WORLDOX GX4 Implementation – Designing Profile Groups

Implementing WORLDOX is a team project. There are several roles within the team which must be filled to make the implementation successful. Some of these roles may overlap and it's not unusual for one person to assume several roles.

CyTek personnel are available to assist you in installing and designing the WORLDOX document management system, but the design choices need to be made by your firm. To aid you in this process CyTek provides training and information on the operation and functionality of the WORLDOX system.

Carefully planning and testing your profile designs and training the end users on the features of WORLDOX will make the implementation smoother and enable your firm to enjoy the benefits of document management sooner.

WORLDOX Implementation Team Roles

Installer   Rick Bernauer, CyTek Senior Systems Consultant
The person who installs WORLDOX on the file server, configures all the relevant program settings and options, and sets up the Indexer and individual workstations. When converting from a previous document management system (DMS), the installer is responsible for importing the documents and profile information from the former DMS into WORLDOX.

WORLDOX Administrator   Name:_____
The person, usually from the IT department, responsible for system-level maintenance of WORLDOX. The WORLDOX administrator monitors the Indexer, creates templates, security classifications, and shortcuts as needed. The administrator provides general troubleshooting when users experience difficulties. At some sites, several individuals may be involved in fulfilling various elements of this role.

Document Manager   Name:_____
The document manager understands what the firm's documents are all about and can relate directly to the day-to-day concerns of end users. Designating such a person provides an important link between technical staff and end users. Select someone who has a great deal of knowledge about the firm's documents and *business practices.* It's not unusual to find during the software roll-out phase that most of your users' questions are neither technical, nor software related, but address document usage and business questions. A knowledgeable document manager is invaluable in addressing such issues.

WORLDOX Managers   Name(s):_____
WORLDOX managers have special privileges within WORLDOX. For example, managers can create Search templates and various program shortcuts that are available to all WORLDOX users. Managers can also "see through" document security in WORLDOX and thus may be called upon to find and release mistakenly secured documents. ***When determining who should receive manager status in WORLDOX, consider that WORLDOX managers have access to all documents in WORLDOX, regardless of document security settings within WORLDOX.***

The WORLDOX administrator and document manager might be granted manager status within WORLDOX. You may also wish to designate additional technical staff or workgroup leaders to be WORLDOX managers.

End Users
End users, of course, are the heart and soul of your document management system— never lose sight of this. It is the end users who will ensure the ultimate success or failure of your implementation. Accordingly, we recommend that users receive adequate training and support as they move to WORLDOX from their prior methods of working with documents.

WORLDOX GX4 Cabinets (Profile Design)

Document Cabinets

The D*ocument Cabinet* is a logical structure at the center of the WORLDOX document management system. (In prior versions of Worldox, Cabinets were called Profile Groups.) You may have one single Cabinet that you use for all your documents, or you may create several Cabinets, to accommodate different areas/types/categories of documents. You define document Cabinets based on your specific document management requirements.

Document Profiles consist of the following elements:
- Cabinet / Profile Group (see "Cabinets", below)
- Profile Fields (Client, Matter, etc.)
- Document Descriptive Name & Comments
- Document ID
- Creation Date
- Date Updated
- Owner's Initials
- Security Classification
- Categories

WORLDOX allows you to define up to *150 different Cabinets*. In addition to the intrinsic fields such as document description, document ID, and so on, each Cabinet may contain up to seven custom profile fields. Cabinets may share fields in common. For example, you may have several Cabinets that share your user list as the basis for an *Author* or *Typist* field. Or, Cabinets may be completely independent of one another.

Use Cabinets to manage several areas or classes of documents using different criteria. For example, a firm might wish to have separate Cabinets for practice areas:

- Litigation
- Estate Planning
- Intellectual Property
- Commercial Contracts.

A company might create Cabinets based on departments or divisions:
- Accounting
- Human Resources
- Sales Regions.

Each Cabinet can have its own unique set of descriptive fields, security settings, and user access permissions. You can create controlled-access Cabinets for documents such as forms and templates allowing only certain users to save or modify documents within that group, while other users may have read-only access.

While Cabinets provide a great deal of flexibility you should work to define the lowest *possible number* of Cabinets necessary for your requirements. In addition to the administrative and system overhead required as the number of Cabinets is increased, the more Cabinets you have, the more choices your users will face. Apply the basic rule to "keep it simple."

Profile Fields

Profile fields are the *attributes* or *properties* you use to describe your documents. Each Cabinet may include up to <u>seven</u> customer-defined profile fields. *Profile fields describe the document in terms that enable you to categorize and find it easily.*

For example, law firms typically identify documents by the client they are associated with and a matter pertaining to that client. Thus, client and matter would each be made Profile Fields.

Other information used to describe the document might include the type of document— say a Brief or Pleading—and the author and typist responsible for the document.

Profile Field Tables

Profile field tables contain the valid *values* or *entries* for Profile Fields. For example, if you have a C*lient* Profile Field, the Client Profile Field table would contain a list of your client names and their corresponding client numbers.
Users have access to field tables when: saving files, editing profile information, specifying search criteria, and navigating the document repository by folder based fields (using the WORLDOX Direct Access command). You can give permission for all, or for a select group of users, to add new table entries and edit existing entries.

Note: Grant access to field table editing to as few individuals as possible to reduce the likelihood of data entry and redundancy problems.

Base Paths

Each Cabinet in WORLDOX must have a *base path*. The base path determines where files assigned to the Cabinet are saved and where WORLDOX looks when searching files. You can specify Base Paths with drive letters or UNC names (Universal Naming Convention). When defining the base path with drive letters, we recommend that you do not use root-mapped drives.
So, for example, rather than mapping F:\DOCS to J:\, *you should specify F:\DOCS as the base path*. This is because users will often have mappings to conflicting drive letters—they may have J: mapped to something else entirely. Also, when working with drive letters, be careful not to use different drive letters to map to the *same resource*. Doing so will lead to conflicts. However, there is nothing inherently wrong in using drive mappings *as long as they use the same drive letter for the same resource for all users all the time*. Of course, going with UNC names eliminates such concerns. There is a slight price to be paid in performance, however, as resolving UNC names generally requires additional steps than going with dedicated drive mappings.

Designing Document Profiles

When designing document profiles, think about how your users will look for documents. Are they going to look for documents by client? By department? By group or division within the organization? Include these fields in your profile definitions or create Cabinets to segregate your documents accordingly. Remember that the profile fields determine where the documents are saved. Be sure to account for this in your design. We suggest that law firms use a Client\Matter structure, where the Matter field is linked to Client, and both fields are subdirectory-level fields.

Whenever possible, you should validate profile fields against a list, or table. If you do not validate a field, users can type anything they want. You will not be able to find documents if the field entries are not consistent.
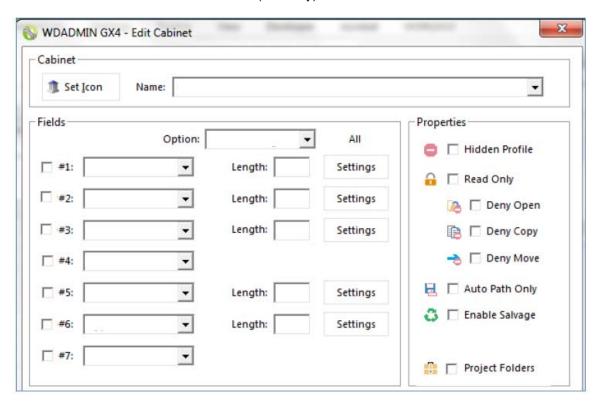
Creating Field Tables

During the WORLDOX installation process you must enter, or populate, the field tables. You have several options for doing this. The hard way is to enter the information manually. In a large firm with hundreds, or even thousands of clients, this isn't likely to be your best option. Most often, the necessary information exists electronically. Client and Matter information, for example, is often available as an export report from billing programs. Likewise, if you are converting from a prior DMS, you should be able to generate export reports containing the information you need.

Cabinet / Profile Design Worksheet

Use this sheet to help with the "thought process" as you design Cabinet Profile Groups.
Steps:
1 – Assign each Cabinet a number and Name.
2 – Enter Field Name Descriptions that you will use, along with the source.
3 – Fill in a few sample field values for each field at the bottom of the sheet.
4 – Base Path - define the network folder (directory) where the documents should be stored.
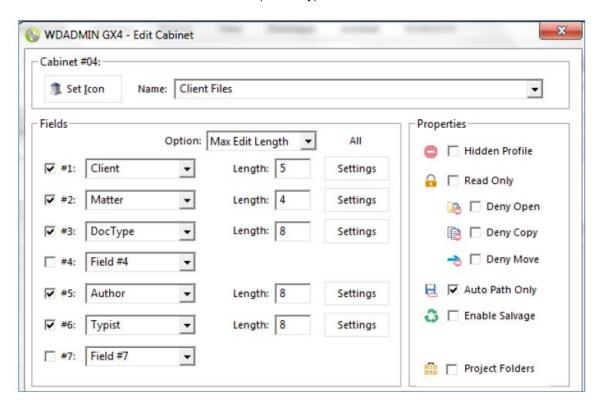

Sample Field Table Values:

Field #1:   _____

Field #2:   _____

Field #3:   _____

Field #4:   _____

Field #5:   _____

Field #6:   _____

Field #7:   _____

Sample Cabinet (Profile Group) Design Worksheet

Use this sheet to help with the "thought process" as you design Cabinets.
Steps:
1 – Assign each Cabinet a number and Name.
2 – Enter Field Name Descriptions that you will use, along with the source.
3 – Fill in a few sample field values for each field at the bottom of the sheet.
4 – Base Path - define the network folder (directory) where the documents should be stored.

Sample Field Table Values:

Field #1:   Client #: 1001-Acme Corporation, 1002-John Doe

Field #2:   Matter #: 01-General Matter for Acme, 02-Johnson v Acme

Field #3:   DocType: Brief, Letter, Memo, Email

Field #4:   Author: JAS – John A. Smith, TMA – Thomas M Allen

Field #5:   Typist: From the Worldox User List

Field #6:   _____

Field #7:   _____