

icoya Risk/Issue Manager 2.5 for SAP Enterprise Portal iView

Technical Data

Provider/Homepage	Struktur AG / www.strukturag.com
Application type	Java iView
Application category	based on Master iView: com.strukturag.pct.icoya.cms.collector
Technical name	com.strukturag.pct.icoya.cms.collector.iview
Available for Portal (Release)	SAP Enterprise Portal 5.0 (SP4) SAP Enterprise Portal 6.0 and subsequent versions
Languages	English, German, Italian, French, Japanese, Spanish, Swedish and Mandarin-Chinese
Support	support@icoya.com or support@icoya.de
Channel	Content Management by struktur AG

Features

The icoya OpenContent Risk/Issue Manager iView creates Risk/issue management lists that allow you to track issues through closure. The icoya Risk/Issue Manager iView allows the user to create, browse, edit, track, comment, and resolve work relating issues. The iView provides a standard, secure Web-based interface to access icoya OpenContent Risk/Issue Manager from any standard Web browser. icoya OpenContent Risk/Issue Manager has all necessary functionality for the users to create issues to be tracked via the web-based user interface. The issues contain for example information about production or software problems. Within a new issue, users can enter detailed descriptions about the subject of the issue, enter a topic, select importance of the issue, add attachments like screenshots, and assign the issue to a predefined user. The issue tracker is flexible and can be configured by a user with administrative rights. Customizable workspace templates provide an easy and flexible way to customize the forms required to create new risks/issues entries.

Created issues are integrated within a specific issue workflow allowing to write follow-ups with operations like commenting, accepting, resolving, rejecting, and deferring an issue, as well as to request further information, to restrict the issue, or to assign the issue to another user.

A complex search functionality is integrated within the iView, allowing users to search all open issues by status, requester, classification, security information, topic, importance, and the assigned user. The search allows free text and phonetic search within issues.

Prerequisites

- The System Landscape has to be configured for icoya Risk Manager 2.5 to work as backend system (Changes in the systems.xml are necessary in EP 5)

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- icoya Risk Manager for SAP Enterprise Portal has to be installed within the local network
 - The icoya Risk Manager iView is available for EP 5.0 (SP4), EP 6.0 incl. subsequent versions.
 - icoya OpenContent for SAP Enterprise Portal is available for Windows™, Solaris™, OS390™, AIX™ and Linux™ operating systems (32/64 Bit)
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