

Overview

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The Media Management Overview provides a high-level overview of the purpose and function of the Media Management product.

Updated: January 27, 2010



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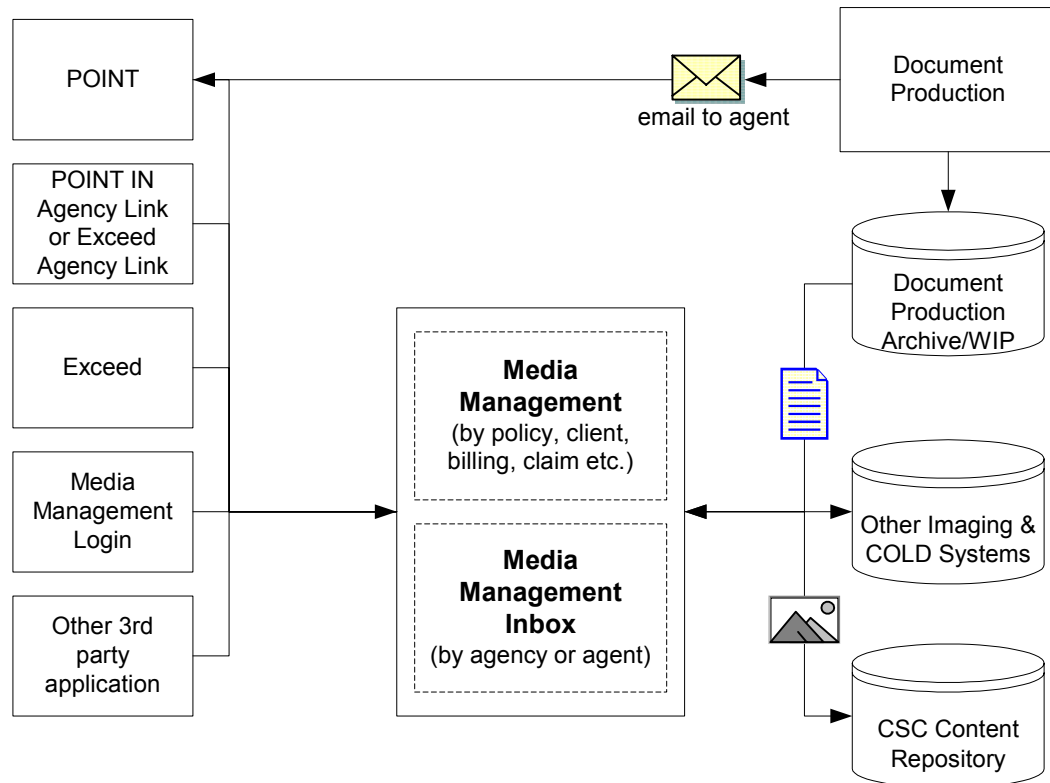
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Introduction to Media Management

This document provides a high-level overview of the purpose and function of Media Management.

Media Management is a document storage and image viewer that provides browser-based access to document and image files from its own Content Repository, Document Production, IBM VisualInfo, and any other suitably interfaced imaging system. Media Management provides a secure, thin-client solution that can be accessed from POINT IN Agency Link, Exceed Agency Link, POINT IN, Exceed, and most other applications. This is illustrated in the diagram on the next page.

Media Management Overview



Note: Media Management is very flexible in terms of the archives that it can access and the applications that can call it. Most importantly, a customer does not need to have POINT IN Agency Link, Exceed Agency Link, or Document Production to use Media Management.

In addition to tight integration with CSC systems, Media Management offers several key and unique features:

Search and Retrieval

Media Management enables users to initiate a request to consolidate and view all related documents. Media Management can perform a search in the Document Production Archive, Document Production WIP, as well as any other associated archive or imaging system. Multimedia objects are seamlessly integrated with policy, billing, and claims information. A list of all associated objects is presented to the end user in a single list. From this list, users can view specific

documents and have the option to view specific recipient copies of Document Production archived documents.

Media Management Agent WIP

One of the latest features in Media Management allows the end user to view and update documents in the Document Production WIP repository. This feature provides a secured, thin-client solution that can be accessed from POINT IN Agency Link or Exceed Agency Link as well as other CSC enterprise systems such as Exceed or POINT IN.

Media Management Attach

This feature allows users to import or attach new documents into repositories, such as IBM's VisualInfo and the Media Management Content Repository.

Media Management Agent Emails

This feature sends daily emails to agents, notifying them of policy, claims, or billing activity, along with a link to a Web site where they can view the associated documents. The Web site (known as the Inbox) allows agents to access these documents and display them by date range, line of business, and other key information.

Media Management End-User Workflow

Media Management can be accessed either from a calling application or directly (stand-alone).

Directly (stand-alone)

Media Management system security provides a way to restrict access and to capture and record users logged into the system. Users enter the Media Management system directly by opening a browser, typing the appropriate URL, and supplying the correct user credentials (user ID and password).

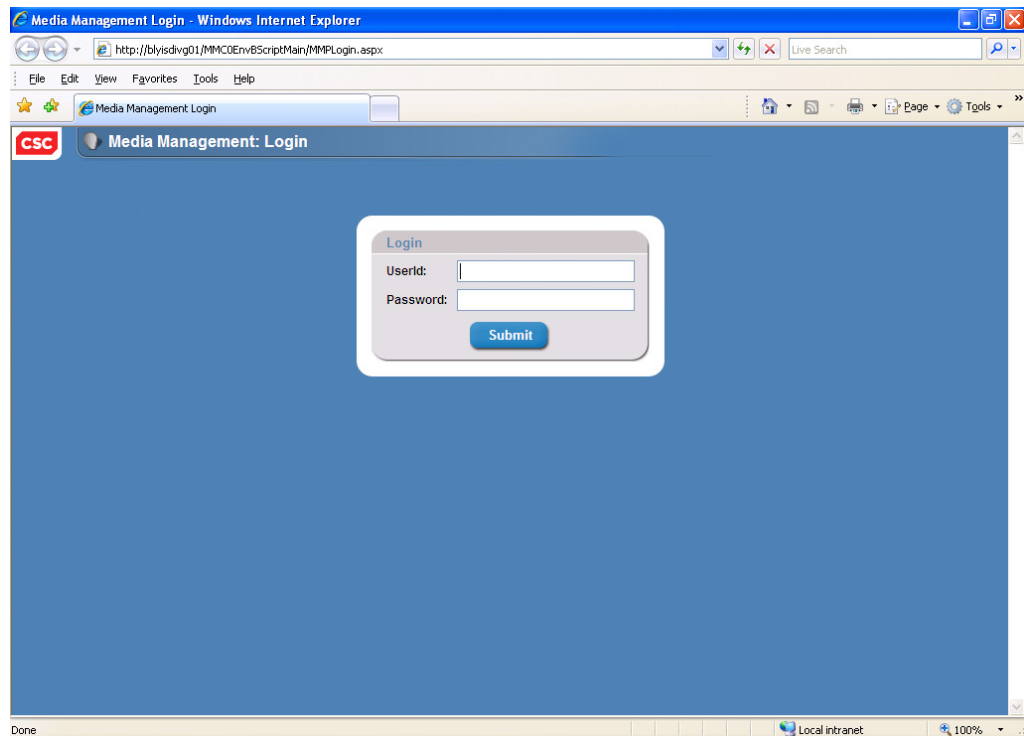


Figure 1. Media Management Login Page

Calling Application

Enter Media Management by logging in to the calling application (for example, POINT IN Agency Link or Exceed Agency Link), and select the appropriate hyperlink, button, or pull-down menu option. For example, POINT IN Agency Link or Exceed Agency Link users access Media Management through the Associated Documents link on the Policy Inquiry screen. The current standard search key for Media Management is the policy number.

Note: Technically, policy number is a combination of symbol, policy, master company, and location.

Media Management accepts a request to view all documents associated with a policy and performs a search of the available repositories and archives (such as Document Production and IBM VisualInfo).

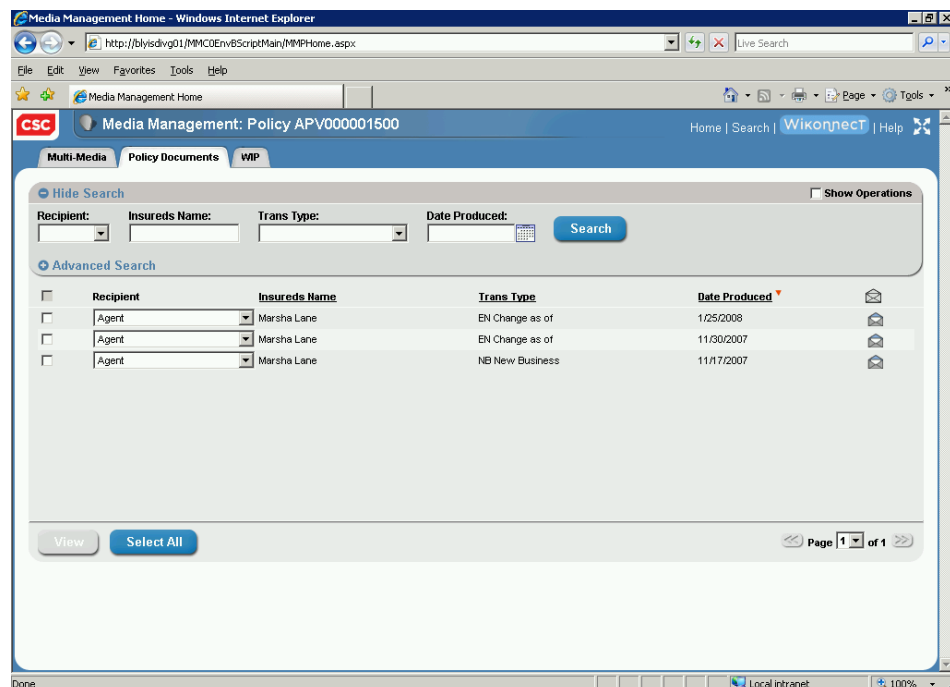


Figure 2. Media Management Document Search Results Page

A list of all associated objects is presented to the user (see above). These can be any combination of multimedia objects (TIFF, GIF, AVI, DOC, TXT, JPEG, XML, etc.) and policy documents (outbound documents—usually PDF files). The retrieved items are grouped by

archive source and ordered by date, with most recent items at the top of the list.

The user can then choose to view a specific document by double clicking it. Once an object is displayed, you can save the file to disk, email it, or print it.

Media Management Inbox

The Media Management Inbox provides a way of retrieving documents. Document Production can generate emails to notify the agent of documents being sent to their policyholders. The email contains a hyperlink to an application, such as POINT IN Agency Link or Exceed Agency Link, which the user can log in to view the documents using the Media Management Inbox (see email example on the following page).

To: agent@insagency.com

The following policy transactions have been processed and are now available for your review:

Insured Name	Policy	Description	Effective Date
ROBERT M. FRANKLIN	WCV 7001036 00	Change as of	06/01/2005
FRANK A SMITH	WCV 7001038 01	Renewal	06/02/2006
ROBERT M. FRANKLIN	WCV 7001036 00	Billing	06/01/2005
FRANK A SMITH	WCV 7001038 01	Billing	06/02/2006
ROBERT M. FRANKLIN	WCV 7001036 01	Renewal	06/01/2006
ROBERT M. FRANKLIN	WCV 7001036 01	Billing	06/01/2006
FRANK A SMITH	WCV 7001038 01	Billing	06/02/2006

To view these documents online, click the following link, log onto POINT IN Agency Link or Exceed Agency Link and select your Media Management Inbox. -
[<http://your server name>]

If you have a question about any of these transactions please call the customer service representatives at 1-800-123-4567.

Thank you for doing business with AnyCompany Insurance Group,

John Doe
SVP - Information Services and Policy Holder Services

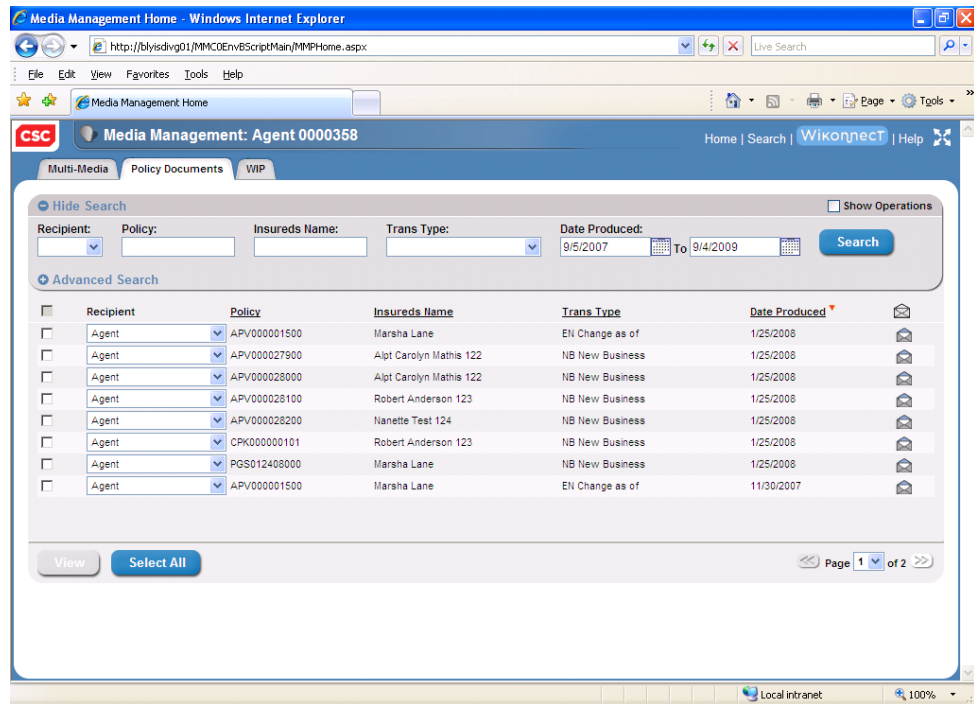


Figure 3. Media Management Inbox Results Page

The Media Management Inbox can replace printed copies of documents sent to agents with an automatically generated email to each agent, which identifies the policies processed. The agent can retrieve the documents before their copy would have been printed and days before it would have arrived via the Postal Service. This also saves on printing and mailing costs for the insurance company.

Security

The security component provides secure access to Media Management for those customers who do not have an application from which to launch Media Management.

Media Management Security provides the following functionality:

- A stand-alone entry system into Media Management based on assigned user IDs.
- Secure pages to prevent unauthorized access.
- Log users activity.
 - When and whom logs onto system or attempts to log on.
 - When and whom makes changes to security settings and users profiles.
- Provides a Web-based management interface to the security features. (See [Figure 4. User Management page.](#))
 - Add, modify, and delete user profiles.
- Administrative ability to set organization level settings. (See [Figure 5. Security Settings page.](#))
 - Maximum number of invalid logon attempts before being locked out of the system.
 - Minimum user ID and password lengths.
 - Password case sensitivity.

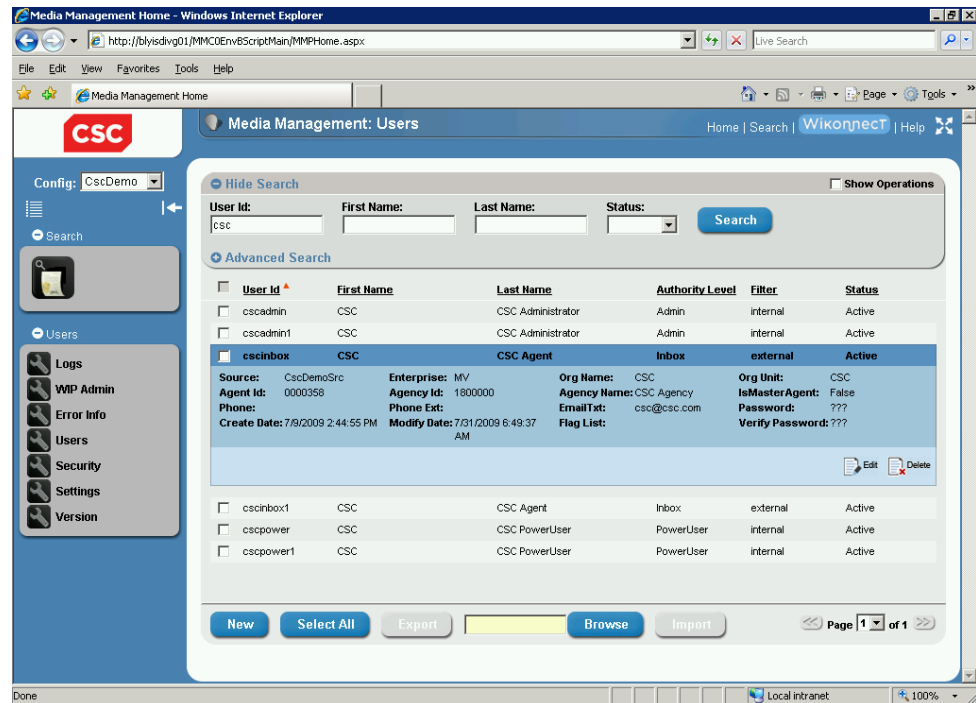


Figure 4. User Management page

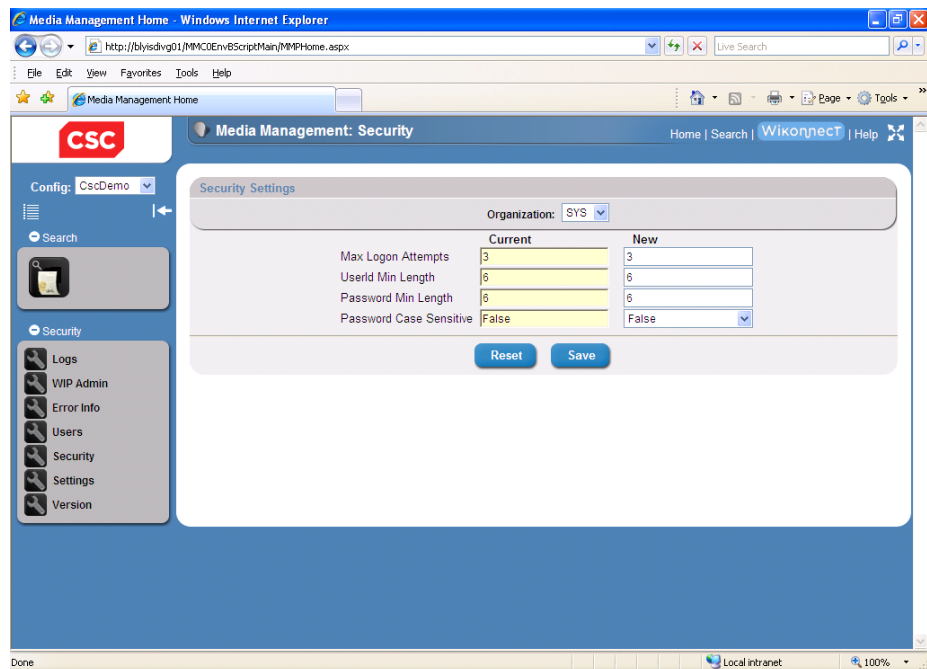


Figure 5. Security Settings page

Web-Enabled WIP

Web-enabled Work in Process (WIP) allows Media Management to complete Document Production WIP transactions in a browser.

Note: *Document Production WIP has no relationship to Exceed WIP.*

WIP documents can be changed and saved back to the WIP database. The user also has the capability to retrieve a PDF version of the documents.

WIP documents can be checked for spelling errors.

Web-enabled WIP provides the following functionality:

- Email notification of waiting WIP transactions.
- Listing of WIP transactions in Media Management document search and Inbox Web pages.
- The ability to retrieve and modify WIP documents. (See [Figure 6. Media Management WIP Page.](#))
- The ability to perform spell check on any WIP document. (See [Figure 7. WIP Spell Check.](#))
- The ability to view a PDF version of the document and complete the WIP transaction. (See [Figure 8. Completing Immediate Print vs. Batch Print.](#))

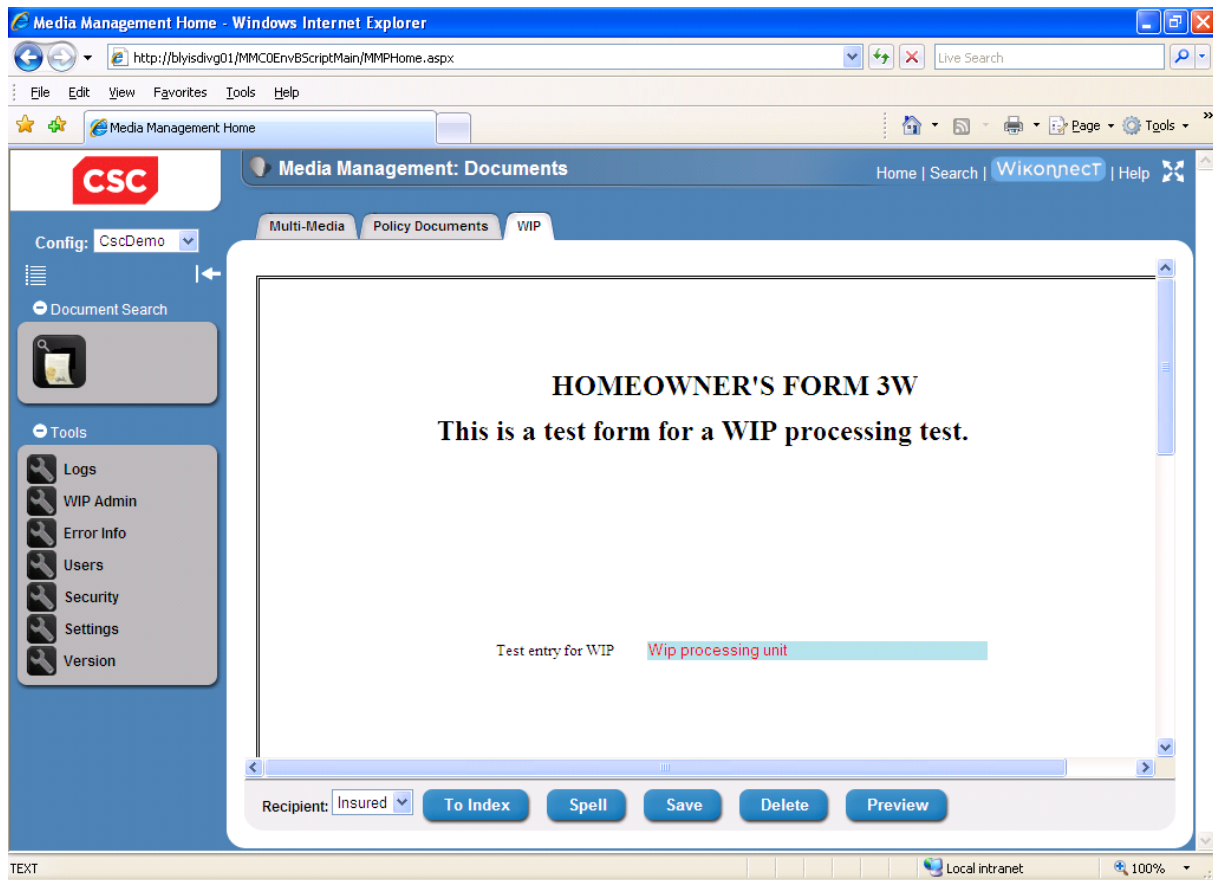


Figure 6. Media Management WIP Page

- The ability to view a PDF version of the document and complete the WIP transaction

- The ability to perform spell check on any WIP document.

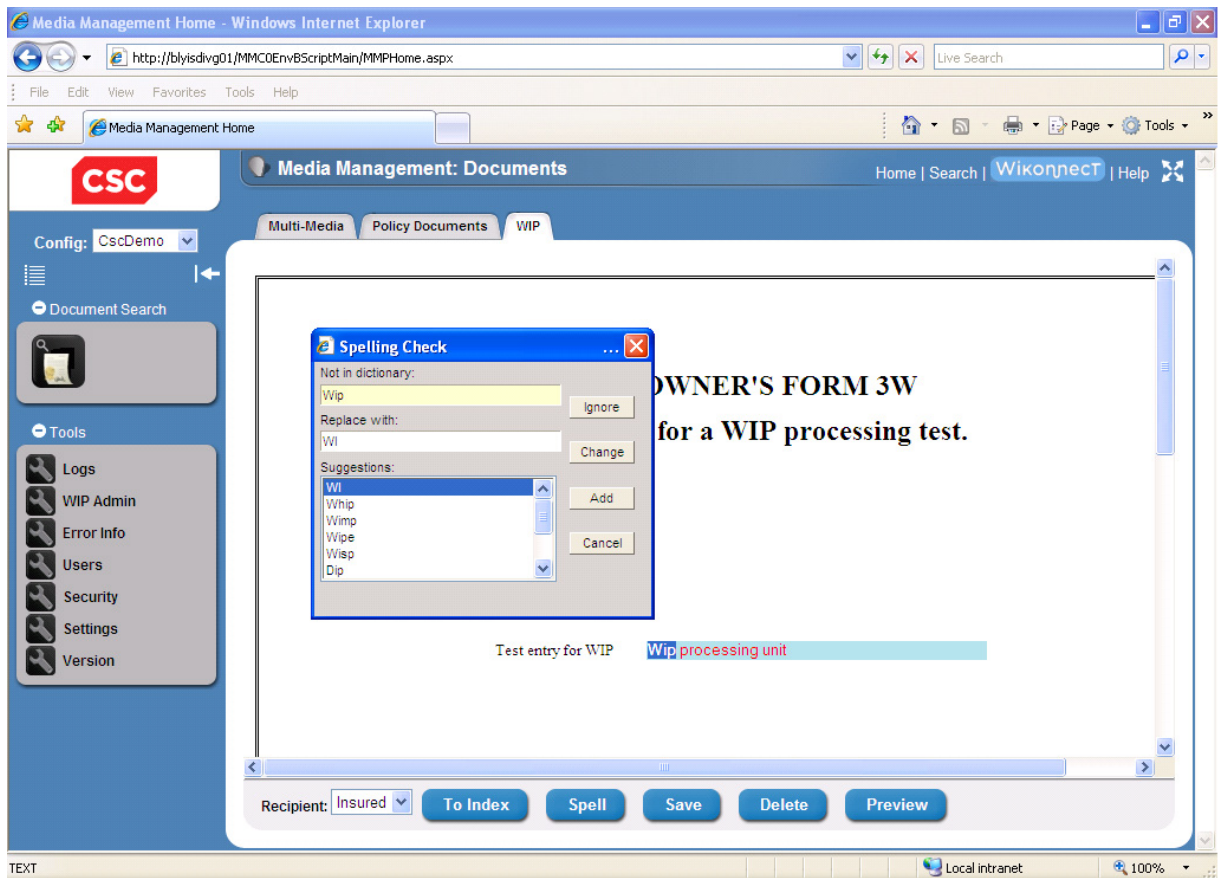


Figure 7. WIP Spell Check

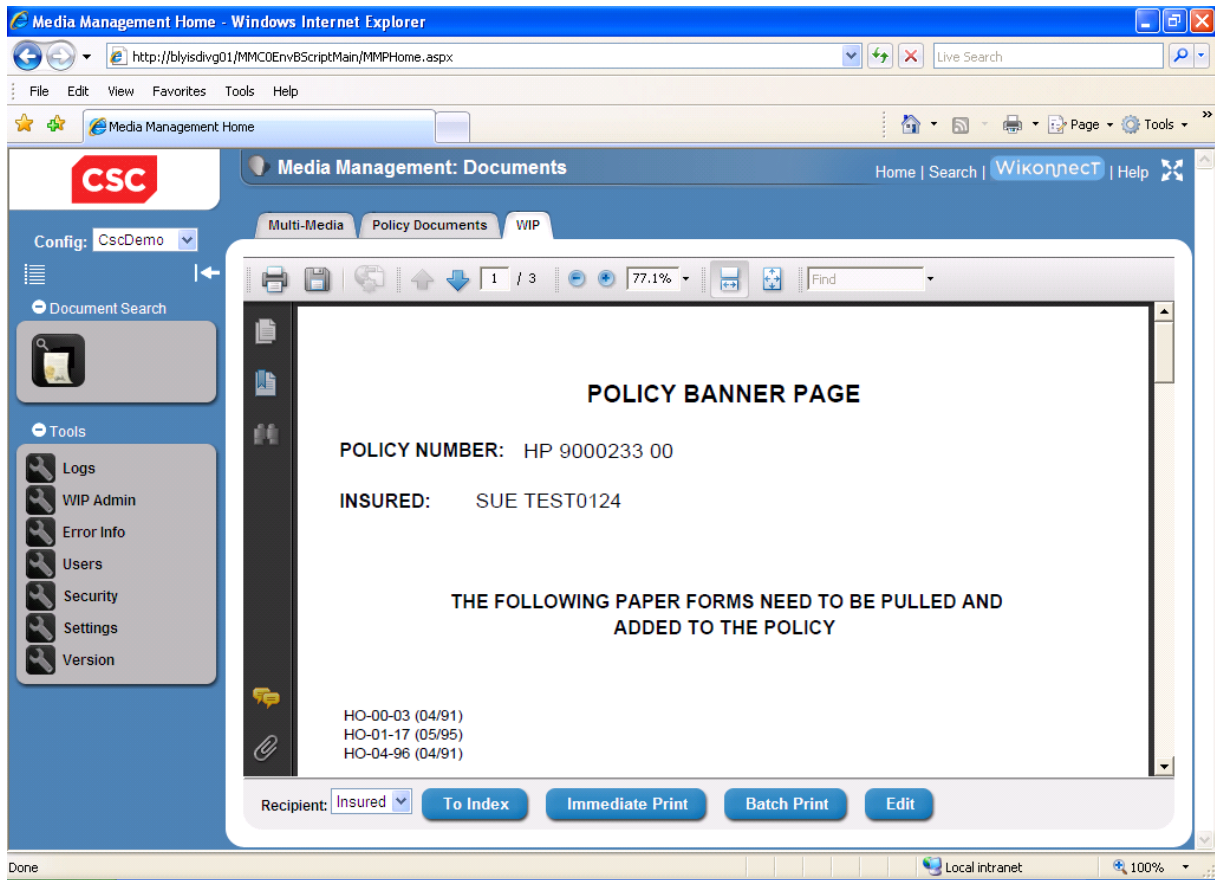


Figure 8. Completing Immediate Print vs. Batch Print

Media Management Content Repository



The Media Management Content Repository offers a document storage and retrieval solution without the need for a third-party repository, such as VisualInfo.

The Media Management Content Repository contains the following features:

- A database index and file storage capability. Supports compression of stored files.
- An index search web page to allow the index to be searched and documents to be retrieved.
- The “New” button which is used to display the document attach section. Once a document is attached it will appear in the index search table.
- A batch import utility.
- Media Management can be configured to restrict attached files by file size and/or extension. (We recommend limiting file sizes to avoid performance degradation with retrievals.)

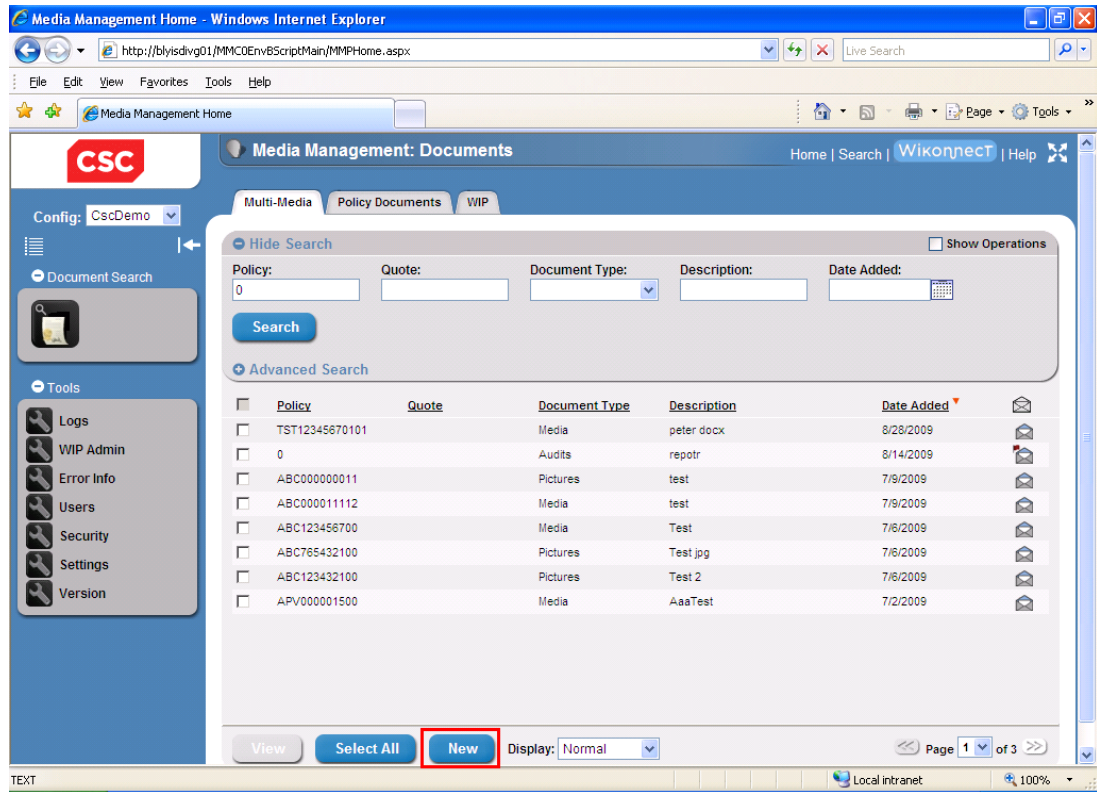


Figure 9. Media Management Attach Documents Input Web Page

On clicking “New” button (circled in red, above), a new section appears for attaching document. This new section is displayed in the following figure (red rectangle).

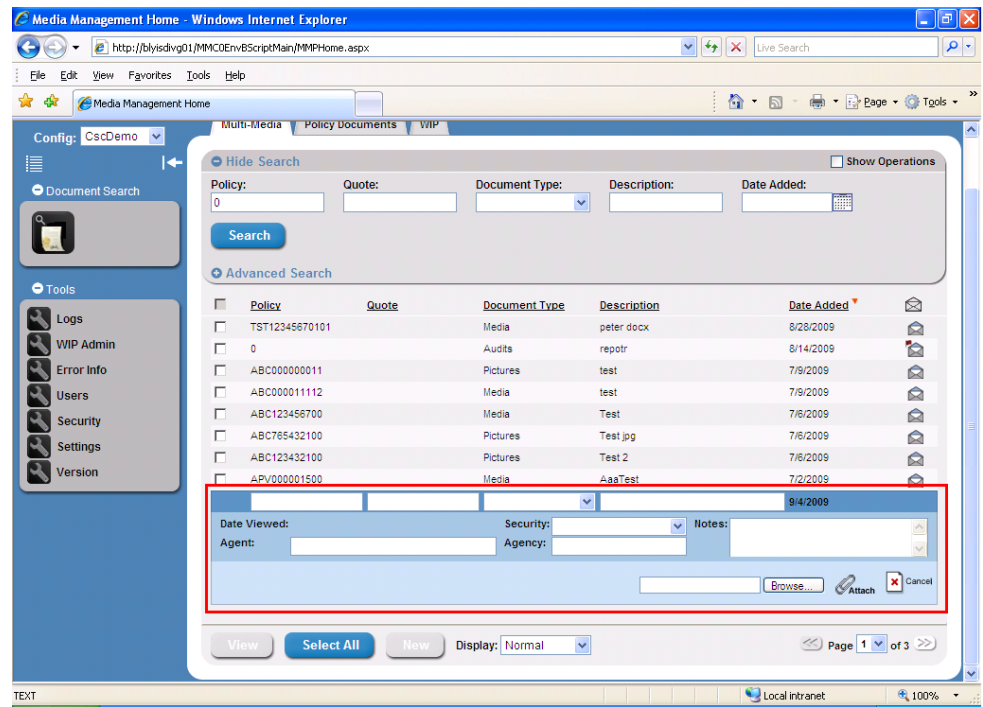


Figure 10. Media Management Attach

Web Service Support

The Web service interface allows calling applications to incorporate Media Management functionality without having to use the Media Management Web pages. This permits much tighter integration between the applications with a seamless interface.

For example, POINT IN uses the Web service interface to request information from Media Management. This information is returned in XML format.

POINT IN then displays this information in its own web pages. Customers that want to use the Web service interface will need to develop their own code to integrate Media Management into their calling application.

Administrative Tools

In addition to the end-user interface, Media Management provides a number of administrative tools to manage the system.

Log Query Tool

Every Media Management transaction is logged in a database, recording the response time, the success or failure, and any error messages. Administrators can access the Log Query web page from the index page by clicking the “Admin” button. The log databases can then be queried in an easy-to-use web page.

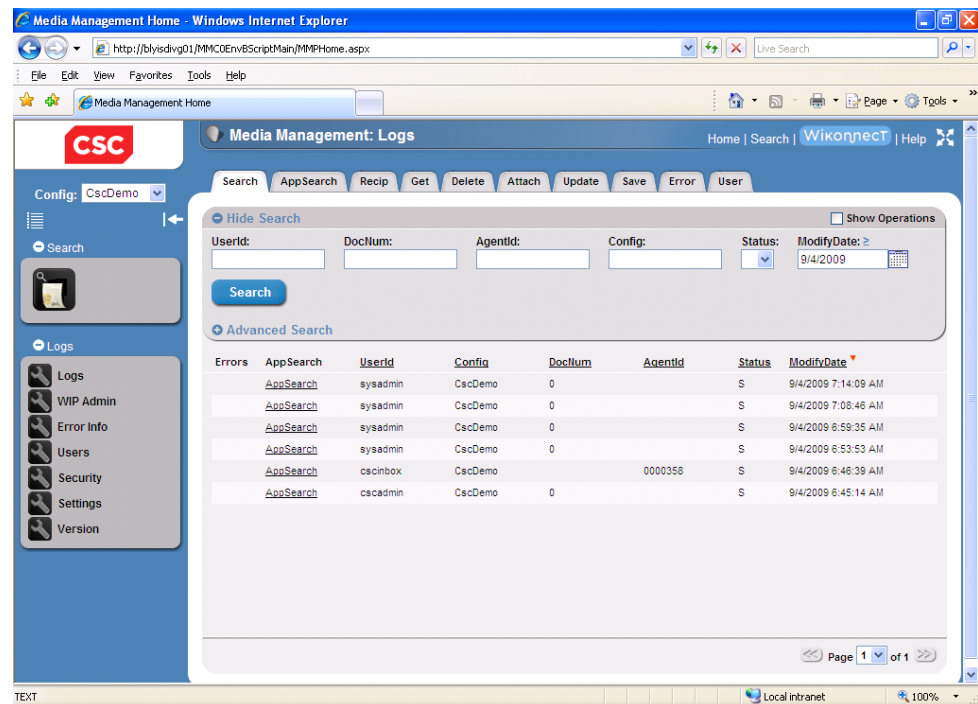


Figure 11. Media Management Log Query Page

Web Administration Page

Common system functions can be accessed by administrators and configured in Media Management by clicking on the index page Admin:Logs tab and then selecting the “Settings” page from the drop-down list coming after clicking the chevron next to Admin:Logs. The Web Administration page allows Media Management administrators to better manage common settings usually found in XML files through a Web page. This page is accessible only to a user with administrative permissions. In addition to displaying current settings of various XML groups, the Web Administration page provides the capability of either modifying the value or adding new values for certain groups.

Common groups of modifiable XML values are:

- Basic Settings
- MMAutoUtil Settings (Web)
- MMAutoUtil Settings (App)
- Email Settings
- Dap Transaction Type
- Dap Recipient
- Wip Recipient
- Bridge Settings

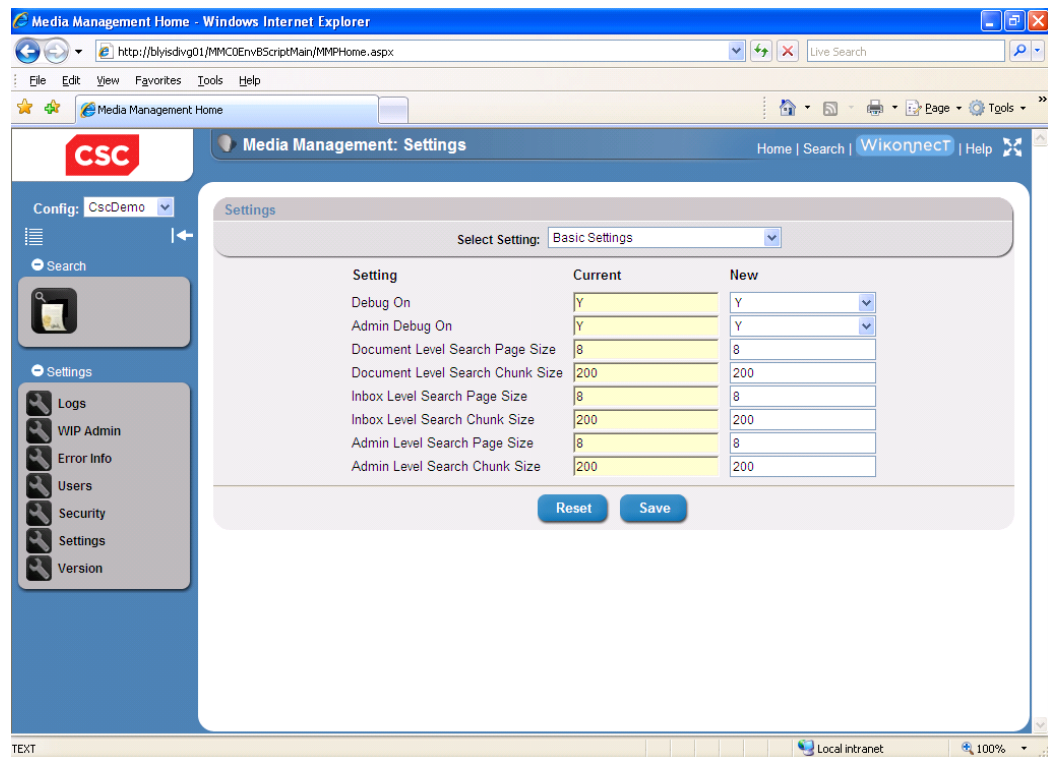


Figure 12. Media Management Administration Page

In addition to providing historical information, Media Management features real time, preemptive alerts that page or email support personnel if the server is running slowly or has encountered a certain number of errors in a specified time period.

Media Management Architecture

Media Management is a three-tier Web application that consists of three distinct layers of processing that are encapsulated and separated from one another.

Presentation layer (Web pages)

Interacts with the user and displays retrieved information.

Business Logic layer (Media Management front-end DLLs)

Connects the ASPX pages to the document or image repositories using special interfaces known as bridges. The bridges compose requests, perform security tasks (encryption), translate data, and provide general support.

Data-Access layer (database retrievals)

Consists of the document or image repositories such as Document Production archive or IBM VisualInfo. This also includes the Media Management Content Repository.

Media Management Technology



Media Management is built around Microsoft .Net technology. The executables are written and compiled in VB .Net. The ASPX pages are written using VB .Net, JavaScript, and HTML.

Media Management uses the following Microsoft products and technologies:

IIS

Internet Information Server is required to allow ASPX pages to activate the .NET runtime, creating server-side HTML on the fly.

Web Service

Uses Simple Object Access Protocol (SOAP) messages to make requests and exchange structured and typed information across the Web.

Windows 2003

Operating system required for Media Management server.

Refer to the **Media Management Installation Readiness Assessment Guide** for more detailed information about prerequisite software and hardware.

Document Change Log

Date	Release for which change made	Heading and subheading where change made	Description	Initials

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