IPRO 314

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Objectives

Create MySpace portion of the site:

• Customer oriented
• Enable ready access to technical information
• Facilitate communication
Main focus – mySpace portion of the web portal. My Space included links to:

- MyProducts
- MyService
- MyLibrary
- MyProfile
- MyGroups
MyNews

• News directly related to the particular customer
• Provides headings of the latest news and links to the full text of the news items in question.
• General user will have access to the current public news
• Customers who login to the Customer Portal will see these public news items along with news items directly related to them.
MyLibrary

- Catalogs - information for any part/product customers have access to.
- Brochures - links to the brochures cycling through EMD.
- Manuals - allows to search for the manual, from installation to maintenance, of a specific part/product of EMD.
- Maintenance - information on engine and part maintenance plans.
MyService

• Maintenance - update maintenance records for specific parts/products that the user has access to.
• Tracking section - to keep track of engines and parts currently in his possession.
• Warranty - allows to quickly obtain warranty information and to be able to send information to EMD directly from this section of the website.
MyGroups

- Discussion group forum
- Frequently Asked Questions
- Chat room
Design

Choosing the software platform needed:

Microsoft Server 2000 –
  host the web site

Microsoft Site Server Commerce Edition -
  implement the different access levels

Microsoft SQL Server 2000 -
  implement the database
Four levels of access to the GM-EMD web site:

- General Public
- General Customer
- Specific Customer
- GM-EMD
Registration process

1. Accept GMD’s terms and condition
2. Fill out registration information form
3. If you have been subscribed to a service ask the user to print service agreement, otherwise, proceed to Online Account Set-up. Upon validation, registration will be confirmed by e-mail.
4. Fax the signed Service Agreement to gmemd.com
5. Mail signed Service Agreement to gmemd.com
6. Upon validation, registration will be confirmed by e-mail
Access Levels

The web site consists of four main sections to which some areas are accessible only with an active account and proper password.

• General company, products and services information.
• General customer information
• Specific customer information.
• EMD only information
Access Levels

- General Public
  - no password required
  - access to press releases
  - history of GM-EMD
  - upcoming events
  - career opportunities
  - brochures
  - training classes

- General Customer
  - requires a password
  - information that is pertinent to more than one customer
Access Levels

- Specific customer information
  - valid account and password.
  - information that is proprietary between each customer and EMD

- EMD only information
  - valid account and password.
  - Information for use only by EMD
    - e.g. customer database
Access Levels

- System Administrator (Password required)
  - Site Configuration & Maintenance
  - Login ID Management
- Content Provider (Password required)
  - EMD Only - 1 primary and 1 back-up representative per each functional area (document owner)
- Site Client
  - General Public
  - Restricted Area (Password required)
    - By Company (i.e. customer, EMD, etc.)
    - By Functional Area (i.e. General, General Staff, Purchasing, Sales, etc.)
Implementations of CGI

- Message Board for GM-EMD users and customers
- Online “My Library” for specific users.
- Can be changed to make any kind of online database
Web Database

- Cgi files create .log files and .dat files
- Retrieve and Store data that is called using methods
- Tips and documents from extropia.com
Features

- Add
- Modify
- Submit (allows user to verify information)
- Cancel
- Search (for keywords)
- Advanced Search

http://www.iit.edu/~singrau/
http://www.iit.edu/~singrau/cgi-bin/messageboard.cgi
Accomplishments

- Website for GM-EMD
- Almost all links functional
- Implementation of a Web Database
- Static HTML pages
- Most Logic and Software requirements for access levels complete
- Next Ipro – Just Implement access levels
Suggestions

- Search option
- Short-cut menus
- HTML templates
- Technical literature in electronic format