

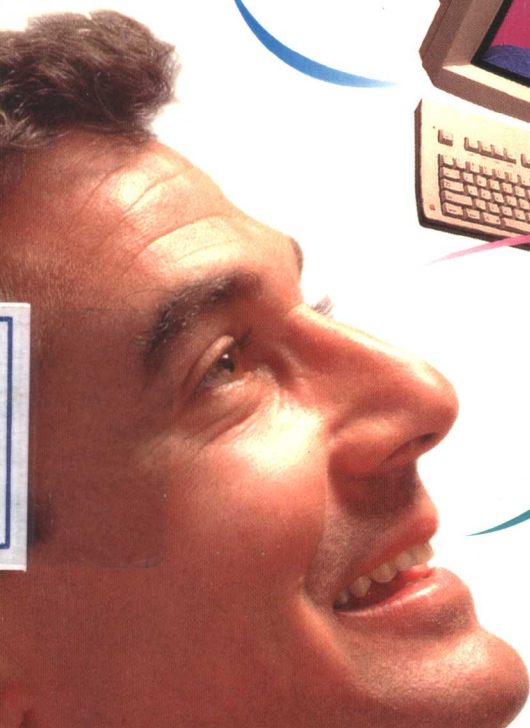
■ P R I M A ■
COMPUTER BOOKS

Lotus Notes 3

REVEALED!

Covers through
Version 3.1

Your Guide to Managing Information and Improving Communication
Throughout Your Organization



"Lotus Notes 3 Revealed! demonstrates how Lotus Notes fosters better communication and can improve the quality of everyday business processes by people working together."

—Brenda Kelly, Lotus Notes, Group Marketing Manager

David Gewirtz

LOTUS NOTES 3

Revealed!

江苏工业学院图书馆
藏书章

David Gewirtz



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Samantha the Cat: Samantha is my cat and feline best friend. She's also my personal alarm clock and principal hardware tester. Because of Sammy's dedicated work, we have discovered—and I now share with you—certain comparative performance characteristics previously unknown about Macs and PS/2s. Here, for the very first time in print, are the results: An IBM PS/2 laptop in sleep mode is warmer and more comfortable than an Apple PowerBook. Sammy preferred sitting on the closed cover of the PS/2 over the PowerBook. But, making a big comeback in the cat comfort category is the PowerBook keyboard. According to Sammy, the PowerBook keyboard—especially when in use—is far more comfortable to sit on.

INTRODUCTION

*If ever there was a case
of clearer evidence than this
of persons acting in concert together,
this case is that case.*

William Arabin, 1773–1841

We've been living through an economic whirlwind that has had a profound impact on the face of business throughout America. Hundreds of thousands of jobs have been eliminated (most, permanently). Companies have been desperate to downsize and to reengineer themselves with the hopes of finally getting profit in sync with cost and demand.

Wise economic pundits and certain presidential candidates have blamed the 1980s for our current predicament. And while mistakes were certainly made, the fundamentals of commerce (supply, demand, price, margin, profit, and so on) haven't changed much between then and now. What has changed is the *intensity* with which we fight for our share.

Customers still buy goods in record numbers. The difference is that they want more and more *value* for their dollars. It's this combination of wise purchasing and customer frugality that has changed the business landscape. To compete, companies can no longer use *bigness* as their competitive advantage. They must use *effectiveness*!

Most organizations don't set out to be ineffective. But the dynamics of large groups of people, with each person trying to meet his or her own responsibilities (while feeling more and more insecure) has resulted in amazing inefficiencies.

I don't condemn these organizations. Instead, I suggest that they didn't have the tools to make themselves more effective. But that too

has changed. Lotus Notes, along with this book, can help organizations become more effective with far less cost and stress than many other forms of reengineering. That's because Notes, along with large doses of personal and managerial discipline, can help eliminate two of the most costly aspects of doing business today: misunderstandings and bottlenecks.

By helping you work better with others as a team, and by helping eliminate the unnecessary bottlenecks that can be so costly in both dollar figures and in terms of organizational cohesiveness, Lotus Notes can be a powerful tool for improving effectiveness. This book can help you understand where and how to apply that tool. The rest, of course, is up to you.

CONTENTS

Acknowledgments	ix
Introduction	xi

Part I: Using Lotus Notes

1 The Network as Headquarters	1
Welcome to the '90s!	2
How to Get the Most out of This Book	2
A Customer Service Parable	5
Working Together with Lotus Notes	7
Not Another Wasted Meeting!	9
Communication in Business	9
Dynamic Teams versus Rigid Hierarchy	12
The Network as Headquarters	14
2 A Guided Tour through Lotus Notes	17
Defining Lotus Notes	18
People Working Together	19
Clients and Servers	22
The Document Is the Reward	26
Document Management Example: Contracts Library	26
Using Notes with Other People	35
Replication	36
Routing Information	37
Notes Security	38
Support in Action: The Call Tracking Database	39
Summary	45
3 Cutting through Bureaucracy	47
Documents and Responses	48
A Notes Discussion Database	51
Who, What, When, Where, Why, and How?	55
The Fastest Way to a Responsive Organization	56
The Moral of the Story	58

4	Notes versus Traditional Databases	59
	Notes Applications versus Traditional DBMS Applications	62
	Notespeak Database Terminology	63
5	Notes versus Traditional Electronic Mail	65
	Traditional E-Mail	66
	Notes Mail Architecture	67
	Similarities between Models	68
	Vendor Independent Messaging	69
6	Creating and Managing Active Documents	71
	Data Entry Fields	72
	Keywords, Radio Buttons, and Check Boxes	74
	Pop-Up Annotations	76
	Creating Links between Documents	77
	Pictures, Tables, Attachments, and OLE	78
	Adding Buttons to Forms	81
7	All about Replication	85
	How Replication Works	85
	Potential Problems with Replication	87
	Selective Replication	88
8	Connecting Notes to the Outside World	91
	Sharing Information	91
	Importing and Exporting Data	94
	Lotus Notes Application Field Exchange (AFE)	96
	Other Interesting Connections	96
9	Multiple Platform Considerations	99
	Special Considerations for Windows Users	100
	Special Considerations for Macintosh Users	101
	Other Platforms and Servers	106

Part II: Notes Applications

10	A Quick Tour of Notes Applications	109
	Example: While You Were Out	109
	Example: Purchase Requisition	112
	Example: Sales Management	112
	Example Processing Insurance Claims	113
	Automating Notes' Operation	114
	Important @-Functions	114

11	Application Planning and Project Management	119
	Who Is Involved?	119
	What Goes into a Notes Application?	122
	What Is the Application Supposed to Do?	123
	Who Are the Day-to-Day Users?	124
	Who Are the Occasional Users?	124
	What Data Has to Be Stored?	124
	What Data Has to Be Routed? To Whom?	125
	How Much Will It Cost, and Who Is Involved?	126
	What Are the Benefits to the Organization?	127
12	Rolling Out a New Application	129
	The Marketing of a New Application	130
	Getting the Word Out	130
	Generate Some Excitement	132
	Recruit the Early Adopters and the Inner Circle	132
	Refine Your Application	133
	Listen to Your Users	134
13	Stepwise Application Refinement	137
	Tracking Bugs and Feature Requests	138
	Scheduling Releases	140
	Managing Versions	141

Part III: Managing with Lotus Notes

14	The Virtual Meeting	145
	How Much Does a Meeting Cost?	145
	Reducing Meeting Waste	146
	Using Time Shift	147
	Cutting Wasteful Discussion	147
	Generating Automatic Meeting Minutes	148
	Managing a Virtual Meeting	148
15	Improving Internal Consistency	151
	Cost Savings	151
	Better Image to Constituents	153
	Prevent Constituents from Taking Advantage of You	156
	The Accumulated Cost of One Communications Blunder	157
	Improve Internal Consistency with Notes	158

16	Coordinating Information Flow	161
	A Production Line for Information	162
	Mapping the Process	163
	Patient Treatment Sign-Off Application Example.....	166
	The Value of Process Concurrency	168
17	Improving Your On-Line Quality of Life	171
	Preserving and Sharing Expertise	173
	Eliminating Conflicts before They Happen	176
	Increasing Productivity without Decreasing Happiness	177

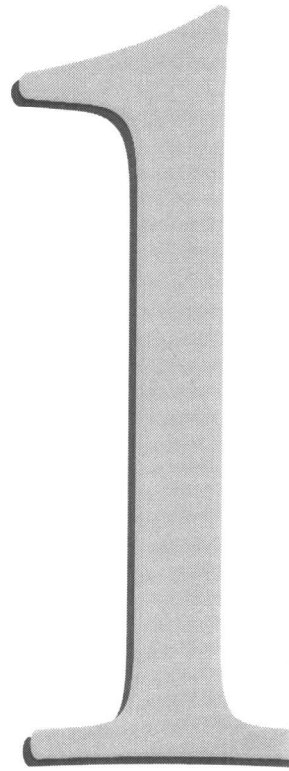
Part IV: Notes Application Stories

18	Notes in Government	181
	Vermont Department of Motor Vehicles	181
	Health Care Financing Administration	184
	Port of Libreville, Gabon, West Africa	191
19	Notes in Banking	197
	The Royal Bank of Canada	197
	Maryland National Bank	203
20	Notes in Service Companies	209
	Synetics	210
	McGlinchey & Paul	216
21	Notes in Product Companies	229
	Houghton-Mifflin	229
	Cabletron Systems	233
	Managing and Administering Notes	236
	Notes Applications at Work	237

Part V: Appendixes

A	Notes Examples	243
B	Notes Resource Guide	247
	Afterword	250
	Index	251

THE NETWORK AS HEADQUARTERS



If only the left hand knew what the right hand was doing.

Why wasn't I informed?

I think you were left out of the loop.

Put it in a memo.

You should have known about it. I cc'd you on that report.

Sorry, I can't help you. You haven't filled out the product-request form and had it signed by your supervisor. After it's signed by her, you'll need to get it signed by someone in operations and then have all that approved by finance. When that's done, bring it back here and I'll give you the next form you'll need.

It's somewhere in my in-box. If I ever get through my in-box, I might read it. If I ever read it, I might sign it. If I sign it, I might remember to send it on to my boss for his approval. That's the way things work here.

Ouch. That's the way things really happen in too many organizations. So many people have established such incredible bureaucratic barriers in order to cover themselves that very little actually gets accomplished.

But change is in the air. Pink slips, rather than memos, have been arriving in managers' in-boxes in record numbers. Large, "stable" corporations, the heretofore "safe" places of lifetime employment, have been laying off thousands (sometimes tens and hundreds of thousands) of employees.

Welcome to the '90s!

You know the story of the recession that arrived in full force with the Bush administration. Companies that had grown at unprecedented rates in the '80s were now bloated. Consumer confidence was down, and people were spending less. Less consumer spending meant that wise companies reduced their inventories by buying less. So businesses spent less. Less business spending meant less money was available for new jobs, investment, and growth. So companies had to tighten their belts. People had to be "furloughed" and—oh my god!!!—companies had to become more *efficient!*

In order to survive, businesses large and small have to fundamentally change the way they do business. To be profitable, you have to become focused, eliminate waste, get more done with less, make fewer mistakes, and get the right things done in the right order.

Lotus Notes can help your organization become more responsive and more efficient.

How to Get the Most out of This Book

Before we dive headfirst into a detailed discussion of either Lotus Notes or business issues, let's examine how this book is organized.

Lotus Notes is all about people in businesses and organizations working together more effectively. Because the use of Notes is so closely tied to business issues, this book is as much a business book as it is a software book. In order to get the most out of Notes, you have to know how Notes fits in with your business.

A Business Guide to Lotus Notes

You don't have to be a user of Notes to get lots out of *Lotus Notes 3 Revealed!* In fact, the book is ideal for individuals or companies who are just now considering bringing Notes into their installations.

This book actively intermixes business and management issues with details about Lotus Notes. It is not meant to replace the Notes

manuals, nor is it intended to give you a detailed understanding of every command, function, menu option, and command line.

Lotus Notes 3 Revealed! is not highly technical. There is very little discussion of networking issues, connecting servers, proper system installation, how to fine-tune special files, and so on.

Instead, this book is carefully designed to help you understand what Notes is, what it can and can't do, and how it fits into your organization. *Lotus Notes 3 Revealed!* can help you understand how to adopt Notes successfully and how to get the most value from it.

Here are some of the people who should read this book:

- **Managers considering buying Notes:** You'll learn about what Notes is and how it can make your company more effective.
- **Employees and managers currently using Notes:** If you're not the Notes administrator, chances are you don't have a complete perspective of all that Notes can do. This book can help you learn how to get the most value from Notes. If you're using an outside consultant to help you with Notes, this book will guide you in getting the most out of that relationship and make sure that you get your money's worth.
- **Notes application developers:** If you are building Notes applications, this book will help you learn more about how to manage that process and also how to meet the needs of your users.
- **Internal Notes champions:** If you are currently trying to make a case to your management that Notes is the way to go, this book can provide you with valuable ammunition. Buy some copies and give them to everyone who needs to be convinced.
- **Notes salespeople:** Likewise, if you are trying to sell Notes into an organization, this book can help you explain where Notes fits in and why it's different from every other software product around. Buy copies to give to all your customers and prospects. You'll be a hero, you'll sell more Notes, and my publisher will be very happy.
- **Network administrators:** You probably spend your time worrying about servers, network connections, .INI files, and putting out lots of fires. *Lotus Notes 3 Revealed!* can help you understand the issues your users are concerned about and can give you some ideas on how to use Notes to make your job easier.

This book is divided into four parts: Using Lotus Notes, Notes Applications, Managing with Lotus Notes, and Notes Application Stories.

Part I: Using Lotus Notes

Part I, beginning with this chapter, will help you understand what Notes is and what it can do. Notes is relatively easy to use, and it has a wide range of capabilities: from keeping track of information, to document management, to keeping people in different locations connected and up to date.

The first chapter in this part talks about communication; the next chapter provides a hands-on tour of the Notes program.

Part II: Notes Applications

The basic Notes product is a tool kit for building business solutions, which are called *Notes Databases* and *Notes Applications*. Part II helps you understand what applications are, how they are built, how to manage the development process, and how to roll out new applications.

Part III: Managing with Lotus Notes

In Part III, you will learn more about how Notes fits into your organization and how it can help you solve some of your most difficult business problems. Notes can help people in your organization be more responsive (to customers, to problems, to opportunities, to each other, etc.), and this part will show you how.

Part IV: Notes Application Stories

Because Notes is a product with a great deal of depth, it can be used in many different ways, to solve many different problems. In Part IV, nine organizations take you through their doors for a behind-the-scenes look at how they have integrated Notes into their operations. Even if you read nothing else, you should join me on my visits into these fascinating companies.

Now that you have a taste of what you can expect from this book, welcome to one of the first computer books that mixes business with technology. Read it carefully; you could be opening the door to reduced costs, better responsiveness, happier customers, and more job security.

As I mentioned earlier, this book is intended to give you the *flavor* of Notes, rather than overwhelm you with technical detail.

Lotus Notes 3 Revealed! isn't as much a "how to" book as it is a "what, when, and why" book. So read and enjoy; and don't be concerned if you don't understand every little detail of how Notes works.

A Customer Service Parable

Businesses not only have to be more efficient *internally*, they also must be more effective selling and servicing customers. For the next few pages, let's view the world from your customers' eyes.

Imagine you are a buyer for Megacorp Widget Systems Corporation. For this month's production, you need to buy two dozen reversible widget subassemblies—a relatively common product in your industry. At \$5,000 a subassembly, two dozen will cost Megacorp a whopping \$120,000.

Here are some things to consider before you choose your supplier:

- You are spending a relatively large amount of money, so you expect your vendor to be reasonably accommodating.
- In order to eliminate the expense of unused inventory, Megacorp has initiated a *just-in-time* (JIT) manufacturing process. This means that you expect delivery of materials at a precise time so that your own production line doesn't get tied up. Therefore, you need delivery of widgets as soon as possible after vendor's receipt of order (ARO).
- You know that some vendors promise delivery but are not always reliable. And sometimes, the parts you get aren't up to your required standards.
- Some of your vendors also practice just-in-time manufacturing, so they either need to have some warning for when you will need product, or they need to factor your lead time into theirs.
- Profits at Megacorp have been rather tight. Rumor has it that there is going to be another round of layoffs. Fortunately, the sales department has just landed a big order, but it has to be shipped to the customer by a specific date or the whole deal is off.

You regularly buy these subassemblies from two suppliers: WidgetWorld International and the smaller Widgets-R-Us.

The guys at WidgetWorld are really great people. They take you out to lunch all the time and stop by with really cool gifts. But WidgetWorld is inconsistent on delivery. Normally, because they're so much fun, you give them the benefit of the doubt. But this time, if the subassemblies don't come in when they're supposed to, Megacorp is going to lose that big deal, and you could be one of the first to lose your job.

Today you have a meeting with the WidgetWorld salesman. Immediately after that meeting, the saleswoman from Widgets-R-Us will arrive. Tough break for her. The WidgetWorld guy is taking you out to a fancy lunch and, if he can reassure you about delivery, he will get the order.

You: (Sucking down a shrimp cocktail)... "I've got to admit that I'm quite concerned about delivery. Your price is competitive, but you're not always that reliable. Have you spoken to your production people about this order?"

WidgetWorld: "Well, the guys in production are real busy these days. It's been tough getting through to them. But they know you're a good customer, so I'm sure they'll be able to get the order here on time."

You: (Munching on a piece of lobster)... "That doesn't sound like a rock-solid guarantee. Can you be sure the units will be available? What happens if you have any glitches?"

WidgetWorld: "I'm sure there won't be a problem. You have my word on it."

Returning to the office, you feel warm and friendly toward the guys from WidgetWorld. Lunch was so good! It would have been even better if the WidgetWorld guy could have given you some *guarantee*, but everything will probably work out fine.

As you walk into the lobby, you shake hands and bid farewell to the WidgetWorld salesman. Waiting for you is the woman from Widgets-R-Us. Still flush from the pleasant lunch, you're not really in the mood to meet with her, but it wouldn't do to cut corners on such an important deal. Sigh. You'll have to hear her out.

You: (Not munching on anything)... "I'll tell you the same thing I told the fellow from WidgetWorld. Both of your prices are competitive. What can you tell me about delivery?"

Widgets-R-Us: "We'll have what you need on time."

You: "That's what WidgetWorld told me. What guarantees can you offer?"

Widgets-R-Us: "I can't offer you any formal guarantees, but I can show you some pretty good evidence that suggests we're on top of this."

(She pulls a laptop computer out of her briefcase and proceeds to turn it on. Next she connects it to a phone line.)

(Pointing to her screen)... Here's the production schedule for next month. As you can see we're pretty near capacity.