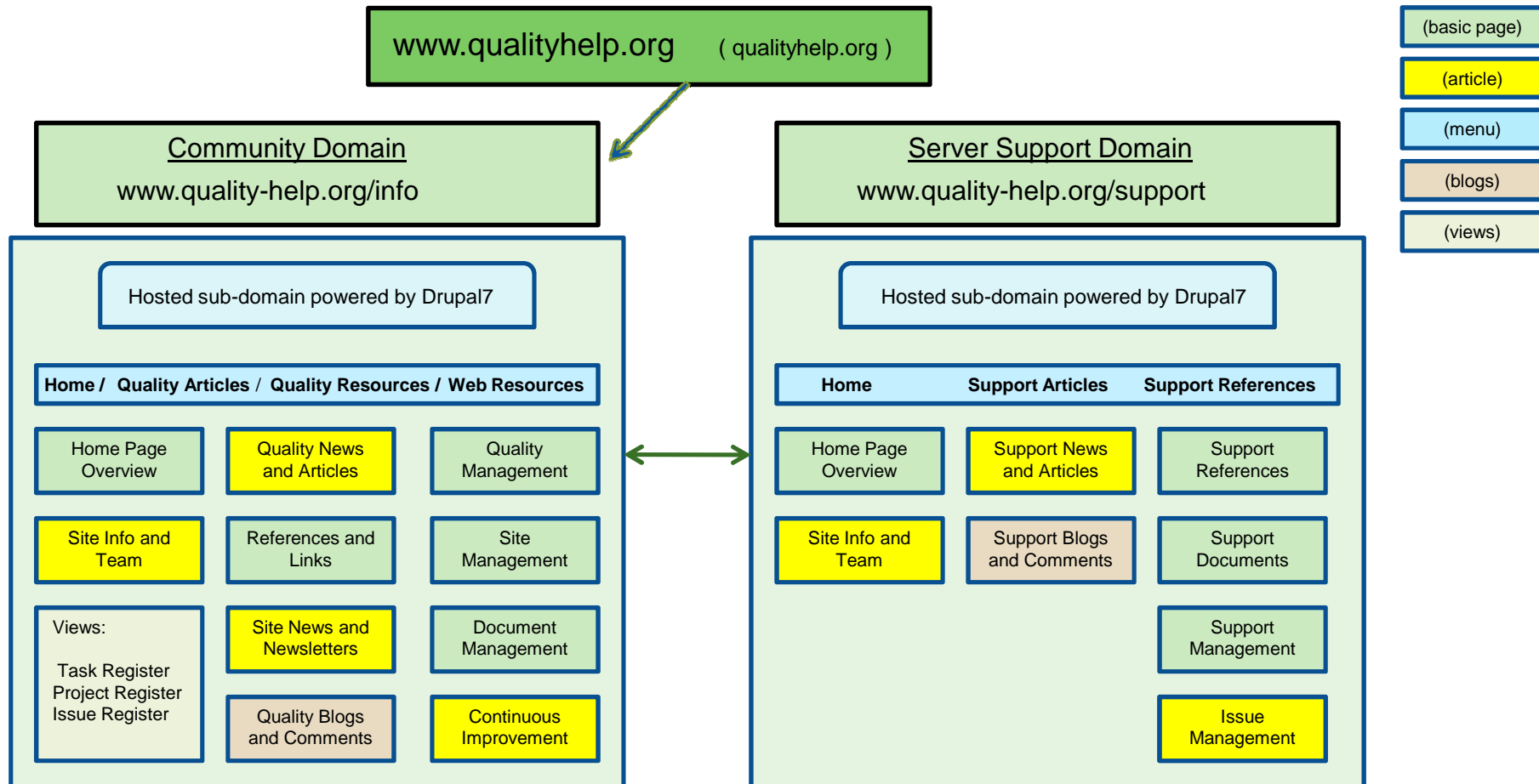
1. **Web content management system**
2. Component content management system
3. Enterprise content management systems

WEB Content Management System

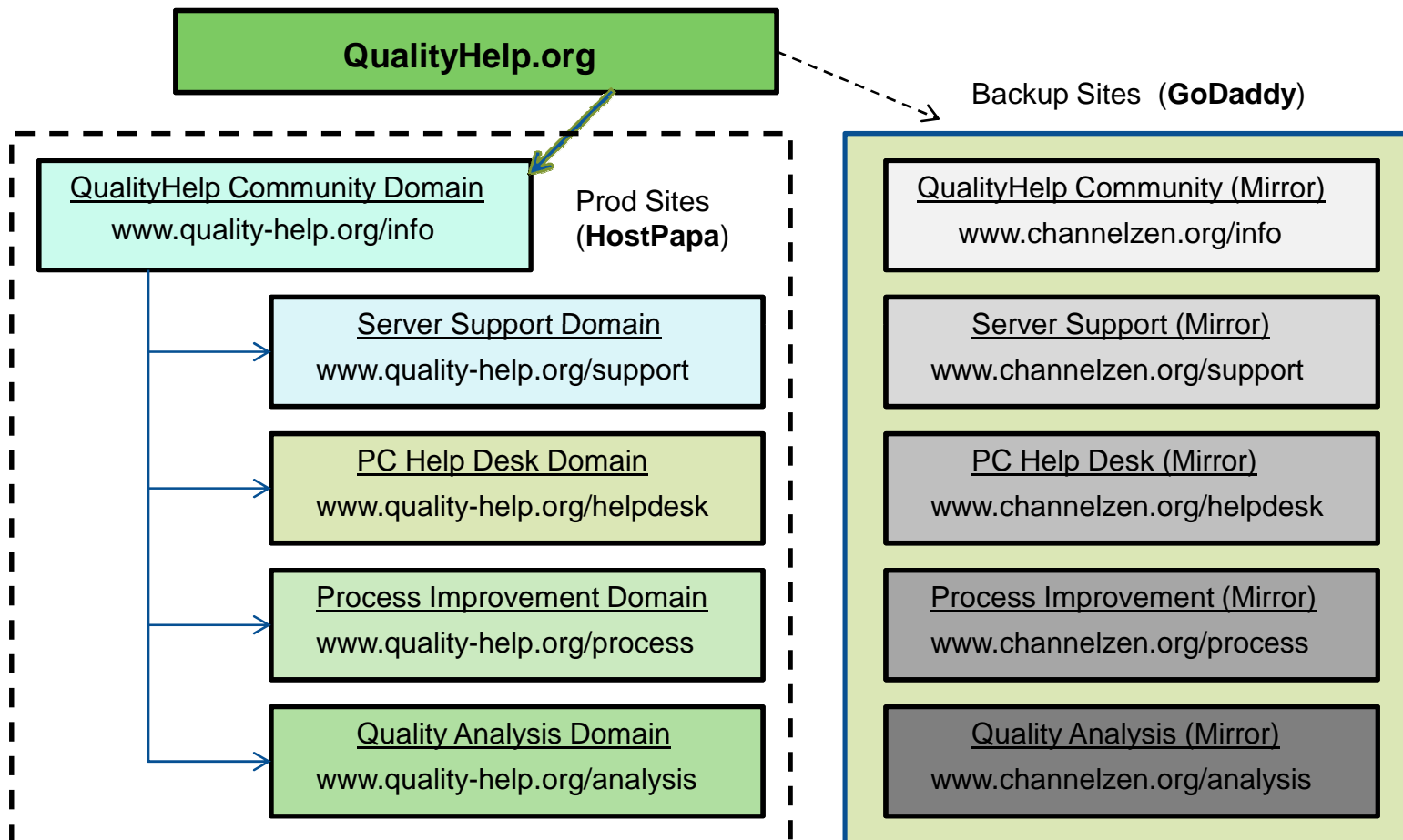
- A web content management system (web CMS) is a bundled or stand-alone application to create, manage, store and deploy content on Web pages.
- Web content includes text and embedded graphics, photos, video, audio, and code (e.g., for applications) that displays content or interacts with the user.
- A web CMS may catalog and index content, select or assemble content at runtime, or deliver content to specific visitors in a requested way, such as other languages.
- Web CMSs usually allow client control over HTML-based content, files, documents, and web hosting plans based on the system depth and the niche it serves.

QualityHelp Community Site - Structure

[Drupal Node Types]



QualityHelp – Extended Community



Family Intranet Site

The screenshot shows the top section of a website. At the top left is a small profile picture of a dog. To its right is the site title "Tazo and Friends" in a blue font, followed by the tagline "Dogs are smarter than". On the far right of the header are links for "Login" and "Register" next to a small orange RSS icon. Below the header is a dark blue navigation bar with three menu items: "HOME", "TAZO'S ADVENTURES", and "TOPDOG'S TRIPS", each with a small downward arrow. The main content area features a large banner image of two white cockatoos perched on a dark ledge, looking towards the left. Below the banner is a post titled "Welcome friends, dog lovers and supporters" in a blue font. Underneath the title is the text "published by Tazo on Wed, 11/07/2012 - 04:00". To the right of the text is a small square profile picture of a dog. The main text of the post reads: "Hello and welcome to my site. I'm planning to have a lot of fun and share heaps of useless trivia, canine wisdom and insights into a dog's life. Everyone is welcome (except felines of all background or pedigree). My banner will showcase recent adventures and favourite walks and locations. Feel free to comment and contribute. I'd love to get your feedback and suggestions for topics to include in my blogs or special articles to include on my site. The site is brand new, so be patient whilst my webmaster mates and I develop the site." At the bottom of the post are three interactive elements: a green arrow icon followed by "Read more", a speech bubble icon followed by "1 comment", and a padlock icon followed by "Log in to post comments".

Tazo and Friends Dogs are smarter than

HOME TAZO'S ADVENTURES TOPDOG'S TRIPS

Welcome friends, dog lovers and supporters
published by Tazo on Wed, 11/07/2012 - 04:00

Hello and welcome to my site. I'm planning to have a lot of fun and share heaps of useless trivia, canine wisdom and insights into a dog's life. Everyone is welcome (except felines of all background or pedigree). My banner will showcase recent adventures and favourite walks and locations. Feel free to comment and contribute. I'd love to get your feedback and suggestions for topics to include in my blogs or special articles to include on my site. The site is brand new, so be patient whilst my webmaster mates and I develop the site.

Read more 1 comment Log in to post comments