



Administration and security

Introduction

A wide range of different people, both internal and external to the business, could potentially access Workspace. Security has therefore been the focus of considerable research and development. Generally the bulk of users are employees either on an internal network or connecting from a remote location over the Internet. Some organisations are also sharing limited parts of their knowledge base with external users such as Clients and Professional teams.

Main features

- Internal users are logged straight into the system based on their network login.
- External users, who are therefore not members of the internal network, enter a user ID and password to access the system. This can be automatically expired after a set period; the user must then create a new password before gaining further access.
- The menu system is restricted so that users only see the items to which they have been granted access.
- 'Entity level' security ensures an individual can be restricted to information related to defined records e.g. specific projects, organisations or people.
- 'Band level' security allows users to be globally restricted from certain sensitive information.
- A combination of these two security levels allows sophisticated control which can, for example, provide access to financial information supplied from a back office application on one project, but not another.

- In the document management system user or role access can be defined as no access, read only or read/write for each document area.
- An entry is made in the audit system for every document that is read, versioned, deleted, moved or collaborative discussion thread added.
- A sophisticated administration tool is provided to manage the whole system and provide feedback on system health and usage.
- Workspace is delivered on the world's leading relational database, Microsoft SQL Server. Many actions or changes that take place in certain areas of the system are recorded and logged.

Who uses it?

The security system is a fundamental part of Workspace that all clients use, to greater or lesser degrees. Its flexibility is such that some have implemented a strict policy where only limited users have the ability to change and add information to the system. Others prefer to encourage a more open culture and make access and change more widely accessible. The system will accommodate any strategy, which is determined in each installation through the implementation consultancy services provided.