2.9 – Workflow Setup

ImageSite Workflow is a powerful tool for automating work processes involving ImageSite documents. ImageSite Workflow is a separately priced module that an administrator uses to create and maintain workflows.

This module explains how to set up workflows in ImageSite. Instructions on reviewing documents in a workflow are provided in the Module 1.10 of the *ImageSite End-User Training Class.*

Note: Workflow is not supported on the Apple Macintosh.

Module Objectives

After completing this module, you will be able to

- ✓ Explain how workflows work in ImageSite and how they can be combined with external document sources and rapid indexing
- ✓ Add workflows to ImageSite
- ✓ Add steps to a workflow
- ✓ Set properties for workflow steps, including optional field value update rules
- ✓ Test a workflow by adding and processing documents

About Workflow Setup

About ImageSite Workflow

ImageSite Workflow is an optional module that enables administrators to create well-defined, multi-step workflows in ImageSite. Workflows can be used for a variety of purposes, such as:

- Acquiring and reviewing documents before adding them to ImageSite
- Reviewing and approving engineering change requests
- Moving documents to different folders in ImageSite based on the outcome of a workflow step. This can also be used to change a document's access privileges, since these privileges can be controlled at the folder level.
- Re-reviewing documents previously rejected through a different workflow.

ImageSite users who are designated as reviewers are notified by e-mail when a workflow step requires their attention. Users can also monitor the progress of documents in a workflow by viewing the workflow log.

Using Workflow With External Document Sources

Administrators can combine workflows with external document sources to more fully automate work processes. In this scenario, a target folder for an external document source is designated as the initial folder in a workflow. ImageSite automatically acquires documents to this folder and then begins processing them through the workflow.

For more information on external document sources, see Module 2.8.

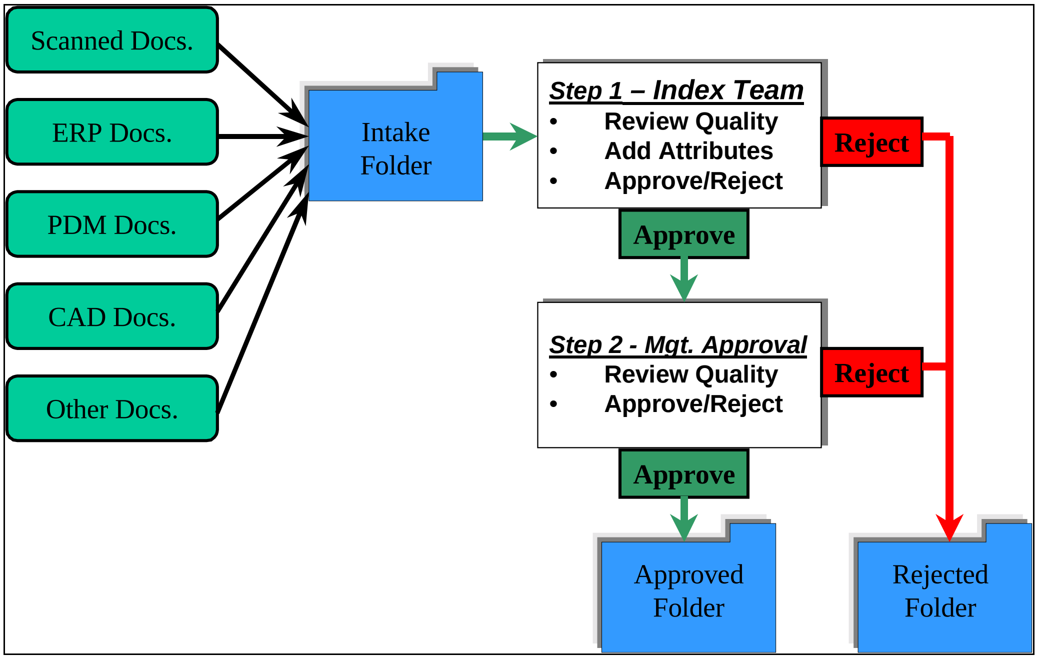
Using Workflow With Rapid Indexing

In many cases, reviewers need to index documents added to ImageSite (that is, add attribute data such as name, description, or custom field information to the documents). Reviewers in a workflow step can use the rapid indexing feature to quickly add attributes.

For more information on rapid indexing, see the *ImageSite End-User Training*, Module 1.10.

Training Example

The following workflow example was introduced in Module 1.10 of the *ImageSite End-User Training*. In the present module, you will learn the steps an administrator would take to create this workflow.



In this workflow, documents are acquired to the Intake folder, from a variety of sources. In Step 1, members of an index team review the quality of the documents (and use the Rapid Index page to add attributes).

Documents rejected in Step 1 are automatically moved to the Rejected folder. Approved documents remain in the Intake folder and are forwarded to Step 2.

In Step 2, assigned managers review the indexed and approved documents. Depending on their review, ImageSite moves the documents to the Approved folder or Rejected folder.

Creating the Workflow

To create this sample workflow, an administrator would perform the following tasks. These tasks are explained in detail in the sections that follow:

1 Add the workflow to ImageSite.

2 Add the steps to the workflow.

3 Set the properties for each step.

4 Certify and enable the workflow.

5 Test the workflow.

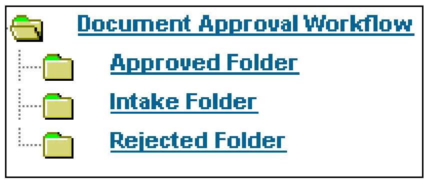
Adding the Workflow to ImageSite

Prerequisites: Adding the Users and Folders

Before adding a workflow, you need to verify that the users and project folders included in the workflow have been added to the ImageSite project.

Training Example

For the purposes of the training example, you would add the following folders. The Document Approval Workflow folder is created as a top-level folder.



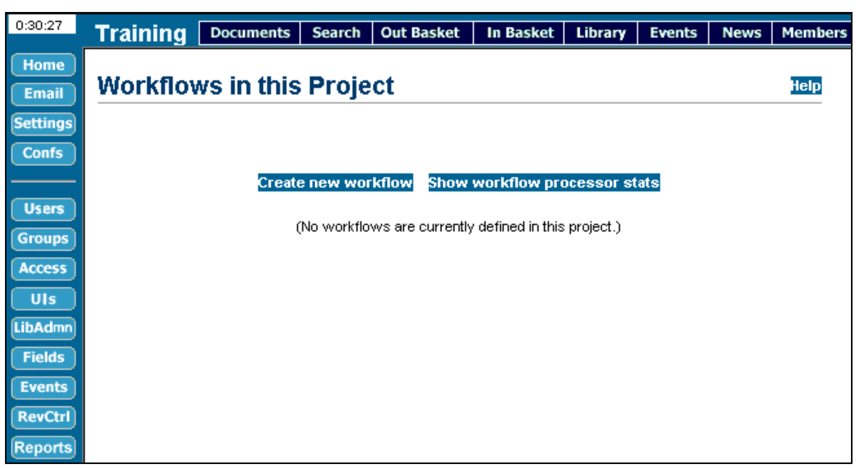
The following users should also be added. These users do not need to be administrators, but they do need to have the (default) modify privileges for the folders in the workflow.

- Approval Manager 1
- Approval Manager 2
- Index Team Member 1
- Index Team Member 2
- Index Team Member 3

Creating the Workflow

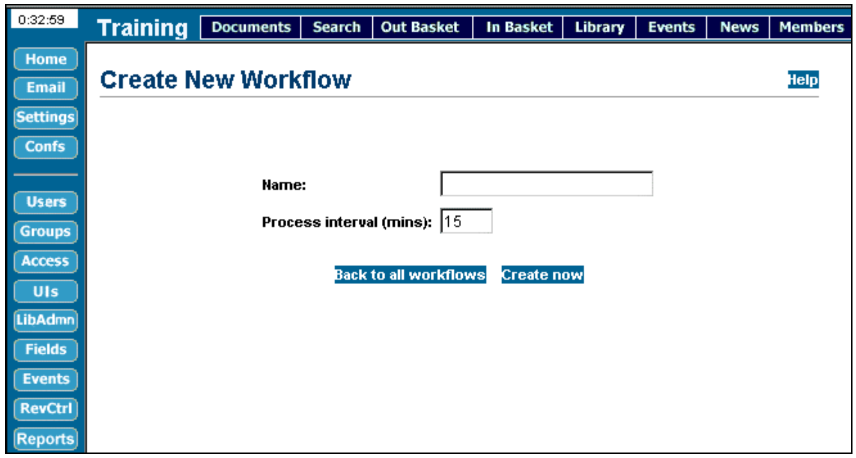
1 From the Project Start Page, click the Workflow button.

The Workflows in this Project page is displayed.



2 Click Create new workflow.

The Create New Workflow form appears.



3 Enter the information for the workflow.

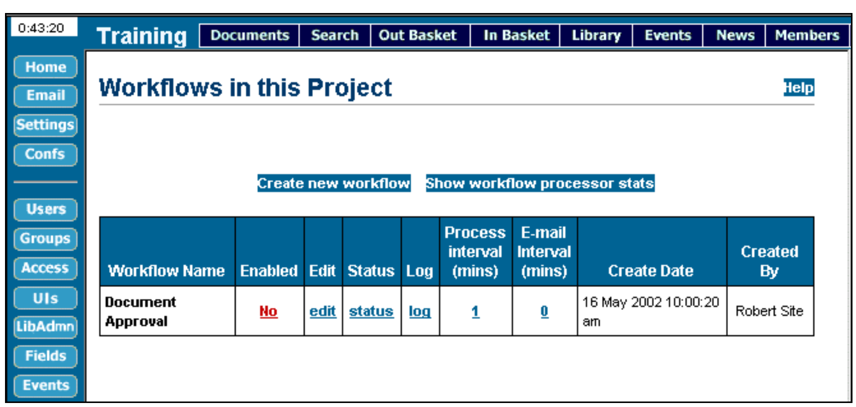
Name	Required. Name used to identify the workflow. Must be unique within the project. Up to 128 characters.
Process interval (minutes)	An integer value specifying how often each workflow step should be scanned so reviewed documents can progress through the workflow. Default is 15 minutes.

Example: For the training example, enter the following:

Name:	`Document Approval`
Process interval:	`1` minute (for testing the workflow in the classroom).

4 Click Create now.

The Workflows in this Project page is displayed with the new workflow.



Adding Steps to the Workflow

The next task is to add the steps for the workflow. To simplify the process, eQuorum recommends that you add all steps before defining the properties for each step.

Training Example

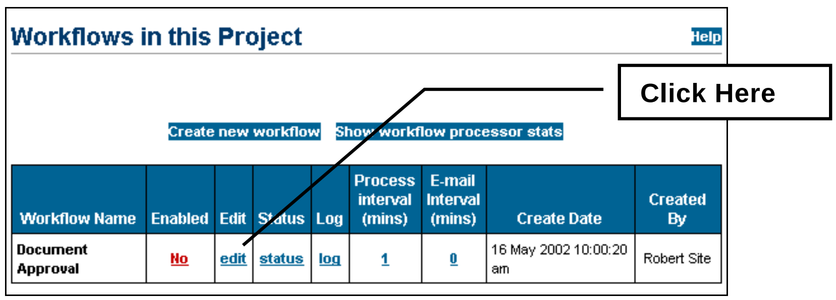
The example workflow has two steps:

Step 1 – Index Team

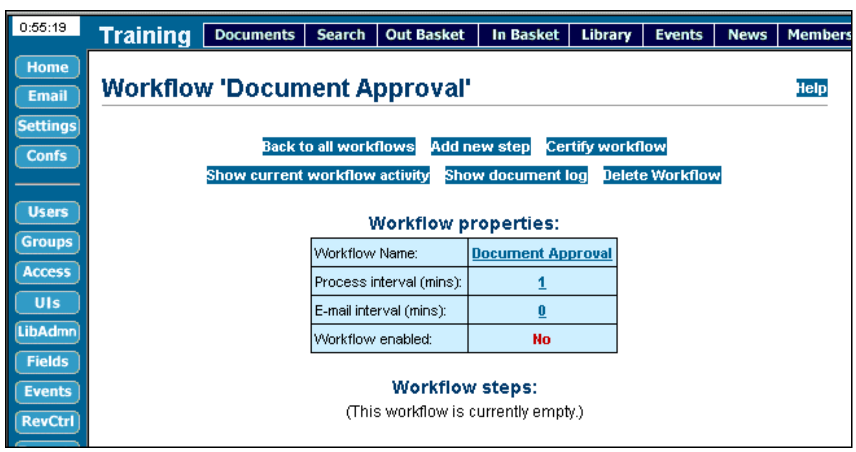
Step 2 – Management Approval

Adding the Workflow Steps

1 On the Workflows in the Project page, click edit in the row of the workflow.

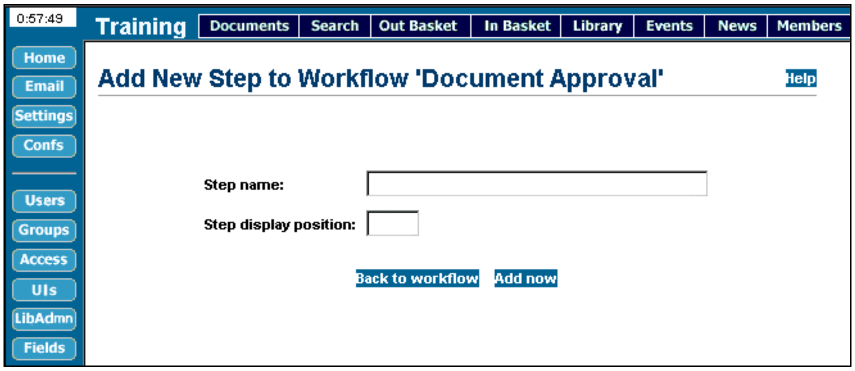


The Workflow Properties page is displayed.



2 Click Add new step.

The Add New Step to Workflow form is displayed.



3 Enter the information to define the step.

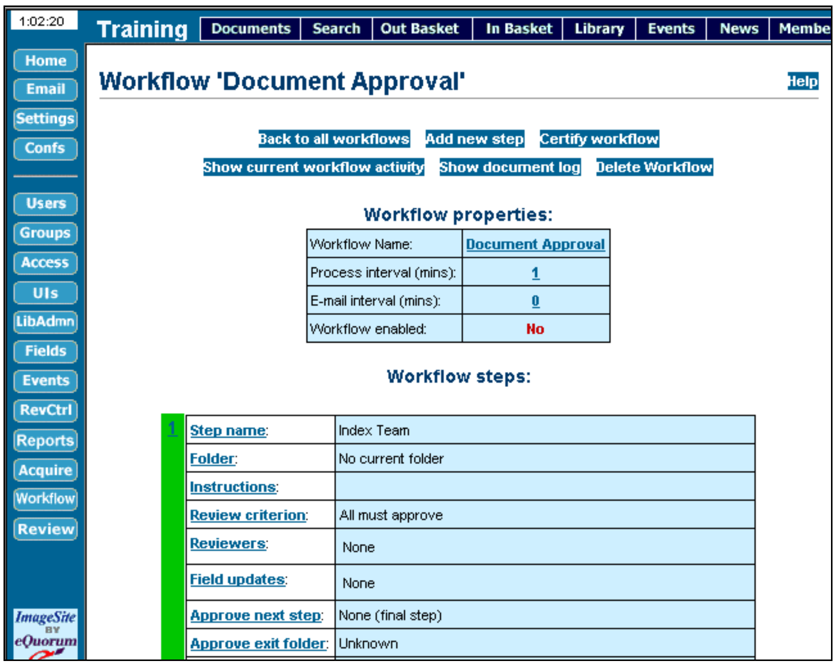
Step Name	Required. A step name that is unique for this workflow. Up to 128 characters.
Step display position	Required. An integer value to indicate the step display position.

Training Example: For Step 1, enter the following:

Step Name:	`Index Team`
Step display position	`1`

4 Click Add now.

The workflow is displayed with the new step in the display position you specified.



5 Repeat Steps 2-4 for each step you want to add to the workflow.

Training Example: For Step 2, enter the following:

Step Name:	`Management Approval`
Step display position	`2`

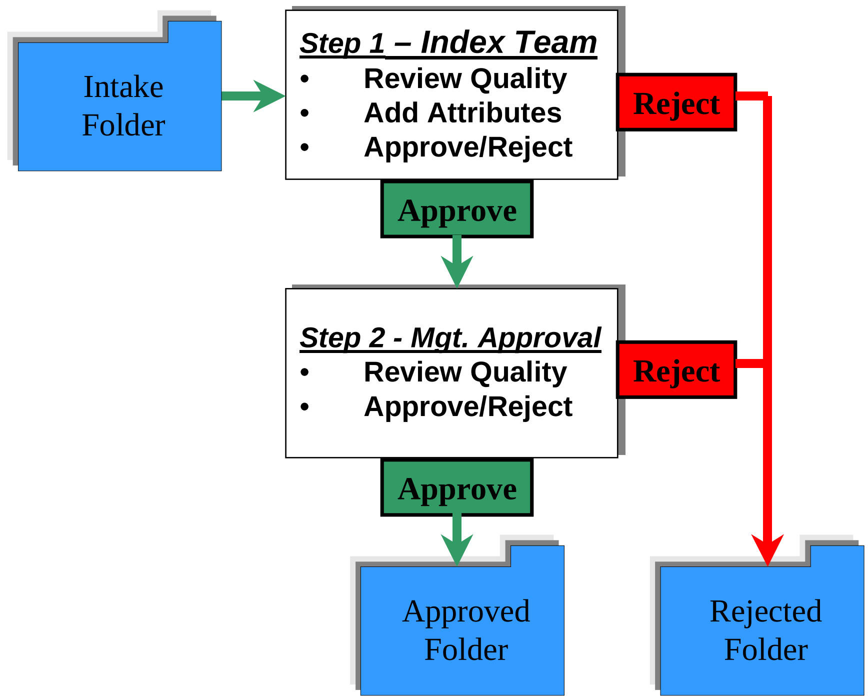
Note: Leave the Workflow Properties page displayed for the next activity.

Setting the Properties for Each Step

The next task is to set the properties for each step. This procedure specifies which project folders and users are involved in each step, and how to process documents through the step.

Training Example

Before setting step properties, recall the example workflow and the processing for each step:



In Step 1, members of the index team review the quality of the documents (and use the Rapid Index page to add attributes). The team is made up of three ImageSite project members. The workflow will be set up so that *any one* of the reviewers can approve a document.

Documents rejected in Step 1 are automatically moved to the Rejected folder. Approved documents remain in the Intake folder and are forwarded to Step 2.

In Step 2, one of two assigned managers reviews the indexed and approved documents. Either one of the managers can approve a document. Depending on the review, ImageSite moves the documents to the Approved folder or Rejected folder.

Setting Step Properties

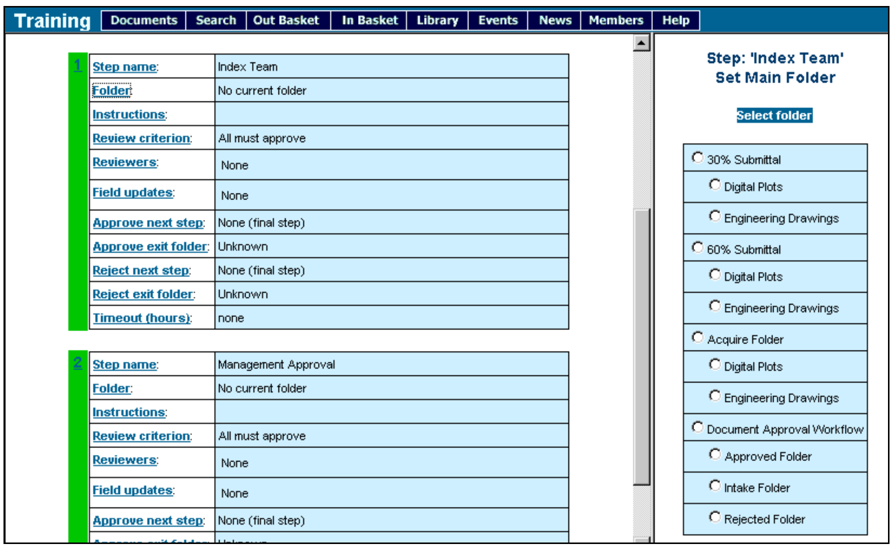
Follow these instructions to set the properties for a workflow step. In practice, you would repeat these instructions for every step in a workflow.

Select the Folder

1 On the Workflows Properties page, in the table for the step, click <u>Folder</u>.

> **Training Example**: Click <u>Folder</u> for Step 1.

The Set Main Folder pane is displayed at right.

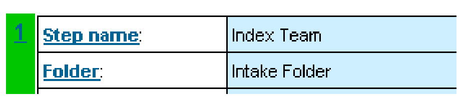


2 Click the folder where documents entering this step are located.

> **Training Example**: Click the Intake folder.

3 Click <u>Select folder</u>.

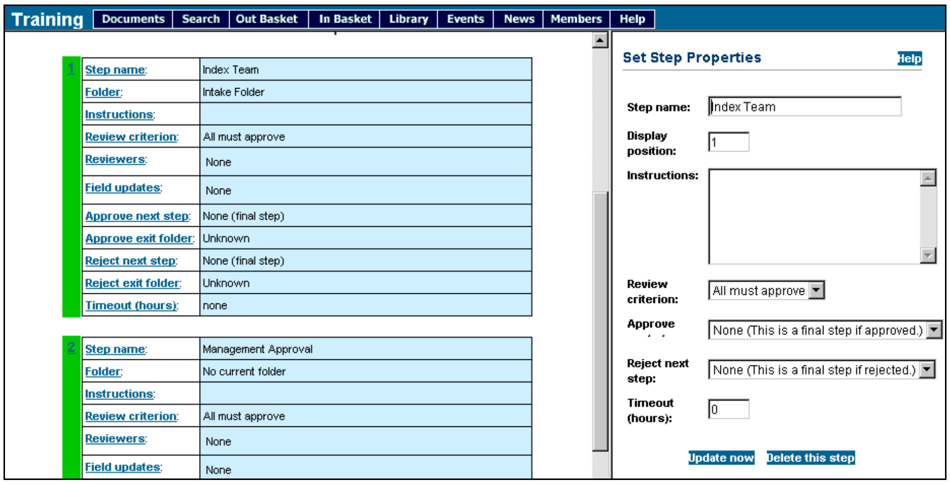
The selected folder name is displayed in the step properties table at left.



Add Instructions Review Criteria, and Next Steps

1 Click Instructions in the step.

The Set Step Properties form is displayed at right.



2 Enter the information for the step.

Instructions	Required. Instructions to reviewers. Up to 512 characters.
Review criterion	The criterion for who can approve, reject, or defer action on documents in this step. Valid values are: All must approve - A document in this step remains in this step until all reviewers approve the document or until a single reviewer rejects the document. Any can approve - A document in this step remains in this step until a single approver approves or rejects the document.
Approve next step	Select the step to follow the current step for any document approved in this step. The next step cannot be the initial step.
Reject next step	Select the step to follow the current step for any document rejected in this step. The next step cannot be the initial step.
Timeout period (hours)	An integer value specifying how long a document can remain in this step before its review status changes from pending to stalled. For each step that contains any stalled documents, e-mail is automatically sent at 8 hour intervals to reviewers who have not acted on one or more of the stalled documents. Default is 0, which prevents any documents from timing out.

Training Example: For Step 1, enter the following:	
Instructions	`Review and index.  Click the Review All button to review the documents.`
Review criterion	`Any Can Approve`
Approve next step	`Management Approval`
Reject next step	`None.`
Timeout period (hours)	Accept the Default of `0`.

3 Click Update now.

The information is added to the step properties table in the left pane.

1		
	Step name:	Index Team
	Folder:	Intake Folder
	Instructions:	Review and Index. Click the Review All button to review the documents.
	Review criterion:	Any can approve
	Reviewers:	None
	Field updates:	None
	Approve next step:	Management Approval
	Approve exit folder:	N/A
	Reject next step:	None (final step)
	Reject exit folder:	Unknown
	Timeout (hours):	none

Select Reviewers

1 Click Reviewers in the properties table for the step.

The Select Step Reviewers form is displayed at right. (The form lists all project members and site administrators.)

2 Check the users you want to be reviewers for this step.

Training Example: For Step 1, choose Index Team Members 1, 2, and 3.

3 Click Update now.

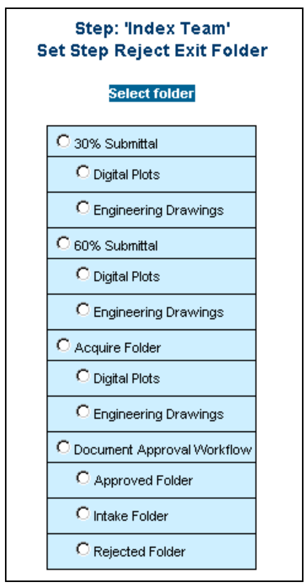
Select Exit Folders

The next task is to select Approve or Reject exit folders. This task is required when approval or rejection at this step causes documents to exit the workflow. It is not applicable when approval or rejection sends documents to a next step.

1 Click Approve exit or Reject exit folder in the table for the step.

Training Example: For Step 1, click Reject exit folder. Approve exit folder is not available, because a next step has already been selected for approved documents.

The project folders are displayed in the right pane:



2 Click a folder to select it as the Exit folder for approved or rejected documents.

Training Example: For Step 1, click the Rejected folder.

Caution: If you select a folder that is the main folder for the current step or a preceding step, documents will cycle endlessly through the workflow. Or, if you select the same folder for both approved and rejected documents, you will not be able to distinguish them except by viewing the document log for the workflow. Possible problems such as these may be reported as comments if you certify the workflow, but they are not reported as errors that will prevent enabling of the workflow.

3 Click Select folder.

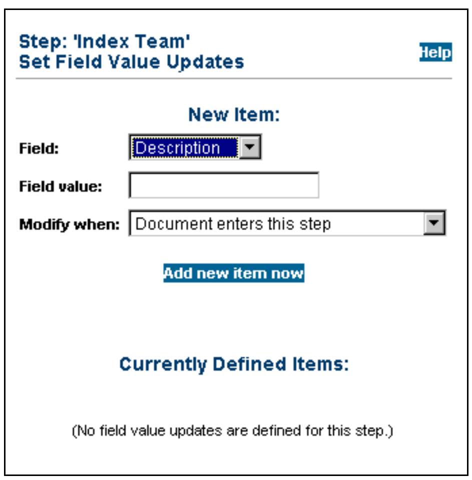
The selected folder is added to the step properties table in the left pane.

Set Field Value Update Rules

When you set step properties, you can optionally set up rules to define how the description field or any custom field will be modified for each document passing through the step. Values you enter here will replace any existing values in these fields.

1 Click Field updates in the table for the step.

The Field Value Updates form is displayed at right.



2 Select the Description field or a custom field.

3 Select or enter a value for the field.

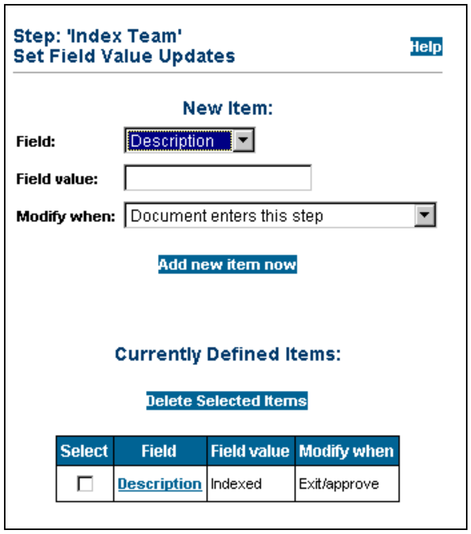
4 Choose when to modify the field.

Training Example: For Step 1, enter the following:

Field	`Description`.
Field value	`Indexed`
Modify when	`Document exits this step with approval`

5 Click Add new item now.

The field value update item is added for the step and displayed at the lower part of the form.



Training Example - Completing Step Two

You have now defined the properties for Step 1 of the example workflow. Repeat the entire procedure for Step 2, Management Approval, using the following data.

Folder	`Intake folder.` (Documents approved in Step 1 remain in this folder.)
Instructions	`Review and approve. Use notes to indicate reasons if rejecting.`
Review criterion	`Any Can Approve`
Approve next step	`None`
Reject next step	`None.`
Timeout period (hours)	`0.`
Reviewers	`Approval Manager 1` and `Approval Manager 2`
Approve Exit Folder	`Approved Folder`
Reject Exit Folder	`Rejected Folder`
Field value update	None

Note: Leave the Workflow Properties page displayed for the next activity.

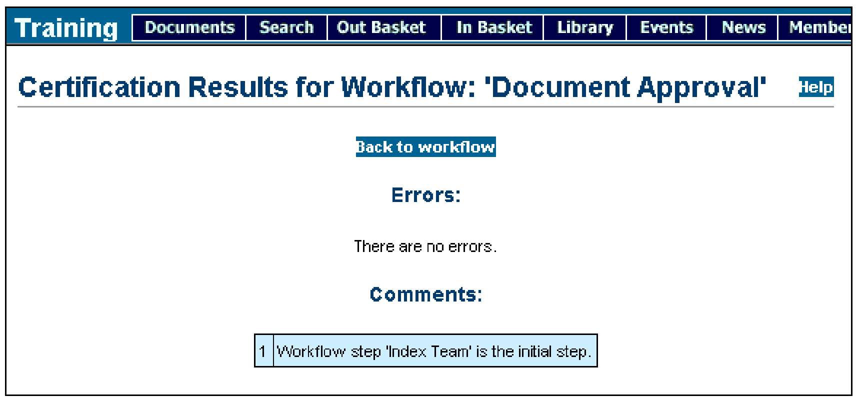
Certifying and Enabling the Workflow

After defining or changing step properties for a workflow, you can certify the workflow. When you certify, ImageSite checks the workflow to verify it is properly constructed.

Certifying a Workflow

1 On the Workflow Properties page, click Certify workflow.

ImageSite checks the logical structure of the workflow and displays the Certification Results page.



2 If errors are reported, click Back to workflow and make changes as necessary.

3 Repeat Step 2 until the workflow is free of errors.

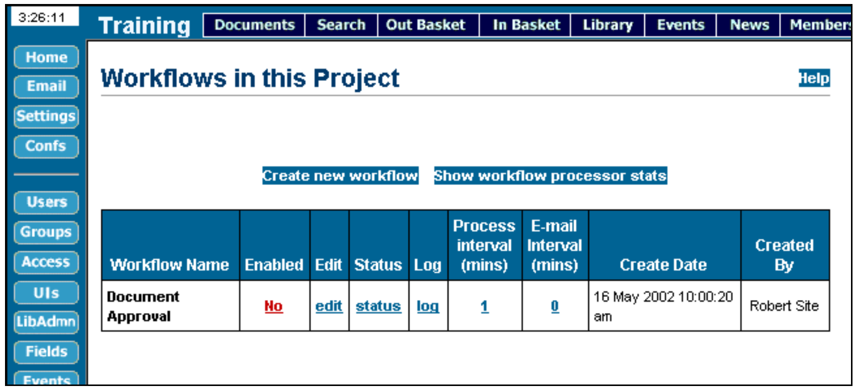
Enabling a Workflow

After defining and certifying the workflow, you are ready to enable it. After a workflow is enabled, ImageSite will begin processing documents in the workflow folders according to the steps you have defined.

Note: Any time you edit an enabled workflow, ImageSite automatically disables it first. Therefore, you must always re-enable the workflow for document processing to begin again.

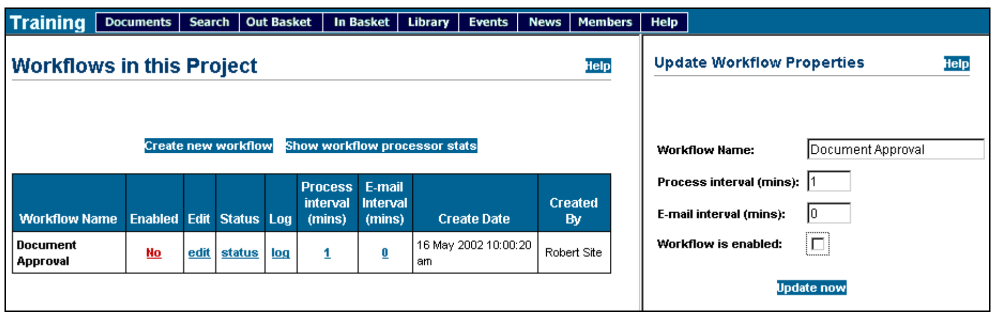
1 On the Workflow Properties page, click Back to all workflows.

The Workflows in this Project page is displayed. The workflow shows No in the Enabled column.



2 Click "No" in the Enabled column for the workflow you want to enable.

The form for updating the workflow properties is displayed at right.



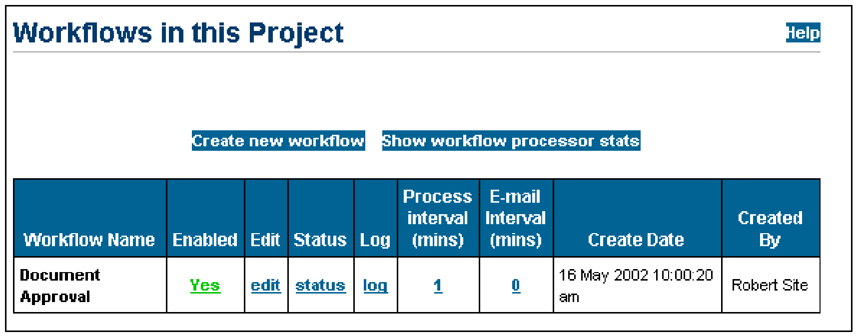
3 If you want ImageSite to send e-mail to reviewers when there are documents awaiting their review, enter a value in the E-mail interval field. This integer value specifies how often (in minutes) ImageSite sends e-mails. If you leave the default value of 0, no e-mail is sent.

4 Check the Workflow is enabled checkbox.

5 Click Update now.

ImageSite checks and then enables the workflow. If the workflow has errors, an Update Failed message is displayed, stating the reasons the certification failed.

If the workflow is error-free, the "No" in the Enabled column changes to "Yes", and documents begin to move through the workflow. Selected reviewers for each workflow step can use the Documents Pending Review page to review the documents in the step.



Training Example - Testing the Workflow

You can now test the Training Example workflow you created in this Module. To test the workflow, do the following:

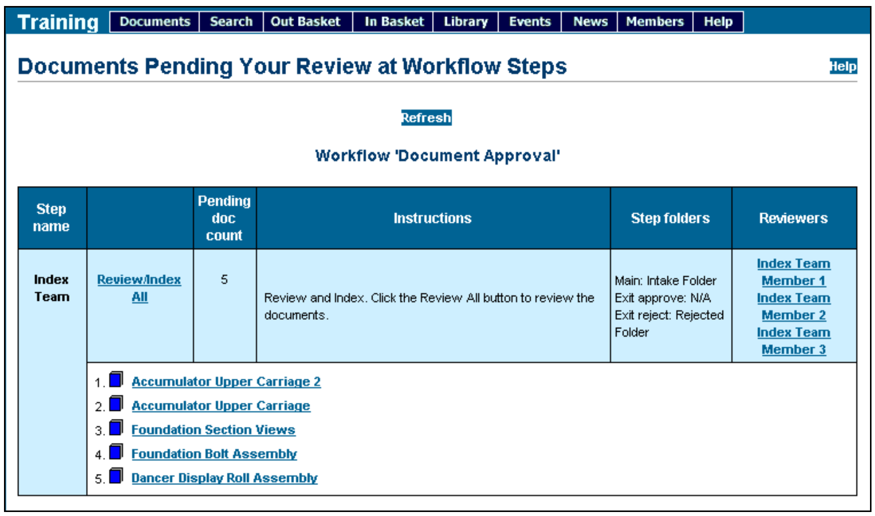
Note: During the test, you may need to wait a minute for the workflow to process documents through each step.

1 Add four or five sample documents to the Intake folder. You can upload these documents to ImageSite, or you can copy documents from another folder using the Out Basket.

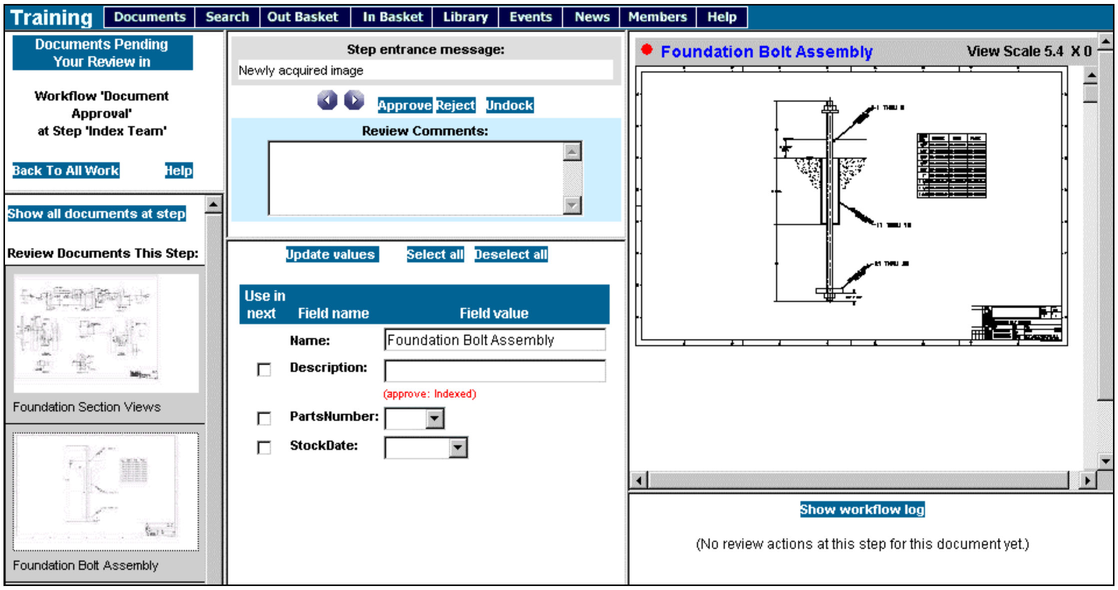
2 Log out and then log in as Index Team Member 1. On the Projects Home page, choose the Training project.

3 Click the Review button in the left pane.

The Documents Pending Your Review at Workflow Steps page is displayed. The documents you added to the Intake folder are listed.



4 Click Review/Index All to display the Document Review page.



5 Use this page to enter review comments. Review all of the documents, approving at least two and rejecting at least one.

6 Log out and then log in as Approval Manager 1. On the Projects Home page, choose the Training project.

7 Click the Review button in the left pane.

The Documents Pending Your Review at Workflow Steps page is displayed. The documents you approved in Step 5 are listed.

8 Click Review/Index All to display the Document Review page.

Note that the documents approved in Step 1 now have a Description field that reads “Indexed,” due to the field value update rule that you defined for this step.

Enter review comments. Review all of the documents, approving at least one and rejecting at least one.

9 Click the Documents tab. Expand the documents tree and examine the contents of the subfolders under the Document Approval folder.

If the workflow has processed correctly, all of the following are true:

- The Intake folder is now empty.
- Documents you approved as Manager 1 have moved to the Approved folder.
- Documents you rejected in both steps have moved to the Rejected folder.

Review Questions

Can you think of cases where ImageSite Workflow could be used in your organization or industry?

How can you configure ImageSite to automatically upload documents to a workflow folder?

A reviewer has approved a document, but ImageSite has not moved it from the current workflow step. What is the likely reason?

A workflow step has been added with the following data. Will the workflow certify without errors?

1	Step name:	Index Step
	Folder:	No current folder
	Instructions:	Approve or reject. Add notes when rejecting
	Review criterion:	All must approve
	Reviewers:	Index Team Member 1, Index Team Member 2, Index Team Member 3
	Field updates:	None
	Approve next step:	Engineering Review
	Approve exit folder:	N/A
	Reject next step:	None (final step)
	Reject exit folder:	Unknown
	Timeout (hours):	none