When a single Plone just isn't enough...

Duncan Booth
Overview

- Oxfam
- Plone at Oxfam
- Workflow and Staging with Plone Multisite
- Plone and Google Search Appliance
Oxfam works with others to overcome poverty and suffering

- **Oxfam GB**
  - Started in 1942 for famine relief to occupied Greece
  - now works with partners in over 70 countries around the world.

- **Oxfam International**
  - Umbrella organisation for 13 independent non-governmental organisations in
    - Australia, Belgium, Canada, France, Germany, Great Britain, Hong Kong, Ireland, The Netherlands, New Zealand, Quebec, Spain and the United States.
Oxfam Websites & Plone

- **Oxfam GB** (www.oxfam.org.uk)
  - mostly flat, but a bit of Plone
  - all searches use Plone
- **Oxfam International** (www.oxfam.org)
  - All Plone
  - Multilingual
- **Dashboard**
  - International Extranet
  - Plone (+ legacy Plone)
- **Oxfam GB Intranet**
  - Plone + legacy flat + PHP
- ... and one central CMS
## Oxfam's CMS

<table>
<thead>
<tr>
<th>Content</th>
<th>CMS</th>
<th>Edited in Last 24hrs</th>
<th>OGB</th>
<th>OI</th>
<th>Dash</th>
<th>Intranet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Articles</td>
<td>4,821</td>
<td>54</td>
<td>35</td>
<td>350</td>
<td>336</td>
<td>2,902</td>
</tr>
<tr>
<td>Briefing Notes</td>
<td>191</td>
<td>0</td>
<td>0</td>
<td>183</td>
<td>182</td>
<td>0</td>
</tr>
<tr>
<td>Briefing Papers</td>
<td>142</td>
<td>0</td>
<td>0</td>
<td>140</td>
<td>132</td>
<td>0</td>
</tr>
<tr>
<td>External Links</td>
<td>1,506</td>
<td>0</td>
<td>49</td>
<td>388</td>
<td>167</td>
<td>429</td>
</tr>
<tr>
<td>Files</td>
<td>6,410</td>
<td>14</td>
<td>37</td>
<td>424</td>
<td>1,991</td>
<td>3,404</td>
</tr>
<tr>
<td>Folders</td>
<td>2,962</td>
<td>17</td>
<td>131</td>
<td>243</td>
<td>432</td>
<td>1,274</td>
</tr>
<tr>
<td>Images</td>
<td>2,622</td>
<td>4</td>
<td>78</td>
<td>851</td>
<td>183</td>
<td>569</td>
</tr>
<tr>
<td>Nav pages</td>
<td>382</td>
<td>13</td>
<td>21</td>
<td>183</td>
<td>41</td>
<td>64</td>
</tr>
<tr>
<td>Press Releases</td>
<td>905</td>
<td>5</td>
<td>0</td>
<td>902</td>
<td>876</td>
<td>0</td>
</tr>
<tr>
<td>Topics</td>
<td>321</td>
<td>0</td>
<td>1</td>
<td>42</td>
<td>86</td>
<td>123</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>20,262</strong></td>
<td><strong>107</strong></td>
<td><strong>352</strong></td>
<td><strong>3,706</strong></td>
<td><strong>4,426</strong></td>
<td><strong>8,765</strong></td>
</tr>
</tbody>
</table>

### Database

<table>
<thead>
<tr>
<th>Data Set</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data.fs</td>
<td>7.5Gb</td>
</tr>
<tr>
<td>Catalog.fs</td>
<td>2.0Gb</td>
</tr>
</tbody>
</table>

(As of October 18th 2006)
**Sudan crisis**
More than three years into the Darfur conflict, the crisis continues on a massive scale. Two million people have been forced to flee their homes and are now living in makeshift shelters in crowded camps. Oxfam is providing more than 450,000 people affected by the crisis with access to clean water and sanitation as well as basic necessities, and looking at ways to help people find alternatives to the reliance on external aid.

**Cambodia: banking on a buffalo**
More than 30 percent of Cambodia’s population lives below the poverty line. Many poor Cambodian farmers rely on agriculture, fishing and forests to meet their daily needs. For many, owning a buffalo can mean the difference between hardship and a better life. Oxfam’s Maureen Bathgate meets some of the families who are helping to own and raise healthy livestock.

**Arms Without Borders**
The globalization of the arms industry has opened up loopholes in current arms export regulations, allowing sales to human rights abusers and countries under arms embargoes, according to a new report by the Control Arms Campaign, "Arms Without Borders." The UN’s current annual session on arms control will hopefully consider a landmark vote to start work on an Arms Trade Treaty.
Latest

09 Oct 2006

MySuarez announces largest philanthropic program with Darfur Campaign

Sudan crisis

More than three years into the Darfur conflict, the crisis continues on a massive scale. Two million people have been forced to flee their homes and are now living in makeshift shelters in crowded camps. Oxfam is providing more than $450,000 people affected by the crisis with access to clean water and sanitation as well as basic necessities, and looking at ways to help people find alternatives to the reliance on external aid.

06 Oct 2006

Oxfam clarifies comments about earthquake shelter

Cambodia: banking on a buffalo

More than 30 percent of Cambodia's population lives below the poverty line. Many poor Cambodian farmers rely on agriculture, fishing and forests to meet their daily needs. For many, owning a buffalo can mean the difference between hardship and a better life. Oxfam's Maureen Bethgate meets some of the families we are helping to own and raise healthy livestock.

04 Oct 2006

Proposed new European Union trade policy is 'development blind'

Anniversary of Pakistan earthquake: Survivors at risk as Himalayan winter starts early

04 Oct 2006

campaign update

more news

program story

emergency update
### West Africa

This area contains information from and about West Africa, including country folders, regional teams and regional issues. This area is managed with contributions from affiliates working in the region.

For help with this area, contact the Oxfam Secretariat.

#### Contents

- **2005. West Africa food crisis**
  - 2005.06. Niger photos (West Africa Food Crisis)
- **Benin**
- **Burkina Faso**
- **Cameroon**
- **Cape Verde**
- **Central African Republic**
- **Chad**
  - Link to Darfur Crisis
- **Côte d’Ivoire**
- **Equatorial Guinea**
- **Gabon**
- **Gambia**
- **Ghana**
- **Guinea-Bissau**
- **Guinea (Republic of)**
- **Liberia**
  - Humanitarian Response Archive
- **Mali**

#### Latest

- Latest West Africa content published to this site. Items restricted to teams will not appear

#### Highlights

- West Africa items promoted by contributors.
  - 2006.03.23. OA Guinea Bissau Brief Assessment Report
  - 2006.05.31 OI Guinea Bissau External Bulletin – This summary of the conflict in Guinea-Bissau and Oxfam’s response is approved for external audiences
West Africa

This area contains information from and about West Africa, including country folders, regional teams and regional issues. This area is managed with contributions from affiliates working in the region.

For help with this area, contact the OI Secretariat.

Contents
- 2005. West Africa Food Crisis
  - 2005.06. Photos
  - Burkina Faso
  - Chad
  - Côte d'Ivoire
  - Guinea-Bissau
  - Guinea (Republic of)
    - Liberia
    - Humanitarian Response Archive
  - Mali
    - 2005. Link to West Africa Food Crisis
  - Niger
    - 2005. Link to West Africa Food Crisis
  - Nigeria
    - Senegal
      - Humanitarian Response Archive
  - Togo

Teams & regional issues
Links to published items from regional and country teams.

Latest
- Latest West Africa content published to this site. Items restricted to teams will not appear
  - OGB Emergencies Meeting Minutes 19th September 2006 19 Sep 06
  - OGB Emergencies Meeting Minutes 29th August 2006 20 Sep 06
  - OGB Emergencies Meeting Minutes 26th September 2006 26 Sep 06
  - OGB Emergencies Meeting Minutes 3rd October 2006 04 Oct 06
  - OGB Emergencies Meeting Minutes 11th October 2006 11 Oct 06

Highlights
- West Africa items promoted by contributors.
  - 2006.03.23. OA Guinea Bissau Brief Assessment Report 23 Mar 06
  - 2006.05.31 OI Guinea Bissau External Bulletin 01 Jun 06 – This summary of the conflict in Guinea-Bissau and Oxfam’s response is approved for external audiences

More...

Recent Items
- Children from Burkina Faso consult a globe to identify countries in their region. Credit: Crispin Hughes/Oxfam 2005-08-23
- Children learning to read and write in an Oxfam-funded school in Pakistan. Credit: Gerard Steenhouwer/Oxfam 2005-10-11
- An Oxfam referee gave a symbolic yellow card to giant puppets of world leaders dressed in football uniforms, outside the WTO Ministerial meeting in Geneva, June 2006, as a warning to world leaders that they must make trade fair. Credit: Charlie Powell/Oxfam 2005-09-18
- Lebanon Water Tank Kids 2005-09-11
- Regional Meetings Calendar 2005-09-14
- More...
This section is about how Oxfam appears – to us and to others. It’s the complete ‘what, who, how, and why’ of the organisation! This is where you’ll find detailed information about our mission, aims, and identity; management information; policies and strategies; and departmental purposes, plans and priorities.

**Communiqué on Diversity from IDSMT** 26 Jul 06

On the 3rd July 2006, the International Division Senior Management Team (IDSMT) met to review the findings of the consultation on workforce diversity in the ...
The organisation of our organisation

This section is about how Oxfam appears to us and to others. It's the complete 'what, who, how, and why' of the organisation! This is where you'll find detailed information about our mission, aims, and identity, management information, policies and strategies; and departmental purposes, plans and priorities.

Featured Items

- Shop Calendar October - December 2006 09 Oct 06
- Oxfam, Supporter Relations & Customer Service Week 29 Sep 06
- Oxfam and Supporter Relations are taking part in National Customer Service Week (2nd-6th October 2006). An opportunity to raise awareness for the important ...
- Humanitarian News (Departmental Bulletin) 18 Sep 06

Recent items

- Introduction to the International Division — 571.0 kB — view as text
- Regional Directors
- Trading Structure (In Powerpoint) — 40.0 kB — view as text
- Shop Calendar October - December 2006 — spreadsheet, 158.5 kB — view as text
- Trading Organogram — spreadsheet, 47.5 kB — view as text
One zope – 8 instances, 7 servers

cms intranet dashboard

Apache

www.oxfam.org.uk
www.oxfam.org

Apache

www.oxfam.org.uk
www.oxfam.org

Apache

Squid

Pound

Public Zope

CMS Zope

CMS Zope

CMS Zope

CMS Zope

Public Zope

CMS Zope

CMS Zope

CMS Zope

ZEO

LDAP

ZEO

LDAP
Performance

- **Much help from Enfold**
  - added pound
  - upgraded from Zope 2.7 -> Zope 2.8
  - separate catalog.fs

- **Benchmarking before and after**
  - mechanize script for repeatable timings
    - adds image, file and article
    - workflows them
  - also lots of manual testing
Reliability

- **Single points of failure**
  - identify
  - avoid
Plone Multisite

- One CMS, multiple public sites
  - Different folder structures
  - Site subscriptions
- Workflow transitions
  - Copy to site, workflow on site, delete from site
  - Different sites have different rules
- Staging
  - Edit and workflow CMS copy
  - but not a full versioning system
    • (no public rollback)
- Preview
• **Workflow**

  • **Internal**
    - Copies to subscribed internal sites
  
  • **Publish/Approve**
    - Copies to any subscribed sites
  
  • **Retract**
    - Deletes from subscribed sites
  
  • **Revise**
    - Leaves on sites, but makes editable
Linking to multisite

- **Workflow transition**
  - publish (push)
  - workflow only
  - retract (delete)

- **Public sites**
  - approve_to_public publishes

- **Internal sites**
  - approve_to_public
  - make_internal
Multisite Summary

- Deploys content across sites
- Preview shows content in context
  - skins
  - smart folders
  - related items
- Issues outstanding
  - Performance
    - should complete publishing in background
    - should be able to update rather than delete/recreate existing objects
Searching in a mixed environment

- **Flat site search**
  - didn't know about Plone

- **Plone site search**
  - spidered flat site (custom Plone product)
  - buggy searching (textindexng2)

- **Google Search Appliance**
  - flat site used Apache proxying and XSLT template
  - Plone/Google Search Appliance tool
    - originally written by Matt Lee (NHS)
    - we added some go faster stripes
What is Google Search Appliance?

● **Google Search Appliance**
  - Yellow box
  - Google won't say what's inside
  - $30,000 for up to 500,000 documents
  - larger models up to 30,000,000 documents

● **Google Mini**
  - Blue box
  - $1,995 for 50,000 documents & 1 year support
  - then $995 per annum
  - versions up to 300,000 documents
Why Plone + Google Search Appliance?

- **Apache + GSA**
  - Rewrite rules to proxy requests to GSA
    - Unwieldy, inflexible
  - XSLT on GSA to format responses
    - Skin maintenance nightmare
    - Lots of 'do not edit' sections in XSLT

- **Plone Tool**
  - Uses standard site skin
  - Results template is layout only: no logic
  - Proxy rules configurable in Plone tool
    - canned searches
    - parameter validation
Google Search Appliance Features

- **Multiple client frontends**
  - Keymatch e.g. goat -> Oxfam Unwrapped
  - Synonyms
  - Filters
- **Collections (site)**
  - Restrict results to a subset based on URL pattern
- **Website Crawling**
- **Office document conversion to text**
  - 220 file formats
Proxying a search

http://intranet.oxfam.org.uk/search?SearchableText=tsunami&submit.x=0&submit.y=0

http://googlesa/search?q=tsunami&oe=utf-8&site=intranet&filter=0&client=intranet&output=xml

Google Search Appliance
(or Google Mini)
Mapping URLs

intranet
/search?SearchableText=tsunami&submit.x=0&submit.y=0

GSA
/search?q=tsunami&oe=utf-8&site=intranet&filter=0&client=intranet&output=xml

contacts
/search?site=contacts&SearchableText=tsunami

GSA
/search?q=tsunami&oe=utf-8&site=contacts&filter=0&client=intranet&output=xml
&getfields=phone,jobtitle,description,email,teams

www.oxfam.org.uk
/search?SearchableText=tsunami

GSA
/search?oe=utf-8&site=ogb&q=tsunami&client=ogb&output=xml&getfields=DC%252Etype

www.oxfam.org.uk
/search?as_dt=i&SearchableText=tsunami&as_sitesearch=publications.oxfam.org.uk

GSA
/search?oe=utf-8&site=ogb&q=tsunami&client=ogb&output=xml&getfields=DC%252Etype
&as_dt=i&as_sitesearch=publications.oxfam.org.uk
Google Search to-do

● **Feeds**
  - push updates to GSA
  - metadata for files
    - Word & PDF documents currently a headache: GSA reads and displays these, but users never set them.
  - need to track object deletions

● **Security**
  - no support yet for secure content
<?xml version="1.0" encoding="UTF-8" standalone="no"?>
<!DOCTYPE GSP SYSTEM "google.dtd">
<GSP VER="3.2">
  <TM>0.099049</TM>
  <Q>tsunami</Q>
  ...
  <RES SN="1" EN="10">
    <M>725</M>
    <FI/>
    <NB>
      <NU>http://www.oxfam.org.uk/coolplanet/teachers/tsunami/</NU>
      <UE>http://www.oxfam.org.uk/coolplanet/teachers/tsunami/</UE>
      <T>Oxfam's Cool Planet for teachers - &lt;b&gt;Tsunami&lt;/b&gt; in Asia - Index page</T>
      <RK>10</RK>
      <FS NAME="date" VALUE="2006-02-03"/>
      <S>Oxfam GE's website for teachers - &lt;b&gt;tsunami&lt;/b&gt; in asia, teaching about disasters and beyond. Oxfam.org.uk, Cool Planet for teachers home, Search, &lt;b&gt;...&lt;/b&gt; &lt;b&gt;Tsunami&lt;/b&gt; in Asia. &lt;b&gt;...&lt;/b&gt;</S>
      <LANG>en</LANG>
      ...
    </NB>
  </RES>
</GSP>
<ul>
  <tal:results repeat="result RES/R">
    <li>
      <a tal:attributes="href result/U"
          tal:content="structure python:encode(result.T)"/>
    </li>
    <div tal:condition="result/MT/phone|nothing">
      <tal:line condition="result/MT/phone/V">
        Telephone: <tal:text content="result/MT/phone/V"/>
      </tal:line>
      <tal:text content="result/MT/jobtitle/V"/>
    </div>
    <div tal:condition="not:result/MT/phone|nothing">
      <div tal:content="structure python:encode(result.S)">Description</div>
    </div>
  </tal:results>
</ul>
Demo