IP2: Content and Technology Overview/Evaluation

Determining the success of ECM can be subjective. For some, it may be (Harr et al., 2019).

Then describes the success of this company

determining if the underlying IT infrastructure can support it (Kuo & Kusiak, 2019).

structured or unstructured (Abraham et al., 2019).

Identifies major problems at the network and change requests – this is the framework for

evaluation *(note two elements)*.

Table 2-1. Content Characteristics

Content	Format	Variety	Velocity	Volume
Network Diagrams				
Change Requests				

strategy, tools, people, and process (Alalwan & Weistroffer, 2012). *(Should tie to IP1)*

data activities (Brocke et al., 2011).

strategy, can be – *(Note the use of the framework and now elements of lifecycle – should tie to IP1)*

Table 2-2. Content Management Strategy Dimension

Content	Lifecycle component	Strategy
Network Diagrams	Creation	
Network Diagrams	Utilization	
Network Diagrams	Storage	
Change Requests	Creation	
Change Requests	Utilization	

Change Requests	Storage	

Tools *(as provided by Alalwan above)*

Table 2-3. Content Management Tools Dimension

Content	Lifecycle component	Tools
Network Diagrams	Creation	
Network Diagrams	Utilization	
Network Diagrams	Storage	
Change Requests	Creation	
Change Requests	Utilization	
Change Requests	Storage	

people,

Table 2-4. Content Management People Dimension

Content	Lifecycle component	People
Network Diagrams	Creation	
Network Diagrams	Utilization	
Network Diagrams	Storage	
Change Requests	Creation	
Change Requests	Utilization	
Change Requests	Storage	

, process,

Table 2-5. Content Management Process Dimension

Content	Lifecycle component	Process
Network Diagrams	Creation	
Network Diagrams	Utilization	
Network Diagrams	Storage	
Change Requests	Creation	
Change Requests	Utilization	
Change Requests	Storage	

The resultant observations of the four dimensions' interaction with the content lifecycle components reveal a great amount of important information *(So what? Now the review…)*

Infrastructure Review

(includes information on guess what, network diagrams and change requests…). Provides research on **why** each is important, **how** they should function, and **what** benefits they provide.

(Harr et al., 2019).

Figure 2-1. MetroComm Network Diagram

Process Flow Diagram

business processes (Brocke et al., 2011).

Figure 2-2. Process Flow of Content Diagram