

## CASE STUDY: LUCENT GISO DIVISION



**THE PROJECT:** The Lucent Global Integration Services and Operations (GISO) Division was presented with the daunting task of migrating over 160 different web sites on the Lucent intranet into a cohesive Intranet community.

**THE CHALLENGE:** Part of the problem the GISO staff was faced with was trying to get many intranet site owners to stop publishing their own content to multiple sources and utilize one central content management system. In order to do this, the new administrative system had to be flexible enough to provide numerous

site administrators with the ability to publish content and documents according to their needs. The site interface also had to be intuitive enough to allow all Lucent personnel quick access to specific information with the massive amount of content contained in the GISO Intranet Community.

**THE SOLUTION:** A content portal was created which comprised of an administrative area that allowed multiple site owners access to publish content to their portion of the portal using a number of pre-defined page templates. The site owner was provided with the ability to restrict access to administrative tools using existing Lucent network accounts to minimize maintenance overhead and to maintain the logical structure of the portal. To assist navigation, a dynamic data-driven DHTML menu was created to allow visitors quick access to any level of the site directly from the home page. In addition, a custom search engine was created to allow queries only on certain areas of content.

**THE TECHNOLOGY:** The GISO portal was created on a Microsoft NT IIS 4 server utilizing Active Server Pages connecting to a Microsoft SQL 6.5 Database. The search engine was created with Visual Basic and Microsoft Transaction Server.

**THE CUSTOMER:** "Thanks, guys, for working with us. We love it."

- Patricia Carlton  
GNSC Webmaster  
Lucent Technologies, Inc.