

# Extending an Enterprise Content Management System to provide better Business Continuity

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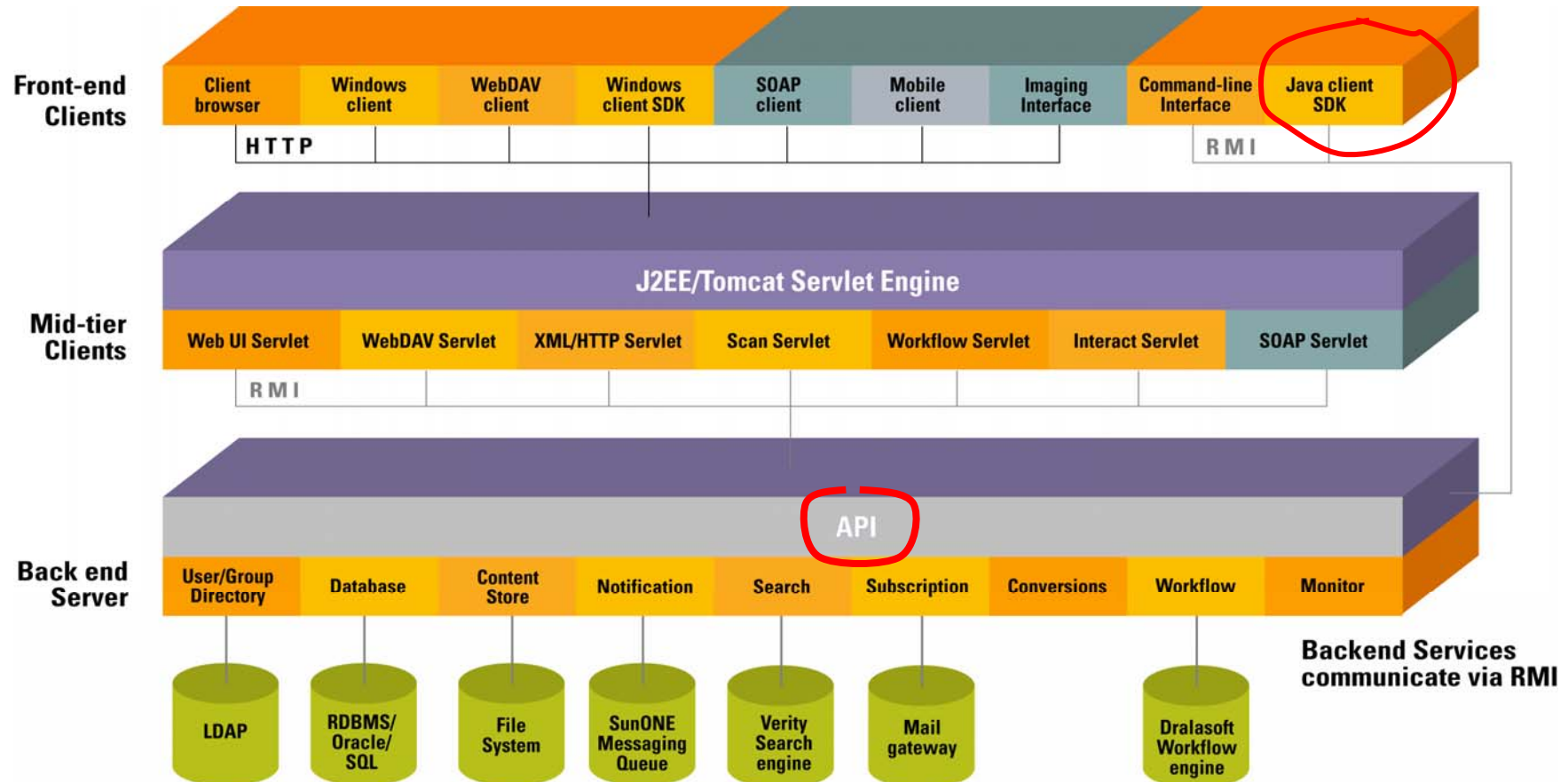
# Content Management Systems

- Document Management Systems
  - Shared repository for documents
  - Version control
  - Workflow
  - Mobile access (Web, PDA, mobile phone)
- Other types of data
  - Calendars
  - Bulletin boards
  - Emails

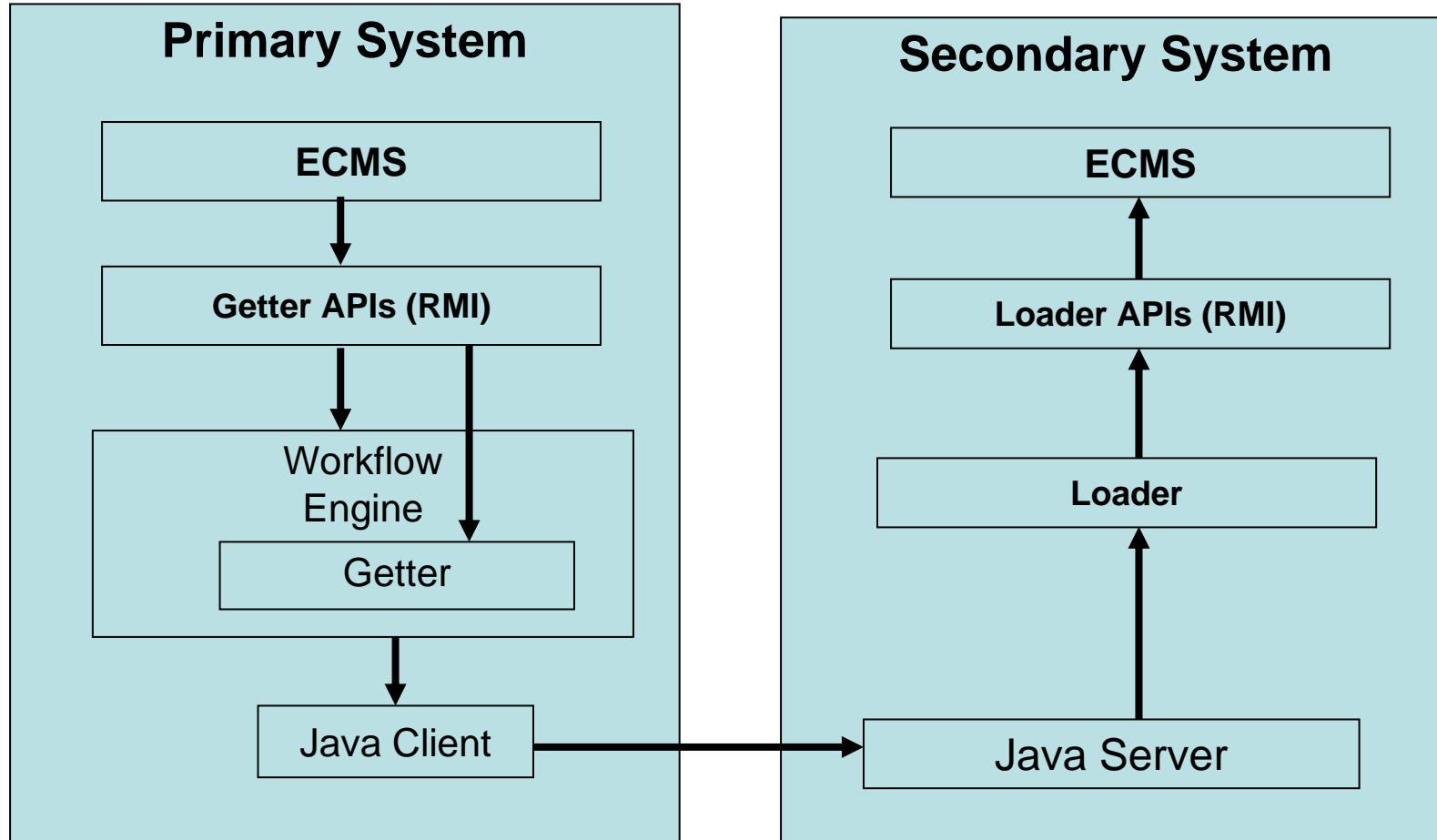
# The Problem and Solution

- Recovering from CMS failures
  - Worse than database (DBMS) failures
    - No transaction logging capability
  - Loss of updates
  - Downtime
- Solution
  - Continuous data protection (CDP) product
    - Expensive replication/mirroring
    - Most solutions not cross-platform
    - Most only LAN-based
  - Implement own replication

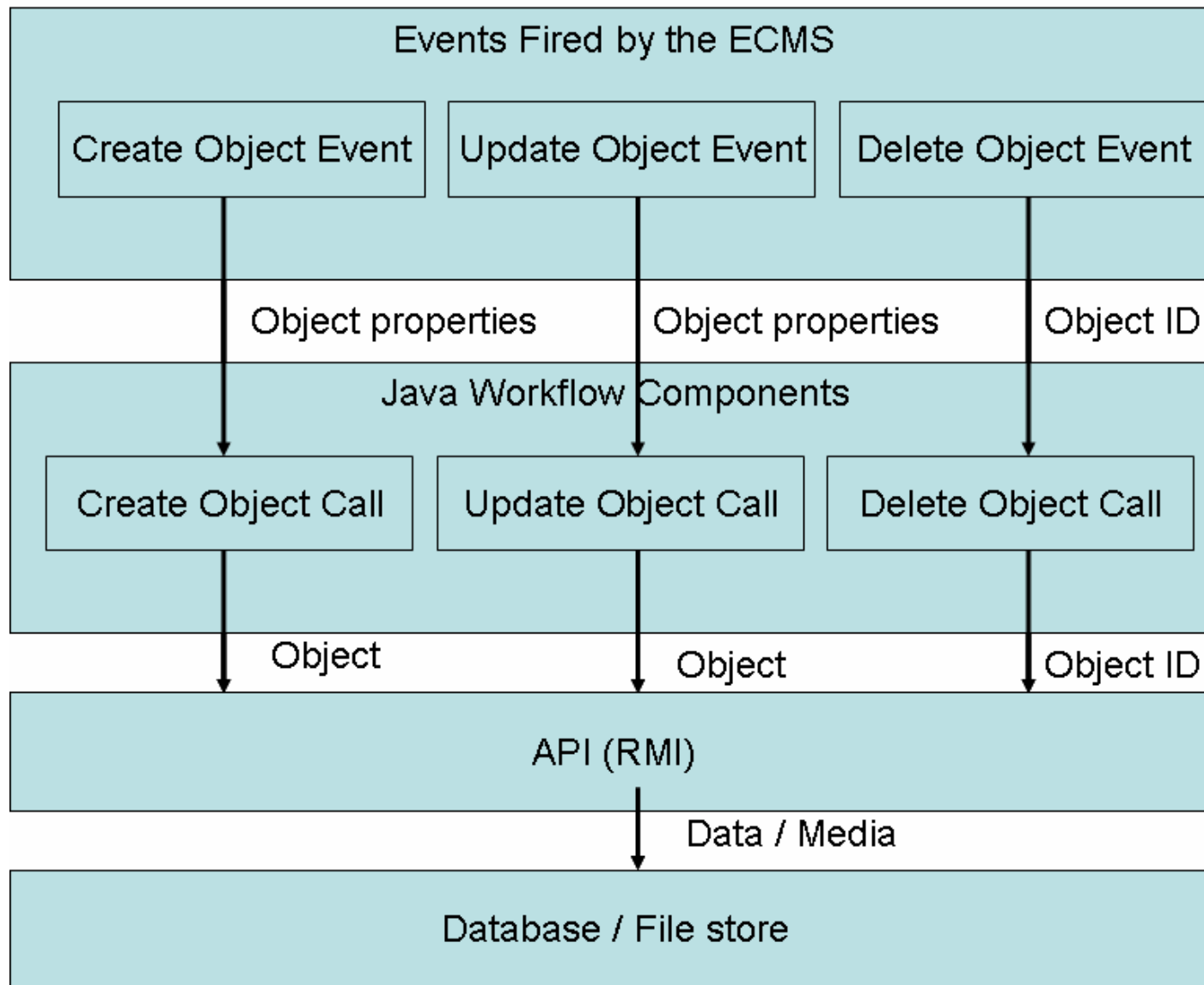
# Enterprise Content Management System



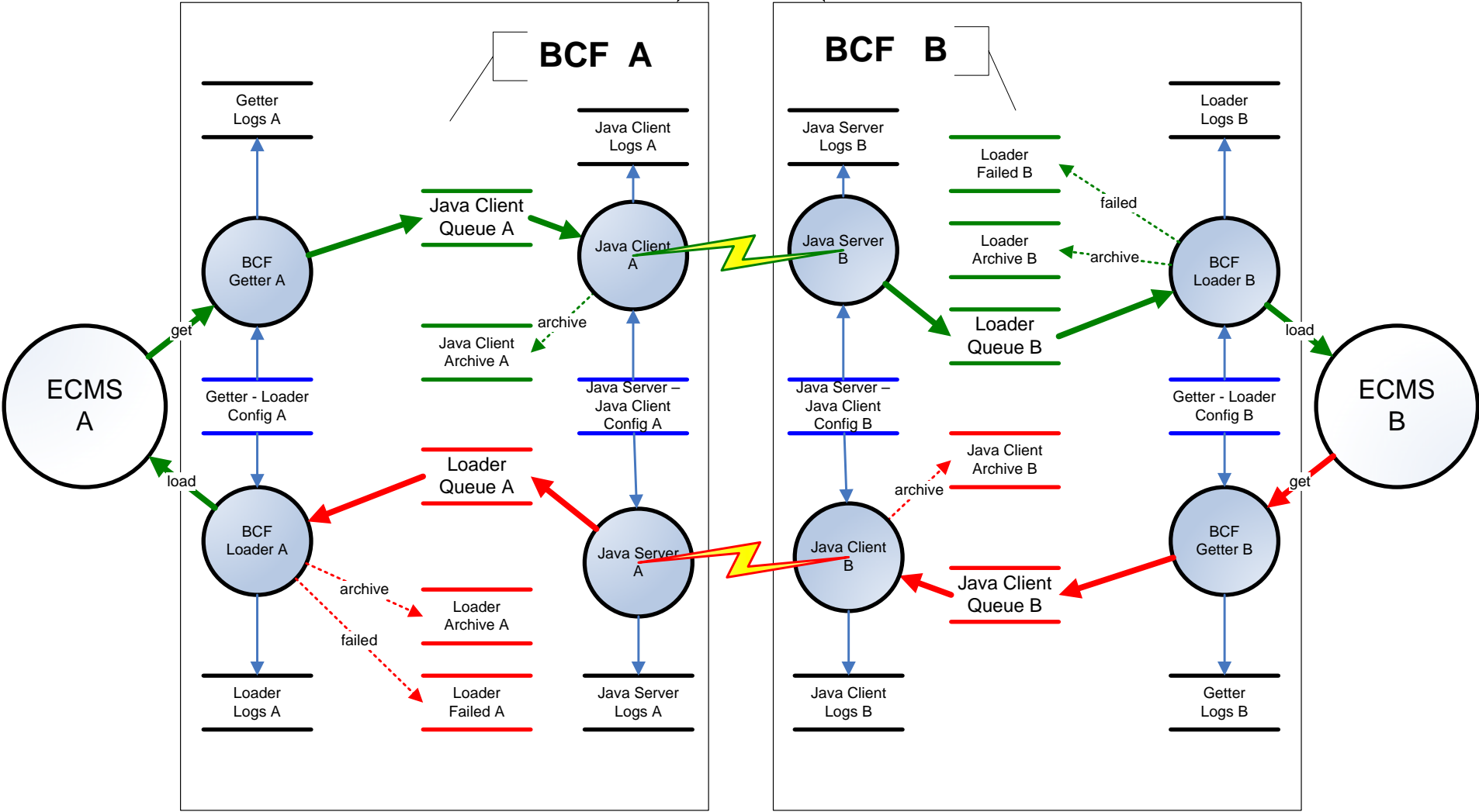
# Business Continuity Facility



## Object Synchronisation Workflow



# BCF Admin





# Technical Challenges

- APIs not designed for this purpose
  - Some events not raised directly (e.g. change in preferred document version)
  - Workarounds required
- Java Client-Server file-transfer
  - Managing digital certificates for encrypting/decrypting the transmission
  - Recovering from connection and server failures

# Cost of Components

- Currently at pre-alpha (demo) stage (October 05)
- Getter – Loader
  - 65 days pre-alpha, 20 days beta, 40 days production  
@ £400 per day = £50,000
- Java Client – Server
  - Student project1 20 days to pre-alpha
  - Student project2 40 days to production
- BCF Admin
  - None yet
  - Student project3 40 days to production

# Other Costs

- Project management £10,000
- Testing / QA £15,000
- Hardware £5,000
- Software £5,000
  
- Total estimated project cost £85,000
- Initial marketing cost estimated at £50,000

# Conclusions

- A relatively inexpensive solution
  - Small company – low overheads
  - Cheap student labour
- Return on Investment
  - Potential market many 1,000s
  - Potential sales 100s per year
  - Profit per sale around £5,000