The task force currently has a lot of work in progress and uses a living "Study Document" to focus and keep track of its activities. If you would like to have more details on the task force or if you would like to take a look into the "Study Document", please contact Patrick Pype Patrick.Pype@philips.com. You are kindly invited to do so.

Since we need improved visibility on the task forces, an entry for task forces on the RTG internal website exists: pww.rtg.sc.philips.com/irtg/html/taskforces.html

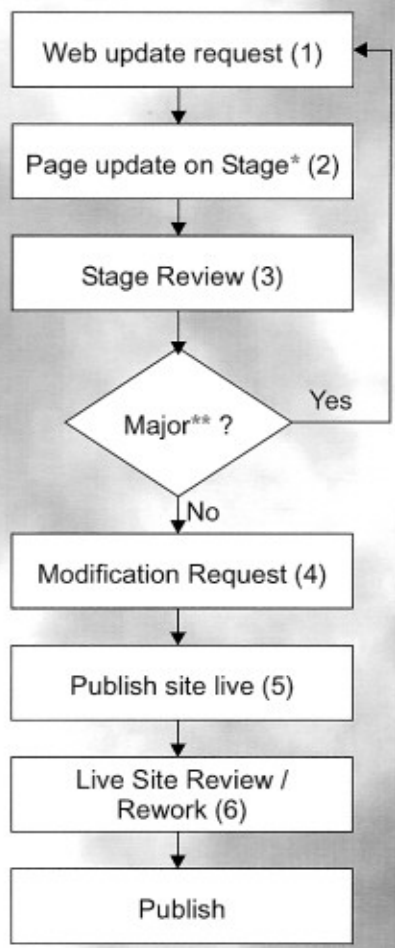## WEB MANAGEMENT SYSTEM AT RTG

G. P. Vinay Babu

RTG-Bangalore maintains a number of RTG Intranet sites. In order to effectively maintain and update multiple sites out of Bangalore, a Web management system has been developed. This system enables product and program managers to request creation, updates and modification of web sites or specific web pages.

As part of this system, a process was defined describing the steps and workflow of requirements for creation and modification of RTG web sites.

Web Update Request

As per this system, the concerned product/program manager provides his requirements by filling out the WUF (**W**eb **U**pdate **F**orm, a web based online form available on Inside RTG: pww.rtg.sc.philips.com/irtg/html/web_update_form.html) and selects a call priority (High/Normal/Low). The Web Support Team reviews the requirement mentioned in the WUF and seeks clarifications, if any, from the product/program manager. Note that only the concerned product/program manager determines the priority for the call and accordingly, higher priority update requests will be attended to faster. Consequently, the Web Support Team will revert faster with an effort/time estimate for a high priority call -- as compared to the response to a Low priority call. However, work will be done as per estimated effort.

Web update request (1)
→ Page update on Stage* (2)
→ Stage Review (3)
→ Major** ? — Yes
No ↓
Modification Request (4)
→ Publish site live (5)
→ Live Site Review / Rework (6)
→ Publish

* *"Stage" is a review location available for the concerned reviewers (product and program managers here) to review the page/site and provide their comments. Note here that pages in the Stage area are available for viewing by the authorized reviewers only and not by the general public.*

** *"Major" means major changes required on the web site or web page. If there are major changes, these have to be communicated via the WUF once again. If the changes are small, they can be communicated via a modification request, which is nothing but a simple email.*

Once the Web Update Request, reaches the Web Support Team, the time required is estimated and a delivery schedule is drawn up. A mail is then sent back to the concerned product/program managers about the time estimates.

Update

The Web Support Team updates the page (or the site) and publishes the site first on a Stage URL for review.

A Stage URL is a review location available for the concerned reviewers (product and program managers here) to review the page/site and provide their comments. Once the changes to the Stage are carried out, the page is published in a new location, which could be accessed by general public. This is the live site.

After incorporating the review changes suggested by the concerned product and program managers, the site is finally published live.

The advantages of this new Web Update process are:

- It streamlines the process of Web updates in RTG
- Web management is centralized
- The product managers get a clear estimate of time required for updates thereby providing them with better control over the communication of product information