

alisar charting

project management software: an overview for the IT professional

Is Alisar Charting right for your organization? While it may seem a great fit for management and users, IT professionals must consider other factors.

- How does it work?
- Can I install it on my server?
- Is it secure?
- Is it stable?
- What about firewalls?
- What must be installed on the client machine?
- How do we back up and restore the data?
- How will it impact my helpdesk?
- How can it streamline my own projects?
- How can I demo it?

If, after reviewing this document you have further questions or concerns, please contact Alisar Sales at 888-458-8001 or sales@alisarcharting.com, or the Alisar Helpdesk at 888-458-8001 or support@alisarcharting.com.

Alisar Charting

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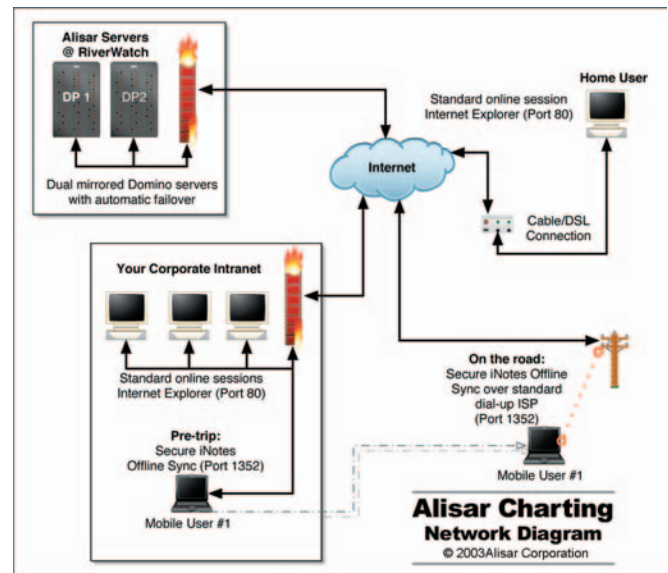
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How it works

Alisar Charting is an ASP – an application service provided from our dual servers located in a corporate-class datacenter, over an Internet broadband connection. End users access the application using software you have probably already deployed – Windows Internet Explorer 5.5 or higher with optional 128 bit SSL encryption.

If a user plans to be away from a broadband Internet connection (an executive takes the laptop on a remote board retreat, for instance) our optional Offline sync module replicates the database before the trip so Internet Explorer can access it offline. For licensing purposes, this user would be registered for one Online seat, plus one optional Offline seat.



Can I install it on my server?

The primary reason people want to host on their intranet is for security. For a web app, securing an external server involves either SSL or VPN connections to the extranet host, or hosting the server on your intranet.

But hosting on the intranet is costly and inflexible when compared to VPN and SSL solutions that deliver the same outcome. If you are a Notes/Domino house, intranet hosting options are available.

Alisar Charting provides optional SSL connections for all users. Read on for more information.

Is it secure?

Very. Only licensed participants can log in to the application. Alisar Charting protects users' passwords with encryption as they log in. Within the application, users can control – from an entire project plan down to a single action step – who can read and who can change that action step.

Even Alisar Support Staff cannot see a client's charts unless the chart administrator at the client site activates diagnostic mode. (This mode is only needed for advanced troubleshooting and contracted consulting services.)

Alisar Charting offers users two levels of session security. "Standard Login" is as secure as unencrypted e-mail, passing chart data in clear text over the Internet. "Secure Login" uses banking-grade (128 bit) Secure Socket Layer (SSL) sessions, encrypting all web traffic to and from the client.

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The Offline module is very secure. When the ActiveX/Plug-in first downloads the application, it also auto-generates, downloads, or finds a Notes ID file for the user. This Notes ID is used for all replications. All benefits from this well-known and real-world security model then are derived, such as the inability to replicate elements from the server which one would not have rights to, the inability to make changes to documents to which one does have at least editor access, etc. Data is downloaded across a secure channel, and a log-in/password is required before changes are replicated to the server.

Is it stable?

The application is very stable, and is served from mirrored servers housed at a business-grade datacenter. In the unlikely event of a glitch, failover to the backup server is automatic and transparent to the user. Of course, the application depends on the client's having a reliable connection to the Internet. We recommend a broadband connection for Online use.

The user's data is auto-saved periodically, and before any major command is executed. If a user accidentally deletes a project chart or creates a change conflict (two users trying to update the same action step at once), the Alisar Charting administrator can restore the chart and resolve conflicts. If a transaction is disrupted, the system will present the user with the option to immediately roll back the transaction to the last known intact state.

Common to all Web-based applications is the potential for users to lose their work since the latest autosave if they use their browser's forward and back buttons rather than Alisar Charting's interface within the browser window. We are pleased to report that this has been a minor issue, and it is well documented, both in the manual and at Alisar's online helpdesk.



What about firewalls?

The Online application needs only the standard port 80 (http), and Secure Socket Layer (SSL) port 443 (https). It works with properly configured proxy servers, and is generally very firewall-friendly. If you plan to download and use iNotes (DOLS) for Offline use of Alisar Charting, ensure Port 1352 is open and either handled by your proxy server or forwarded to the end user for the iNotes Offline application.

What must be installed on the client machine?

Alisar Charting is certified for use with Microsoft Windows. Online clients must be running Internet Explorer 5.5 or better. For Spell Check functionality, the Hot Lingo applet must be downloaded and installed (or distributed through your client update system).

For Offline functionality, end users download a subscription that includes the iNotes Sync Manager. The iNotes Synchronizer Manager is technically ActiveX/Plug-in files that get rendered by a browser, copy themselves to the end-user's machine, then bring down the CAB files, uncompress them, then install the necessary drivers. Finally, the DOLS-enabled Domino application or NSF is downloaded. Both installs require administrator or power user privileges.

How do we back up and restore data?

Alisar Corporation hosts and protects your data with a combination of mirrored servers and offline imaging and backups. We also provide several tools for the client to administer their database. The chart administrator can review all deleted charts, and restore or delete them, as necessary. They can also manage save conflicts and rollbacks, all without involving Information Services.

How will it impact my helpdesk and corporate IT?

Potentially, there will be almost no impact on your helpdesk beyond the standard setup issues of software installation and firewalls. Alisar Corporation provides comprehensive support, including online manuals and help, online helpdesk ticket system available to submit issues around the clock, and live help during Eastern Time zone business hours on weekdays.

We can also quote customized training and support for your internal helpdesk staff if you would rather centralize that function.

How can it streamline my own projects?

It really shouldn't have been a surprise to us that IT directors evaluating Alisar Charting for their users end up implementing it in their own departments – the process is so simple, logical and effective for managing projects and changes within an organization. In addition, the program supports the IT director in effectively communicating to the stakeholders how the proposed project or initiative is tied to their goals.

Free 10-day demo with helpdesk support

The best way to evaluate the product is to try it free for 10 days. Call 888-458-8001 right now or visit www.alisarcharting.com. We'll set you up with a full working demo for evaluation, and help you decide if Alisar Charting is right for you and your organization!

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