Pre-deployment Checklist and Training Agenda

Thank you for purchasing Rapid Web Designer! Prior to deployment of RWD, we want to ensure that your system is ready for the installation the software.

The following are some notes and checklists that you should review and implement prior to our visit in order that you may get the most out of your investment in our services.

Installation of RWD

As a part of the service FirstClass Depot provides with the purchase of our deployment services, we offer pre-installation of RWD prior to the site visit. Getting the installation of the software and the basic configuration done greatly improves the value of the site visit itself.

For those customers not wishing to avail themselves of this service, we will provide a set of scripts to accomplish the install. This process will require an expert in FirstClass administration.

In order to pre-install RWD on your server, we will need an account on your server to be created with **sub administrator** status as well as aliases of a number of items that exist on the FirstClass Admin desktop.

In any event, the items we require on the desktop of our account include:

- Internet Services
- Clustered Services (if using clusters)
- Multi-Site Setup (We will be running Scripting on your server)
- Resource Registry
- Groups
- Object Templates

If you are not certain about what is required to give us the above items, let us know and we will walk you through the process by telephone.

Once RWD is installed, we will also do some of the configuration of RWD itself and prepare your site for the actual deployment and training to come.

We may discuss these final issues with you by telephone or email.

Hardware / Platform Configuration

RWD 4 requires a minimum of FirstClass Server 9.0 and Internet Services 9.1 (latest Service Pack) running on hardware that is adequate for the load being placed upon it.

Internet Services

For the optimal performance of RWD, we recommend that FirstClass Internet Services be configured in one of the following ways.

Best Case:

With two or more Internet Services (IS) servers running protocols separately in a clustered environment, the load on the FirstClass server itself will be reduced and the translation of web requests to the FirstClass server will be faster. In this configuration you would set up the following:

- Dedicated HTTP (and HTTPS) Internet Services Cluster* with as fast a processor as possible (3.x GHZ) and with 2 GB RAM or more – Hard Disk Space is not very important on this machine as the Operating System and Internet Services are the only applications running on this machine
- SMTP and all other protocols running on a separate physical server with the same specifications as the first IS server
- Fastest possible connections between the FirstClass Server and the two IS servers
- Fastest possible connection to the Internet for the IS servers

* If hosting more than 80-100 sites, we suggest adding additional HTTP clusters to reduce the chance of a bottleneck.

Next-best Case:

If it is not feasible to run clustered Internet Services where the various protocols are handled on different computers, the next best alternative is to run Internet Services in its entirety on a separate physical server from the FirstClass Server. A fast processor with lots of memory (again, 2GB or more) is best. The fastest possible connection between the IS Server and the FirstClass server is recommended, as is a fast Internet connection.

We recommend that Internet Services also be installed on the FirstClass server as a fail over in the event that the primary IS server is down. In this event, IS can be started on the FirstClass server and keep the sites running until the primary server is back on line.

Standard Case:

In the event that neither of the above configurations is possible or feasible, Internet Services can be run on the same physical machine as the FirstClass server however, this configuration is not recommended for high-traffic sites. If adopting this configuration, we recommend that the server be equipped with dual processors. Note: Many customers find this configuration to be quite satisfactory!

Firewall / IP Addresses / DNS

In order for a web server to work, any firewall used in your system must allow the web traffic (and any other protocols you wish to use) through. You should ensure that your Network Administrator or whoever manages your firewall, and the FirstClass Administrator is aware of our visit and has the following ready:

- At least one DNS registration pointing a web domain name at the IP address of your FirstClass Server. (That web domain name should be registered by the FirstClass Administrator in the Multiple Sites and Languages form in FirstClass)
    - o Note: If you have only one domain name for your organization (school or district, or corporation) and that domain is pointed to another server, you will need to either register another domain name or add a sub domain to your primary domain and point a DNS record to the FirstClass server for that URL.
- The firewall should allow outside access to the site for the protocols you wish to use (HTTP, and TCP/IP are essential for web and FirstClass Client access)

RWD templates are applied based on domains or sub-domains within a site. For example, a school district might have 3 schools: Central High School, Northern Middle School and East Elementary School. Accordingly, they might require 4 distinct website templates, applied to 4 domains:

- www.districtname.org (if using RWD for the district website)
- central.districtname.org
- north.districtname.org
- east.districtname.org

Within the WWW conference in the FirstClass Internet Services container there will be a unique conference (sub-site) for each school or unique domain name.

The sub-sites can be created using the Create a Site button on the WWW toolbar, manually or during the implementation visit, with template sites (preferred method).

These conferences can be aliased to the desktop of a local "webmaster" at each location who can manage the content within and assist teachers with their pages.

Preparation

To prepare for RWD installation, please prepare DNS records for each domain or sub-domain for which RWD will be used. In general, use of a "CName" (canonical name, or alias) record is appropriate, designating each sub-site as an alias pointing to the name already associated with your Internet Services machine

Training Facility Requirements

In order to deliver the training, the training room must be set up such that all trainees can access a common network from their own workstation. Either dedicated training computers or Personal laptops running Windows or OSX are adequate provided each computer has the **FirstClass client version 11.1** or later installed on it.

The trainer should be provided with a workstation that is connected to a projection system.

Who should be present?

The training is designed for two distinct groups; **FirstClass Administrators** need to be aware of the architecture and design of RWD because they have to administer its installation and deployment, and manage updates, and other system functions. FirstClass Administrators also need to register each domain level web site in the Multiple Sites and Languages form, configure DNS, and create and deploy the containers that will hold the various sub sites (mostly teacher sites) in that domain. In this course, it is assumed that FirstClass Administrators are already competent in the following:

- Creating and managing user groups, conference groups, and calendar groups
- Working with model desktops for user groups
- Creating and configuring conferences and calendars (and distributing them to users)
- Working in the WWW folder in FirstClass to create new conferences and populate them with aliases of folders and other objects
- Understanding the Multiple Sites and Languages form and how to register sites
- Understanding how to point Internet Name Servers (DNS) to new sites

A second group who should attend is comprised of those who will be responsible for the creation and maintenance of the school web sites. In this course, these people are called **RWDe Global Site Administrators** and they will serve two primary functions. RWDe Global Site Administrators will keep the central school pages up to date with the correct content and navigational links. This is a role that is similar to what a traditional web master would have except that it is less technical with RWD. The second function is configuration of RWD so that the desired amount of central control is held over the overall format, layout, and some of the content of the individual pages in the web site.

It is expected that this group will have a good working knowledge of FirstClass, both from a FirstClass Client and a FirstClass Web interface standpoint. It is also assumed that these people are responsible and trusted members of the organization as the amount of control over the sites they administer is considerable.

Those individuals who will be training the Site Administrators and Teachers should participate in Day 3.

Another group who will benefit from this course is comprised of those who will design the initial look and feel of each school site. While the RWDE Global Site Administrators themselves would normally do this, it may be that those with skills in layout and design will perform that function from school to school (or site to site), and they should have a clear understanding of the issues covered in the implementation.

Each Organization is different, and each FirstClass Administrator may choose to retain more or less control over the role of the RWDe Administrator. Individuals in charge of web technologies in a district may also wish to limit the role of the RWDe Administrators.

RWDE Global Administrator Training Agenda

It is important to understand that no two organizations are the same. The clarity of overall objectives, the level of buy-in and enthusiasm by the participants, the level of FirstClass experience and depth of use of it and the level of clarity about site design and layout are all factors that will influence the degree to which the agenda adheres to the following outline:

On-site, Day 1: (RWD Champion and FirstClass and RWDe Global Site Administrators)

Introduction to RWD - Concepts and Overview of RWD and RWD websites

- Trainees will be given an overview of RWD features in the form of a demonstration.
- Demonstrations of the web pages contained in the template site will be given to the group and the various methods for content delivery will be shown and discussed

Overview of the RWDe Global Site Administrator's group and status

- Accessing the Administrator's resources – help files, support conferences, Administrator Forms
- Discussion of responsibilities and level of authority of a Global Site Administrator

In this section of training that will last for the rest of the day, trainees will create a 'sandbox' within their site in order to experiment with and learn about the methods used in site management. They will create pages and access objects such as conferences, calendars, embedded objects, mashups, and graphics galleries from these pages.

Creating Pages, Accessing Pickers, Picker Objects, Backups, Making Links, Configuration Forms

- Various methods of creating new RWD Pages and best practices
- Explanation and exploration of the available Pickers
- Hands-on use of Pickers by creation of a sandbox sub-site within each school's site
- Creation of several linked pages to simulate a sub-site
- Using pickers to deliver FirstClass content directly to the website
- Creation of a basic mashup page
- Deployment of RWD 6 Objects using Configuration Forms
- Utilization of a Graphics Gallery to display images
- Discussion of rendering multi-media content from streaming servers

Defining the Build-Out - Discussion about, and creation of, a site template

- Creation of the archetype site that will become the template for all school sites
- Deciding on the branding elements that will be on all sites

On-site, Day 2: (FirstClass Administrators and RWDe Global Site Administrators)

About RWD Site Administrators

- Demonstration of a Site Administrator's Role
- Demonstration of the deployment of a teacher website

About Teacher sites, deploying teacher sites

- Demonstration of a teacher website
- Hands-on deployment of a teacher site to each trainee's account

- Managing the directory of teacher sites

Workshop – review of school sites and adding content to them

Wrap up discussion and summary

On-site, Day 3: (Teacher Trainers)

About Teacher sites, using teacher sites

- Demonstration of a teacher website – basic concepts
- Demonstration of the various picker objects – and discussion of customization for NG
- Hands-on addition of picker objects in a sandbox environment
- Backup and protection of content

Best Practices discussion

- Navigation schemas for best effect
- Content structure for best effect
- Publishing Homework
- Calendars and Blogs – best practices

Manipulation of the document page body for;
- Text
- Tables
- Images
- Links
- Embedded objects

One Session of Teacher Training – if possible

Wrap up discussion and summary

Rapid Web Designer - Introduction and Overview

In addition to being an excellent and robust groupware application, FirstClass is also a fully featured web server. It can serve up content to the web. Such as FirstClass documents, HTML documents (including active content such as flash and JavaScript), and the contents of folders, conferences, and calendars.

FirstClass is also a fully featured content management system that supports the collaborative creation of content and the management, storage and retrieval of that content.

Rapid Web Designer (RWD) leverages these capabilities of FirstClass and combines them into a truly unique web content management system (WCMS).   RWD facilitates access to your FirstClass content through an interface that is more widely understood and accessible to those outside your system, the web browser.

RWD dramatically enhances the power of FirstClass web publishing. It is a system for web page /site creation that is simple to use and results in excellent web pages. Further, each web page created can contain a mixture of locally created and centrally administered content.

RWD is both flexible and very controllable. In an RWD web site, the appearance of any given web page and what is on that page is a result of input from both the web page creator and a central Administrator who has influence over all of the pages in the web site. The central Administrator is a person who manages the information that is common to all web pages such as the school or company calendar, central policy documents, the logos and other brand related material, as well as messages or links that apply generally to all users across the system. These general messages and links might include a link to the central district web site or a head office web site, or school or company news items.

This centrally managed information appears on every web page in a system, regardless of who creates it, but each page also contains the unique information that the creator of the page intended.   Because the individual creating a page does not need to worry about managing the organization's central information or formatting, the resulting web page adheres to a common standard of appearance and navigability, contains authoritative and current information, and yet is very simple and quick to build!

This truly collaborative process of web page creation and content management results in a cohesively branded, logical, and controlled web system that can be implemented in sites of any size and contributed to by any number of individuals within the system.

RWD takes advantage of the extremely powerful collaborative content management system that is FirstClass, and leverages user's existing knowledge and training to provide a remarkably economical and powerful web content management system.

How RWD works

Rapid Web Designer is comprised of two main components, The **RWD Page Builder form** and the **RWDE Administrator Form** (RWDE stands for Rapid Web Designer Enterprise). These two elements work together to let web administrators maintain central control over key information and the format (branding) of the pages within the organization while still giving individual web page builders (teachers for the most part) an amazing amount of flexibility and freedom to create web pages.

The **RWD Page Builder form** is a custom FirstClass form that adds a number of very powerful features to the standard FirstClass web page form, while leaving the core function of the standard FirstClass web page untouched.   Each time a web page creator (we'll use 'teacher' in this course when talking about a

web page creator because this represents the most common user for RWD) wants to create a web page, they simply create a new RWD page and fill in the content for the page.

The **RWDE Site Administrator form** on the other hand, exists in only one location and there is only one of these forms in any given domain level web site.   The RWDe Site Administrator Form has many of the same fields as the RWD Page Builder form and is similar in appearance and layout. Changes to fields in the RWD Page Builder form affect only the single web page that results from that form while changes to the corresponding fields in the RWDE Administrator form affect all RWD pages in the whole web site. What this means is that an RWDE Site Administrator can make a single change to one form and have that change reflected instantly in all of the web pages in that domain. Updating a logo, a link, or even a color scheme, need only be done in one place to have an effect on the entire web site.

The power behind the RWD system comes from the RWD templates that sort out the two sources of influence for every web page (the RWD Page builder form and the RWDE Site Administrator form). These templates determine how the page will look and what will be displayed when the web browser renders the web page based on the amount of control that the RWDE Administrator has chosen to have over the system.

The degree to which the RWDE Administrator form asserts control over all of the pages in a site can be configured to reflect absolute control, or absolute freedom on the part of the individual page builders. An extraordinary degree of compromise can be reached between these two extremes, provided the initial deployment and setup of RWD is done properly. This is why we will spend a good percentage of our time working with the concepts associated with site control and administration.