

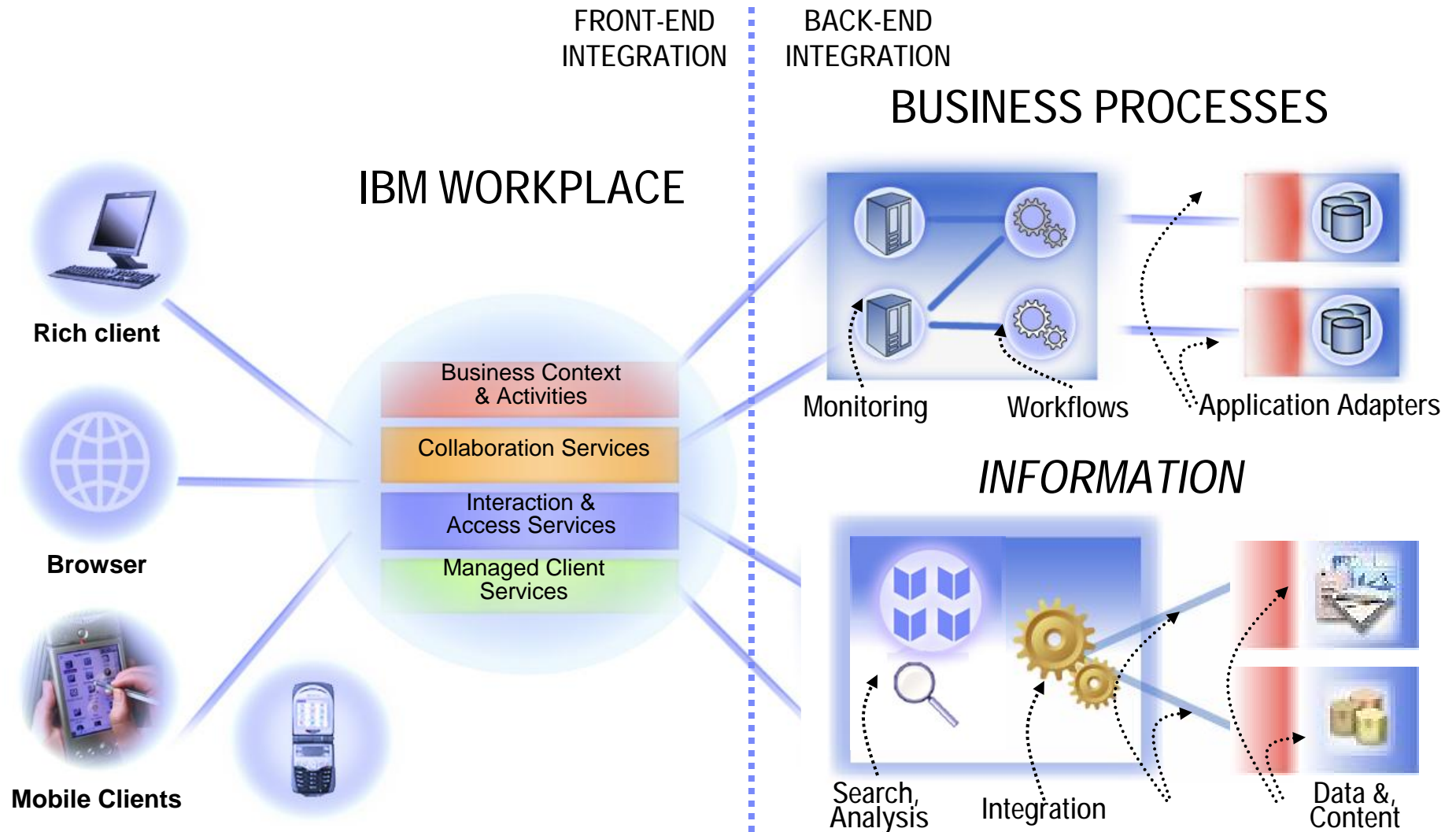


## A look at the architecture and roadmap



# Managed Client Model

*Making More People More Productive in the Context of The Business They Do Every Day*



*The power of one architectural model, one programming model, one consistent tool set*

# IBM Bank Branch Transformation Solution

- looks like a portal, but certain applications have richer user experience

The screenshot displays a web portal for a bank branch transformation solution. The interface is divided into several sections:

- Navigation Bar:** Includes tabs for MY BANK HOME, CUSTOMER CENTRAL, PRODUCTS & SERVICES, BANK INFORMATION, NEWS & UPDATES, and COLLABORATION.
- Left Sidebar:** Contains a 'Fast path' dropdown, 'Favorites', 'Useful Links' (Peoplefinder, Expenses, IT tools, Time reporting), 'Office Tools' (Excel, Powerpoint, Webcast, Word, Quickplace), and a 'People' section with a list of users and their contact information.
- Main Content Area:**
  - MY BANK HOME:** Features a 'Are you making a life change?' section with links for Marriage, Birth/Adoption, Divorce, Leave of Absence, Relocation/Moving, and Retirement.
  - Mail:** A Lotus Workplace email interface showing a list of messages in the 'Inbox (8)' folder. The list includes messages from Jana Carter, Dan Stoddard, Mary Jones, Paula Edwards, Chris Seller, and Susan Provonost, with subjects like 'When you get in', 'putting together a training mem', 'Re: The new design', 'Training opportunities', and 'Dec promos approval request'.
  - Business Performance:** A section titled 'View score By Product' showing various performance metrics. It includes a legend for 'Significantly ahead of target', 'Ahead of target', 'On target', 'Below target', and 'Significantly below target'. The metrics listed are: 80 ISA (Non Cat), 75 ISA (Insurance Based), 34 Life Assurance, 63 Promotions, 54 Credit Card Products, 71 Revolving Credit Products, 49 Offset Mortgages, and 72 Tracker Funds.
- Right Sidebar:** Contains an 'Alerts' section with a warning about 'Insured Money Market Account promotion BELOW TARGET' and 'Pension reviews delayed'. Below this is a 'Calendar' for Friday 11/21/2003, showing a schedule of events including 'Training - Sales and...' and 'Follow up with Mary...'. At the bottom is a 'News & Updates' section with a link to 'OFN Newsletter - November' and a call to action 'ACT NOW!'.

The bottom of the screen shows a Windows taskbar with the Start button, several application icons, and a system clock indicating 10:15 AM on 11/21/2003.

## Client Software Technologies ...

**Web**  
**= Reach**

**Client/Server**  
**= Rich**

Common  
Browser

Rich  
Browser  
Container

R  
Bro  
Ser

Client /  
Server  
Appls

Managed  
Web  
Appls

Managed  
Portal  
Appls

Rich portal-  
based appls  
w/ client-side  
components

Windows-  
centric with  
connections  
to network,  
server  
ressources

Light / Manageable

Management Challenge

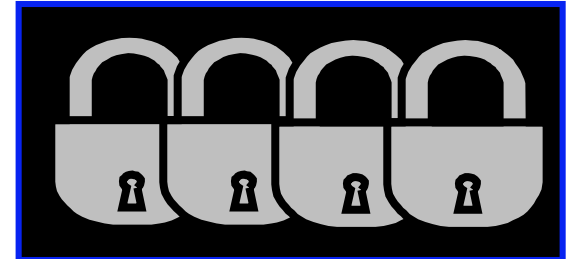
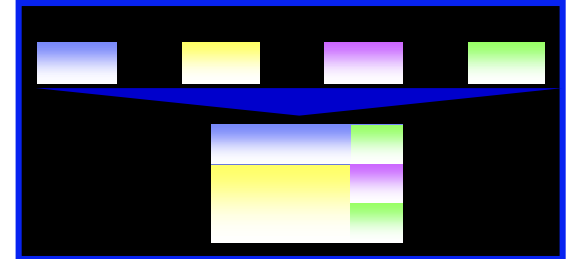
# IBM Workplace Client Technology

IBM Workplace Client Technology is a **dynamically downloaded client platform** of robust frameworks, services, and APIs for integrating reusable client components.

**Extends the security and manageability of a server-based platform to the enterprise desktop and pervasive devices**

**Lotus Workplace Messaging and Lotus Workplace Documents will be the first IBM solutions powered by Workplace client technology**

**Foundation for rich client versions of Lotus Workplace products and other IBM products... In 2H04 will be available to solution providers and ISV's to build rich end user applications**



Messaging	Document Management
Learning	Team Collaboration
Portal	Web Content Management
Many More....	





# On Demand Client Requirements.....

## No Touch Deployment – Helps Lower TCO



- Server-managed delivery of rich clients to end user communities
- Centralized administration, setup and client updates
- Provision capabilities when needed – *on demand*

## Rich user experience



- Disconnected use and synchronization
- Power of client software – i.e drag-n-drop, improved responsiveness, UI control
- Componentized and Contextual
- Embedded Doc Management

## Extensible client platform for

- Collaboration, including mail, calendaring and scheduling, instant messaging, team spaces...
- Document management
- Existing Web, Java, .Net and Notes Applications
- New Applications – IBM and Business Partners

## Built in Data Management and Security Features



- Using local and server managed encrypted data stores
- With robust policy managed access and control

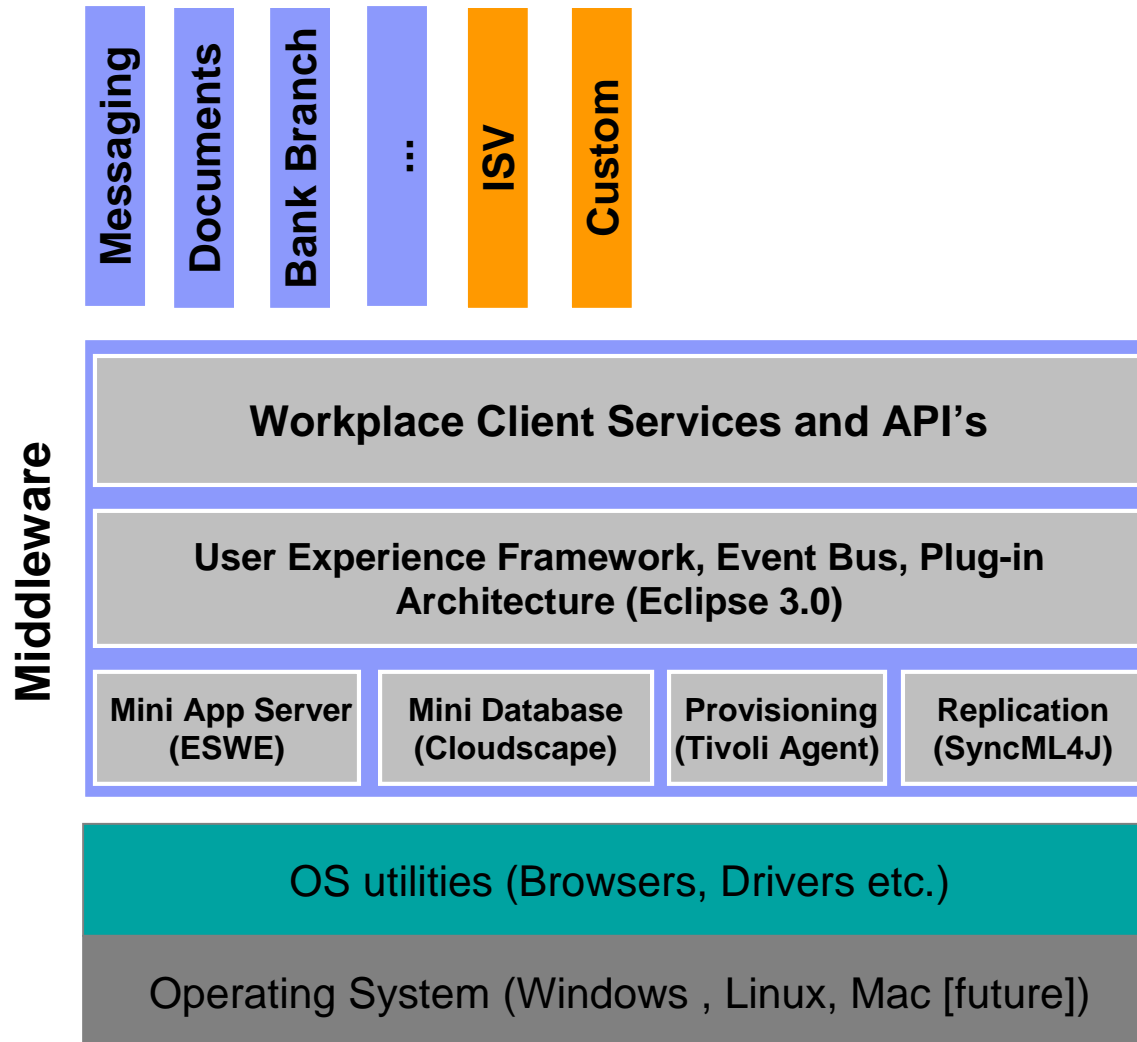
## Choice and Flexibility



- Linux, Windows, UNIX and MacOS (planned) desktops
- Manage office documents and Java, .Net and C++ applications
- Standards-based interoperability



# IBM Workplace Client Technology



## User Experience

- Ø Disconnected
- Ø Rich, Contextual
- Ø Componentized
- Ø Provisioned

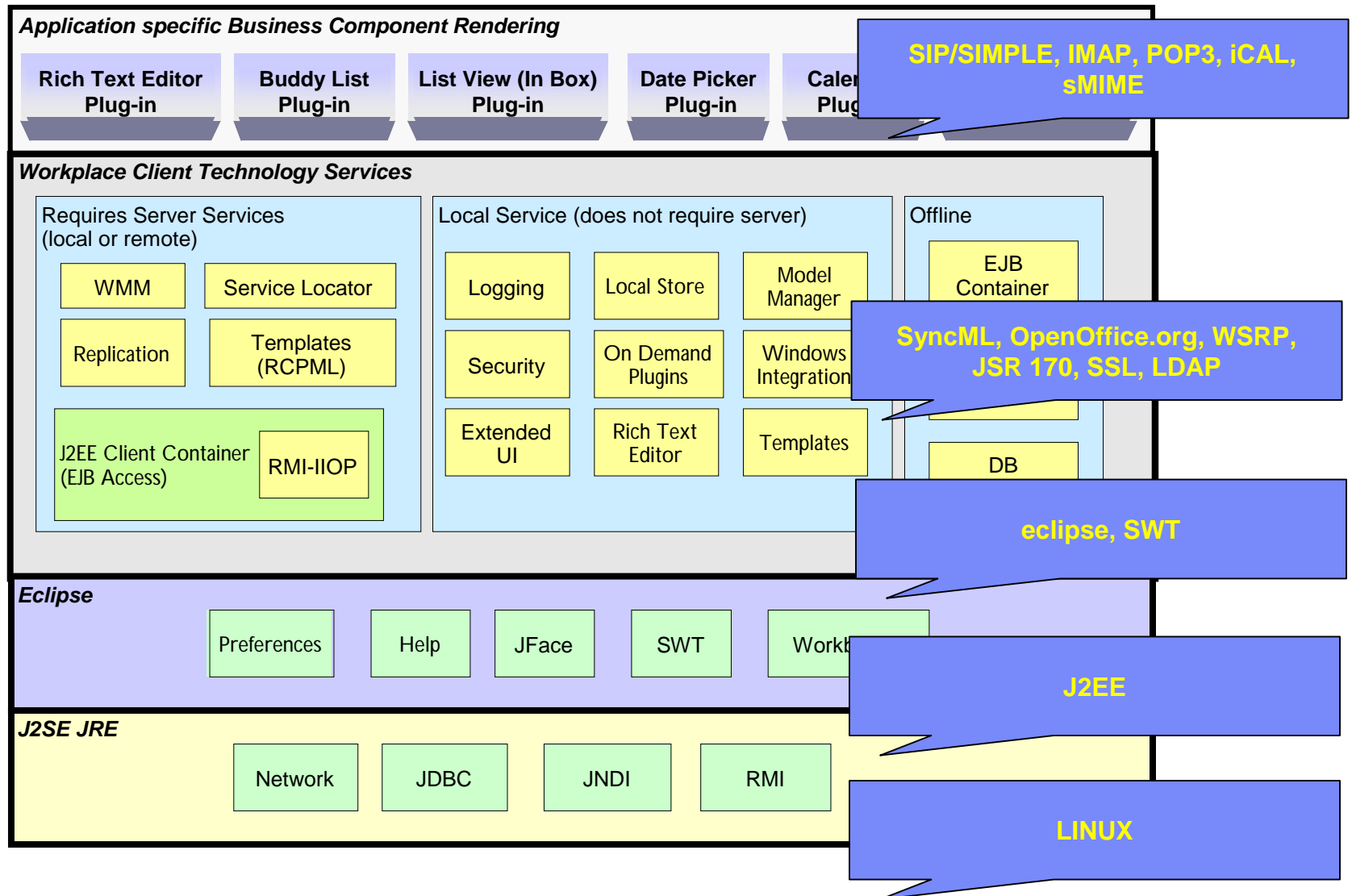
Replication/  
Synchronization

Provisioning

## Workplace Client Technology

- Ø Componentized
- Ø Server Managed
- Ø Pervasive
- Ø Secured Data

# Driving Standards



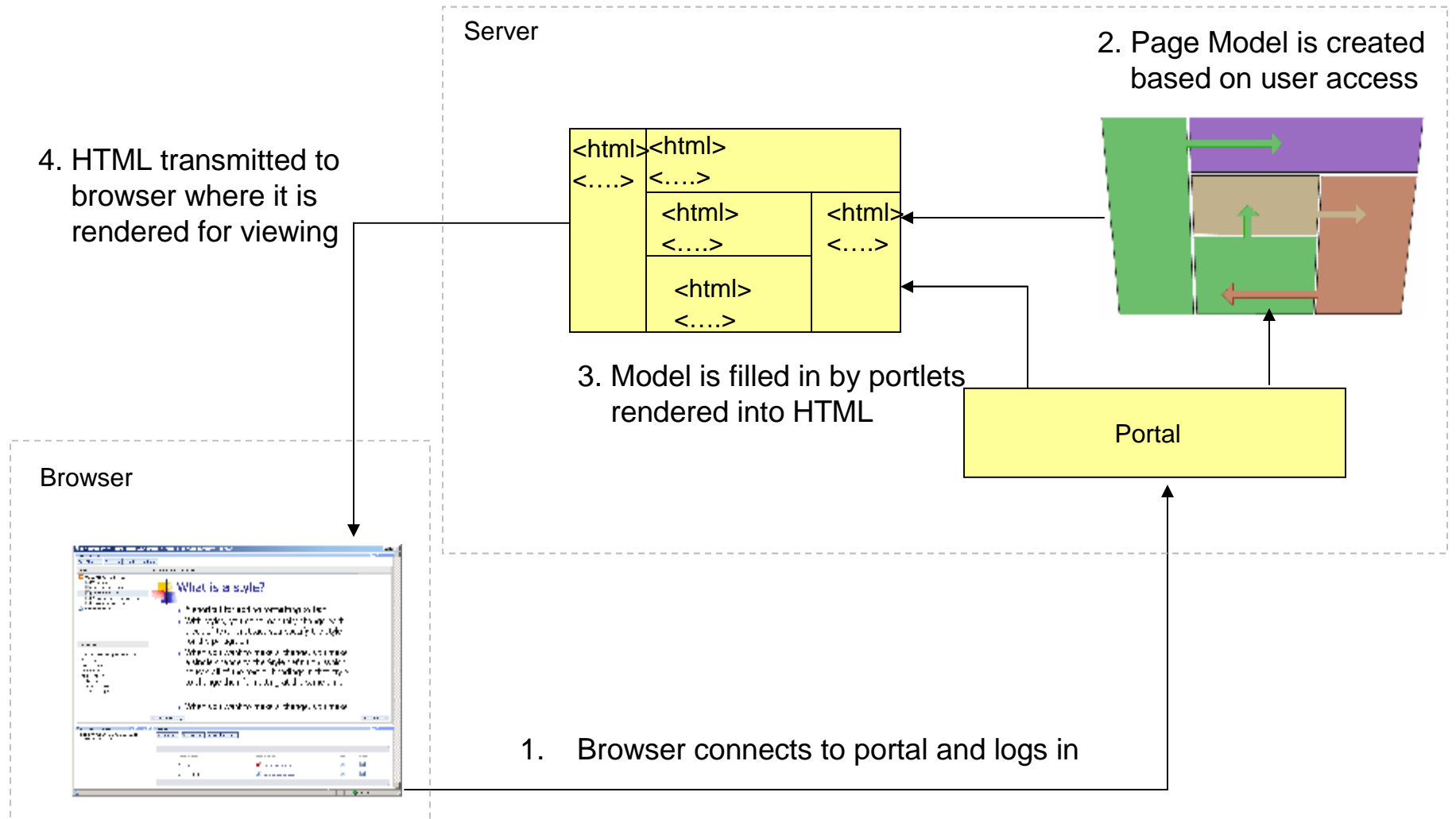


## Benefit: Eclipse as Client Foundation

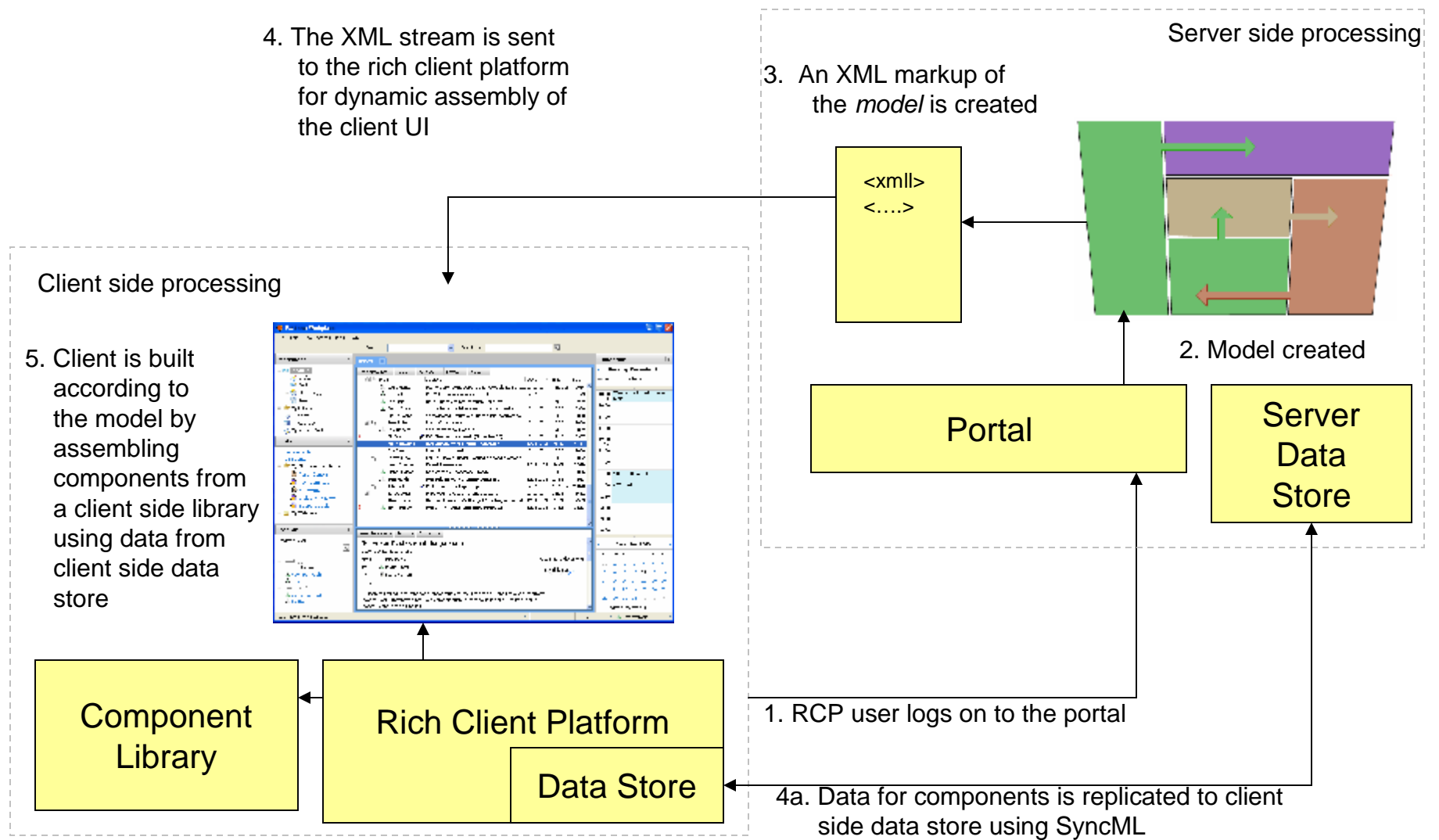
- § Cross platform, rich UI widget set based on native widgets
- § Rich UI framework
- § Predefined dialog basis: Wizards, Preferences, Properties
- § Other UI: Perspectives, Views, Editors, Workbench (as a base)
- § Native U/I support in SWT for host OS (Win32, Linux, etc...)
- § Help system
  
- § Extensible Platform
  - 4 Plug-in extensibility model
  - 4 Shared programming model with tools development
  - 4 Education already developed for tools offerings
  - 4 Core services, extension points
  - 4 Core frameworks
  
- § Production quality platform with 2 major releases in market
- § Open Source code base



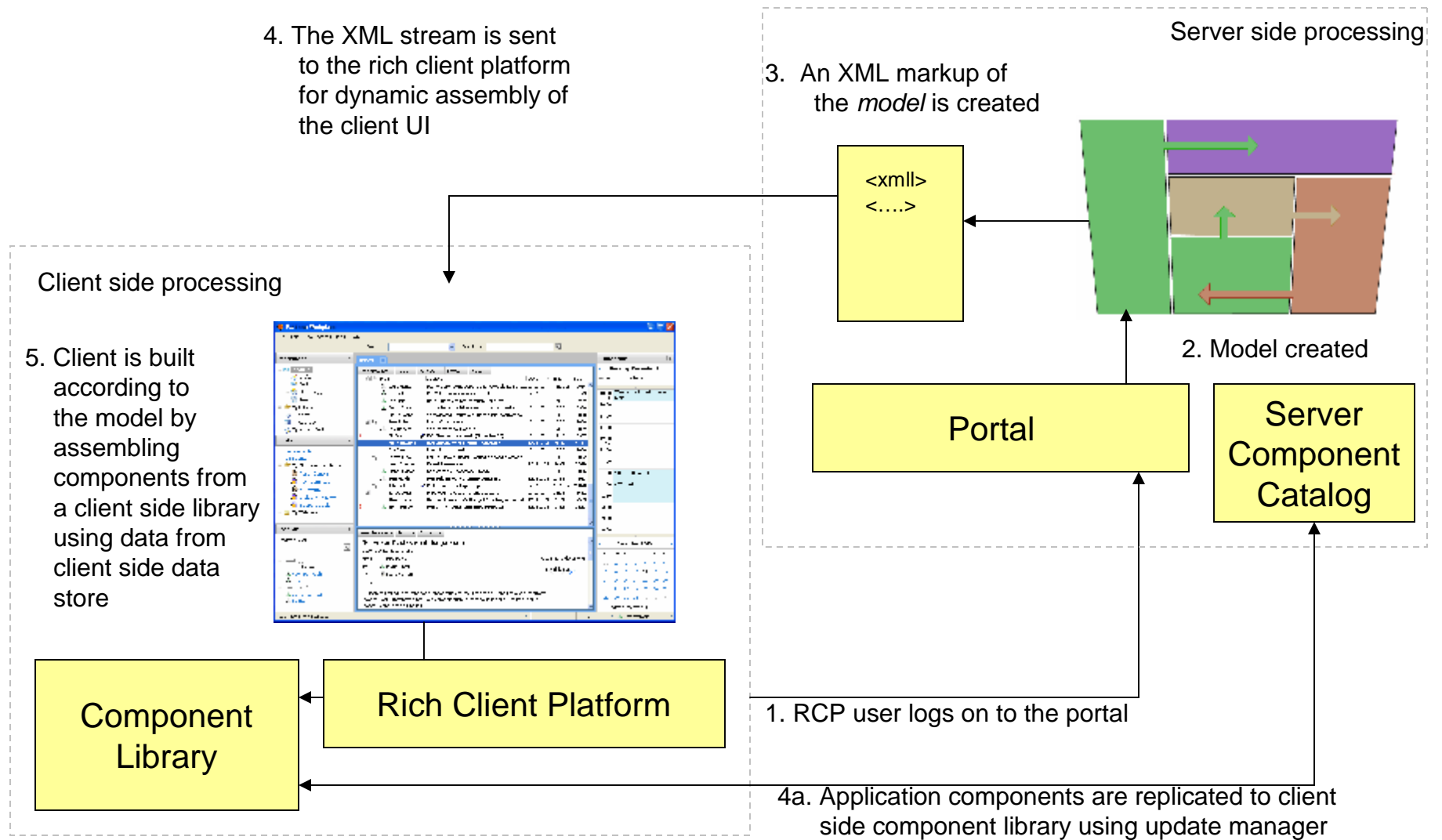
# Typical Browser-Portal Flow



# Workplace Client Flow



# Workplace Client Provisioning



# IBM Lotus Workplace Messaging

Powered by IBM Workplace Client Technology

New offline support  
and richer experience  
for growing Lotus  
Workplace Messaging  
solution

## Description

### § Low TCO business-oriented E-mail, Calendaring and Instant Messaging

- 4 Rich user experience
- 4 Central control, management and provisioning of end users environments
- 4 Supports both a connected / disconnected model

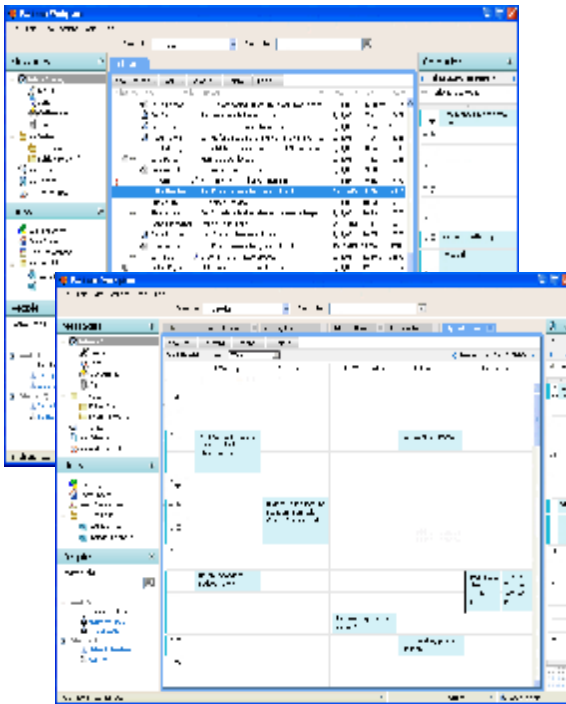
### § Security and Encryption Support

### § Increased Productivity / Reduced Desktop Complexity

- 4 A full desktop productivity user experience
- 4 Can be combined with other Lotus Workplace products and other components for full personal productivity solution

### § Uses and advances open standards-based technologies from IBM and industry

- 4 Eclipse, Workplace client technology, Cloudscape, etc ...
- 4 SWT, JFace, SyncML, J2EE, Linux, etc...



IBM Workplace Client

File Actions Tools Edit View

Search in: All Mail

Search for:

Messages

Inbox (2)  
Drafts  
Sent (7)  
All Documents (11)  
Trash (2)  
Junk Mail  
My Chats  
My Address  
My Calendar

Links

Web Conferences  
Team Spaces  
Learning

Instant Contacts

Work  
SusanAdams3691@us.ibm.c  
SusanAdams3645@us.ibm.c

People Finder:

Address Book

Inbox

New Message

Reply

Forward

Delete

Folder

Mark Unread

From	Subject	Date	Time	Size
Susan Adams364	Declined: Project Review Mtg	3/29/04	4:15 PM	10 K
Susan Adams364	Accepted: Triage meetings	3/29/04	4:15 PM	10 K
Heidi Votaw	User Interface follow up	3/29/04	3:43 PM	1 K
Jim Marsden	LWM / LWDM run on WIN32 and Linux	3/29/04	3:42 PM	1 K
Brendan Crotty	Lotus Workplace Messaging build	3/29/04	3:41 PM	1 K
Jeanette Barlow	White paper information / details	3/29/04	3:41 PM	1 K
Ken Bisconti	Machine setup	3/29/04	3:40 PM	1 K
Roy Bowen	New install on Doug's machine	3/29/04	3:40 PM	1 K
Brendan Crotty	Product review of IBM Workplace Client Technolo	3/29/04	3:39 PM	1 K
Mark Nowacki	Use this build	3/29/04	3:39 PM	1 K
Harish Grama	Great job on the latest builds	3/29/04	3:34 PM	1 K
Emily Lee	More details on Lotus Workplace Document Management	3/29/04	3:34 PM	1 K
Jim Marsden	Question for you about Lotus Workplace Messagi	3/29/04	3:33 PM	1 K
Jeanette Barlow	Pls review this information ...	3/29/04	3:33 PM	1 K
Ken Bisconti	Information on IBM Workplace Client Technology	3/29/04	3:32 PM	1 K
susanadams3645	UI Bug	3/29/04	3:04 PM	2 K
IBM	IBM Lotus Workplace Messaging (TM)	3/23/04	7:55 AM	39 K

New Message

Forward

Delete notice

Folder

Properties

Declined

Susan Adams3645 has declined this invitation

From:

susanadams3645@us.ibm.com

To:

susanadams3691@us.ibm.com

Date:

Wed, 3/31/04

Chair:

susanadams3691@us.ibm.com

Calendar

Thursday 1

Sophie's Birthday

Working from home

8:30 am

Pick up dry cleaning

9:00

Submit expenses

9:30

10:00

Interview mtg

10:30

11:00

11:30

12:00 pm

Lunch w/ E

12:30

1:00

Project re: Chair pull

1:30

2:00

Call Finance

2:30

3:00

3:30

Online





IBM Workplace Client

FileActionsToolsEditView

Search in: All Mail

Search for:

Messages

Inbox (2)

Drafts

Sent (7)

All Documents (11)

Trash (2)

Junk Mail

My Chats

My Address

My Calendar

Links

Web Conferences

Team Spaces

Learning

Instant Contacts

Work

SusanAdams369

SusanAdams364

People Finder:

Address Book

Inbox

All Documents

Calendar View

New Meeting

New Web Conference

Forward

Actions

Delete

Find Related Documents

View: One Day

Thursday, April 1, 2004

1 Thursday

Sophie's Birthday

Working from home

8:30

Pick up dry cleaning

9:00 am

Submit expenses

9:30

10:00

Interview mtg

10:30

11:00

11:30

12:00 pm

Lunch w/ Brendan

12:30

1:00

Project review mtg

1:30

Chair: null

2:00

Call Finance

2:30

3:00

3:30

4:00

4:30

5:00

Calendar

Thursday 1

Sophie's Birthday

Working from home

8:30 am

Pick up dry cleanir

9:00

Submit expenses

9:30

10:00

Interview mtg

10:30

11:00

11:30

12:00 pm

Lunch w

12:30

1:00

Project i

1:30

Chair: n

2:00

Call Finance

2:30

3:00

3:30

4:00

4:30

Online

IBM Workplace Client

FileActionsToolsEditView

Search in: All Mail

Search for:

Messages

Inbox (2)

Drafts

Sent (7)

All Documents (11)

Trash (2)

Junk Mail

My Chats

My Address

My Calendar

Links

Web Conferences

Team Spaces

Learning

Instant Contacts

Work

SusanAdams369

SusanAdams364

People Finder:

Address Book

Inbox

All Documents

Five Day Calendar

New Meeting

New Web Conference

Forward

Actions

Delete

Find Related Documents

View: Five Days

March 29 - April 4, 2004

	29 Mon	30 Tue	31 Wed	1 Thu	2 Fri
			<div>Lexi's birthday</div> <div>Offsite Mtg</div>	<div>Sophie's Birthday</div> <div>Working from home</div>	
8:30				Pick up dry cleaning	
9:00 am	UI Design Meeting Chair: null		Pick up	Submit expenses	Complete asset review fc
9:30		Con call w/ customers			
10:00			1:1 mtg w/ Pat	Interview mtg	Mgmt review Chair: null
10:30					
11:00					
11:30					
12:00				Lunch w/ Br	
12:30					
1:00			Project review mtg Chair: null	Project revi Chair: null	Project revi Chair: null
1:30					
2:00				Call Finance	
2:30					
3:00					
3:30					
4:00					
4:30					
5:00					

Calendar

Thursday 1

Sophie's Birthday

Working from home

8:30 am

Pick up dry cleanir

9:00

Submit expenses

9:30

10:00

Interview mtg

10:30

11:00

11:30

12:00 pm

Lunch w

12:30

1:00

Project i  
Chair: n

1:30

2:00

Call Finance

2:30

3:00

3:30

4:00

4:30

Calendar

Online



IBM Workplace Client

FileActionsToolsEditView

Search in: All Mail

Search for:

Messages

Inbox (2)

Drafts

Sent (7)

All Documents (11)

Trash (2)

Junk Mail

My Chats

My Address

My Calendar

Links

Web Conferences

Team Spaces

Learning

Instant Contacts

Work

SusanAdams369

SusanAdams364

Address Book

Inbox

All Documents

Month Calendar

New Meeting

New Web Conference

Forward

Actions

Delete

Find Related Documents

View: Month

April 2004

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
29 UI Design Meeting	30 Con call w/ custom	31 Lexi's birthday Offsite Mtg Pick up dry de Pick up dry de Pick up dry de 1:1 mtg w/ Pa	1 Sophie's Birthc Working from l Pick up dry de Submit expens Interview mtg Lunch w/ Bren	2 Complete asset re Mgmt review mtg Project review mtg	3 Project review mtg	4 Project review mtg
5 Triage meetings Project review mtg	6 Triage meetings Project review mtg	7 Triage meetings Project review mtg	8 Triage meetings Project review mtg	9 Triage meetings Project review mtg	10 Triage meetings Project review mtg	11 Triage meetings Project review mtg
12 Cambridge Office Triage meetings Project review mtg	13 Cambridge Office Cambridge Office Triage meetings Project review mtg	14 Cambridge Office Cambridge Office Triage meetings Project review mtg	15 Cambridge Office Cambridge Office Triage meetings Project review mtg	16 Cambridge Office Cambridge Office Triage meetings Project review mtg	17 Cambridge Office Cambridge Office Triage meetings Project review mtg	18 Cambridge Office Triage meetings Project review mtg
19 Triage meetings Project review mtg	20 Triage meetings Project review mtg	21 Triage meetings Project review mtg	22 Triage meetings Project review mtg	23 Triage meetings Project review mtg	24 Triage meetings Project review mtg	25 Triage meetings Project review mtg
26 Triage meetings Project review mtg	27 Triage meetings Project review mtg	28 Triage meetings Project review mtg	29 Triage meetings Project review mtg	30 Triage meetings Project review mtg	1 Project review mtg	2 Project review mtg

Calendar

Thursday 1

Sophie's Birthday

Working from home

8:30 am

Pick up dry cleanir

9:00

Submit expenses

9:30

10:00

Interview mtg

10:30

11:00

11:30

12:00 pm

Lunch w

12:30

1:00

Project i

Chairman

1:30

2:00

Call Finance

2:30

3:00

3:30

4:00

4:30

People Finder:

Online

# IBM Lotus Workplace Documents

Powered by IBM Workplace Client Technology

Centralized location for end users to create, import, edit and save rich documents, presentations and spreadsheets within an integrated rich client environment.

## Description

### § Low TCO business-oriented document management

- 4 Central control, management and provisioning of end users environments
- 4 Synchronization between the local and server stores
- 4 Integration with Enterprise Document Management

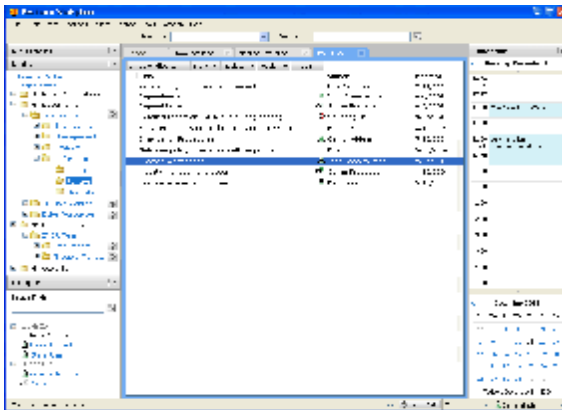
### § Security extended to locally managed data store for all documents created within the application

### § Increased Productivity / Reduced Desktop Complexity

- 4 A full desktop productivity user experience
- 4 Can be combined with Workplace Messaging and other components for full personal productivity solution

### § Platform independence

- 4 Supports a variety of platforms both client side (Win32, Linux) and server side (Win32, Linux, Solaris, etc)



# Lotus Workplace Documents – Browser View

**DeltaPacificBank** > My Workplace My favorites... Edit my profile ? Logout

Initiatives Grace Dumont I am available September 8, 2004

Documents Members

**Document Library** ? - □

Import File Edit Document New... Folder Actions... More Actions...

Document Library > Initiatives > **Client Services**  
Please only post current documents in this folder! [Advanced Search](#)

Initiatives

- All Documents
- Pending Drafts
- Locked Documents
- Client Services**
- Past Initiatives
- Internet
- Telephony

Showing 1 - 7 of 7

<input type="checkbox"/>	<u>Name</u>	<u>Author</u>	<u>Last Modified</u>
<input type="checkbox"/>	<a href="#">Past Initiatives</a>		
<input type="checkbox"/>	<a href="#">Credit Card Program Proposal</a>	Andy Candrick	08/31/04
<input type="checkbox"/>	<a href="#">Credit Card Program budget</a>	George Mason	07/15/04
<input type="checkbox"/>	<a href="#">Customer Value Program</a>	Vince Gibson	09/08/04
<input type="checkbox"/>	<a href="#">Online Banking Expansion</a>	Andy Candrick	09/04/04
<input type="checkbox"/>	<a href="#">Online Banking Market Research</a>	Silvio Enzo	08/15/04
<input type="checkbox"/>	<a href="#">Strategic Growth</a>	Andy Candrick	08/28/04

Showing 1 - 7 of 7

[Hide Folders](#)



## Same Document Library through the Rich Client

The screenshot displays the IBM Lotus Workplace Rich Client interface. The main window is titled "IBM Lotus Workplace" and features a menu bar with File, Actions, Tools, View, Edit, and Help. A search bar at the top allows searching in "This folder" for a specific item.

The interface is divided into several panes:

- Messages:** Includes folders like Inbox (5), Drafts, Sent, Outbox (3), All Documents, Trash, Chats, Address Book, and Calendar.
- Links:** Includes Web Conferences, Team Spaces, and My Links.
- Documents:** A pane on the left showing a hierarchy of folders: Banking Trends, Initiatives, Client Services (highlighted), Internet, and Telephony. An orange box highlights this pane, and an arrow points from it to the "Client Services" folder in the main document list.
- Instant Contacts:** Lists contacts under "Work (1)", including Grace Dumont, Jack Duncan, Jerry Winslow, DPB Marketing, and Deborah Minter.

The central pane displays the "Client Services" folder contents, showing a list of documents with columns for Title, Author, Type, and Modified. The documents listed are:

Title	Author	Type	Modified
Past Initiatives		Folder	
Credit Card Program Proposal	Andy Candrick	Microsoft Powe	08/31/04
Credit Card Program proposed budget	George Mason	Microsoft Excel	07/15/04
Online Banking Expansion	Andy Candrick	Text document	09/04/04
Online Banking Market Research	Silvio Enzo	Text document	08/15/04
Strategic Growth	Andy Candrick	Microsoft Word	08/28/04

The right pane shows a calendar for Wednesday, September 8, 2004, with events like "Check in with Grace" and "Executive Council Meeting". Below the calendar is a monthly view for September 2004, showing the current date as September 8, 2004.

The status bar at the bottom indicates "1 object(s) selected", "Disconnected", and "Go Online".

IBM Lotus Workplace

File Edit View Actions Insert Format Tools Window Help

Normal Verdana 10 b i u [List Icons]

Messages Links

Learning Center Team Center

My Notes Applications

My Documents

- Dev Library
  - Engineering
  - Management
  - Projects
  - Reference
    - Team
    - Policies
    - Security
- HR Help Center
- Sales Resources
- My Team Spaces
  - EMCR Team
    - Documents
    - Trouble Tickets
- My Web Links

People

People Finder:

Work (2)

- Rami Menashes
- Harry Hornreich
- Steve Joiner

Friends (2)

- Galina Rubinstein
- Avi Bino

Inbox New Message Meeting Invitation Engineering Specification.xsi

Save and Close

1 2 3 4 5 6 7

### Conflict Detection and Resolution

For any document, editors must be able to engage in concurrent editing sessions (see [definitions](#)), and have conflicting commits handled by the system so that data is not lost and editors can access and resolve conflicts.

Even when locking is enabled, concurrent editing sessions may occur when either:

- An offline client synchronizes its data with the server
- Two geographically dispersed servers synchronize their data (is this planned for the foreseeable future?)

Because of this, conflict detection should always be turned on.

For a given document, editors should be able to do the following things with conflict documents:

- Successfully commit documents to the Document Manager at all times
- Visually identify the presence of conflict documents associated with the document
- View a conflict document
- Delete a conflict document
- Resolve conflicts by merging conflicting edits into a definitive document/version and deleting unwanted conflicts
- Open issue: Promote a conflict document to a new version?

Note – Concurrent editing could be discouraged by setting Edit permission on new documents to the author only. This would force users to explicitly obtain Edit permission from the author before concurrent editing is allowed. ([QuickPlace](#) does this.) However, this technique can't be implemented in a scalable way with the current additive nature of inheritance in Portal Access Control, because every document would need an explicit set of User permissions which would have to be updated on every document each time a new user is added to the document library.

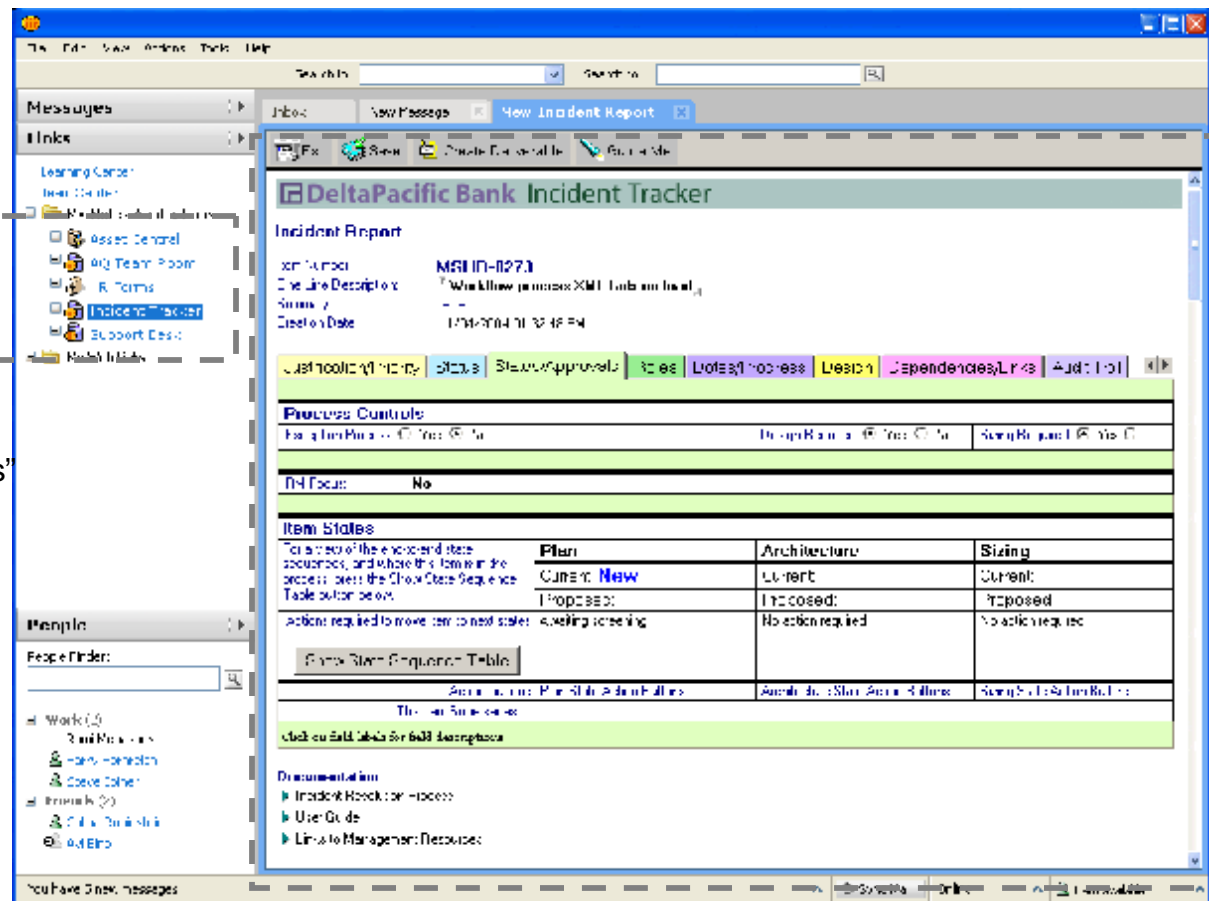
### Requirements for Locking

Locking is an optional configuration of the Document Library (I assume this configuration is associated with the data rather than the [portlet](#)). I propose that three locking modes should be supported:

- No Locking – Conflict detection is used to handle the increased incidence of concurrent editing.
- Manual Locking Allowed – Allow users to explicitly lock any document prior to editing to prevent other users from editing the document until it is explicitly unlocked
- Automatic Locking (and Manual Locking Allowed) – automatically lock documents while they are being edited, to prevent concurrent editing.

You have 5 new messages Sync Mail Online I am available

# Support for C++ plug-ins: Notes Applications, etc



Rendering  
Notes applications  
Integrated with the  
WCT display area

"My Notes Applications"  
will list the available  
Notes Client apps that  
can be Run with Notes  
Plug-in to WCT



Search in: All Mail

Search for:



## Messages

- Inbox
- Drafts
- Sent
- All Documents
- Trash
- Group Information
- HR Information
- Project Details

## Documents

- Default
- Document Manager
- MyFolder

## Links

- Teamspaces Center
- Learning Center
- WebConference Center

## Notes

- Customer Care
- Notes Discussion

## Contacts

- Work (1)
- RobTurner@lsserver1.w

People Finder:

Inbox

Documents

I think we sh...

Calendar View

Customer ..

Edit Document

New Response

Cancel

## Customer Care

01/18 04:18 PM

## Delta Pacific Bank

Contact: **Tammy Jackson**  
Category: **Finance**  
Priority: **High**

## Contact Information for Delta Pacific Bank

## Name

First name: Tammy  
Middle name:  
Last name: Jackson  
Title: Miss  
Suffix:

## Phones

Office: 786.223.1212  
Mobile: 786.397.3858  
Fax:  
Primary Backup:

## Current Issue

Delta Pacific Bank is having a problem with their monthly financial reporting tool. They have set the end business day for the month to the 28th on all months, but the tool resets to the calendar last day. They would like to evaluate new solutions for this problem.

## Issue History

July 10, 2003 | August 22, 2003 | December 9, 2003 | January 5, 2004

Delta Pacific Bank is experiencing data corruption problems when creating

## Calendar

Monday 26

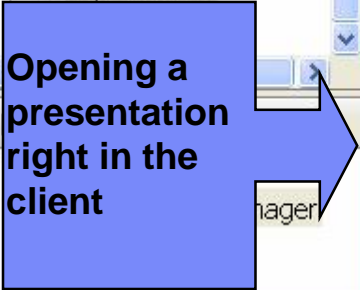
- Managers Meeting -- offsite
- Sara's BDay

am  
9:00  
10:00  
10:30  
11:00  
11:30  
12:00 Lunch w/ Steve  
pm  
12:30

Notes  
Application  
embedded in  
the  
Workplace  
Client

January 2004						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Today is January 25, 2004





File

Edit

View

Actions

Tools

Help

Search in:

Search for:

Messages

Links

Learning Center

Team Center

My Notes Applications

My Web Links

DP Intranet

Partner Net

Siebel Call Center

Home

Accounts

Service

Orders

Campaigns

Quotes

Products

Plan Sponsor Site

Team Members

Service Managers (3)

Roy Sanchez

John Speakerman

Susan Predegast

Service Team (8)

Shuhong Dai

Miguel Santiago

Cathy robbins

Ken Innis

Charlie Moore

Marty Hill

Inbox

Siebel Call Center

Service Requests

New

Query

Show: 1-75Y57

Queries:

1 - 7 of 7+

New	SR #	Status	Summary	Account	Submitted by	Owner
	1-75Y57	Open	Dealer network e-mail workflow is very slow	WorldWide Auto	Roger Ames	Casey Cheng

Details

More Info

Activities

Attachments

SR Resolution Items

Related SRs

Solutions

Messages

New

Query

Smart Answer

Verify

1 of 1

SR #

1-75Y57

Last Name:

Ames

Area:

Usage

\*Agent Opened:

4/04/2005 10:20 AM

Account:

World Wide Auto Group

First Name:

Roger

Subarea:

Server Tasks

Agent Committed:

Site:

HQ

\*Status:

Open

Priority:

Very High

Agent Closed:

Summary:

Dealer network e-mail work-flow is very slow

\*Substatus:

Waiting on customer

Severity:

1-Critical

Customer Opened:

4/04/2005 10:17 AM

Work Phone #:

(408) 477-2006

Owner:

CCHENG

Customer Committed: :

:

New Topic

ForumsSR#1-75Y57Task: Send WorkFlow XML

FYI: Workflow modified by 3rd party

Seth Thomas, 04/04/2004 10:47am

Reply

A business partner customized the basic workflow for WWAG. I don't know all the details, but Kathleen Brady is the contact. I think she actually did the work.

Re: FYI: Workflow modified by 3rd party

Kathleen Brady, 04/04/2004 10:47am

Reply

Roger asked me to send you the scripts. I put them in the documents folder for this SR.

You have 5 new messages

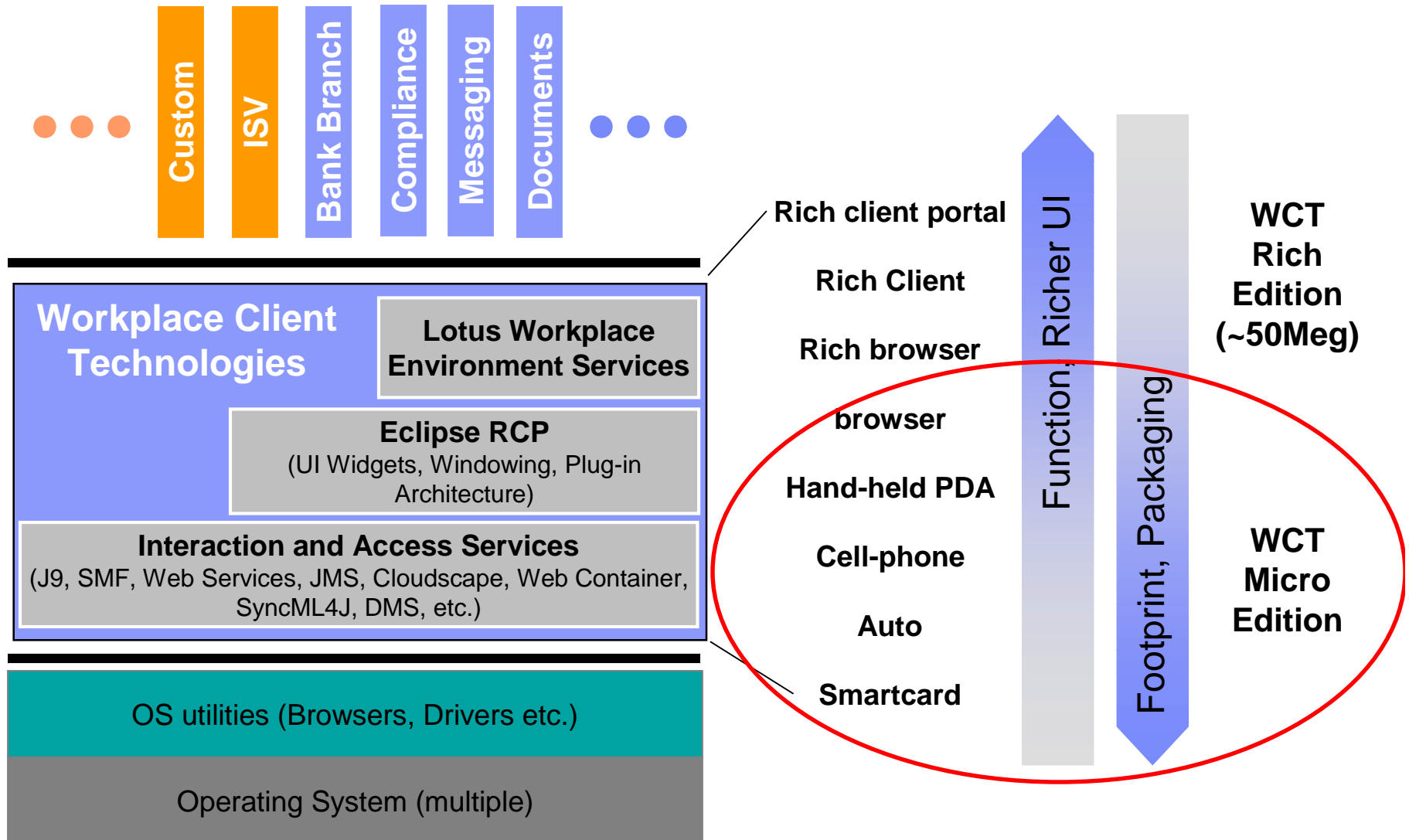
Sync Mail

Online

I am available



## Single Consistent Framework for Client Side Technologies



## Current Roadmap

