Money Grows on Trees, Inc.

StakeFlipper Operations Support Procedures
SharePoint Document Library

User Guide

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Purpose: To describe how to use the SharePoint document library for StakeFlipper Operations Support procedures, for both staff who contribute and edit documents and for staff who just need to access & read documents.

Audience: Any staff in any StakeFlipper or related group at Money Grows on Trees, Inc. who writes or edits documents, or just wants to find and use the documents, in the library.

Terminology: document coordinator:
This is the staff member who administers the document library. Duties include such tasks as creating new procedure document stubs from the template, maintaining SharePoint library organization and custom views, defining SharePoint columns and values, and helping to maintain terminological consistency.
This role is performed by me until I complete my assignment, when it will be passed to another staff member.

Status: *Draft*—it is in a good and nearly complete state but may be improved as usage dictates.

Table of Contents

If you are reading this document, you have found it in the StakeFlipper Operations Support document library, which is part of the StakeFlipper SharePoint site—so you already know where this library is located. This document aims to tell you everything you need to know about using this library.

Library Project & Origins

This library was done as part of work in 4Q2007 to implement some recommendations from the "Fixit-IT" or "BounceBack" project. The work done to develop the library resulted in project documents for the effort itself, which are themselves stored in the library (use this custom view to see only the library's project docs). These documents, especially the "priorities" spreadsheets, are a project management tool to guide the setup—the definition of the Operations Support procedure documents done in those spreadsheets govern what gets put in this library and are the source of the authoritative definition of the set of documents to be done while this project is still ongoing.

Library Structure and Organization

There will be about 350 operational procedure and process documents in this library for North America Operations when it is complete. All procedure documents are located in the top level of the library (there are no folders for them—only a single folder for project documents for the project to setup this library), and can be organized and found using the standard features of SharePoint for this purpose—*columns* and *views*.

Each document will be classified using a small set of attributes specific to this library, using the *columns* feature in SharePoint. Some of these attributes are required, and limited to a controlled set of values, others can be free text. Here are the 6 attributes created specifically for this library:

Area → relevant area of StakeFlipper operations infrastructure	Possible values: • Apps • Client Services • NCC • Networks • Servers
PType → type of procedure	Possible values: • RO — routine procedure • TS — troubleshooting procedure • RV — recovery procedure
Author → person assigned to write the document	Possible values: → one-word text, naming the author/writer/lead for the procedure
Due Date → date manager has agreed to have draft ready for Sam Smith	Possible values: → any date up through late Feb 2008
State → the status of the draft of the document	Possible values: • stub — empty doc (except for title and DocID) ready to check out • basic — a draft, but needs more work • draft — a decent draft • ReviewDraft — ready for review/approval Once there are no documents with the stub value, this column may be removed from the library, since the built-in column Approval Status will have all the information needed.
Keywords → words to improve the chances of locating a document using a browser's Find command	Possible values: → up to 2 lines of any keyword text

Document Identification

Document Titles

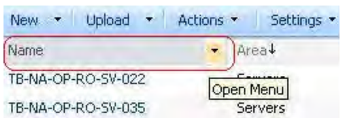
- If you are accustomed to giving Word documents long filenames that basically provide the title of the document, you need to change your habits for this library—in this procedure document library, we make use of a document's *Title* property.
- The *Title* of a document is the main way by which it will be found in the library and is the proper location for the descriptive information on the document and is displayed by default in SharePoint—a document's Title is one of SharePoint's default *columns*, or attributes, for a document. The Title is also one of the document's Word properties; you can use File → Properties in Word to change the value of this property, and it can be changed in SharePoint as well—Word and SharePoint actually share the same data).
- You should also use the title from the *Title* attribute for the Procedure Name in the 2nd line of the document header table (from the standard library template for these documents); try to keep these 2 fields the same. When the *document coordinator* creates a stub for a new procedure document, care is taken to get this Title attribute set correctly, and the same as the title in the header, so that empty document can be found and checked out.
- Most titles will also have a prefix that helps identify a document as a member of a particular series. When the needed procedures were identified early in this project, they were grouped into categories (e.g., Argent alerts, database administration, customer reported problem). Using these series names as a standard prefix for each series helps users find document quickly, as the eye will see the grouping when lists of documents are sorted by title. For example, there are at least 6 procedures related to Argent alerts (*Argent Alert: Memory/CPU Problems* and *Argent Alert: Disk Space Problems*).
- Note that the use of words *troubleshoot* and *procedure* in titles and lists of documents is usually redundant and takes up "mental space", and space on a SharePoint webpage, since all these documents are procedures, and the procedure type of *troubleshooting procedure* (TS) appears other places in a SharePoint view to identify the document. So I would usually omit these words from document titles.

Document IDs

- Documents are also identified with a long, hyphenated *DocID*, and this is used as the filename the document is stored with in SharePoint. These DocIDs are created by the *document coordinator*, and you should just use the filenames assigned to you. The document IDs are of the form `TB-NA-OP-TS-AP-`*nnn*`.doc`, where the 2-letter codes are meant to provide some flexibility to expand this scheme beyond StakeFlipper in North America.

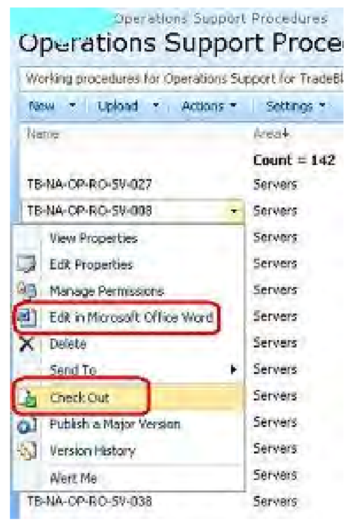
Version Control

- All documents in the library are maintained using *version control* in SharePoint. This provides several advantages: a history of changes (with comments), access to older versions when needed, and prevention of conflicting edits from 2 persons at the same time. For now, all versions are minor versions and the version increment is 0.1.
- When documents are under version control, you need to *check out* a document to make changes, and *check in* the document for other people to see your changes. These options are available from the drop-down menu in the Name column. (In some views, there is a Type column that shows a Microsoft Word icon, but this icon has no drop down menu and only lets you look at a document—you do not get it checked out by clicking on this icon, just a read-only copy.)



  In general, it's a good idea not to have a document checked out for too long—especially if it is one that other people will make changes to. So <u>don't keep documents checked out for days at a time</u>.

- To check out a document, use one of two drop-down menu items in the Name column for the document you want to edit:



  1. <u>Two steps</u>: If you use the Check Out menu item, the file is checked out but not opened in Word. A small green icon with a down-right arrow is added to the Word icon in the Type column for the file, if that column is in your view—you can click on this icon to open the checked out file in Word. If that icon is not there, you can use the Edit in Microsoft Office Word menu item in the Name column.

  2. <u>One step</u>: Use the Edit in Microsoft Office Word menu item; it will issue a pop-up to ask if you want to check it out; if you reply OK, the document is checked out and appears right away in Word for editing. When you save it and close it in Word, the changed temporary copy is *somewhere* in SharePoint temporary storage (not on your PC), but not checked in until you use the Check In menu item (unless you have Office 2003, which is more integrated with SharePoint—then there will be a prompt asking if you want to check it in or keep it checked out).

- To check in your document, use the same menu in the Name column. The Check Out item will be replaced by a Check In item when the document is in a checked out state.

  <u>Be sure to enter a short comment on every check in</u>. This will help you and others to understand what changes were made in a particular version—this can sometimes help when the history of the evolution of a document is important.

- If you check a document out and then realize you do not have time to make the changes you planned on, or you find you checked out the wrong document, *you don't have to check it in to release the lock on the file*. On the same drop-down menu on the Name column that you find the menu item Check In, you will also find the choice Discard Check Out, which will unlock the file and remove the version made available for editing. If you don't know if you made changes to the file, you can use the compare feature in Word to see what has changed (I don't know of any similar feature in Excel): use Tools → Track Changes → Compare Documents.
- In the future, we will tie an approval process to the promotion of a file to a major *version*. The implementation of this is being investigated.

Writing and Editing Documents

Most staff will be using this *Guide* to the library to write and edit the procedure documents it contains. So this section addresses topics of concern to authors of the procedures.

Structure of a Procedure Document

A common structure and format has been adopted for the procedures documents in the StakeFlipper Operations Support procedure library, defined in a template file. Each document has 3 sections:

1. Procedure Information
   This is a table giving identifying information about the procedure, an important part of putting the procedure in the context of the organization.
2. Procedure Summary
   This is a brief summary of what the procedure does.
3. Procedure Description
   This is usually a numbered or bullet list, giving the complete procedure that the person using the document should be following.

New Documents

When a new procedure document is begun, the *document coordinator* starts it from the current template (see below for more information on the template). This beginning document, from which you begin you writing of the procedure, is called a *stub*. Since all documents are maintained under version control, don't forget that you need to check out a document before you can edit it.

Writing Drafts & Updating Existing Documents

When the document coordinator makes a stub for you, they fill in only a few lines of the standard header (the part giving Procedure Information) in the document: the Identifier line, the Procedure Name line, the Region line, and the Owning Group line; when they do so, they change the font from the template from *italic* and blue to regular. All the remaining lines (still in italic and blue), need to be filled in by you to contain the proper information, and changed to a regular black font.

And to write your procedure, you use the 2 sections below the header, the Procedure Summary and the Procedure Description.

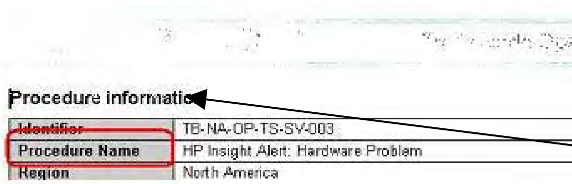
Updating the "metadata" in your documents

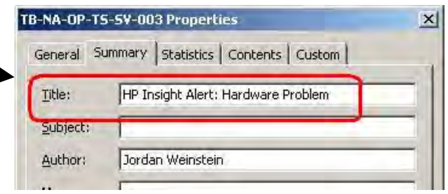
SharePoint stores information about your document, generally called *metadata*; such metadata includes the values for the various column values that SharePoint stores for each document, such as Title and Author. You can update much of this data as well as the content of the document itself, but—just like when you make changes to the document itself—you must have the document checked out.

As a habit, every time you edit a document, you should verify that this metadata is correct. Maybe the title has changed a little (perhaps by the library coordinator to make titles sort properly into their series in views sorted by title), maybe the procedure has been reassigned to another author, maybe the Due Date has been delayed, maybe someone made a clerical mistake in setting the Area and PType fields.

Title

Earlier in this Guide in the section on *Document Identification*, we discussed how the title of a document is the most important piece of identifying information, and how SharePoint keeps the Title *column* it maintains and displays in a view consistent with the Title attribute in the Word file. This is useful, but there is no automatic connection between this title and the Procedure Name line in the document's header table. So you need to ensure that these 2 titles are consistent.





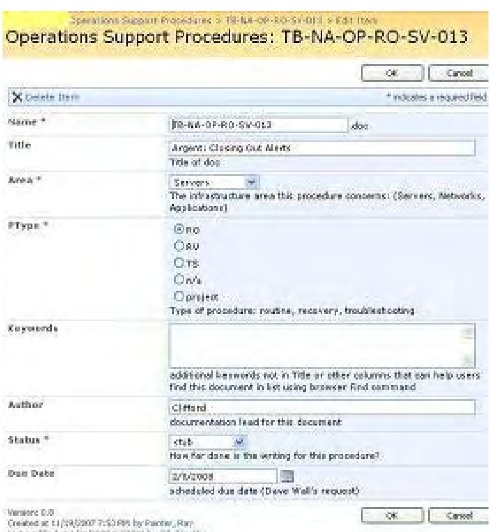
The *document coordinator* makes these titles consistent when the document is first created, but because of editing done in SharePoint to try to improve the prefixes in document titles, sometimes you may find that the title in SharePoint is different than the title in the Procedure Name line; if this is the case, you should make the Procedure Name title the same as the one in the Word file's properties.

State, Author, Due Date

In addition to the Title, 3 column values (document attributes) might need to be updated when you update a document. Such updates are done with the Edit Properties menu item from the drop-down Name menu in SharePoint. Keep in mind that these updates, just like changes to the document itself, require the document to be checked out:

State	If you've just updated a stub document with your first draft, you need to change the State column value from stub to draft (or ReviewDraft if it is ready for approval).
Author	If the Author has changed, update this column value.
Due Date	If the Due Date has changed, update this column value.

Here is what an Edit Properties window looks like:



Document ID

Finally, the document ID might need to be fixed in 2 places when you update a document. These are fixed in the document itself:

Document Identifier	Occasionally, this document ID in the first line of the Procedure Information header might differ from the filename used to store the document (seen in the Name column of a SharePoint view). This usually happens because of a clerical error on the part of the document coordinator. The 2 IDs should match, and the filename rules.
left page footer	Occasionally, the document ID in the left side of the page footer might differ from the filename used to store the document (seen in the Name column of a SharePoint view). This usually happens because of a clerical error on the part of the document coordinator. The 2 IDs should match, and the filename rules.

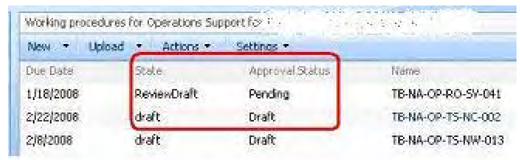
Terminology and Appearance Standards

TBD.

Approval Process

In February 2008, a few months after this document library was setup and when about half of its targeted 350 documents were in a draft form, an approval process and mechanism was put in place, using features of SharePoint. This Guide was amended to reflect the changes, which were minimal:

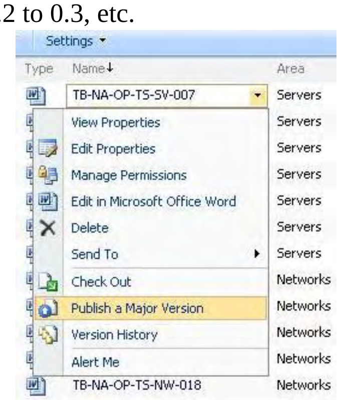
- When the approval process is turned on for the library, SharePoint automatically adds some new columns to the library (e.g. Approval Status and Approver Comments) and some new items to various menus (e.g. Publish a Major Version and Approve/Reject). The new columns were added to most views.



- With the new Approval Status column SharePoint uses, our previous column Status was renamed to State, and will only be of value while some documents are still in the stub state (it will probably be removed from the library at that point). The default Approval Status for a document is Draft, and the value and notion of ReviewDraft for the State column will correspond to a value of Pending for the column Approval Status.
- Authors/contributors are responsible for requesting that a document of theirs be approved.

Approval Process for Authors

1. Proceed as usual with your authoring cycle: checking out the document to make changes, and check it back in fairly often to show progress (and get the protection of system backups). While this occurs, the version number is increment in tenths, from 0.1 to 0.2 to 0.3, etc.



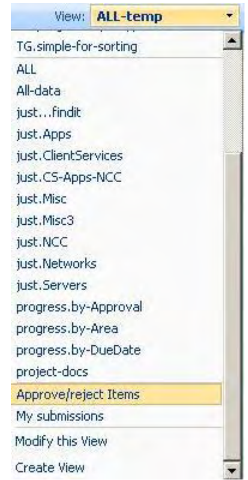
2. When you believe your procedure is ready for approval, you need to tell the system this (before we had the approval mechanism, you would change the State column to ReviewDraft). To do this in SharePoint, you select the Publish a Major Version item from the drop-down menu on the Name column for the document. It prompts you to append a comment to the current comment for the current minor version. This step does not require that the document be checked out from the library.
3. The previous step changes the value of the Approval Status column from Draft to Pending. At this point, the manager must approve the draft (managers have a view to look at which documents are pending approval).
4. Keep checking your view to see if your document is approved or rejected. If approved, the Approval Status column will have a value of Approved and if not, it will be Rejected.
5. If rejected, you must address the problems by making another minor version, which will be a Draft version again, and then request approval again as in step 2. above.

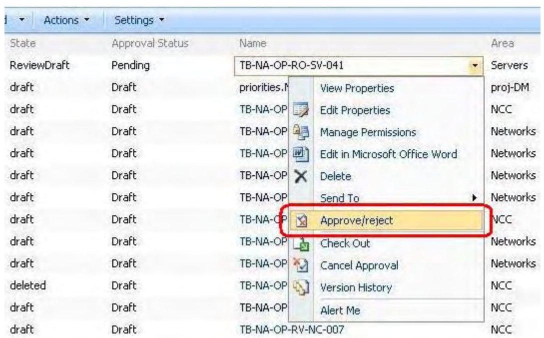
If you have to come back in a few months and change the document to reflect changes to the procedure, the new Draft version will have a number like 1.1 initially, and then the approval process could begin again.

Approval Process for Managers (Approvers)

Initially, the approval of a document will be done by Sam Smith or Alan Skamarak. The steps are as follows:

1. To see which documents are awaiting approval, use the built-in view from the View drop-down menu called Approve/reject Items. This will show you a view with the documents grouped by their Approval Status.
2. For each document with a Pending status, read the document and decide on whether you will approve it or not.
3. Use the Approve/reject menu item from the Name drop-down menu to approve or reject the draft. Note that on the screen that appears, you must select the correct button to approve or reject. You should also enter a comment that the author will see, especially for any rejected drafts.
4. When you finish with one of the Pending documents, your view will automatically refresh and show one less document that is in that state.





Miscellaneous

For the time being, be cautious if you put in hyperlinks, in your Word files, to other documents that reside in the library. This requires embedding a URL to the *target document* in a hyperlink defined in the *source document* (yours), and SharePoint has no way to keep the target URL constant if the library gets reorganized. This means hyperlinks could break if your target document gets moved to another location in SharePoint.

Document Template

- The standard procedure template is maintained as the file `!-template.doc` in the library.
- The document coordinator is responsible for maintaining the template.
- When a new document is begun, it should start from the current template, to maintain consistency. (At this time, the feature in SharePoint to make this automatic does not work for us, probably compatibility issues between Office 2000 and SharePoint Services 3.0).
- The template will evolve a little overtime. If it has a new form when you start a new document, you can use the new info (usually in header table in preface) to update your older docs. But don't worry about doing this.

Finding Documents

One of the main reasons for using a document management system like SharePoint is to make it much easier to find documents. You may want to find a document either to read & use it **or** to modify it, and these 2 reasons for finding a document can alter how you go about finding it. SharePoint provides a couple of features that make finding your document easier, in both cases.

Main SharePoint Features for Finding Documents

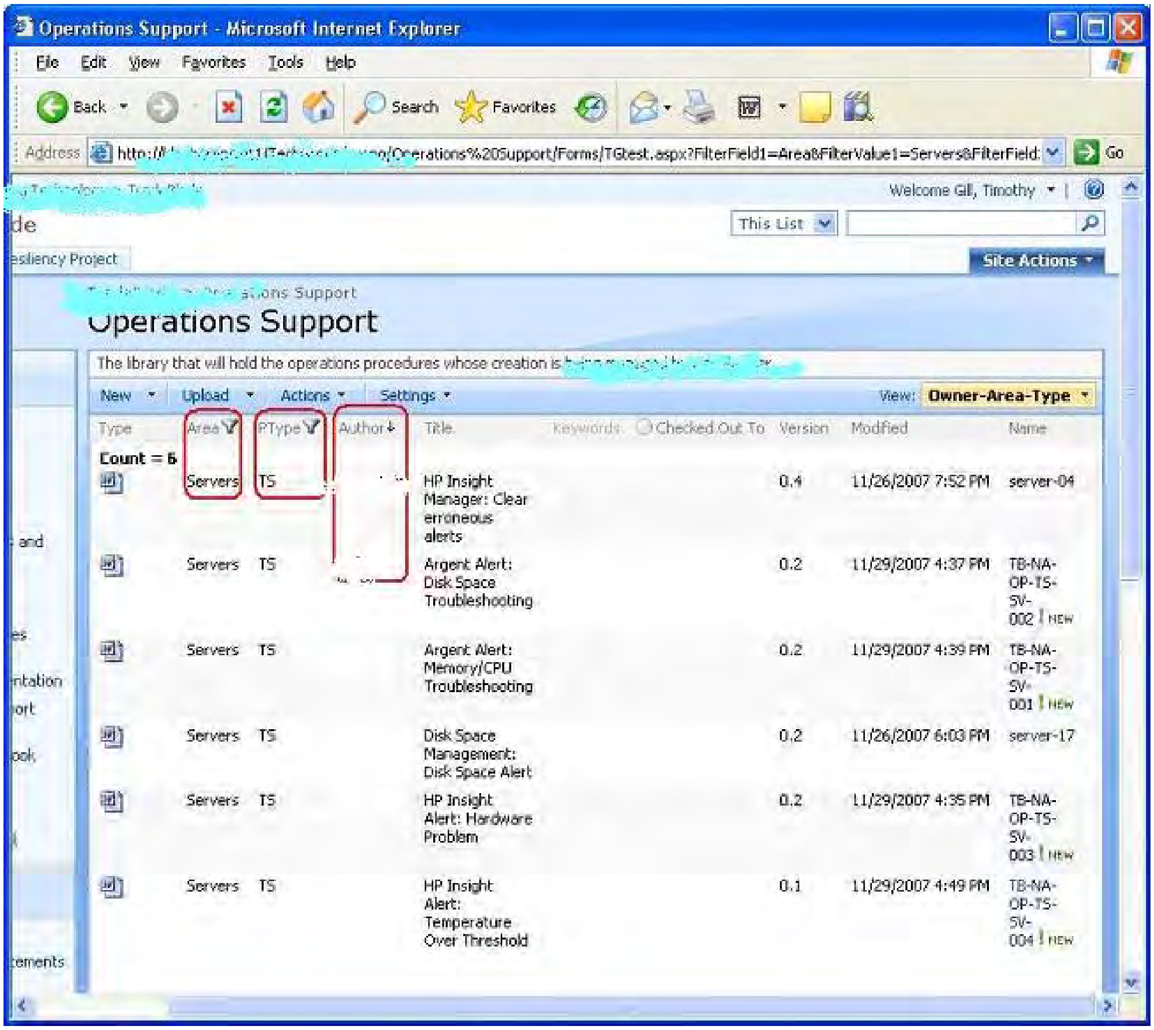
Although SharePoint allows documents to be categorized into folders, like a traditional file system, two of its features, *columns* and *views*, provide a better mechanism for finding documents, and we use them for this library:

- **columns**:
  A *column* is an attribute of a document, such as its filename, title, author, status, or modification time. Some columns are built-in to SharePoint and others can be defined for a library; the StakeFlipper Operations Support procedure library uses a combination of both. See the list of columns defined for our library earlier in this *Guide*). Columns can be manipulated in any view: the entire list of documents can be sorted on a column's value, and a subset of the list of documents can be displayed by selecting a single value of the column; both these features are available from the drop-down menu of each column, and can be pre-defined for a stored view.

- **views**:
  A *view* is a named configuration of a web page used to view the contents of a library, and the configuration can determine if all or a subset of documents are shown, how they are grouped or sorted in the window, which columns appear in which order, etc. There is a default view as well as custom views, both public and private. Since a view is referenced by its URL, hyperlinks to show a view can be used in documents or e-mail messages, and the URLs can also be bookmarked

When you first go to the library by browsing in SharePoint, or specify a URL that does not include a view-specific suffix, SharePoint puts you into the default view. All views can be accessed from the drop-down menu at the top right of the SharePoint window that is already open to some view of the library. The default view for this library (the first one in the menu) shows all custom columns and the typical built-in columns from SharePoint, and is sorted by document title. But it is not necessarily that useful, and typically shows too much information for most users. Some of the custom views are more useful.

The larger screen shot below shows both of the above features in more detail. Both the Area and PType columns (with the gray funnel symbol) are filtered to a single value (Servers and TS, respectively). And the Author column is sorted (note the down arrow icon) in reverse order, so Weinstein appears first). This example filtering reduced a list of 70 documents to these 6.



Finding Documents to Read and Use

The best view when you simply want to find and read any document in the library is the `just.findit` view. This has fewer columns visible, is sorted alphabetically by Title, and shows optional Keywords that an author might have added to make it easier to find. You should make good use of the Edit → Find capability of your browser (Firefox is better in this regard, if you have it, because of its option called Start finding when you start typing).

Note that in this view there is no way to checkout a document for editing—if you are looking for a document to read and use, you don't need to edit it, so this information is not there, cluttering up things.

Finding Documents to Edit

I have defined a number of custom, public views for this library; all are available from the View menu at the top right of any SharePoint page. The most helpful to authors and managers is probably the set of *Area-based views*, liked `just.NCC`. These show only documents of a single StakeFlipper Area (areas that own procedure documents), and group them by State and Author, to help authors and managers look at the progress in the drafting of the procedures. So they are specifically organized to make it easier for authors.

Personal Views to See Exactly What You Want

Any user can create a custom personal view to look at the documents in the library in a way that suits her. They are easy to play with learn what is possible, if you have the time. Just use the Create View item from the View drop-down menu.

The Search Box

The Search box at upper right of the SharePoint window is a full-text search, with no capability to limit the search based on metadata. It also searches the entire library, even if your current view only displays a subset of the documents in the library. So it is a fairly crude mechanism to find documents for this particular library. A typical use for it, however, is to answer a question like “Which procedures refer to the Cisco Router model 123?”; searching for those terms will likely produce search results with all the documents you want.

In general, when looking for a specific document, it is better to use the Find command in your browser in an appropriate view.

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