

**AT A GLANCE****THE CLIENT**

**QUEENSLAND DEPARTMENT  
OF MAIN ROADS**

**THE NEED**

**TO DEVELOP AN ARCHITECTURE  
CAPABLE OF SUPPORTING A CORPORATE  
INFORMATION MANAGEMENT SYSTEM  
THAT ENABLES INFORMATION TO BE  
DELIVERED TO MULTIPLE MEDIA, SUCH  
AS INTERNET, INTRANET AND VARIOUS  
MOBILE DEVICES USING WIRELESS  
APPLICATION PROTOCOL (WAP).**

**THE SOLUTION**

**A SECURE, CONTENT MANAGEMENT  
SOLUTION WITH WORKFLOW-ENABLED  
CONTENT PUBLICATION, ALLOWING  
THE CONTROLLED PUBLICATION OF  
INFORMATION BY AUTHORISED  
STAFF.**

**THE TECHNOLOGIES**

**LOTUS NOTES/DOMINO  
INTERNET  
WORKFLOW**

# Main Roads gains upper hand in information control

Queensland's Department of Main Roads asked Dialog to develop an architecture capable of supporting a single content source (comprising a large number of internal data stores) for its corporate information.

This included the requirement for information to be able to be delivered to multiple media such as the Internet, the Department's own Intranet and various mobile or remote devices using wireless application protocol (WAP).

The business case for this initiative was already established. However, Dialog assisted with documenting feasibility and concept papers to articulate the goal in concrete, deliverable solutions.

As a result, Main Roads now has a Content Management Solution with workflow enabled content publication, allowing the controlled publication of information by authorised staff.

By using the Department's internal network, staff can now submit content that, once approved through the multi-level approval processes, will be published to Main Roads' web site. The web site is replicated from a pre-production server to the web servers hosted on a Domino cluster.

The content management solution was designed and documented by Dialog to provide a set of components that could be added to a number of existing applications within the department's Domino-based network. Where appropriate, Dialog uses this technique of component level re-use of objects and code in all applications that it develops.

The system provides life cycle management of content, including drafts, authorisation and release of content through approval channels, versioning, automatic review cycles, expiry and archiving.



A feature of the solution is global management of content style. This takes the form of a central point of control that can manage or change the text styles of the entire delivery channel, with no involvement or impact on the content providers.

The information portal was designed to provide consistency across a variety of content sources. A set of common design components was created to provide consistency in appearance and functionality. The solution is also future-proof in that these components were designed in a way that enables them to be applied to other databases in the future.

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