

IPRO 314

- **Group Members:**

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GM-EMD

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Objectives

Create MySpace portion of the site:

- Customer oriented
- Enable ready access to technical information
- Facilitate communication

My Space

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

Design

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

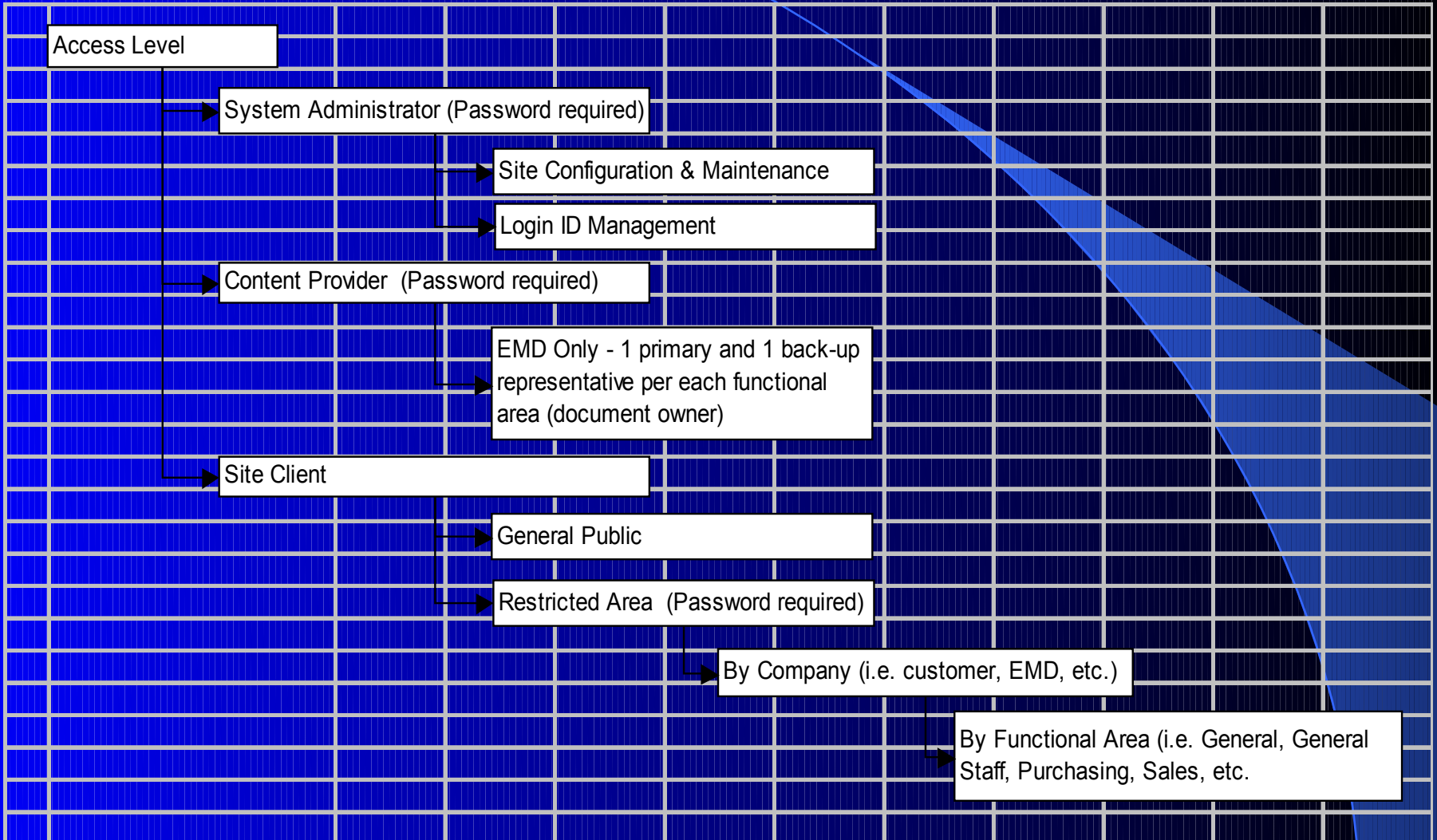
information that is pertinent to more than
one customer

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



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