Innovative
Easy to adopt
Flexible

Control
Insight
Simplicity

Support for PHP, Java, RPG, Cobol, CA Plex, CA 2E, LANSA, and more

Application modernization support

IBM i application lifecycle and change management TD/OMS & GRAVITY

Multiplatform deployment

Integration with X-Analysis, IBM RTC, RPG Toolbox, Zend Studio

Building tomorrow's business

IT operations improvement

Gravity User Training

Working with the Graphical User Interface

REMAINSOFTWARE

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Demo

REMAINSOFTWARE

Install

> **Get the Server:**
>> http://bit.do/heartlandc
>>

> **Get the Client:**
>> http://bit.do/heartlandc
>>

> **PDF**
>> http://bit.do/heartlandc

Install

- Run the Client
  - Press "Radar" Icon
  - Type "localhost"
  - Check the entry
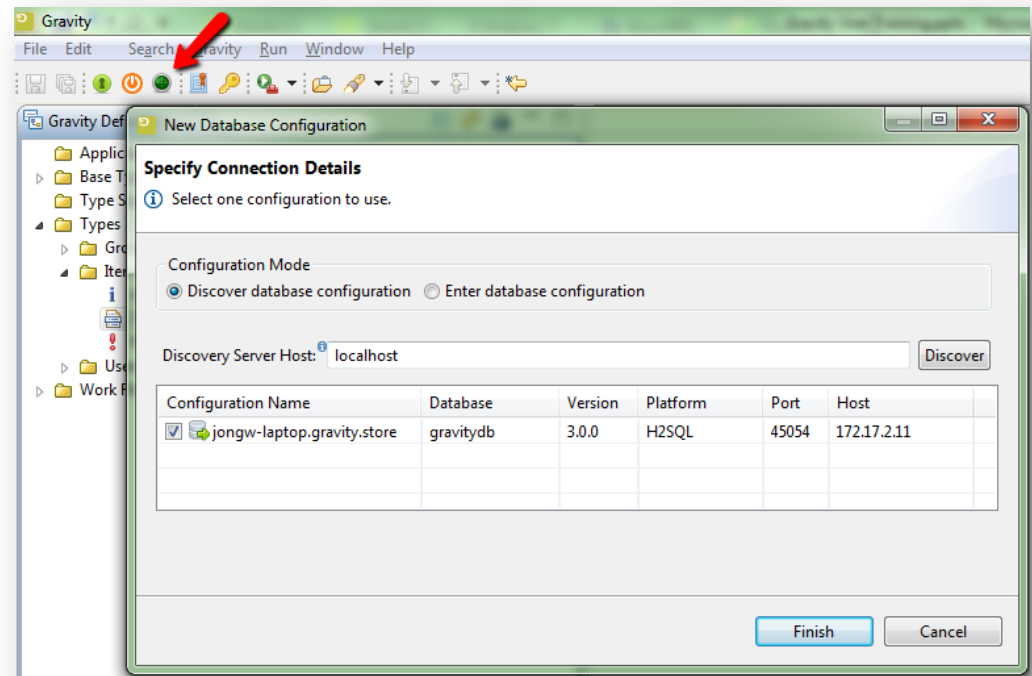
Install

> ## Run the Server
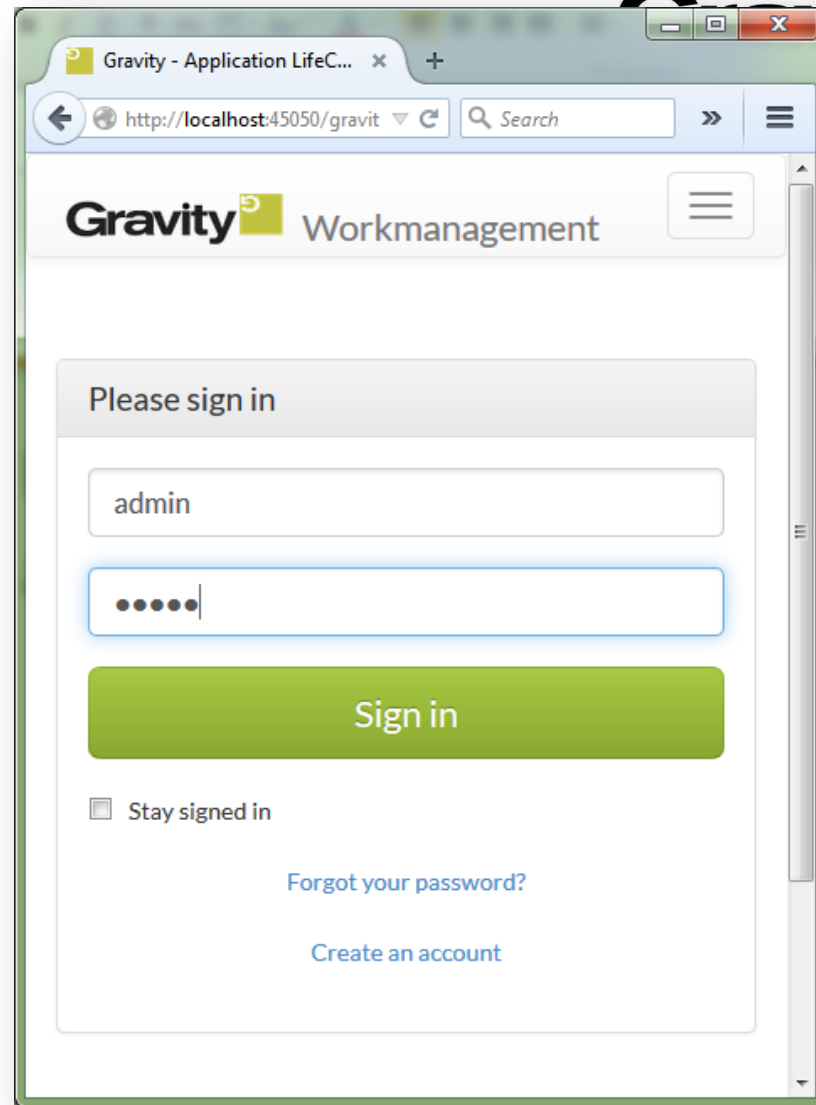> > http://localhost:45050/gravity
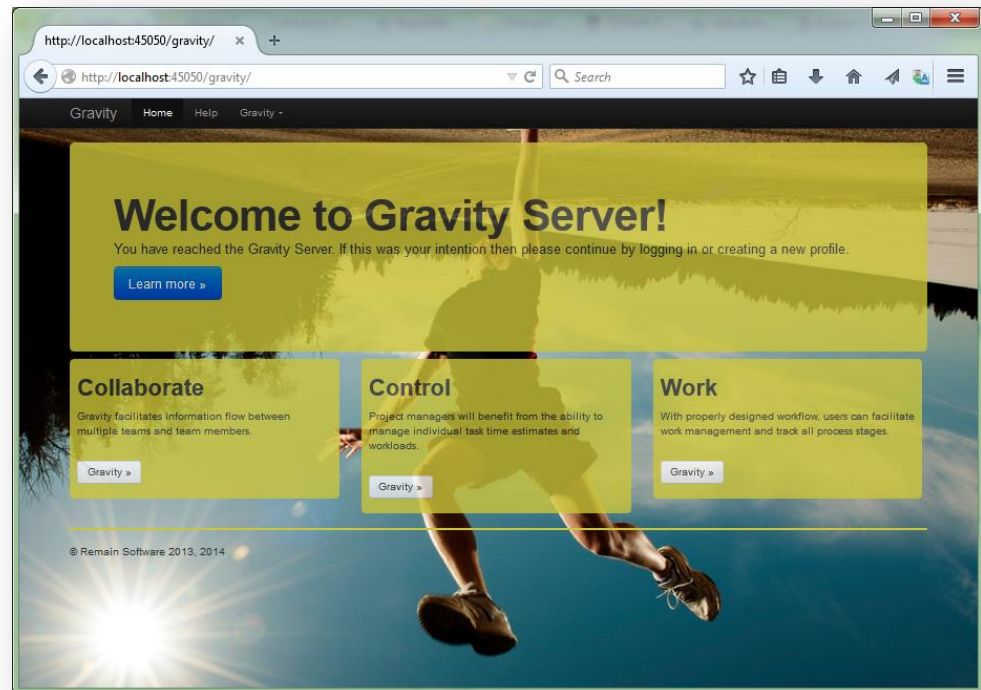
Install

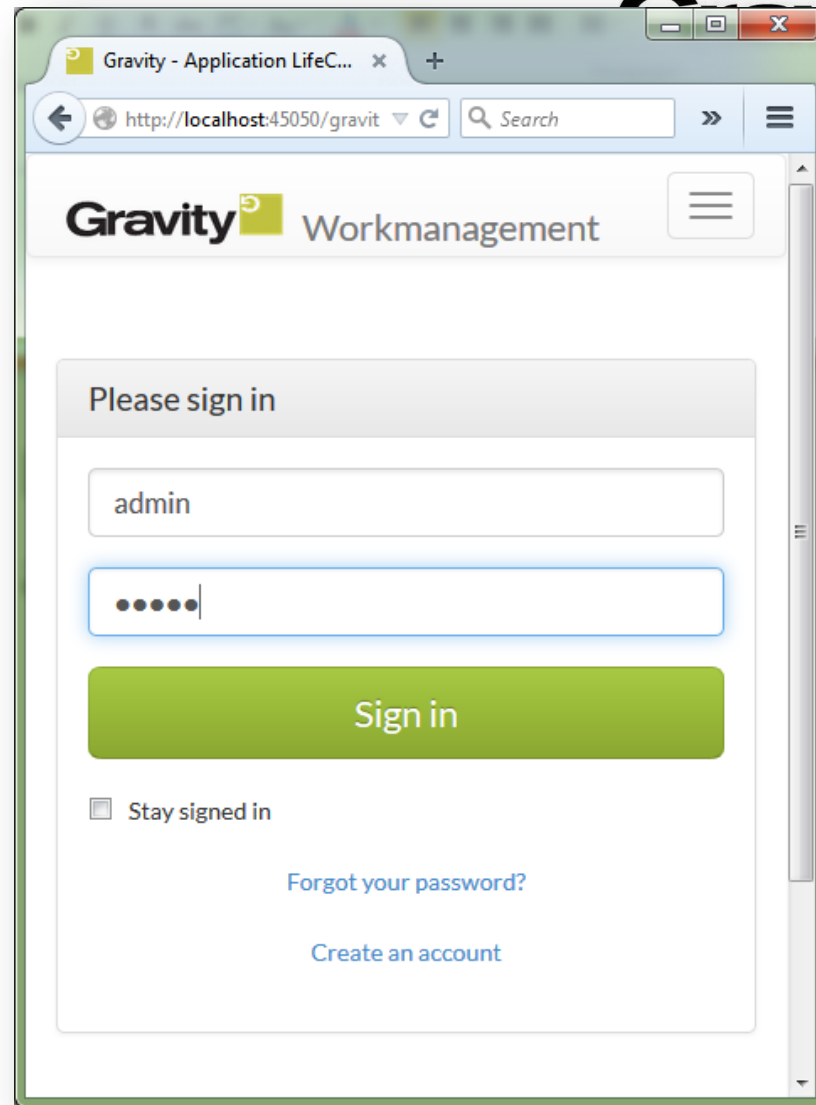> Find the help on the server
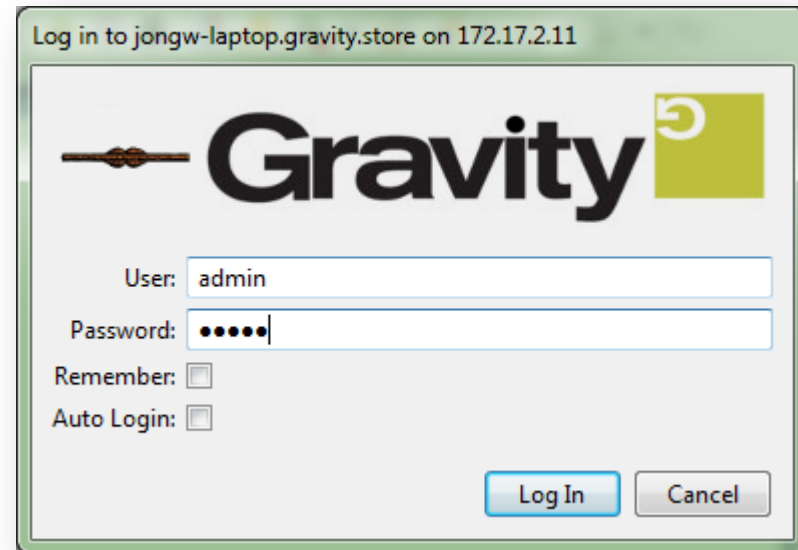
Install

> Logon
> admin admin

Install

> Server Logon
> admin admin

Install

> Client Logon
> admin admin

Definitions

- > **Types**
  - > User Types
  - > Group Types
  - > Item Types
- > Connections
- > Type Spaces
- > Workflows
- > Applications

Definitions - Types
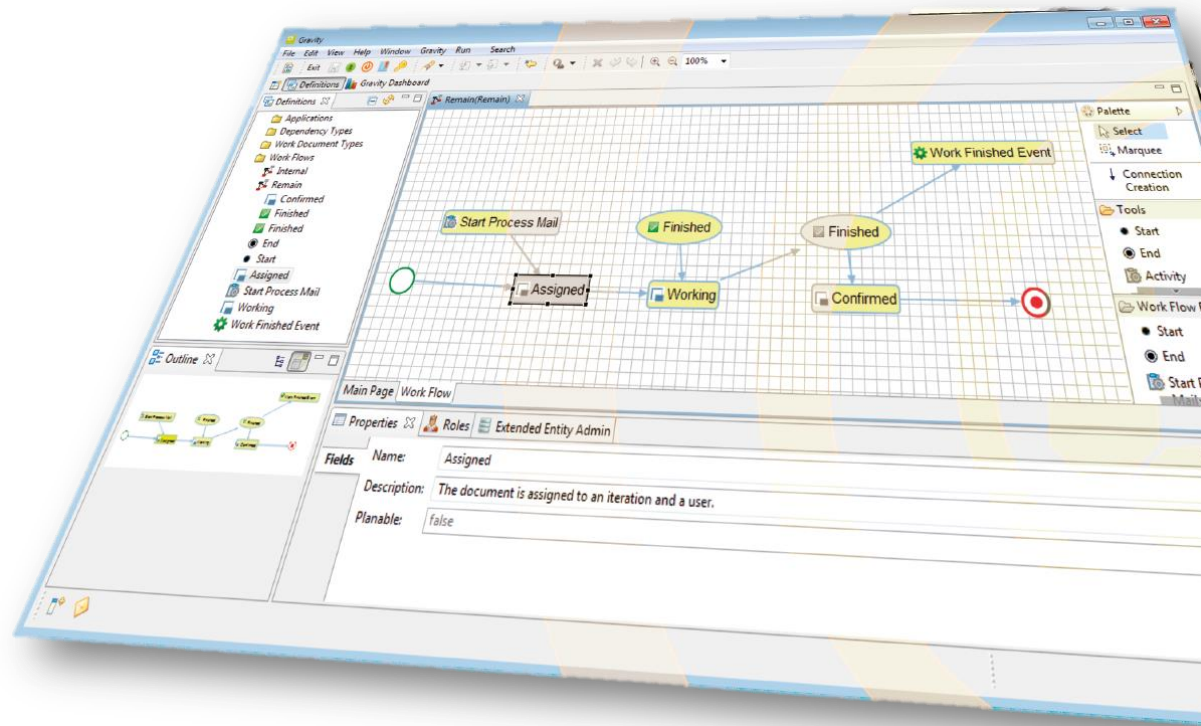
Gravity

> **Types**
>> Are the base building blocks of Gravity
>> User, Group and Item types
>> Can be extended
>> - Add fields to the type
>> Can be customized
>> - Icon, Description

Definitions - Types

> **User**
>> User, Contact, Employee, etc..
>> Must have a license

> **Group**
>> Customer, Team, Department, Role, etc..
>> User can be member of more than one group

> **Item**
>> Something to take through the workflow
>> Issue, Project, Change Request, Task, etc..

Excercise – Create Types

Gravity

> **In the Rich Client**

>> Create some User types

>> Create some Group types

>> Create some Item Types

- Issue

- Task

- Request

> Find some icons on Iconfinder (16x16) and attach

REMAINSOFTWARE
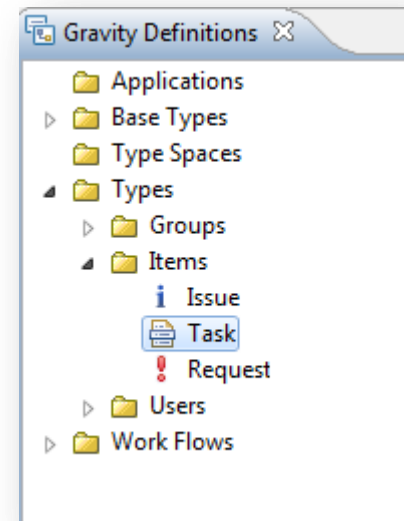
Excercise – Create Types

> Extending the Entity

> Open "Gravity Extended Entity Type Admin" view

> Add a field to one of the entities

Definitions - Connections
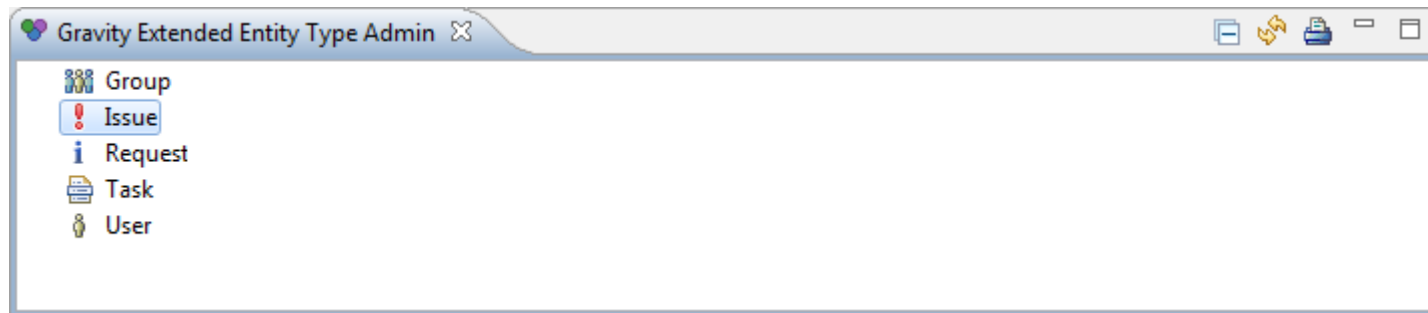
> **Connections**
> > Binds two types together
> > Describes the two directions
> > Examples:

Issue *"is solved by"* Task

Task *"solves"* Issue

Project *"contains"* Task

User *"follows"* User

Definitions - Connections

> Connections
>> Binds two types together
>> Some connections are created by the system
>> Describes the two directions
>> Examples:

Issue *"is solved by"* Task
Task *"solves"* Issue
Project *"contains"* Task
User *"follows"* User

Excercise – Connect Types

> In the Rich Client

>> Connect Task to Request

>> Connect Issue to Request

>> Etc..
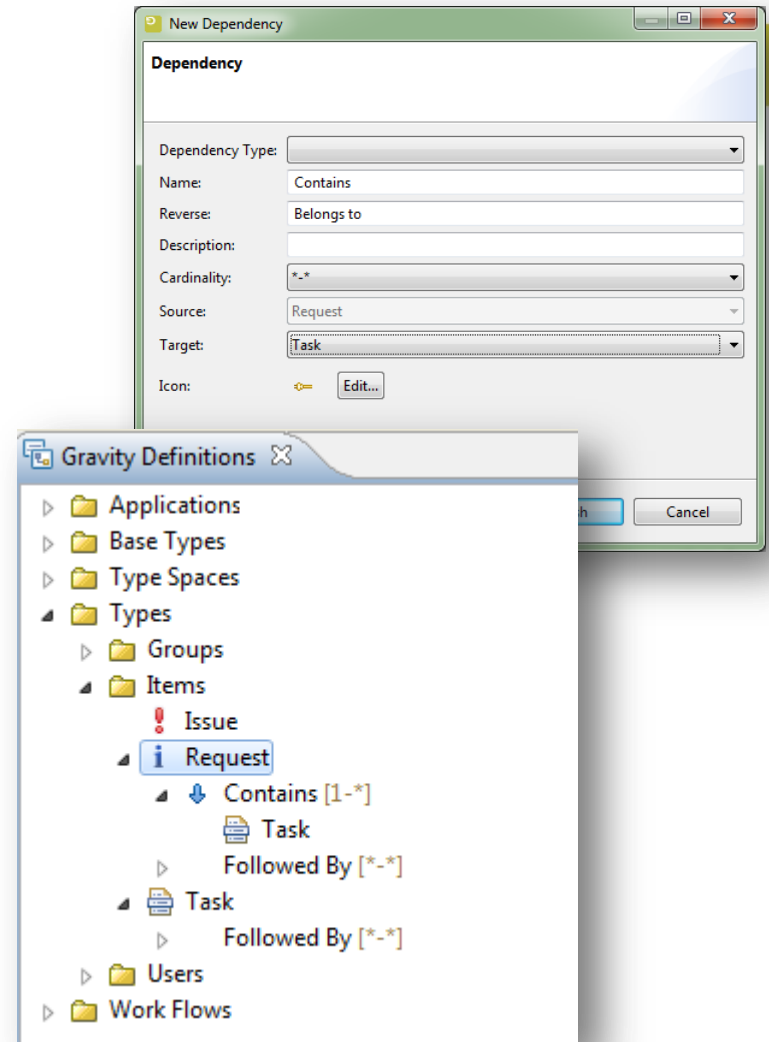
Definitions – Type Spaces

> **Types are Global**

> **A Type Spaces**

>> Contains 1 to many types

>> Is attached to a Workflow

>> Determines the allowed types in a Workflow

Excercise – Type Spaces

Gravity

> Create a Type Space "Helpdesk"
>> Add all the Types
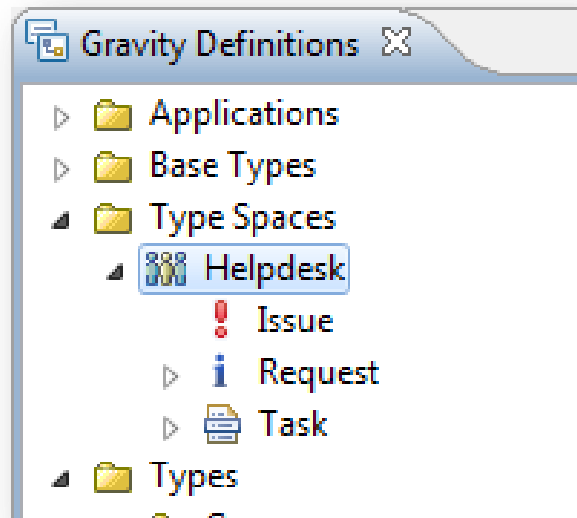
Definitions - Workflow

> ## Workflow
> > ### Contains Stages
> > ### Types of Stage
>> - Landing Stage
>>   - Start
>>   - End
>>   - Stage
>>   - Status
>> - Action Stage
>>   - Event
>>   - Activity
>>   - Change Attribute
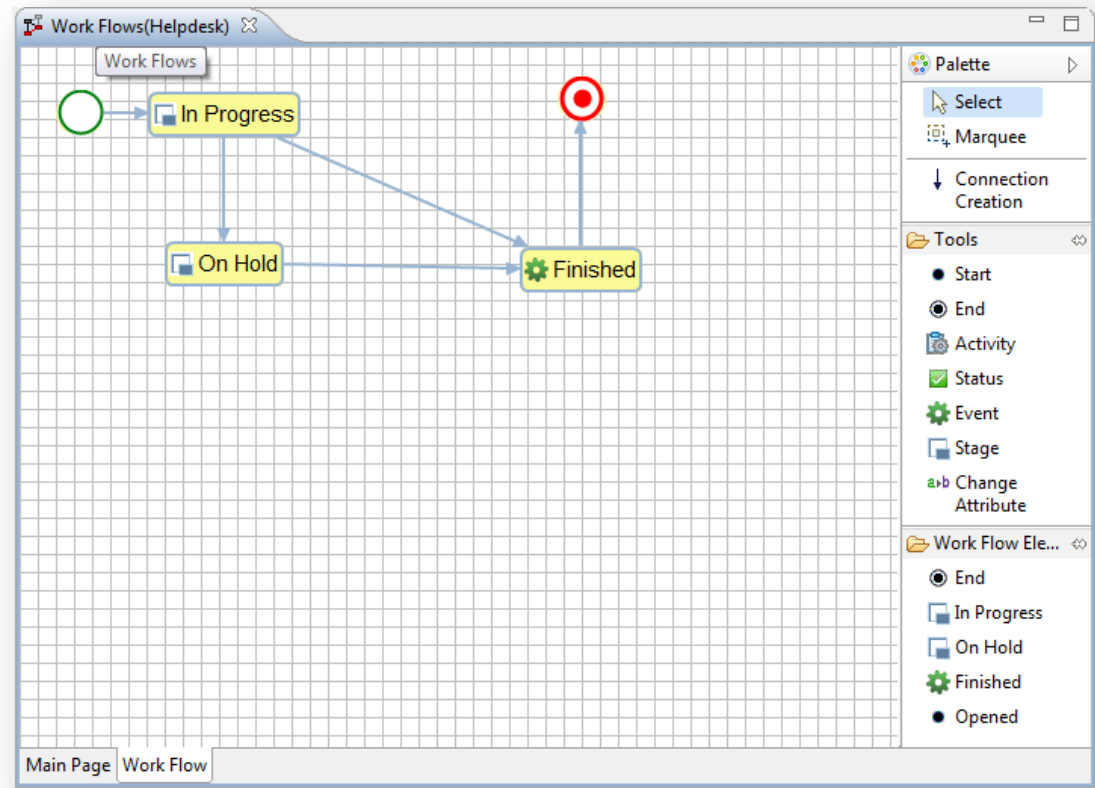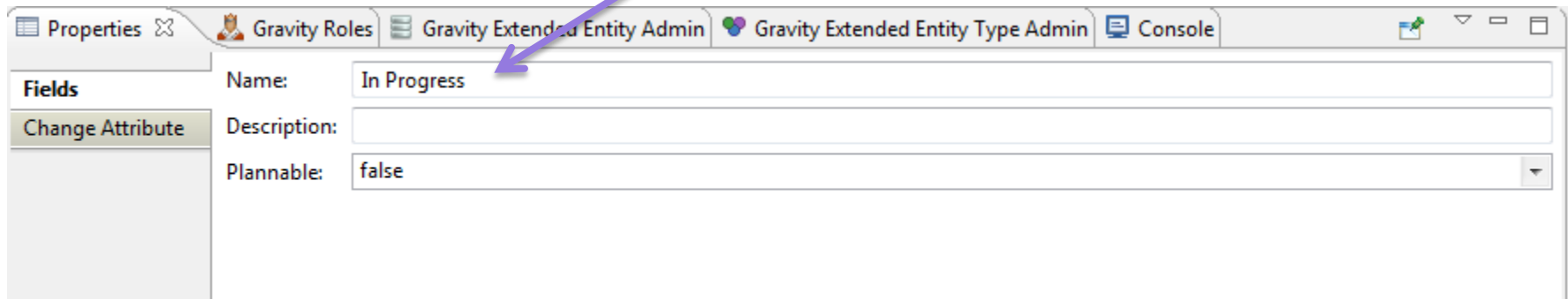
Definitions - Workflow

Gravity

> **Stages**
> > Properties view enables property changes.

Excercise – Workflow

Gravity

> Open the Workflow editor

> Create a Workflow "Helpdesk"

>> Add Helpdesk Type Space to Workflow (properties)

>> Create a simple Workflow

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Definitions - Applications

Gravity
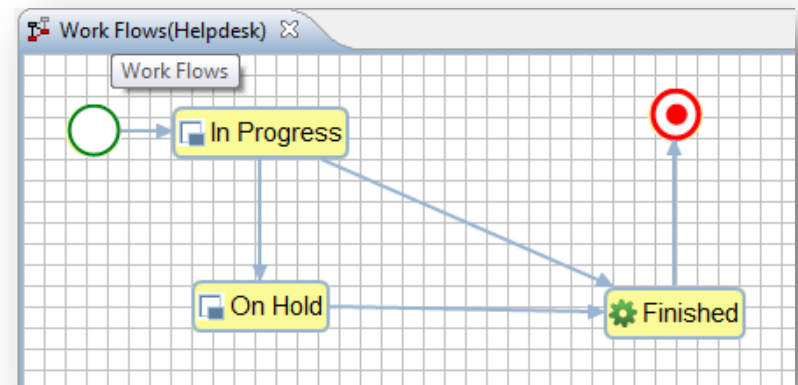
> **Applications**
> > Where the Items live.
> > Uses one or more workflows

Definitions - Applications

Gravity

> Add the types to the application

REMAINSOFTWARE
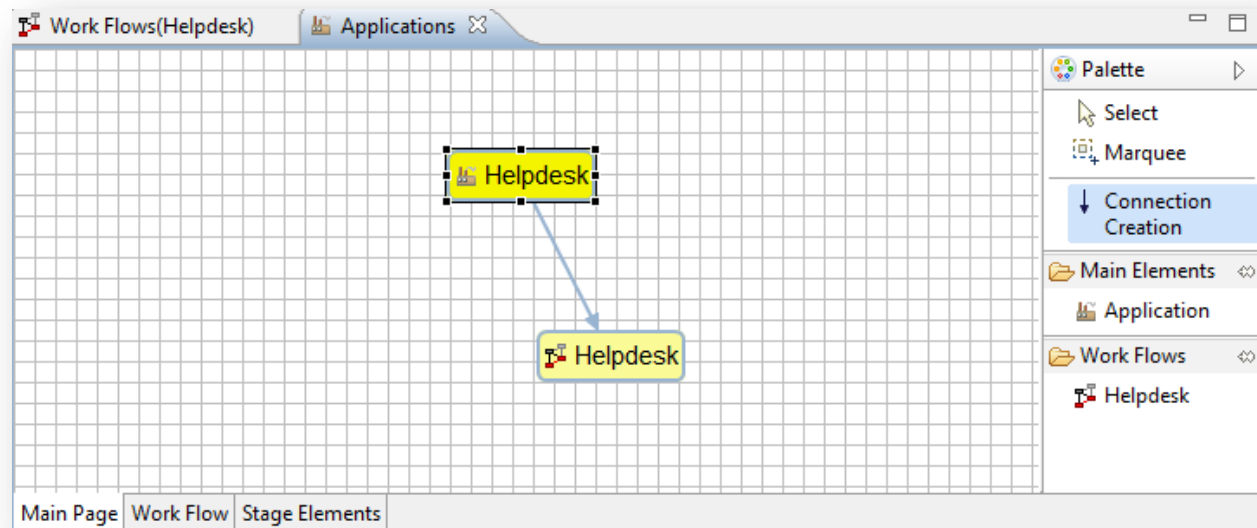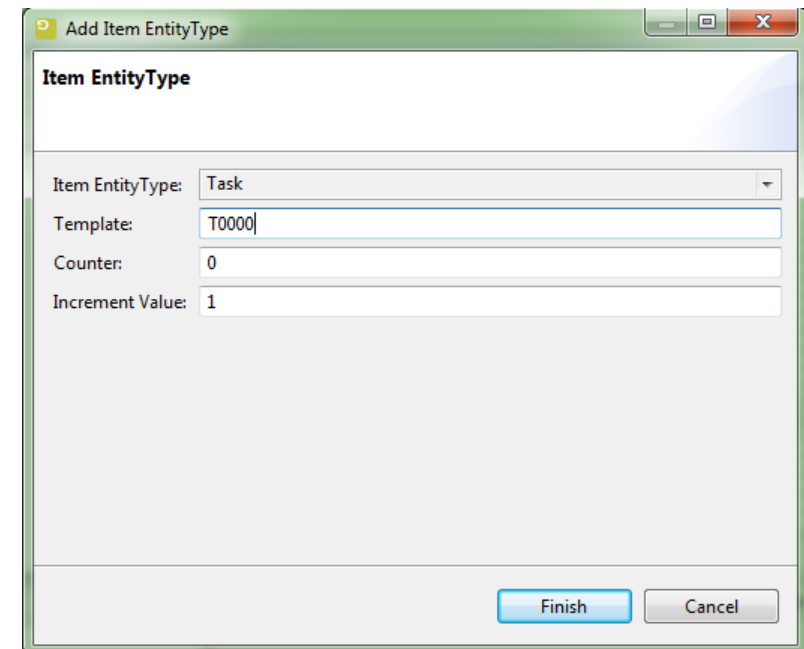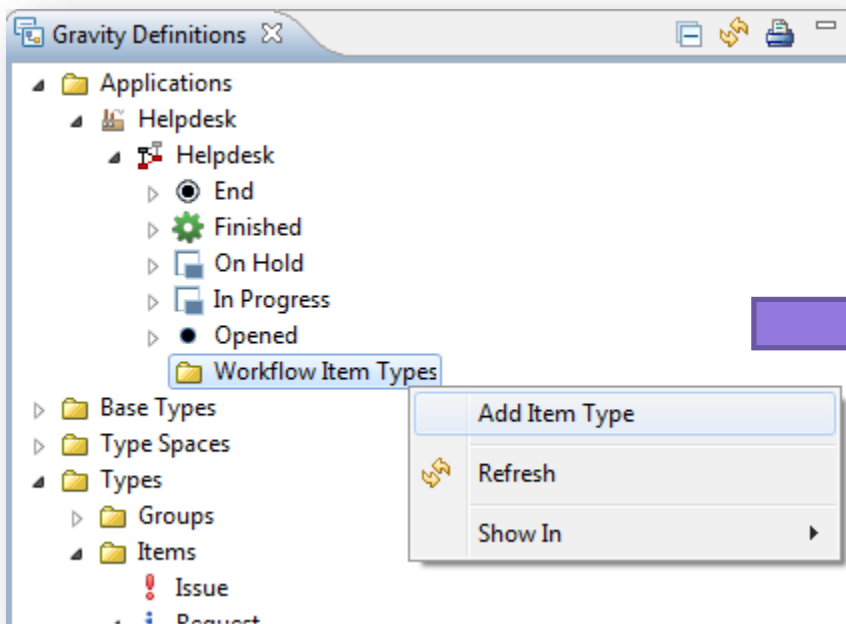
Excercise – Applications

> Open the Application editor

> Create Application"Helpdesk"

>> Add Helpdesk Workflow to Application

>> Add the types to the Application
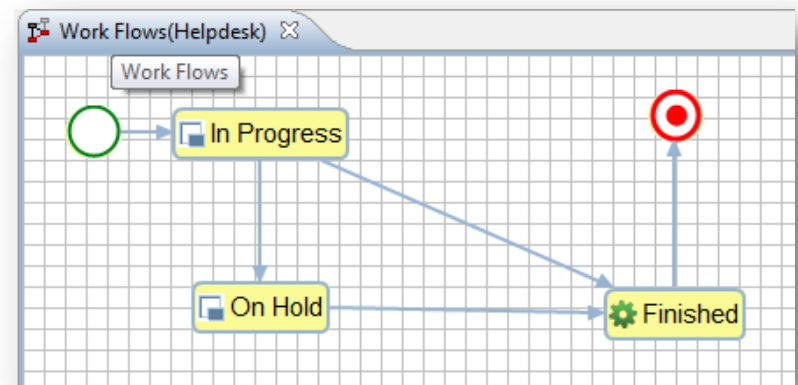
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Work Management

Excercise – Work Management

> Open the Server in a browser

> Signoff and Login (admin/admin)

> File an Issue

> Play with the Web UI

> Play some more

Who is Awesome??

anyone
can be
cool, but
awesome
takes
practice.

Work Management - Filters

Gravity
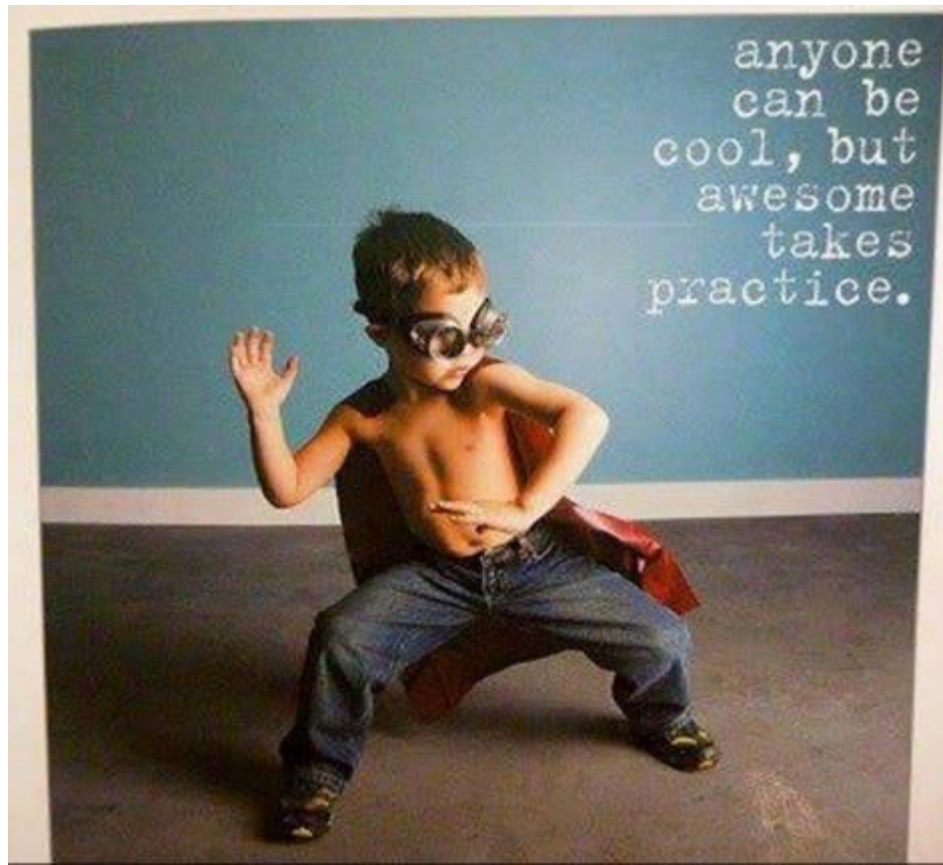
> **Three ways to get to the data**

  1. Filters

  2. Search

  3. Tags (web only)

REMAINSOFTWARE

Work Management - Filters

> **Filters**

> Open the Work Management Perspective

> In the Work Management View

- Right Click on the Shared Filters
- Select New/Item Filter

Work Management - Filters

> **Filter**

Work Management - Filters

> Filter

Work Management - Filters

> Filter (Press CTRL+S to Save)

Work Management - Filters

> Filter View

Work Management - Filters

> ## What else?

  > Show View

  > Import/Export

  > Duplicate

  > Delete

  > Show In ...

Work Management - Filters

Gravity [logo]

> **What else?**

> **Web**
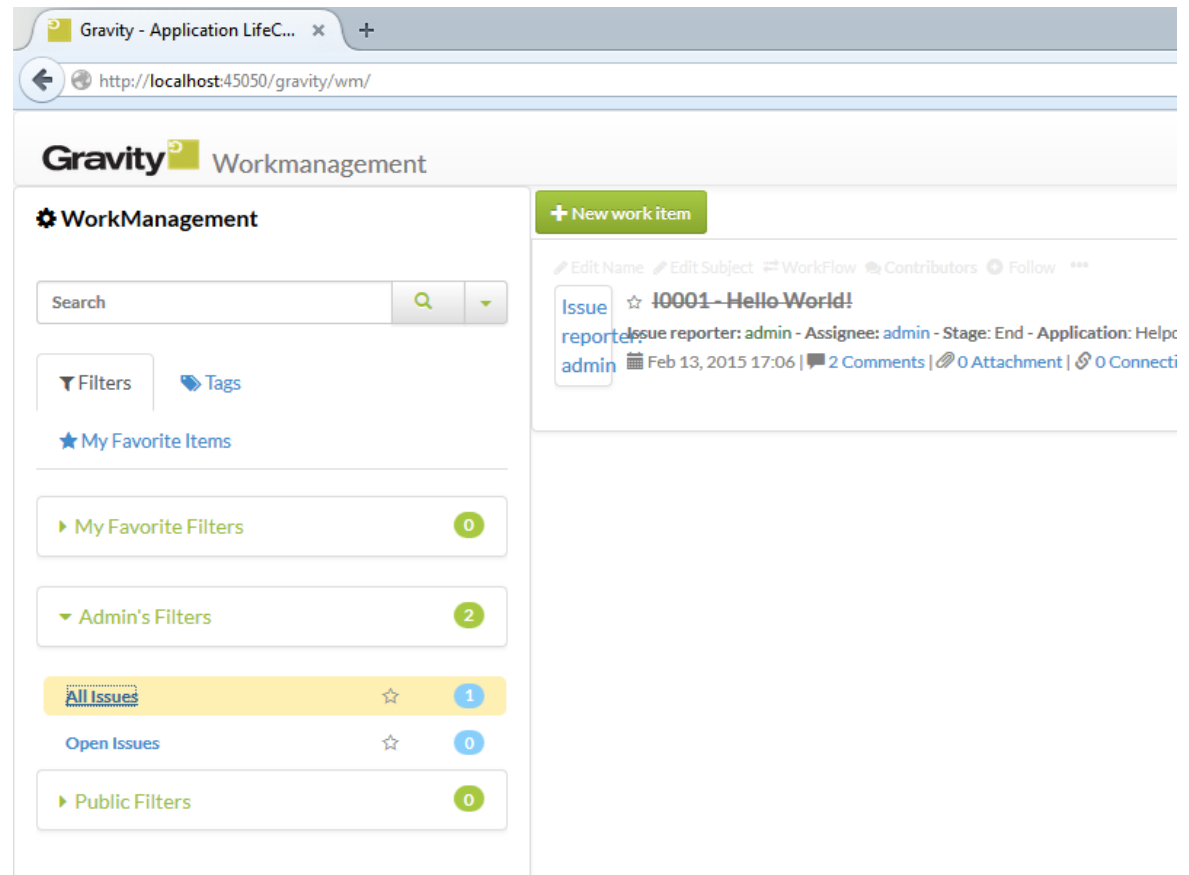
Excercise – Filters

> Open Work Management Perspective
> Create some private filters
> Create some public filters
> Use Import/Export
> Use "Copy to Filters"
> Show in View
> Show in Planning
> Open the browser
  > Logoff/logon
  > Examine the filters
  > Make favorite

Work Management - Search

Gravity

- Search Indexer Apache Lucene/Solr
- Powerfull Indexer
  - Attributes
  - Short and long descriptions
  - Comments
  - Attachments
    - PDF, Word, Excell, TXT, etc..
- Activated by Eventing System

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Work Management - Search

Work Management - Search

> Web Search

Work Management - Tags

Gravity
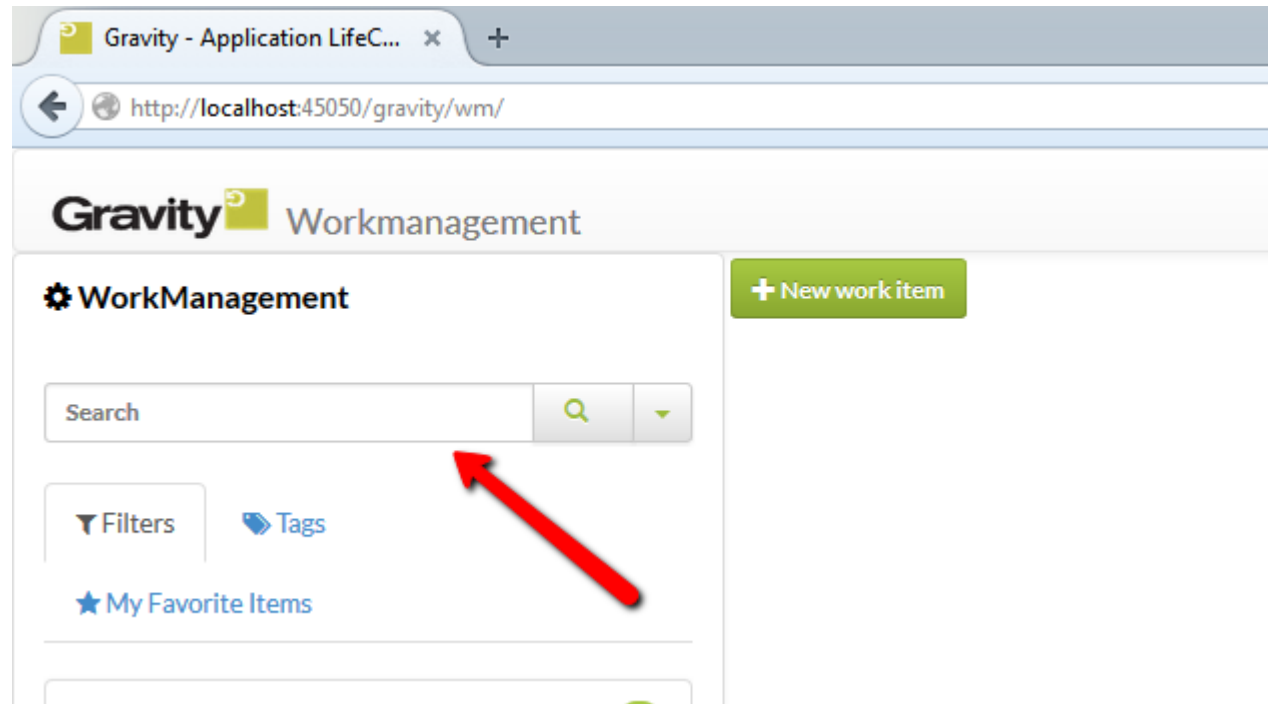
> Tags (Web Only)
>> System Defined Tags
- Assignee
- Application
- Priority
- Reporter
- Status
- Stage
- Status Stage
- Severity
- Severity
- Type
- Workflow

INSOFTWARE

Work Management - Tags

Tags (Web Only)
- User Defined Tags
- Parent/Child
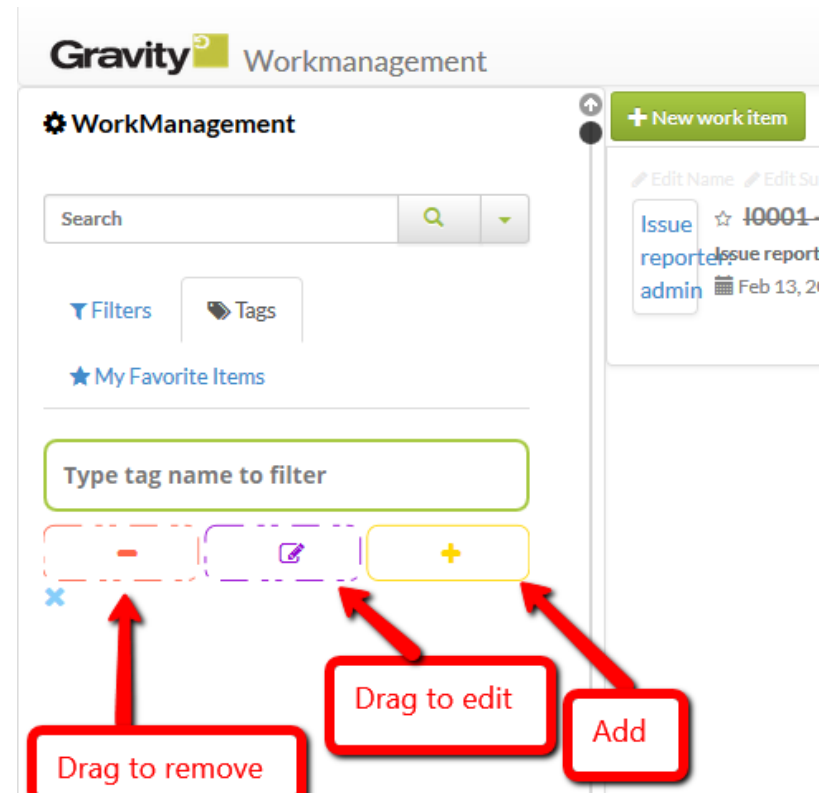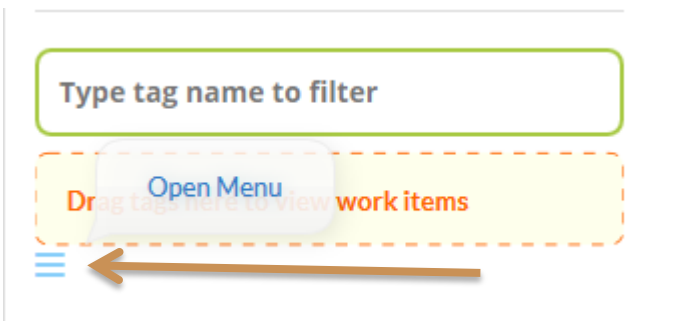
Work Management - Tags

> ## Tags (Web Only)
> > Hoover above item to activate menu bar
> > Click "..." More
> > Click Tags

Work Management - Tags

Gravity
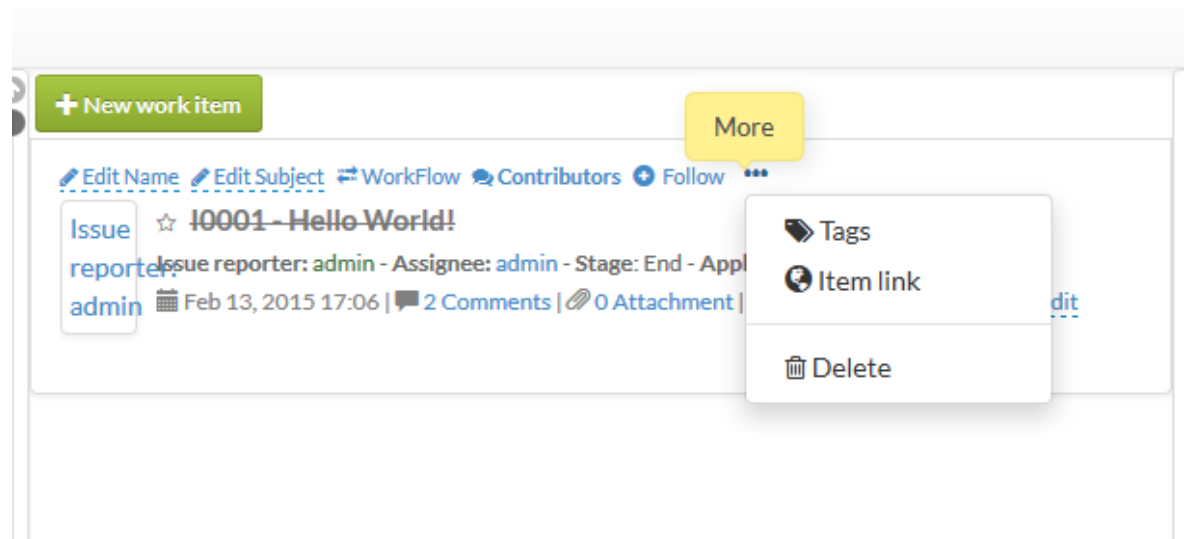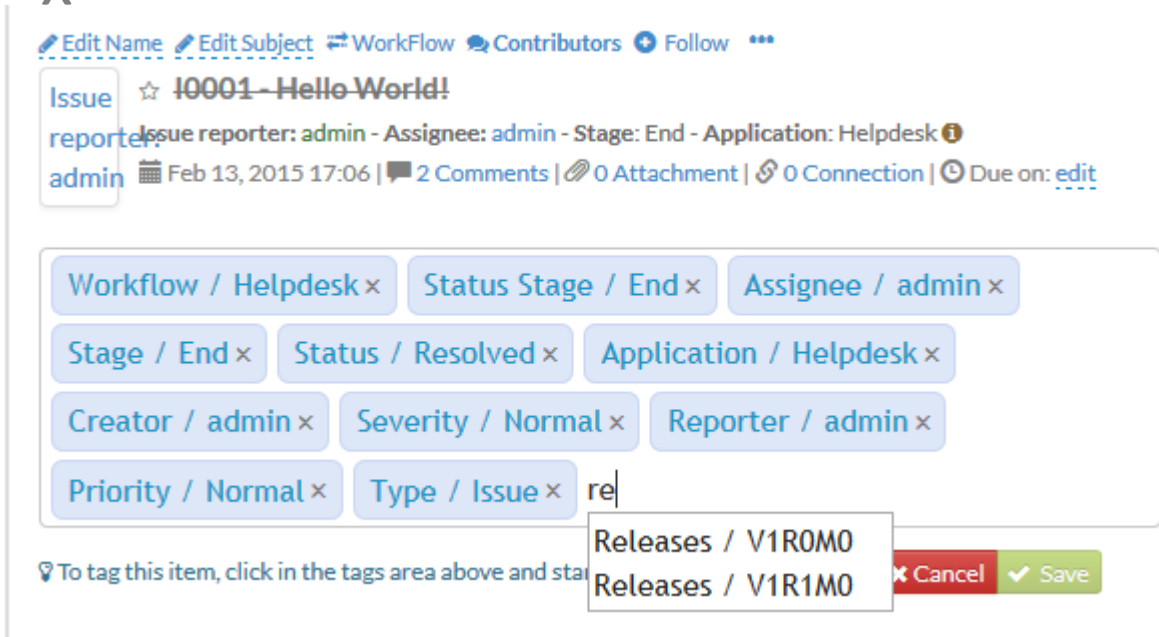
> ## Tags (Web Only)
>> To add, just start typing
>> To remove use "x"

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Work Management - Tags

- Tags (Web Only)
- Type required tag
- Drag tag in box
- List will be filtered.
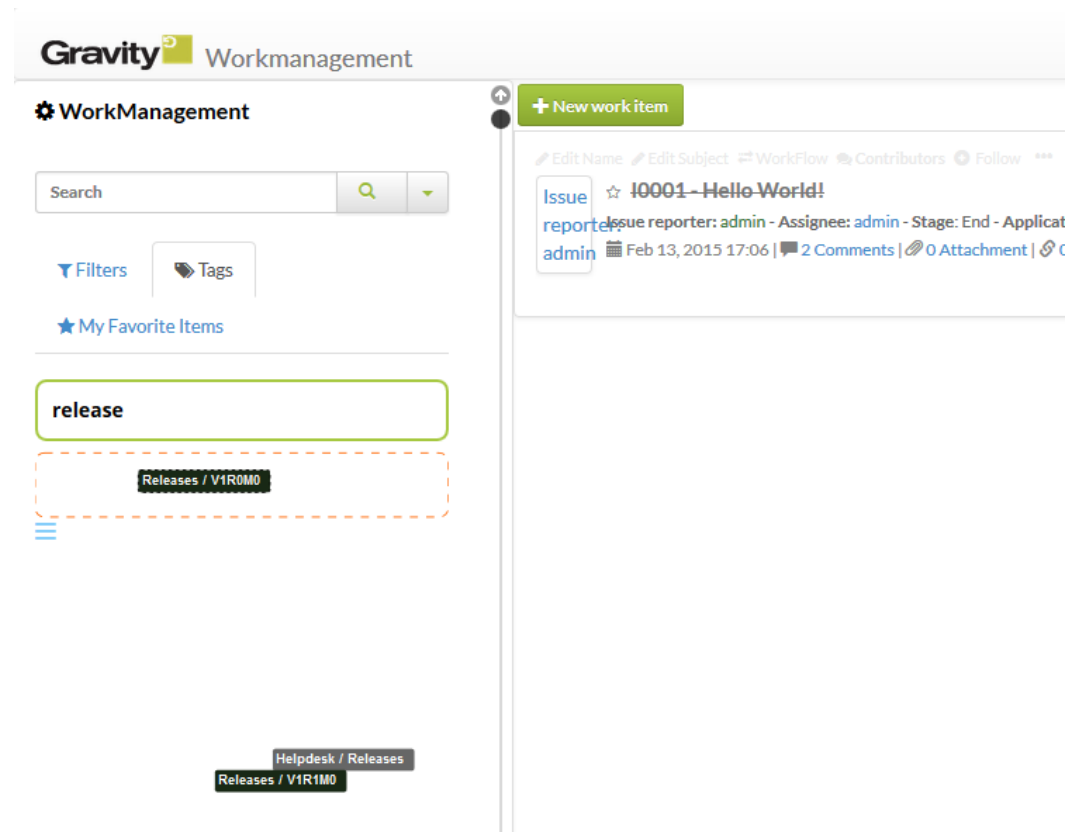
Excercise – Tags

> Open the browser

> Open Tags

> Play with tagging

>> Use Tags to filter the list

>> Add new Tags

>> Add Tag to Item

Work Management - Items

Gravity

> **Main Item Parts**
>> Subject and Description
>> Attributes
>>> • Status, Priority, Assigned to, etc..
>> Dates
>> Discussion
>> Attachments
>> Contributors
>> Connections

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Work Management - Items

Gravity

> **Main Item Parts**
>> Description
>> Attachments

49

Work Management - Items

Gravity

> **Main Item Parts**
>> Contributors

50

Work Management - Items

> Form Editor (Double-Click to open)

Work Management – Item Connections

- **Connections**
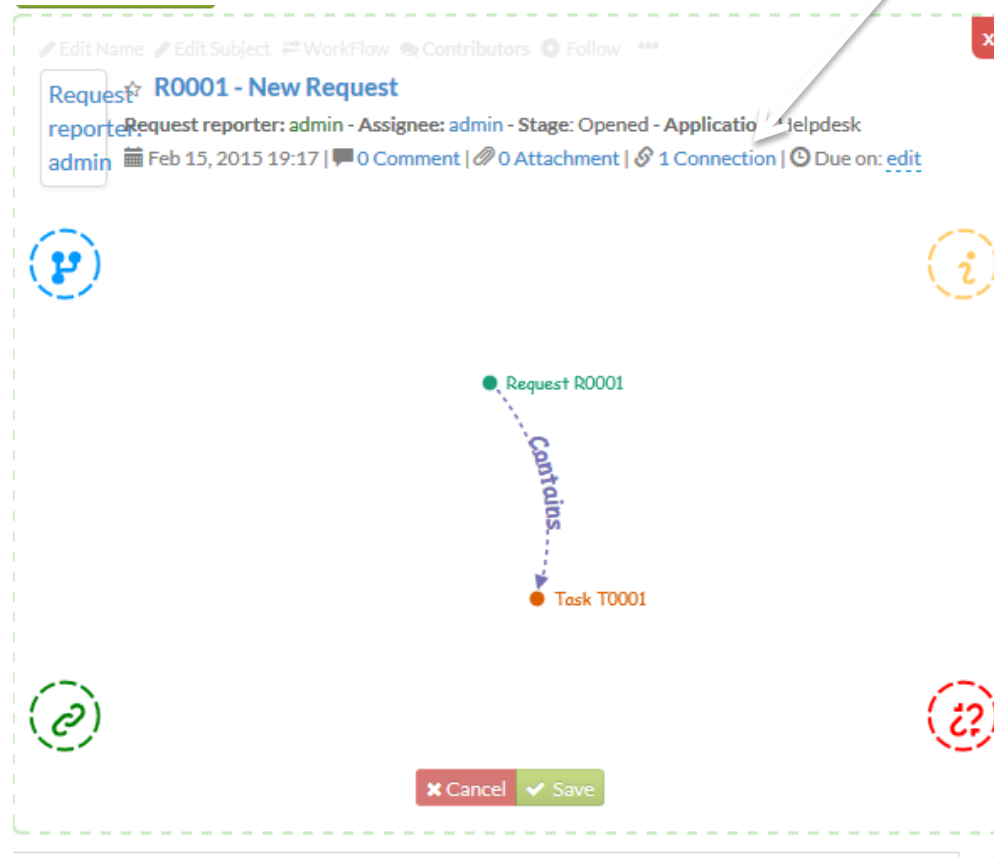 - Connects Types to Types
  - Request *"Contains"* Task

- **Contributors**
  - Request *"Followed By"* User

Work Management – Item Connections

> Web

Excercise – Connections

> **GUI and Web**
>> Create Items
>> Connect Items

Work Management – Item Views

- > Planning
- > Document Info
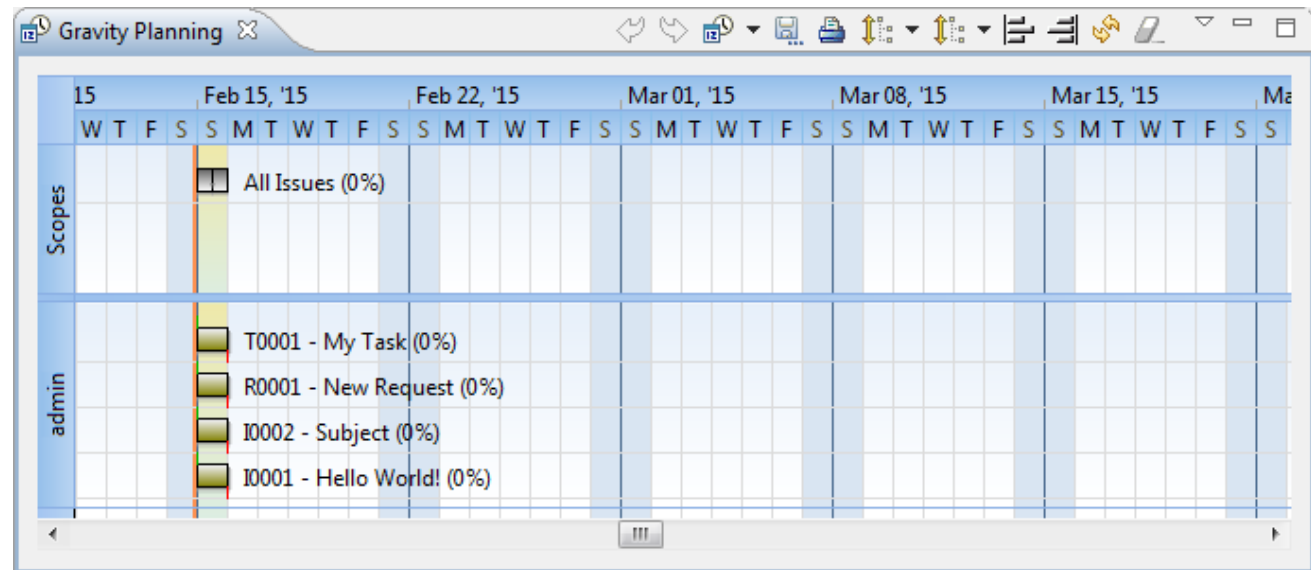- > Capture List

Work Management – Item Views

- ▷ Planning – Drag Filters and Top Items
  - ▷ Drag and Resize Details to plan
  - ▷ Right Click for more options
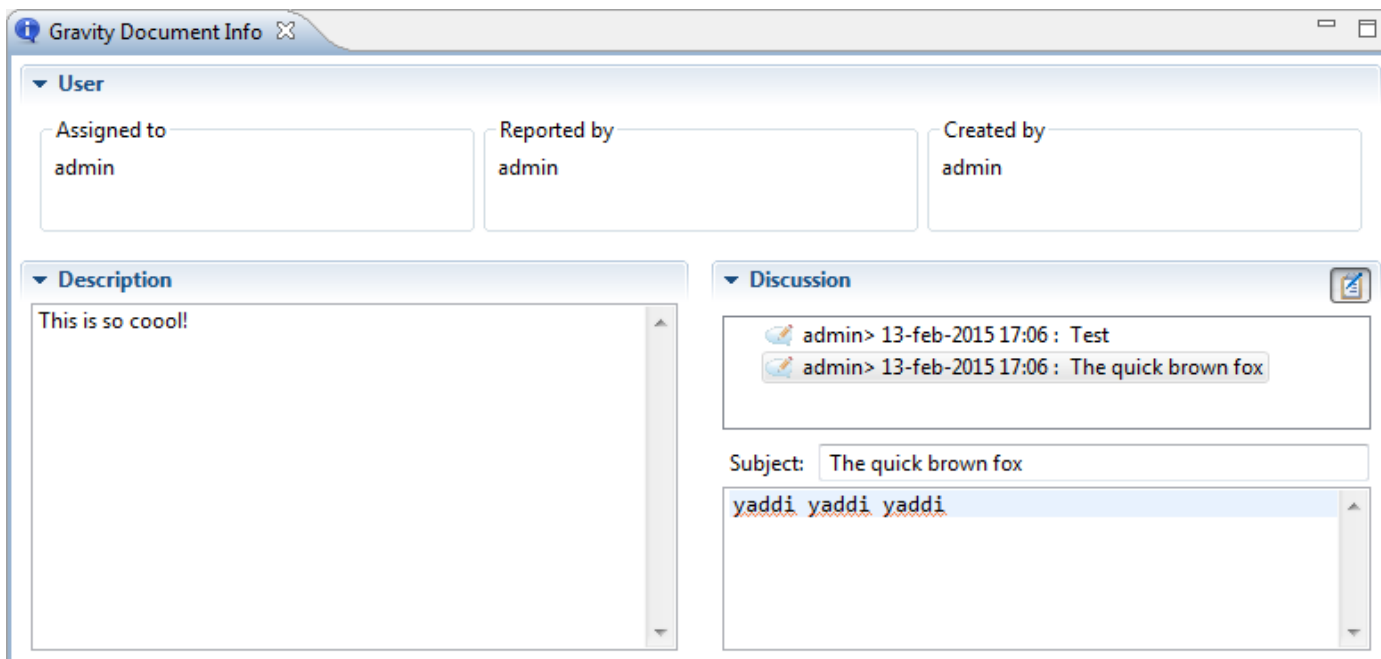 - ▷ Toolbar
    - Go To
    - Print
    - Scope
    - Order
    - Fetch
    - Refresh
    - Clear

Work Management – Item Views

> **Document Info**
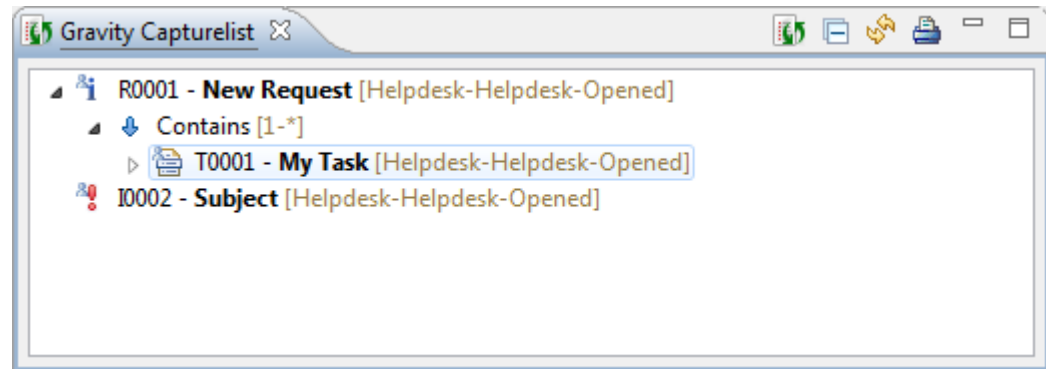
> **Quick Item View – Click on Item to see details**

Work Management – Item Views

> **Capture List**
>> Volatile List containing Items
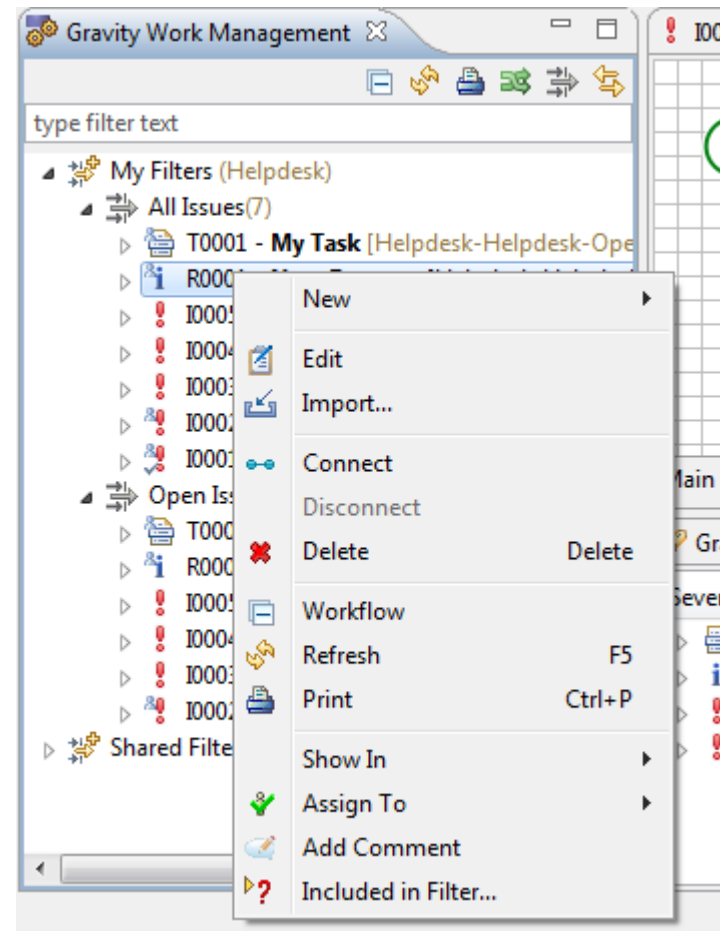>> Drag items on this list
>> Scratch Pad / Memento

> **More than one**

Excercise – Views

> ## GUI: Play with
>> ### Planning
>> ### Document Info
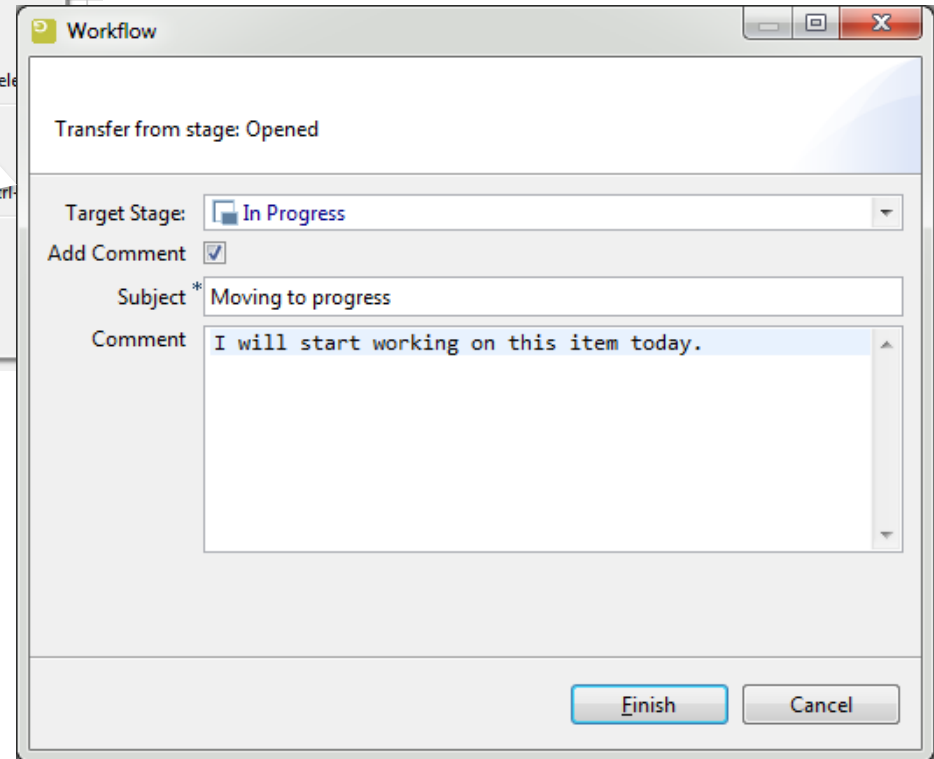>> ### Capture List
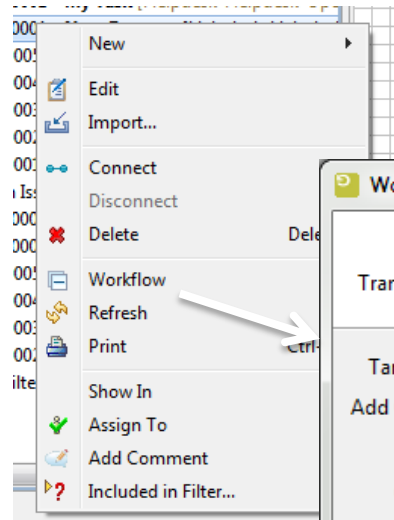>> - Create another capture list

Work Management – Context Menu

Gravity

> **Right-Click Item**
>> Connect Item to Item
>> Add Comment
>> Assign To
>> Workflow

Work Management – Workflow

> Workflow

> Select Target Stage

> Add Comment

> Press Finish

Work Management – Web

> Workflow

> Select Target Stage
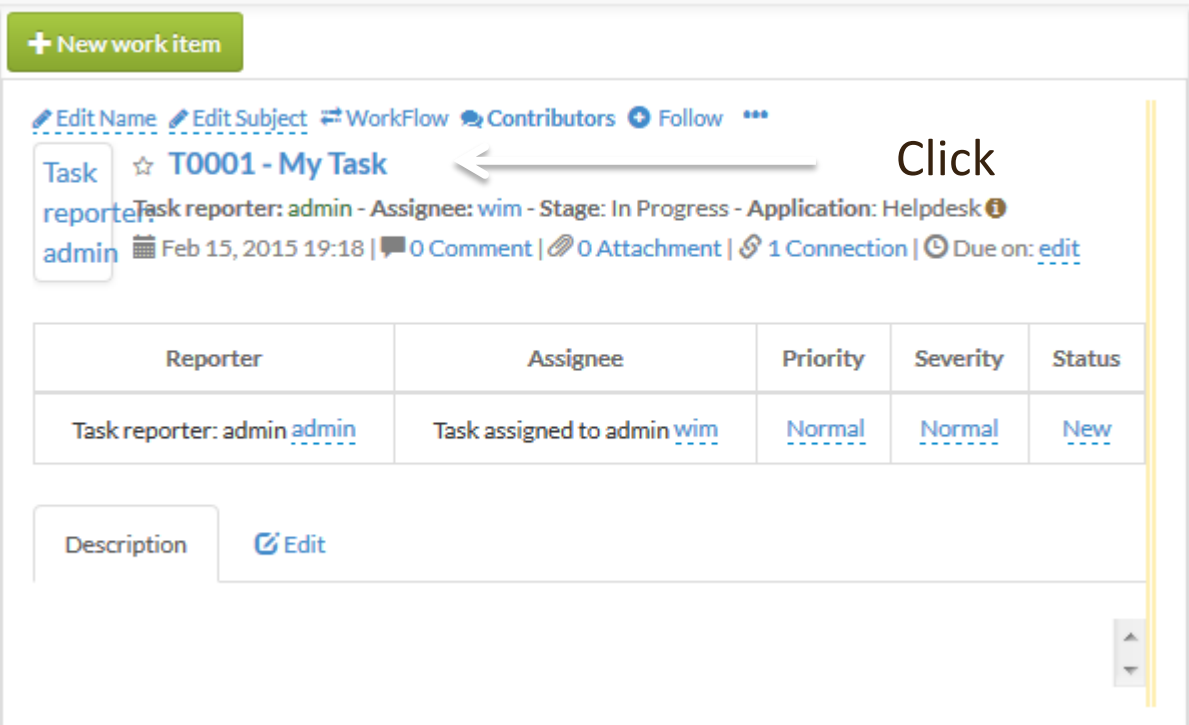
> Press Save

Work Management – Web

> Click on title to expose attributes

Excercise – Item Actions

> Use the Web and the GUI
> > Move Item through Workflow
> > Add Comments
> > Add Attachments
> > Assign to people

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User Admin
Defining Groups, Users and Roles

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User Admin – Additional Types

Besides Item Types there are also
Group and User Types.

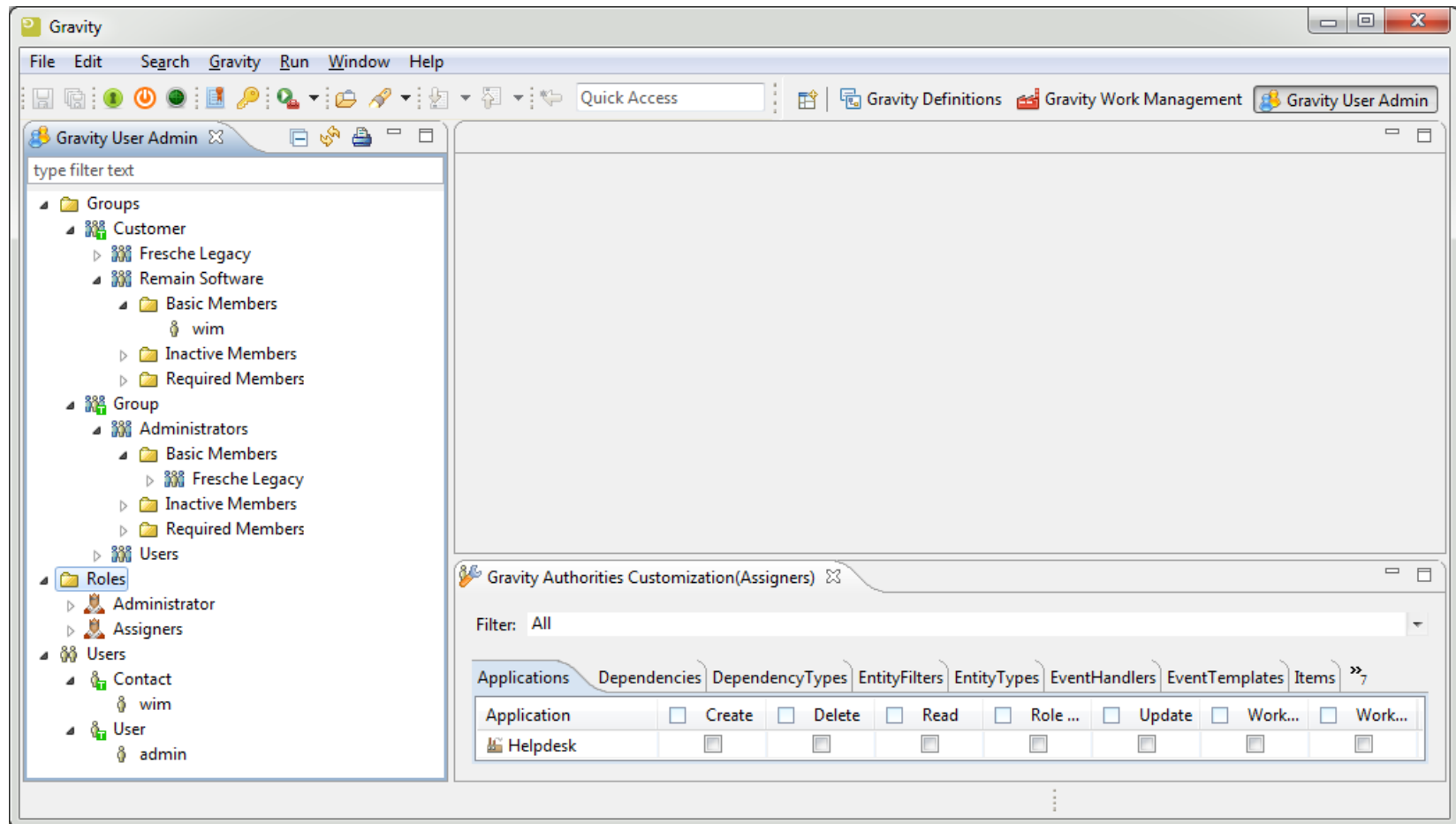Examples of Groups are Customers and Departments

Examples of Users are Employees and Contacts

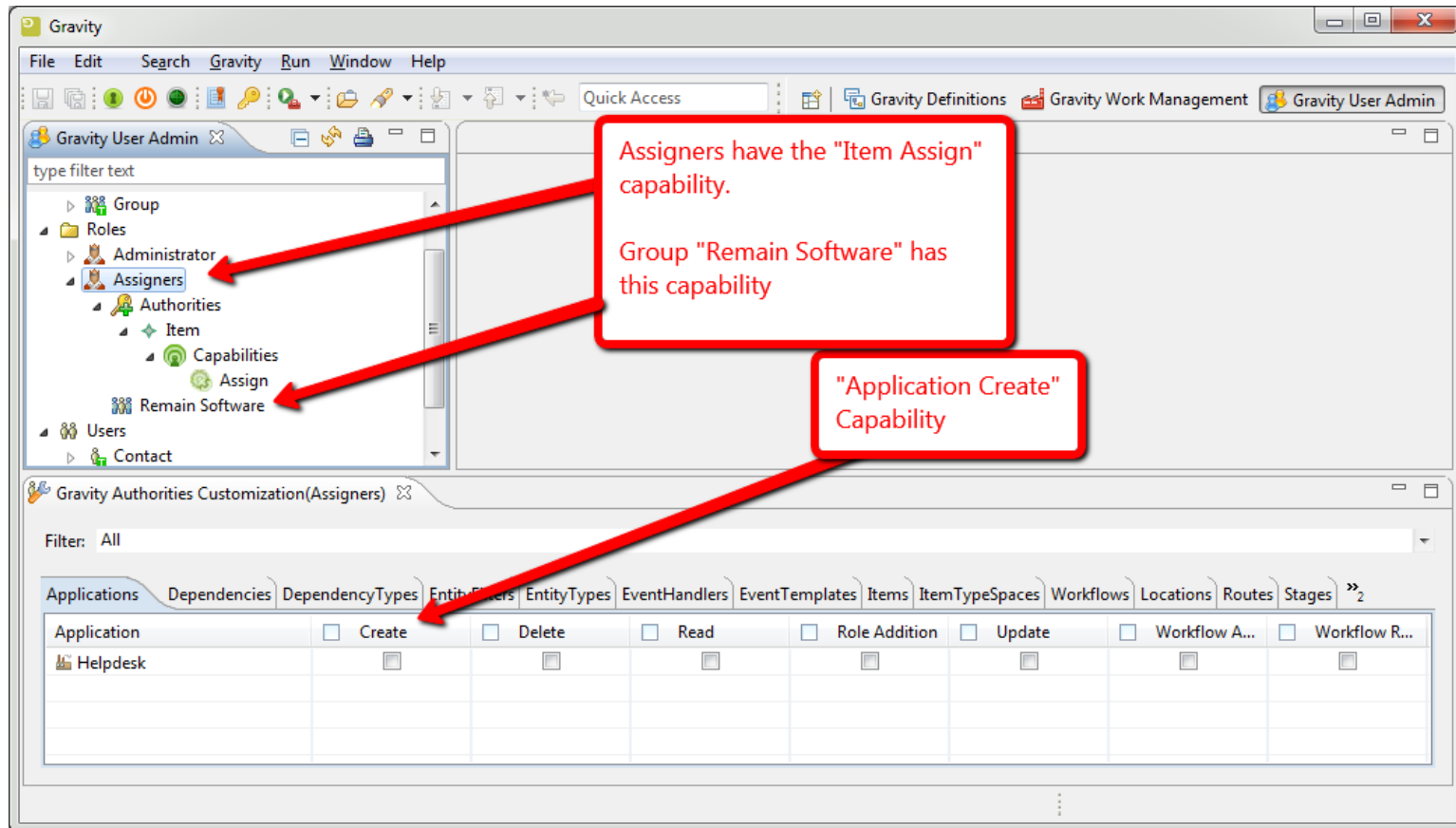# Excercise – Types

> **Open the Definitions Perspective**
>> Add Group Types
>> Add User Types
>> Connect User Type to Group Type

> **Open the User Admin Perspective**
>> Create instances of these types
>> Change the e-mail address of admin into your e-mail address

User Admin – Perspective

User Admin – Perspective

Configuration
Configuring Mail and other things

Configuration - Perspective

Configuration - Web

Gravity
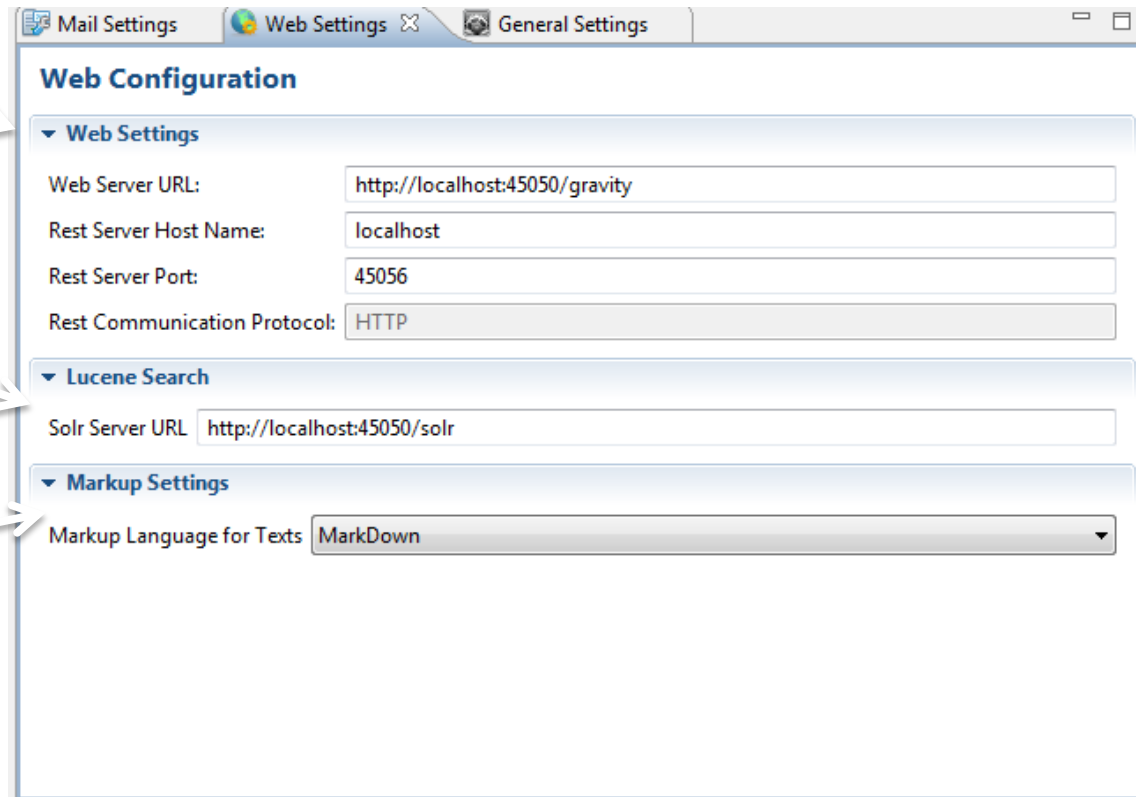
> **Server URL**

> **Search**

> **Markup Dialect**
> > **MediaWiki**
> > **MarkDown**

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Configuration - Mail

> **SMTP Server**
>> Port
>> Auth

> **Domain**

> **Sender**

Mail Configuration

▼ SMTP Server

Specify the (outgoing) SMTP Server settings. Gravity notifications will be sent using this SMTP server.

SMTP Server Host Name: mail.remainsoftware.com

SMTP Server Port: 25

SMTP Authentication

☐ Use Authentication   User Name: ___   Password: ___

▼ Mail Client

Email Web URL Pattern: wm

E-mail Suffix: @remainsoftware

E-mail Character Set: UTF-8

▼ Email Event Handler

Email Sender Name: Gravity

Email Address Prefix: gravity-event-handler (could be no-reply)
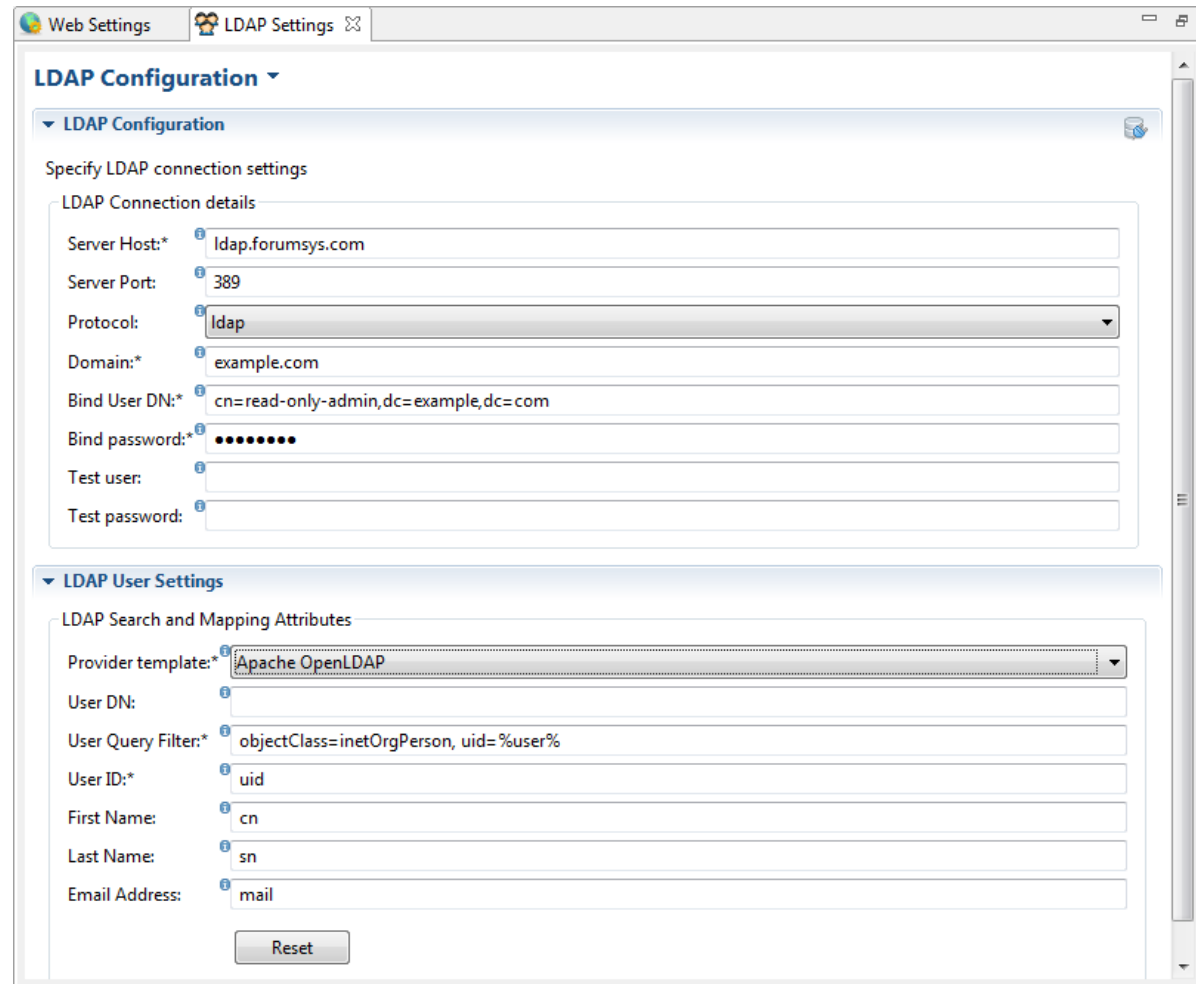
Configuration – LDAP 1/2

> ## LDAP Server

> ## User Setting

Configuration – LDAP 2/2

> Where to put new users.
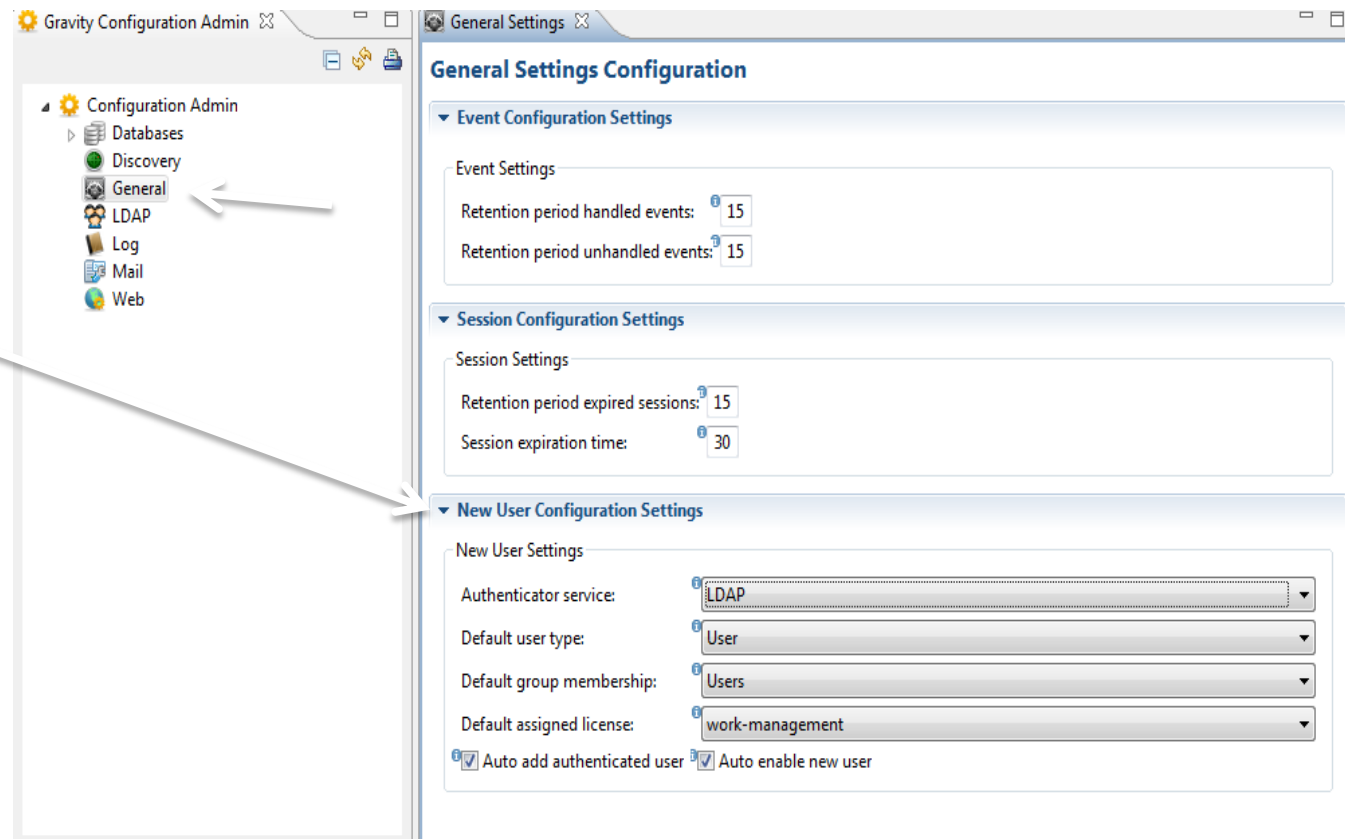
Configuration - Web

> Server Message
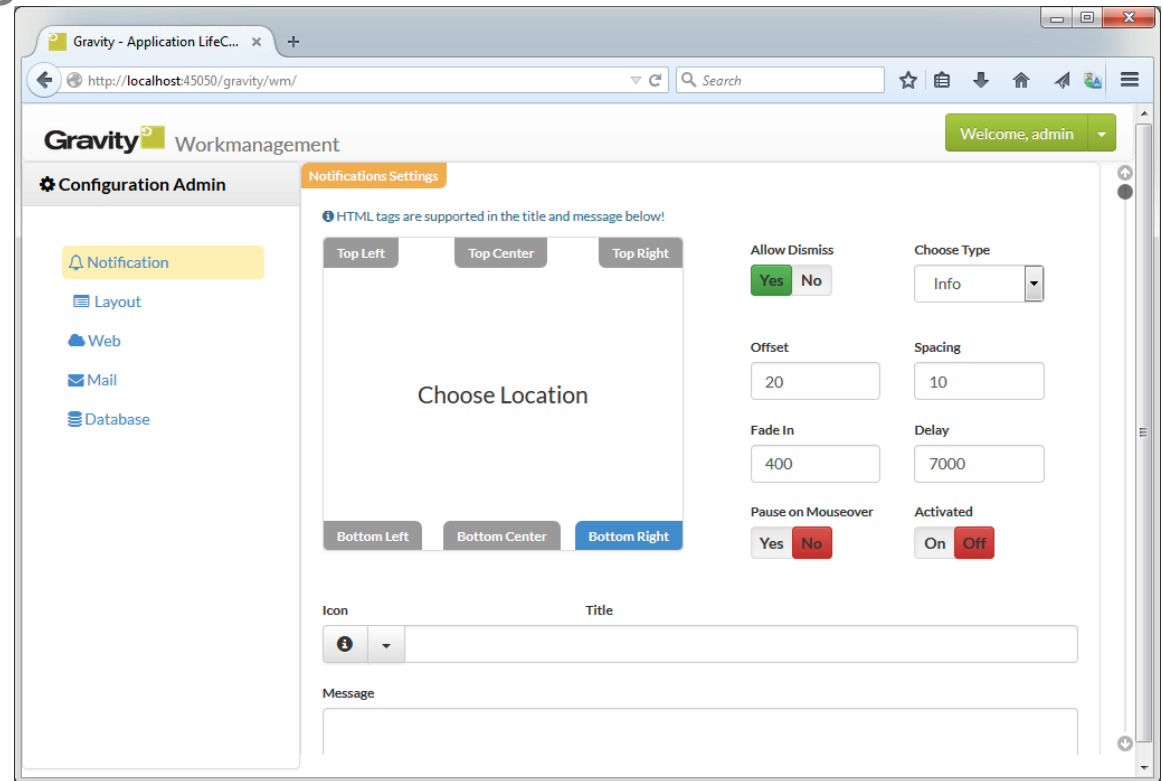
Configuration - Web

> Basic Styling
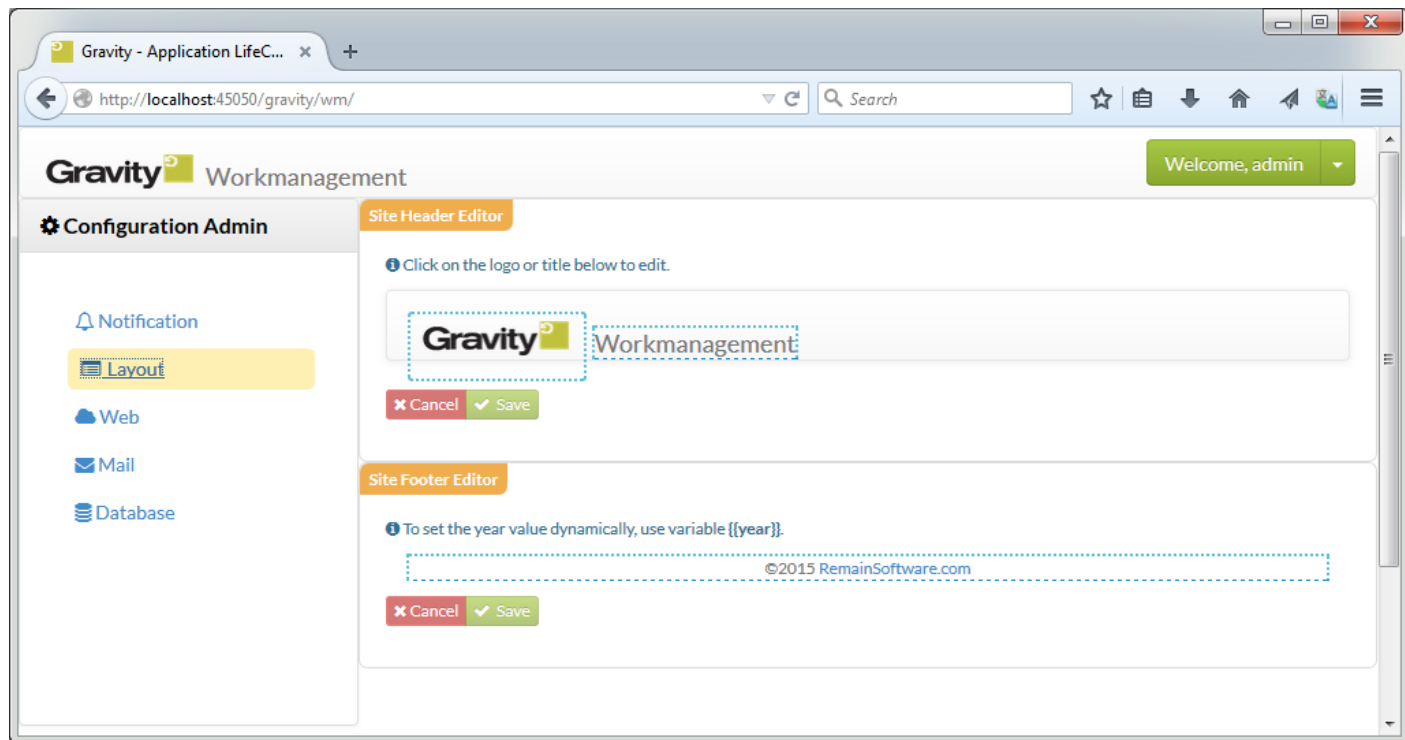
Excercise – Configuration

> Set the correct SMTP Server

> Set the correct mail domain

> Explore other configuration settings

> Explore Web Configuration

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IT operations improvement

Events
Configuring Actions

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Events - Concepts

> **An Event**
>> Is something that happens inside Gravity
>> Has a Topic

> **Examples of Events**
>> gravity/wm/item/added
>> gravity/wm/item/attachment/added
>> gravity/useradmin/user/added

Services Architecture (1/2)

Internally Gravity is Services Based

Examples of Services

- WorkManagement (item) Service

- WorkFlow Service

- User Admin Service

- Etc..

Services Provide Events

Services Architecture (2/2)
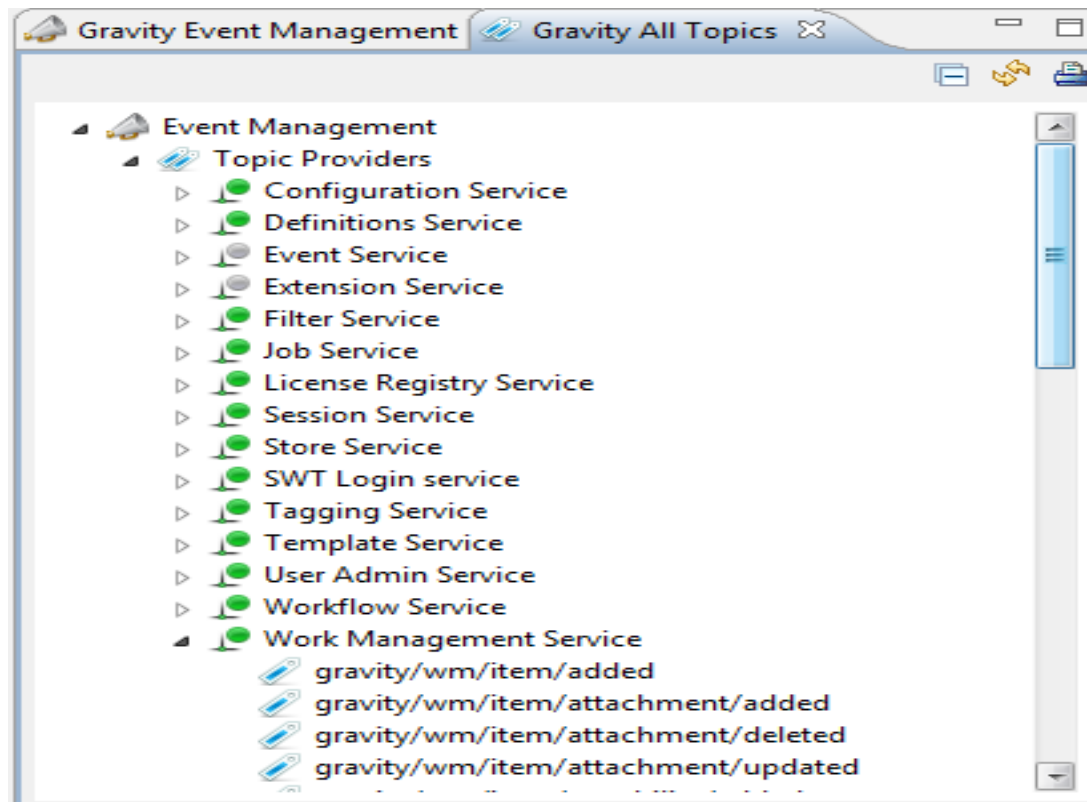
Events - Concepts

> Services are Event Providers

> Events are handled by Event Handlers

> We assign Event topics to Event handlers
  > Drag and Drop

Events - Concepts
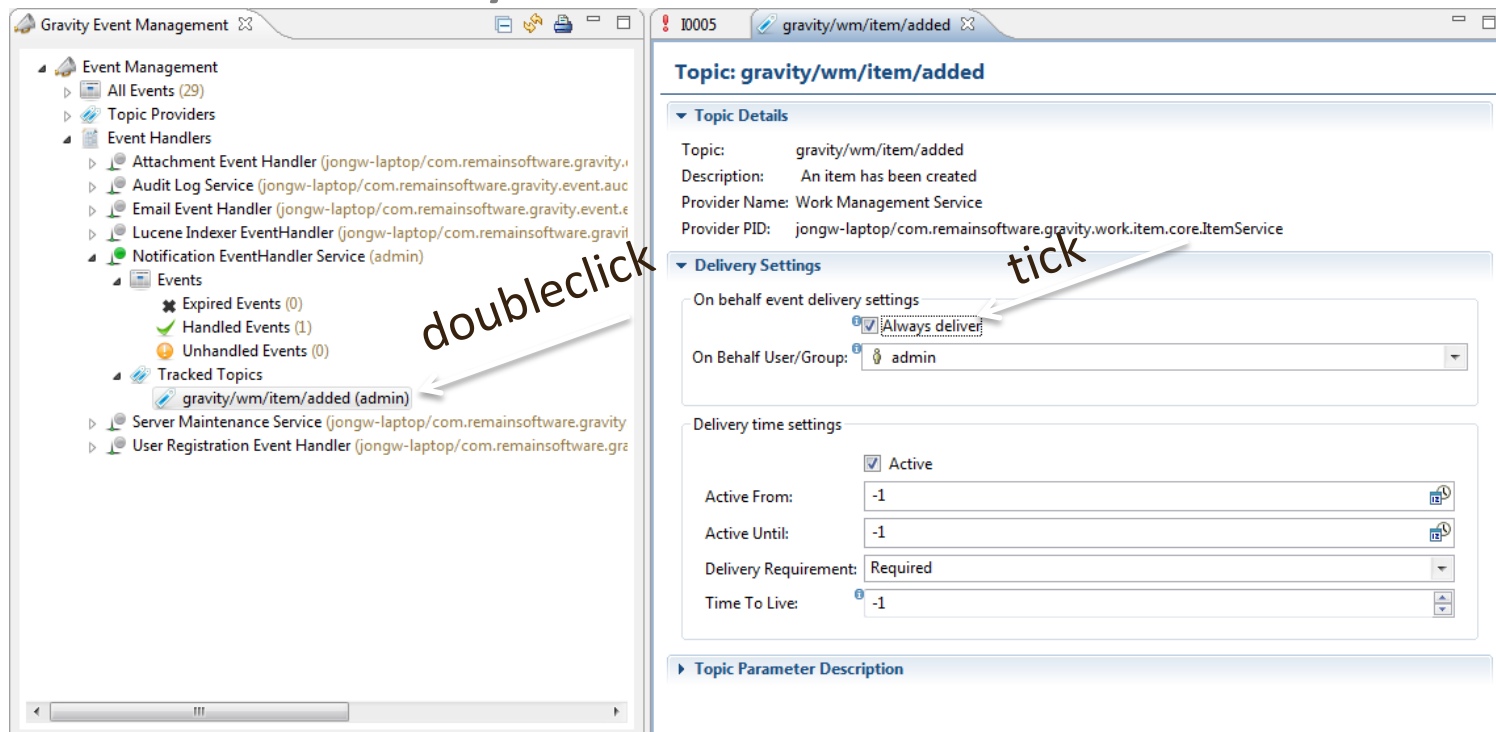
> In Events Perspective: Put Views side by side

> Drag event topic onto event handler
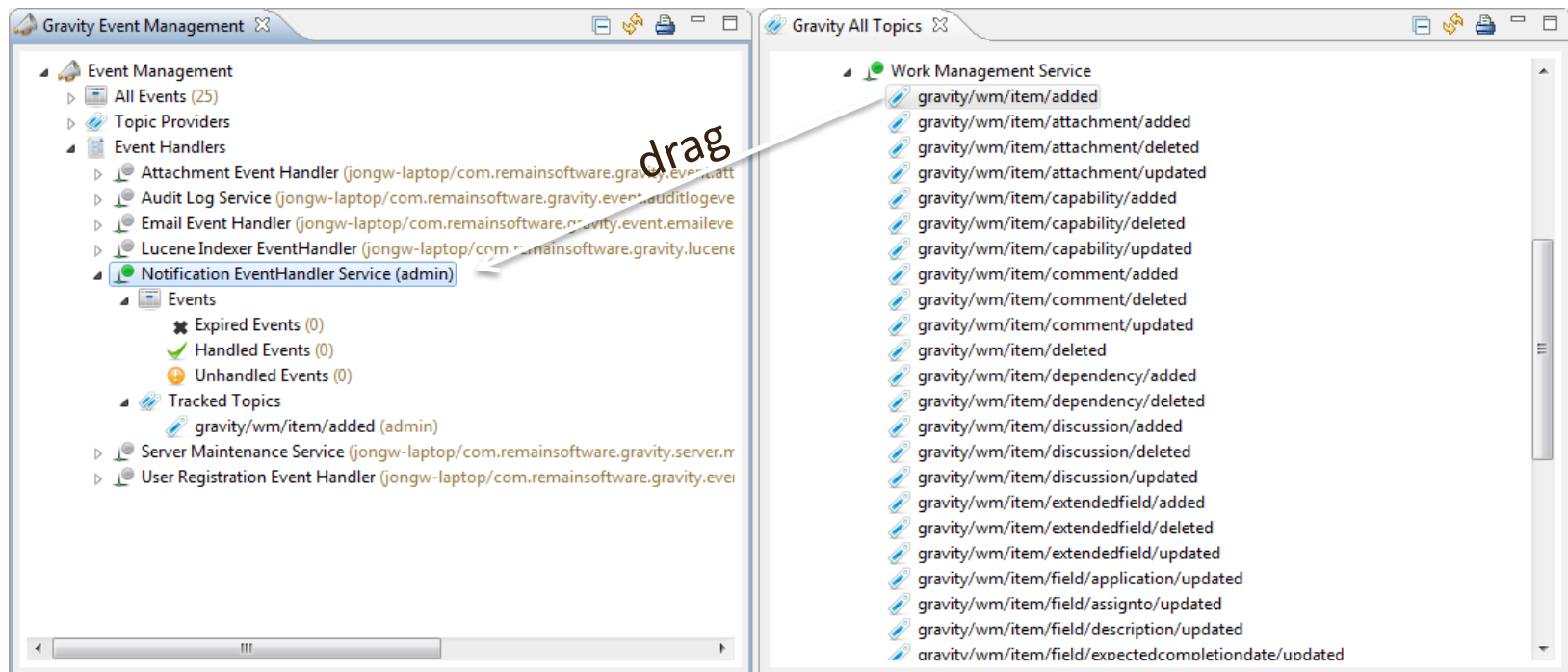
Events - Concepts

> Events are by default not delivered to self

> Check "Always deliver"

Events – Workflow Events

Define custom events in the workflow
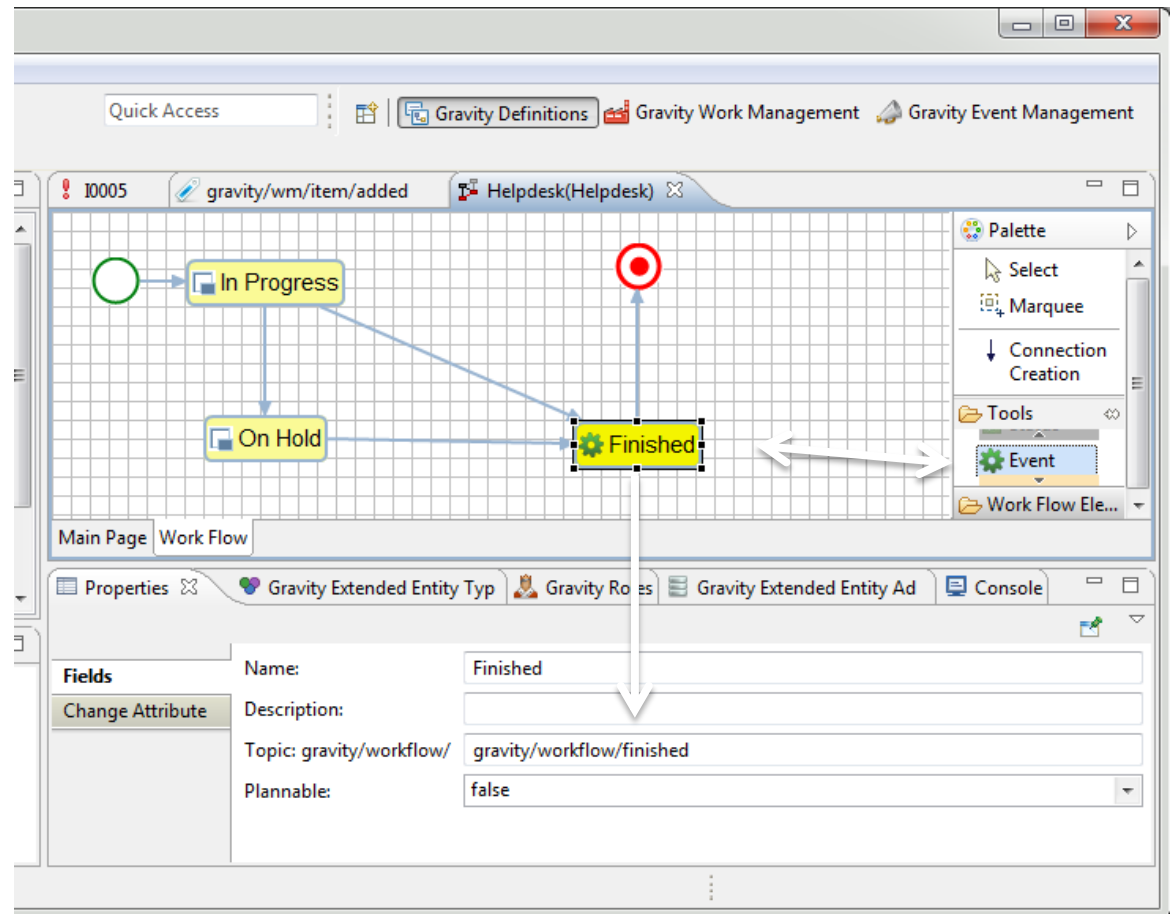
Excercise - Events

> Drag events to Notification handler

> Force "Always Deliver"

> Make sure the event is triggered

> Drag event to e-mail event handler

> Force "Always Deliver"

> Make sure the event is triggered

> Play some more with events

> Explore the event views

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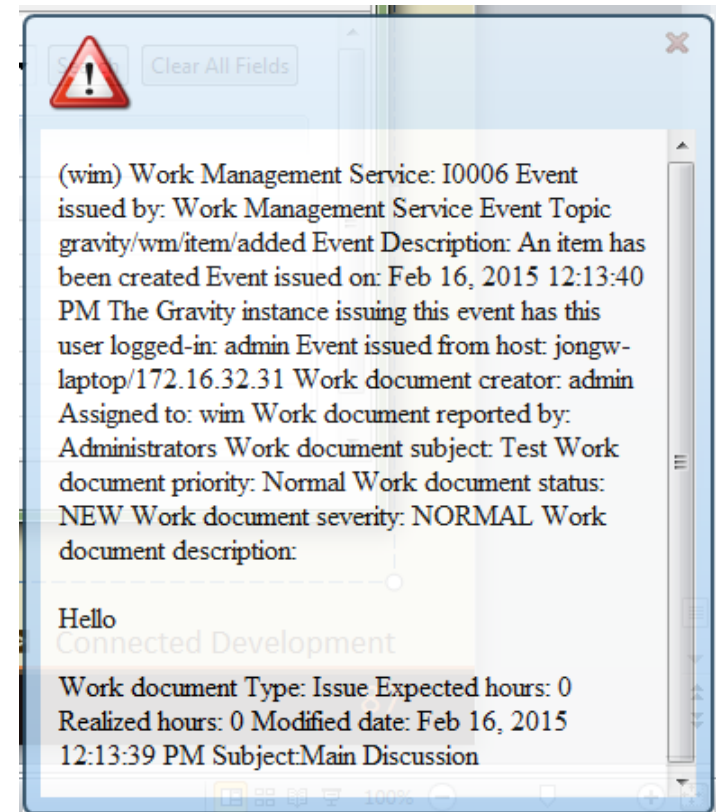
IT operations improvement

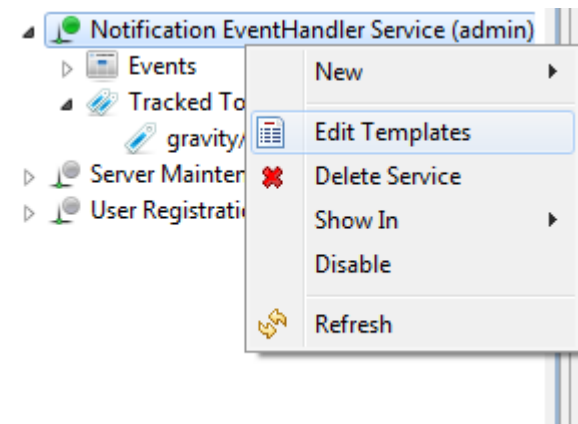Event Templates

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Events – Workflow Events

Gravity

> What text was sent?
>> Mail Event Handler
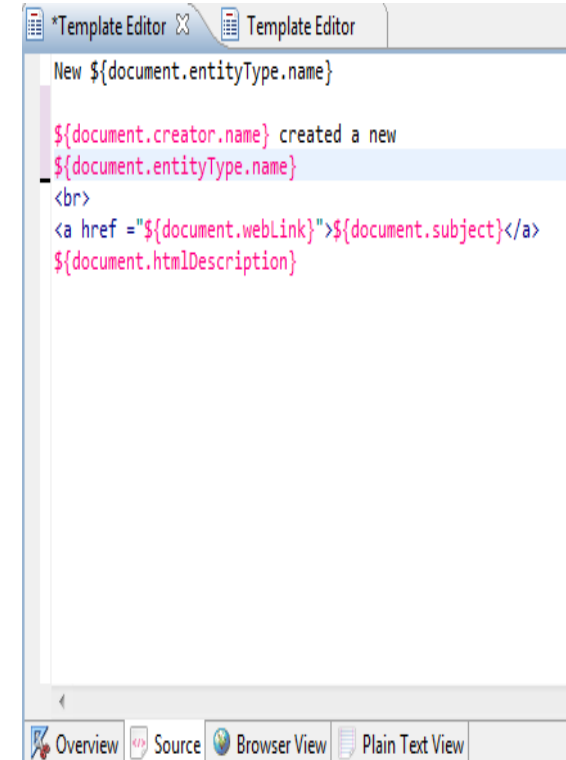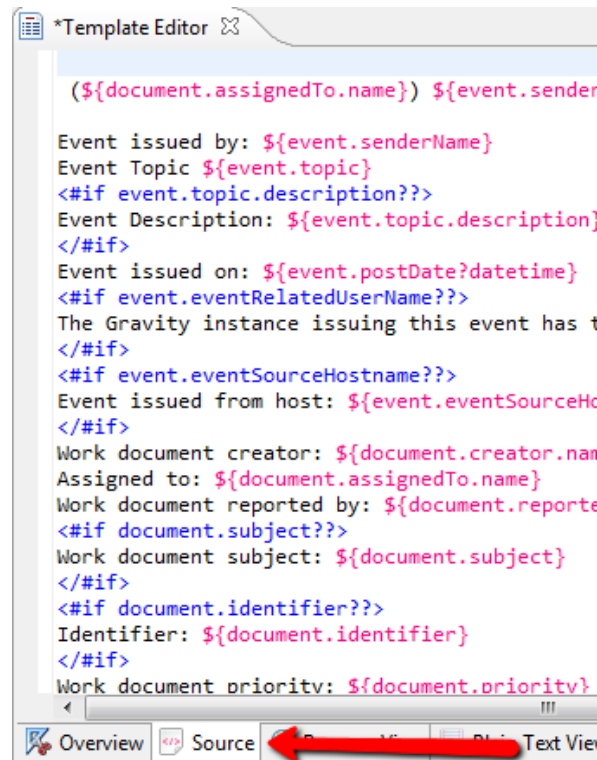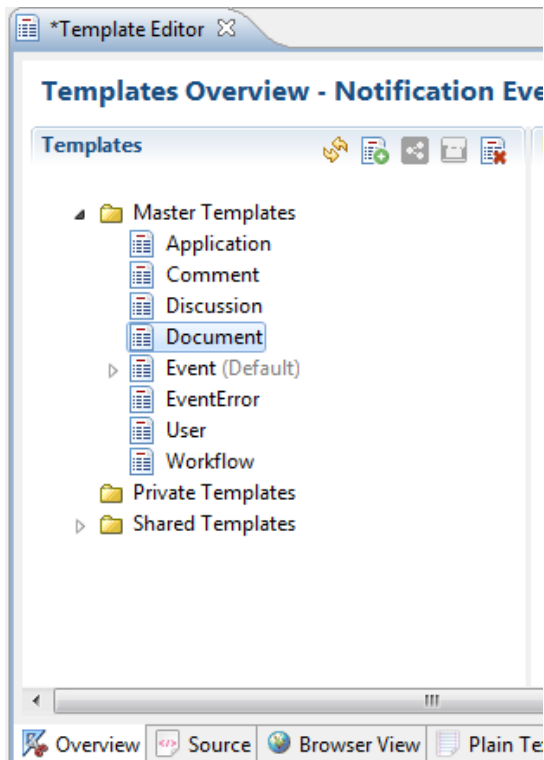>> Notification Event Handler

> Nasty! →

(wim) Work Management Service: I0006 Event issued by: Work Management Service Event Topic gravity/wm/item/added Event Description: An item has been created Event issued on: Feb 16, 2015 12:13:40 PM The Gravity instance issuing this event has this user logged-in: admin Event issued from host: jongw-laptop/172.16.32.31 Work document creator: admin Assigned to: wim Work document reported by: Administrators Work document subject: Test Work document priority: Normal Work document status: NEW Work document severity: NORMAL Work document description:

Hello

Work document Type: Issue Expected hours: 0 Realized hours: 0 Modified date: Feb 16, 2015 12:13:39 PM Subject:Main Discussion

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Events – Templates

Gravity

> Templates

> Enable you to:

>> Send customized texts

>> Link events to texts

>> Augment with database values

> Template Engine used is *FreeMarker*
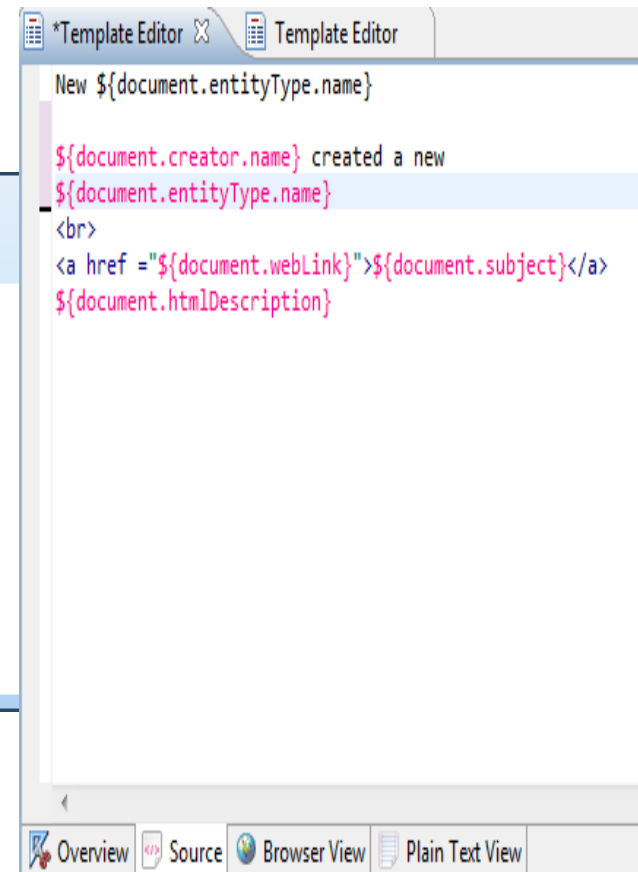

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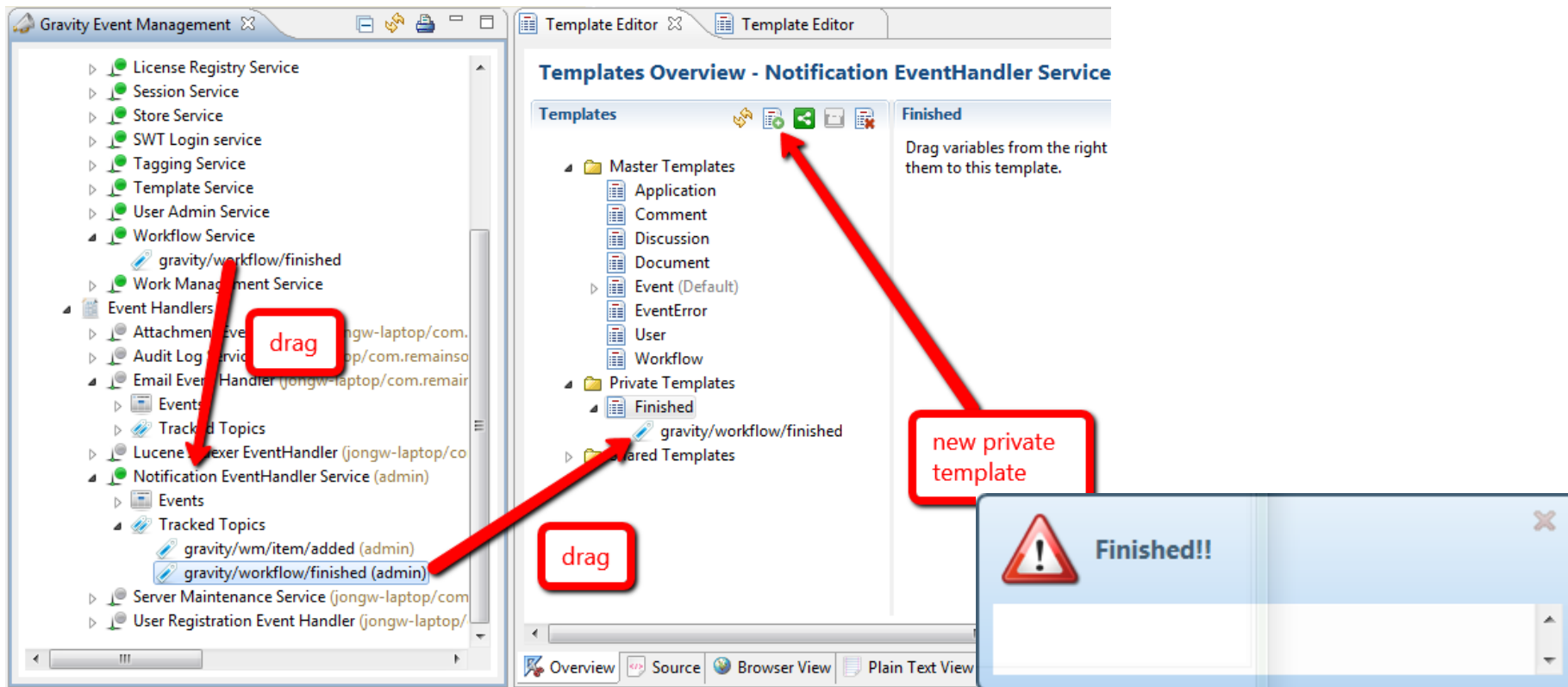
Events – Templates

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> ## Private Templates

Excercise – Event Templates

> Play with the templates

> Try to make your mail template work

> Prove it works

> Find the notification view

Innovative
Easy to adopt
Flexible

Control
Insight
Simplicity

Support for PHP, Java, RPG, Cobol, CA Plex, CA 2E, LANSA, and more

Application modernization support

IBM i application lifecycle and change management TD/OMS & GRAVITY

Building tomorrow's business

Multiplatform deployment

Integration with X-Analysis, IBM RTC, RPG Toolbox, Zend Studio

IT operations improvement

Thank you for your attendance

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