MERCURY

ECM Administration II Training Course

8 – 12 August 2027
Dubai (UAE)



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Ref: 15773_326262 **Date:** 8 – 12 August 2027 **Location:** Dubai (UAE) **Fees:** 4900 Euro

Introduction:

Welcome to the ECM Administration II training course, designed for individuals who wish to deepen their understanding and skills in Enterprise Content Management ECM systems. This advanced course builds upon foundational concepts introduced in ECM Administration I, focusing on more complex functionalities, configurations, and best practices for managing enterprise content effectively.

Participants explore advanced document management, workflow automation, integration techniques, and compliance measures for maintaining the integrity and accessibility of enterprise information. This ECM Administration II course equips participants with the expertise to optimize ECM solutions, enhance organization, and ensure that content governance aligns with their company's strategic objectives. They will experience elevating their ECM administration skills and driving impactful results within their organization.

This ECM Administration II training delves deeply into Enterprise Content Management ECM, providing insights into the definition, benefits, and best practices of ECM systems. It is designed for ECM administrators and covers essential ECM tools and technologies for managing content effectively. Participants will explore the enterprise content management process, from implementation to maintenance, and gain expertise in ECM solutions that streamline content workflows.

By understanding enterprise content management and optimizing ECM systems, attendees will be equipped to drive content management efficiency within their organizations. This ECM Administration II course addresses the roles of a content management system administrator and a content management administrator, focusing on the critical aspects of ECM systems administration.

Targeted Groups:

- IT Professionals are individuals who manage and maintain ECM systems within their organizations.
- Content Managers are Professionals responsible for overseeing the lifecycle of enterprise content.
- Compliance Officers Specialists focused on ensuring regulatory compliance and information governance.
- Business Analysts want to leverage ECM solutions for improved business processes and decision-making.
- Project Managers oversee ECM implementation or enhancement projects.
- System Administrators are individuals tasked with the configuration and administration of ECM platforms.
- Training Coordinators Personnel responsible for developing training materials and programs related to ECM systems.
- Data Governance Professionals Experts focused on data quality, integrity, and compliance within ECM environments.

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Course Objectives:

At the end of this ECM Administration II course, the participants will be able to:

- Develop advanced skills in document management within ECM systems.
- Implement workflow automation to streamline business processes.
- Integrate ECM solutions with existing enterprise applications effectively.
- Ensure compliance with data governance and regulatory requirements.
- Manage metadata and create effective taxonomies for content organization.
- Enhance security measures and access controls within ECM platforms.
- Monitor system performance and implement optimization strategies.
- Equip participants with troubleshooting techniques for common ECM issues.
- Provide training resources and support strategies for end users.
- Foster best practices for the ongoing administration and maintenance of ECM systems.

Targeted Competencies:

By the end of this ECM Administration II training, the participant's competencies will:

- Advanced document management techniques.
- Workflow design and automation.
- Integration of ECM with other business systems.
- Data governance and compliance strategies.
- Metadata management and taxonomy development.
- Security and access control management.
- Performance monitoring and optimization.
- Troubleshooting and problem-solving skills.
- User training and support strategies.
- Best practices for ECM implementation and maintenance.

Course Content:

Unit 1: Advanced Document Management:

- Explore the principles of advanced document lifecycle management.
- Learn techniques for categorizing and indexing documents.
- Understand version control and its importance in document management.
- Discuss strategies for archiving and purging outdated content.
- Examine case studies of effective document management practices.

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Unit 2: Workflow Automation:

- Define workflow automation and its benefits in ECM.
- Analyze common business processes suitable for automation.
- Learn how to design and implement automated workflows.
- Use tools and software to create workflow diagrams.
- Evaluate the impact of automation on efficiency and productivity.

Unit 3: Integration Techniques:

- Understand the role of integration in ECM systems.
- Explore methods for integrating ECM with enterprise applications.
- Discuss APIs and web services for system connectivity.
- Review best practices for data exchange between systems.
- Examine real-world examples of successful integrations.

Unit 4: Data Governance and Compliance:

- Define data governance in the context of ECM.
- Identify key compliance regulations affecting content management.
- Discuss strategies for ensuring data integrity and accuracy.
- Learn how to implement compliance retention policies.
- Examine tools and methodologies for auditing and reporting.

Unit 5: Security and Access Control:

- Explore security challenges in ECM environments.
- Understand user roles and permissions management.
- Learn about encryption and data protection measures.
- Discuss best practices for securing sensitive content.
- Review case studies highlighting effective security implementations.