

## Introduction to the Enterprise Content Management and XML Minitrack

### Mini Track Chairs:

Tero Päivärinta  
*Dept. of Information Systems*  
*Agder University College*  
*Norway*  
[tero.paivarinta@hia.no](mailto:tero.paivarinta@hia.no)

Airi Salminen  
*Faculty of Information Technology*  
*University of Jyväskylä*  
*Finland*  
[airi@cs.jyu.fi](mailto:airi@cs.jyu.fi)

Pasi Tyrväinen  
*Faculty of Information Technology*  
*University of Jyväskylä*  
*Finland*  
[pasi.tyrvaainen@jyu.fi](mailto:pasi.tyrvaainen@jyu.fi)

Content management in contemporary enterprises concerns a variety of information resources: documents in different forms, databases, and metadata such as ontologies, annotations, and indexes. XML and the web are important technologies used to support both resource integration and distribution. The term content management has evolved to transfer the emphasis from a single kind of system towards the solutions where the information content intended to the human perception is in the centre of the focus. The term enterprise content management has been used to refer to the management of content across and between enterprises and to emphasize the connection of content management to the business processes, collaborative knowledge work, and customer, partner, and stakeholder relationships of enterprises. The minitrack is intended to provide a forum for discussing the problems and novel solutions in the management of content, and for covering the technical and social aspects alike.

In the Enterprise Content Management and XML Minitrack, we present four interesting papers. Kwok and Chiu discuss content management in financial world. They present an architecture for a Financial Enterprise Content Management System consisting of three types of engines: content editorial engines, content reception engines, and content publishing engines. In the solution, two major challenges are in focus, global system integration and content flow management.

Nordheim and Päivärinta explore the needs and challenges for customization of enterprise content management systems. They present an in-depth analysis of customization requirements in a major company in oil industry. The in-depth study is complemented with an overview of 56 vendor cases. The results show considerable customization challenges, especially concerning application integration, usability and functional adaption.

Content management is closely related to digital rights. Effective content management requires means for effective digital rights protection. Cheung, Leung and Wan continue reporting the work on watermarks introduced in the last year's Enterprise Content Management Minitrack. They propose a watermarking protocol where they tackle the problem caused by unauthorized copies coming from the content provider.

Electronic government sets special requirements for content management. Dieter Spahni describes the administration portal for Switzerland, in particular, the solutions related to the addressing of resources and to the metadata related to the resources. XML is not in a central role in any of the four papers but Spahni discusses XML as a standardization technology in the area of Internet resource management and Kwok and Liu in financial enterprise content management.