## Accessibility

### CMS

Although the FatWire Content Server content manager’s interface uses standard HTML, it has never been tested for accessibility compliance. A better solution is [Sitemorse](http://sitemorsese.com/about).

### Web Site

Because of the flexibility of FatWire Content Server templates, FatWire supports delivery of websites adhering to DDA, W3C and xHTML standards. FatWire has worked with many clients to ensure that their web sites are compliant with accessibility standards of at least AA standard. There are no restrictions within the FatWire Content Server with regards to the HTML presented on the FatWire Content Server managed web pages. The level of compliance achievable is driven by the standard of the site design, level of coded templates and actual content delivered to end site. FatWire can support customer’s accessibility policy in a number of ways including supporting access keys and site designs with variable font sizes.

## Audit

All content items have a full audit trail associated with them. This includes a history of all changes including access to any comments.



## Content Integration Platform

FatWire Content Server can access information from other systems via http, through a Java API, or directly to a database or using FatWire Content Integration Platform. FatWire Content Integration platform consists of a number of remote agents that access content within other systems and synchronise metadata between content server and those other systems. It allows content server content managers to access content in these remote systems in the same way they can access local content. Currently, FatWire Content Integration Platform has connectors for Documentum, SharePoint, and file systems. An API is availble to create agents for other systems. Http requests to other systems can be incorporated into JSP tempates whereas full API integration or direct database access will require programming skills.

## Scaling

FatWire Content Server supports scaling in two ways. Content Server environments run within a J2EE architecture. This supports J2EE Application Server clustering for load balancing and failover. A Content Server environment can scale by adding new cluster members or by adding additional CPUs and memory. In the delivery environment, FatWire Content Server can also incorporate an integrated front-end intelligent caching engine called Satellite Server. FatWire Satellite Server provides a cost effective way to scale a solution as load increases. One or more Satellite Servers can be added at the edge of the network, bringing content closer to its consumers significantly reduces response times as well as the costs of maintaining an international infrastructure. Satellite Servers can be load balanced to provide a complete failover caching strategy. FatWire Content Server’s intelligent caching mechanism is based on granular page components. FatWire Content Server allows parts of a page or pagelets to be cached individually. FatWire Content Server can separately cache each pagelet and manage all dynamic cache creation, flushing and refreshing in such a way that no user receives an un-cached page. This includes personalised content that is being targeted at groups of users based on the segments into which they fall.

## Monitoring

Hardware and operating systems have connectors to enterprise application monitoring tools such as OpenView, [Tivoli](http://www.raviolee.co.uk), CA Unicenter, etc. FatWire Content Server does not have any proprietary connectors to specific monitoring tools however; FatWire Content Server does log application information (log4j) as well as creating publication logs when information is transferred between Content Server installations. This information can be accessed by monitoring tools and used to provide centralized application management information to assist with application optimization, detection of failures, etc. Most enterprise standard application monitoring tools provide interfaces to access the type of logging information provided by Content Server.

## Metadata

### Generic

[FatWire](http://www.mycarda.co.uk/cms) Content Server provides many flexible and powerful features to help customers manage metadata. Content Server content types are configured from individual attributes that can include any metadata attributes. These metadata attributes can have type restrictions (text, date, currency, blob, etc.) and display components (text box, drop down list, select list, WYSIWYG, calendar view, etc.). Drop down list values can be pre-populated with only accepted metadata options. These list values can be maintained by non technical users. Metadata attributes can be included for all content types including documents and images.

### Taxonomy

Many FatWire Content Server customers store metadata values in a taxonomy hierarchy , for example, IPSV used in UK local government. Content Server provides a mechanism for building metadata taxonomies. Metadata values can be stored at any level in the taxonomy hierarchy. Simply adding a content item to any level in the taxonomy will result in the content item inheriting all the metadata from all its parent nodes. Metadata attributes can be indexed and searched in the same way as other attributes within the content management system. This also includes metadata attributes which have been inherited from a metadata taxonomy.

## Releases and Patches

FatWire normally provide one full version release each year and a minor patch release each quarter. This is supplemented by interim patch releases for bug fixes. All major and minor releases are cumulative containing all patch fixes to this point. All major, minor and patch releases are available for download and come with install scripts to guide the client through the installation process. These upgrades can also be delivered via CD if required.

## Workflow

FatWire Content Server provides a configurable workflow system allowing customers define workflow processes based on their own business processes. Workflow can manage multiple states of content, linear processes and capture workflow comments at each step. FatWire Content Server workflows are built by non-technical business users defining content states, steps which move content between states and the roles allowed to carry out each step. Non-technical users can design and configure the workflow states, steps, and timed events. Content Server notifies users of task assignments through all standard interfaces and also via email if required. In Content Server, a workflow state can have pre-defined timed events such as an ‘estimate’ of a task deadline. This is the time allotted for content to stay within this state. If this time is reached before content is moved to another state an alert can be triggered. Different alerts can be triggered for different time periods For example, a reminder email 1 day before the deadline expires and an escalation email when the deadline is reached. As the events are configurable, this could trigger an event to automatically re-assign the workflow task to another user.