

COURSE OVERVIEW The following explains the purpose, methods, and objectives of the Introduction to Content Management course modules.

Audience: All SFA content managers and content shop personnel

- IFAP/Schools Portal: 10 - 15 (content shop)
- Intranet: 8 - 10 (content managers)

Purpose: "Introduction to Content Management" provides an overview of SFA's content management process and basic lessons on its primary tool, Interwoven TeamSite. Participants attend an introductory module, followed by the appropriate application-specific module, to learn the process, techniques, and tools for managing content with Interwoven's TeamSite application.

Approach: This training involves content management courses and post-implementation support.

- The course offerings, divided into overview and application-specific modules, educate content managers and content shop personnel about their roles, tasks, work flow process, and the capabilities of Interwoven's TeamSite
- Post-implementation support provides on-site support in the first critical weeks of use, ensuring comfort with the Interwoven tool and its new work flow process

Curriculum: A basic outline of the course offerings, with duration, is as follows:

- Section 1: Content Management Basics (all participants) 4 hours
- Section 2a: Interwoven for IFAP/Schools Portal 4 hours
- Section 2b: Interwoven for the Intranet 4 hours

Method: Instructor-led exercises, facilitator-led discussion, and participant activities

OBJECTIVES The following summarizes the course objectives.

- Provide hands-on training that is meaningful and relevant
- Explain the functionality and capabilities of Interwoven TeamSite
- Ground employees in key concepts of content management
- Develop a common process for posting and maintaining online content

PREREQUISITES The following suggests useful skills to maximize course lessons.

- Experience using a web browser
- Familiarity with basic file operations and the World Wide Web or SFA's Intranet
- Understanding of SFA's web development workflow

MODULE OUTLINES The following provides an outline of the issues and concepts addressed by each module in this course.

- I. Content Management Basics 4 hours**
- a) Introduces users to basic content management principles
 - b) Presents critical concepts associated with developing, maintaining and deploying web content for SFA applications
 - c) Shows how to utilize TeamSite structures and roles to create, test, edit, and manage files in the context of the complete website production process
 - d) Specific topics include:
 - Workflow and process (launch pad)
 - Roles (author, editor)
 - Structure (branch, staging area, work area, etc.)
 - GUI Elements (tool bar, file menu, navigation area, etc.)
- II-A. Content Management for IFAP/School Portal 4 hours**
- a) Provides detailed lessons focused specifically on how Interwoven's TeamSite can be applied to the development and maintenance of IFAP/Schools Portal
 - b) Offers an overview of new structure and process as it pertains to IFAP/Schools Portal
 - c) Specific topics include how each of the following applies to IFAP/Schools Portal:
 - Concept application (big picture of workflow, structure, roles, etc.)
 - Content creation, uploading, document comparison, approval/authorization, submission to staging area, etc.
 - Edits to existing content
 - Deleting existing content
 - File history, file properties, reverting to previous versions, etc.
- II-B. Content Management for the Intranet 4 hours**
- a) Provides detailed lessons focused specifically on how Interwoven's TeamSite can be applied to development and maintenance of SFANet, SFA's Intranet
 - b) Offers an overview of new structure and process as it pertains to SFANet
 - c) Specific topics include how each of the following applies to the Intranet:
 - Concept application (big picture of workflow, structure, roles, etc.)
 - Content creation, uploading, approval/authorization, submission to staging area, etc. – responsibilities and roles
 - Process for creating and deploying content