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2.1   Scope

This chapter will focus on the features of Windows SharePoint Services v3 (WSS v3) and how they can be utilized within a business. It is designed to give you a basic understanding of the structure of the product as well as features which set it apart from previous versions.

2.2   WSS v3 Overview

WSS v3 is a web based technology available from Microsoft. According to Microsoft:

> *Microsoft Windows SharePoint Services 3.0 is a versatile technology that organizations and business units of all sizes can use to increase the efficiency of business processes and improve team productivity. With tools for collaboration that help people stay connected across organizational and geographic boundaries, Windows SharePoint Services gives people access to information they need.*
>
> *Built on Microsoft Windows Server 2003, Windows SharePoint Services also provides a foundation platform for building Web-based business applications that can flex and scale easily to meet the changing and growing needs of your business. Robust administrative controls for managing storage and Web infrastructure give IT departments a cost-effective way to implement and manage a high-performance collaboration environment. With a familiar, Web-based interface and close integration with everyday tools including the Microsoft Office system, Windows SharePoint Services is easy to use and can be deployed rapidly.*
> *(from - http://technet.microsoft.com/en-us/windowsserver/sharepoint/bb684453.aspx)*

The best way to describe WSS v3 is simply to say that it is a tool. It is a tool that is very much like another familiar product from Microsoft, Excel. How is this? When you open Excel you are presented with a blank sheet of rows and columns. Before Excel can do anything you need to start entering information. Options within Excel allow you to automate and extend the functionality of the information you have entered to provide very powerful solutions to business requirements.

WSS v3 is much the same. When you open WSS v3 initially it doesn't contain any of your business information, you need to enter it in before you can start receiving any benefit. The great feature of WSS v3 is that it can be used to capture a whole range of business information apart from the traditional idea of what is simply residing in documents. WSS v3's ability to share this information with team members through a web interface makes it a perfect tool for all employees to utilize.

Too often in business, critical information resides solely in the brains of employees. Unless this is documented and stored, when that employee leaves the business so does

the information. WSS v3 is the perfect vehicle for capturing and recording such information to continue to add value to the business.

2.3   Previous Versions

WSS v3 is by no means a new product, it originally started life out as SharePoint Team Services, then Windows SharePoint Services v2 and finally WSS v3. You will find Windows SharePoint Services v2 an integrated component of Small Business Server 2003 for example.

So what are the major differences between SharePoint v2 and WSS v3? In summary, WSS v3 supports all the features and functionality of SharePoint v2 but also includes:


- *Blogs*: also known as weblogs. Blogs are an excellent method of one-to-many distribution of information. Individuals can post information about events on an ongoing basis and have others subscribe to these automatically via RSS (Really Simple Syndication).
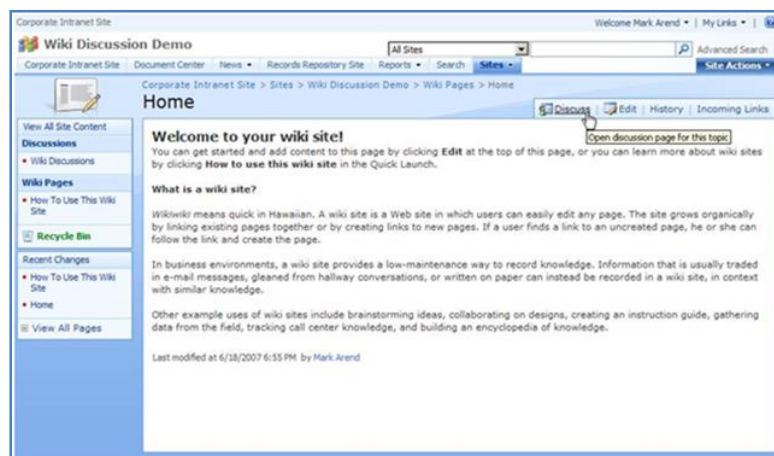

- *Wikis*: are based on a group editing model that encourages everyone to contribute. They are considered a many-to-many method of communication that involves people adding to online documents that are great for brain

storming, knowledge bases, instruction guides and so on. They support rich text editing features for an enhanced editing experience.
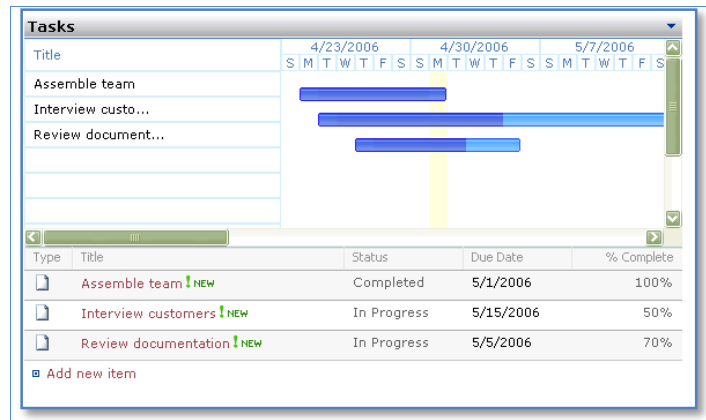

- *Gantt charts*: task, issues and projects can now be viewed graphically, allowing team members an at-a-glance or the status of any project.
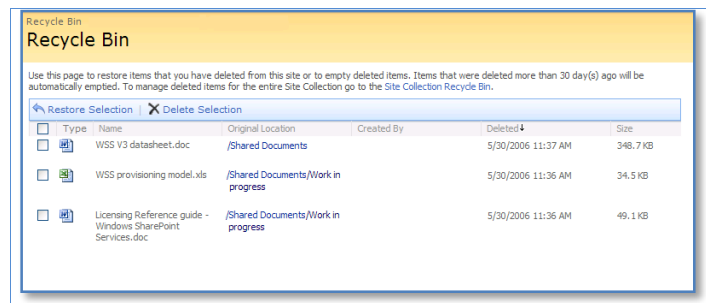
- *Two stage recycle bin*: ensures that information isn't deleted accidentally and can restored by either a user or an administrator.

- *Item level access control*: access control has now been extended down to the individual folder or item level. WSS v3 also incorporates what is known as security trimming. This means it will automatically hide links and objects that a user does not at least have read permissions to.

- *Workflows*: initiate workflows automatically whenever items are added or modified, or initiate manually from the menu.

WSS v3 also has a number of enhanced features over SharePoint v2, including:
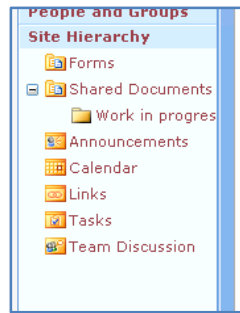
- *Navigation*: using trees and breadcrumbs users can locate their information quicker.

- *Offline access*: document libraries can now be taken offline into Outlook 2007 folders. Changes can be re-synced when a network connection is available.

- *Mobile access*: view and update task lists, blogs and other information directly from Windows Mobile devices.

- *Notifications*: new capabilities include alert filtering, custom formatting and automatic delivery of task notifications and inbuilt RSS feeds.

For further details see the following web site:

http://technet.microsoft.com/en-us/windowsserver/sharepoint/bb400755.aspx

2.4   Microsoft Office SharePoint Server

Microsoft Office SharePoint Server (MOSS) takes the capabilities of WSS v3 and adds Enterprise features such as portals, enterprise search, enterprise content management, business processes and forms as well as business intelligence.

Unlike WSS v3, MOSS is a commercial product that requires the purchase of server and client licensing. In most cases for the target audience of this Guide, MOSS is not considered a viable option, however it is important to understand there are fundamental differences between it and WSS v3.

For more information about MOSS see:

http://www.microsoft.com/sharepoint/prodinfo/what.mspx

2.5   Prerequisites

So what do you need to get WSS v3 running? You will need to install the WSS v3 software onto a Windows Server 2003 Service Pack 1 or better, with Internet Information Server (IIS) and ASP .NET installed. The Windows Server will also require the installation of the DotNet3 framework. Both WSS v3 and DotNet3 Framework are free downloads from Microsoft.

WSS v3 can be installed onto Windows Small Business Server 2003 (Standard or Premium), however it must be installed in side-by-side configuration to allow operation with the pre-existing version of SharePoint that Small Business Server 2003 uses. Failure to do this will result in issues with the Small Business Server 2003 wizards.

You should allow about 3GB of disk space to install the WSS v3 program files. WSS v3 will also need room to store a number of system databases, the most important of which will be the content database. This content database holds all the information that you place into WSS v3 over time and will continue to grow.

It is therefore important to plan up front how and where you will store your WSS v3 content. A lot of this will be determining the type of database storage option you require for WSS v3 as many have restrictions. More detailed information about this can be found in **Chapter 8 – Database operations**.

Clients can access information in WSS v3 sites via a variety of methods with the most common being through a web browser like Internet Explorer. Other browsers such as Firefox will also operate with WSS v3 but Internet Explorer provides the most functionality. It is also possible to use Microsoft applications like Outlook to 'link' to WSS

v3. If clients are working on documents stored in WSS v3 document libraries, such as Word documents, they will require the same application on their machine to work with that document. Thus, if you wish to work on a Word document held in a WSS v3 library, then you will require Microsoft Word on your local machine just as if you had opened that file from a network file share.

2.6   Intranet or Extranet?

First and foremost WSS v3 can be thought of as an Intranet, that is, an internal web site available only to users within the business. However, these days it is more important than ever to have the ability to access information anywhere. With this in mind WSS v3 has been created to allow it to be easily extended beyond the organization to trusted third parties to form an Extranet.

Because WSS v3 is built using standard 'web services' and accessible through a web browser it is a relatively simple matter to publish any internal site out to the public Internet. Obviously things like security play a much greater role when providing anything to the Internet but you will find that WSS v3 has been created with this already in mind, making it a far easier task than it once used to be.

In most cases the first step is to get an Extranet operational and then extend or 'publish' this to other parties. It is even possible to extend WSS v3 to use SSL. For more information on this see – **Chapter 9 – Advanced Configuration**.

It should also be remembered that many companies now offer 'hosted' SharePoint services. This means that you can gain access to the functionality that WSS v3 provides without having to maintain your own network infrastructure. You and your team simply access WSS v3 across the Internet from a browser. Apart from that, everything else is exactly the same.

2.7   Databases

There are two types of databases that WSS v3 uses, the configuration and content database. These databases contain the following information:

> *Configuration database*: contains all the configuration settings for the WSS v3 environment such as what servers exist and what their roles are. A WSS v3 installation can start at a single server but expand to many servers as dictated by the growth in information and reliability required. All servers in a WSS v3 installation are referred to as a 'farm'. There is only a single configuration database and it is shared amongst all the servers in the WSS v3 farm.

> If you expand an existing WSS v3 farm you will be given the option to connect to an existing farm during the installation of a new server. This is very similar to the

concept of adding an additional Windows domain controller to an existing Windows domain.

Content database: contains all the data and information that belongs to the WSS v3 sites such as document libraries, lists, etc. It is important to remember that all WSS v3 information effectively lives in a single database. Failure of this database will mean users are unable to access any WSS v3 information. This database will increase in size as users add information to the WSS v3 site. It also includes all the user security information and permission settings. You can have as many content databases as you desire but the default name for the first content database is WSS_Content. Like all data storage you need to take appropriate steps to ensure that it is backed up and maintained.

One of the core components required for WSS v3 to operate is a place to hold its content and configuration data. It does so in SQL databases. There are quite a range of SQL databases available from Microsoft starting with the Embedded and Express Editions (both free), moving up to Workgroup, Standard and Enterprise. There are also different versions when you consider SQL 2005 vs SQL 2008. The good news is that they can all be used to store WSS v3 content and configuration.

[Microsoft SQL Server 2008 Feature comparison](#)

Prior to installing WSS v3 on a machine a SQL Server instance needs to exist. If one is not present then you can select to have WSS v3 install SQL Server 2005 Embedded Edition (SSEE). Now SQL Server 2005 Embedded Edition is a far cry from the old MSDE database although it still does have limitations (as you would expect in a free version). The most important of these is the fact that it doesn't come with any GUI tools, cannot be version upgraded and cannot be accessed across a network. Another overlooked default is that fact that it installs itself, programs and data, into the C: drive which can lead to space issues later. However, one major plus of the Embedded Edition (unlike the Express Edition) is it does not place a limit on the size of a database (the Express Edition limits databases to 4GB in size).

Thus, the Embedded Edition is a great option to get started with WSS v3, especially in the fact that you can work around some of the initial limitations. For example, you can download some free GUI administration tools from Microsoft and you can also relocate the databases to another drive to free up space. This is exactly what the SBS 2008 'Move SharePoint databases' wizard does. People have said that you should use a more up market version of SQL (e.g. Workgroup or Standard) because it gives better performance. It is not evident that SQL Embedded Edition is any slower than SQL Standard for typical WSS v3 sites. Now that may not be the case when you get really large WSS v3 sites (ie > 4GB) but how many WSS v3 sites have you ever come across that are that large initially? The only reason to use a more up market version of SQL is if you wanted some of the specific high end SQL tools and abilities, like integrated SQL

backup and restore as well as clustering. However, for most WSS v3 sites, at least initially, this is generally not required and because you can easily upgrade to another version of SQL later if required it doesn't make sense to go this expense until absolutely necessary.
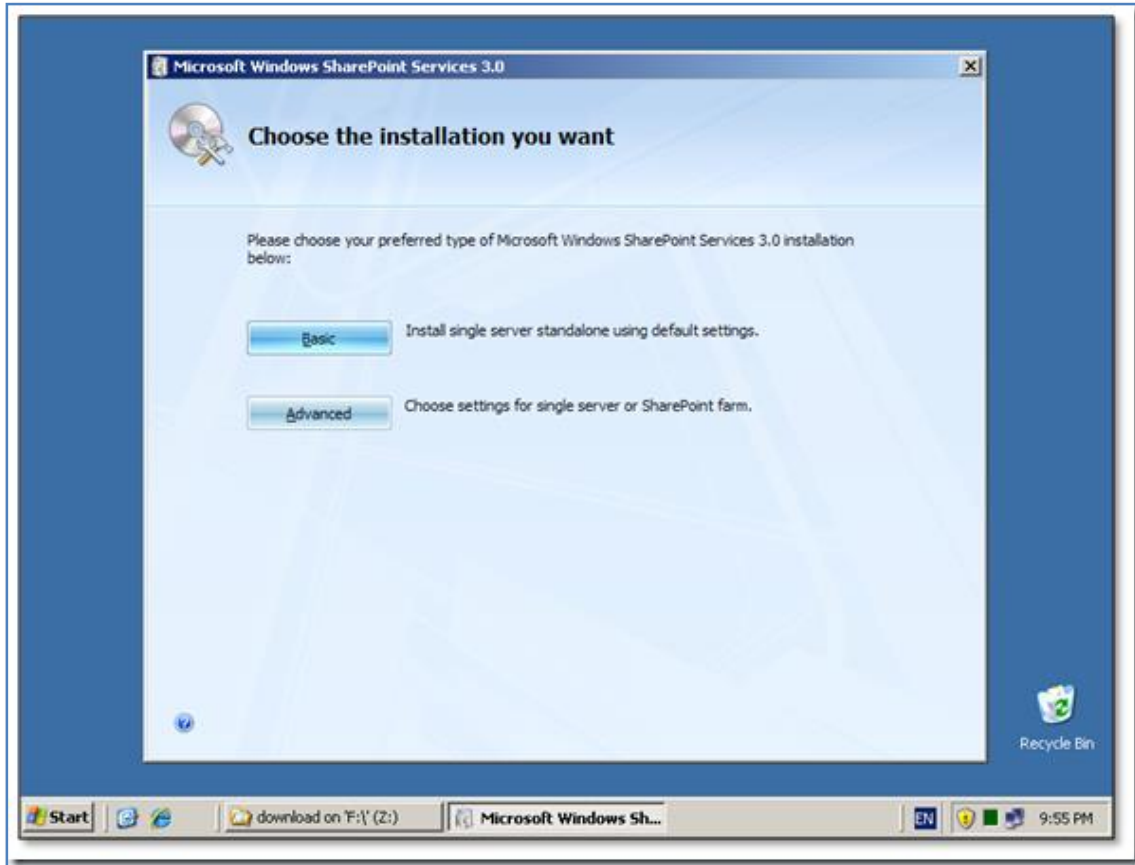
If you are happy using the SQL Embedded Edition that comes with WSS v3 then you can simply complete a Basic install (although not on SBS 2003 which requires a side by side install to prevent things from breaking - see Chapter 4 *Installing Windows SharePoint Services V3.0 on Small Business Server 2003*). This will install SQL Server 2005 Embedded Edition (SSEE) onto your machine, install WSS v3 and use SQL Embedded Edition automatically to store content and data. Nothing could be simpler. If however you want to use another version of SQL server as your data repository that version needs to be installed prior to installing WSS v3 and then you'll need to select an Advanced install.

The difference between a Basic and Advanced install are quite marked in that a Basic install does everything for you, including setting up the first WSS v3 site. With the Advanced install you need to do everything manually.

In summary then, WSS v3 requires a version of SQL Server to hold its content and configuration databases. You can choose from a wide range of SQL Server version from

Microsoft, however the Embedded Edition that comes with WSS v3 is suitable for most initial deployments. If you plan to do much work with WSS v3 then it is beneficial to have a good basic knowledge of SQL Server as well.

After creating a WSS v3 site the information that is now entered into SharePoint is stored in a SQL database. To locate the name of this database you need to go into the *SharePoint Central Administration* for your site. You do this on the server on which you installed SharePoint via *Start | Administrative Tools | Windows SharePoint 3.0 Central Administration* like so:
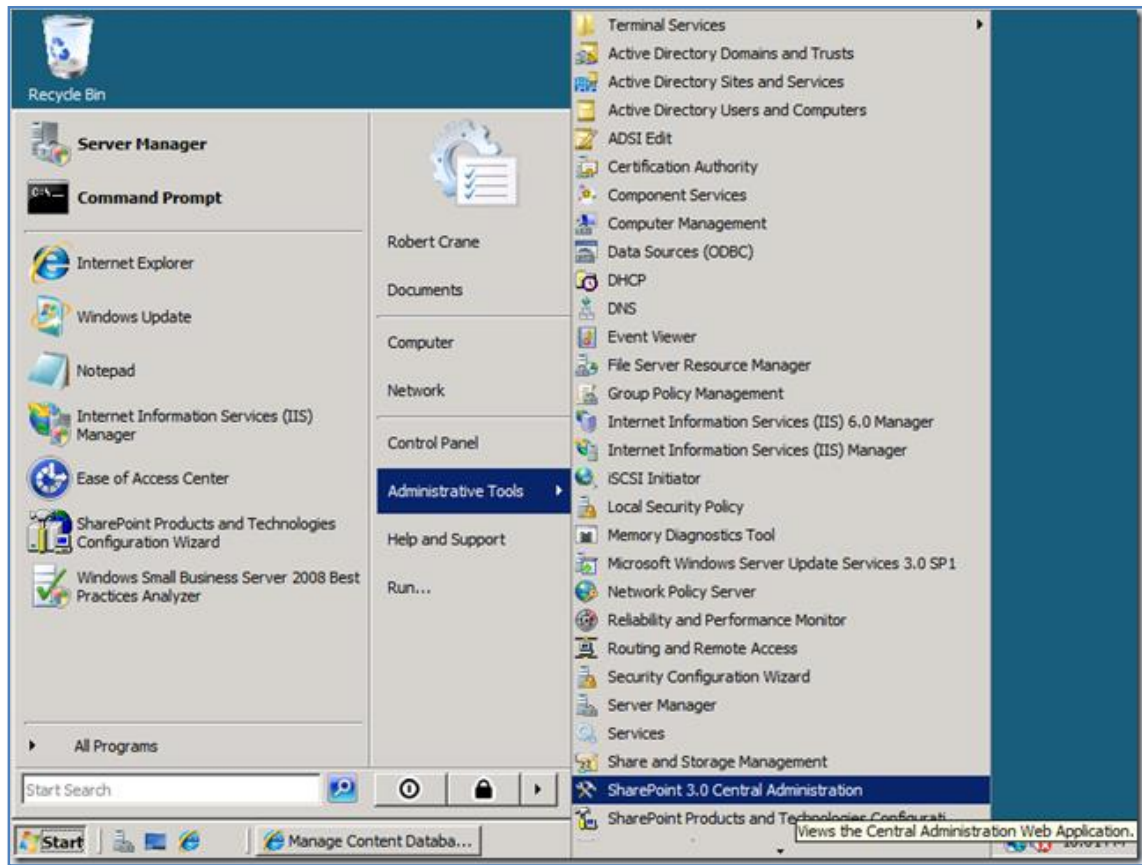
Now select the *Application Management* tab then the *Content Databases* from under the *SharePoint Web Application Management* section. You should now see the name of the database used by SharePoint like that shown below:
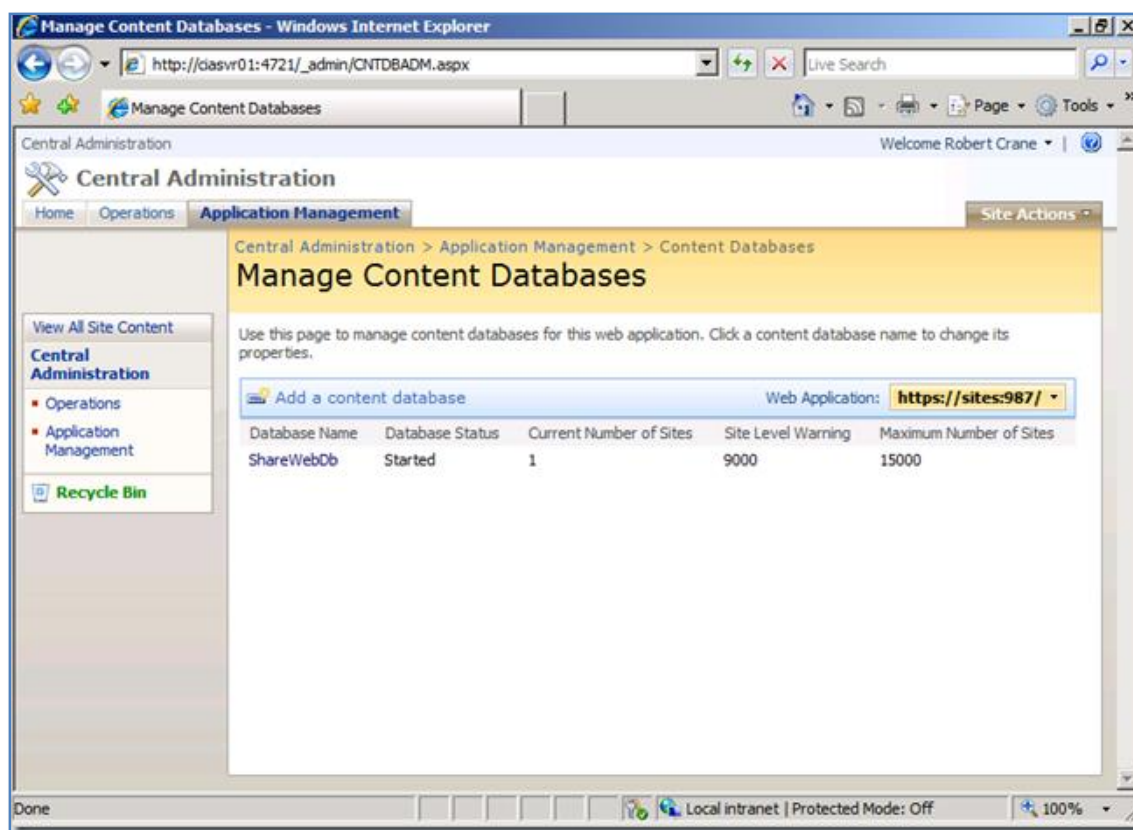
If you click on the database name (in this case ShareWebDb) it will bring up further information about the database. As you can see from the above screen shot it is also possible to add additional databases from this window. Another important fact to remember about SharePoint is that you not only have GUI tools like what is shown here but you also have similar tools that can be run from the command line, allowing for scripting if necessary.

In terms of the file system, where exactly is the SharePoint content database stored? It is stored wherever the default data directory is for the SQL instance that you installed on your machine. In this case because we are examining Companyweb on SBS2008, which is using SQL 2005 Embedded Edition you will find those files in *C:\windows\sysmsi\ssee\msql.2005\mssql\data* like shown below.
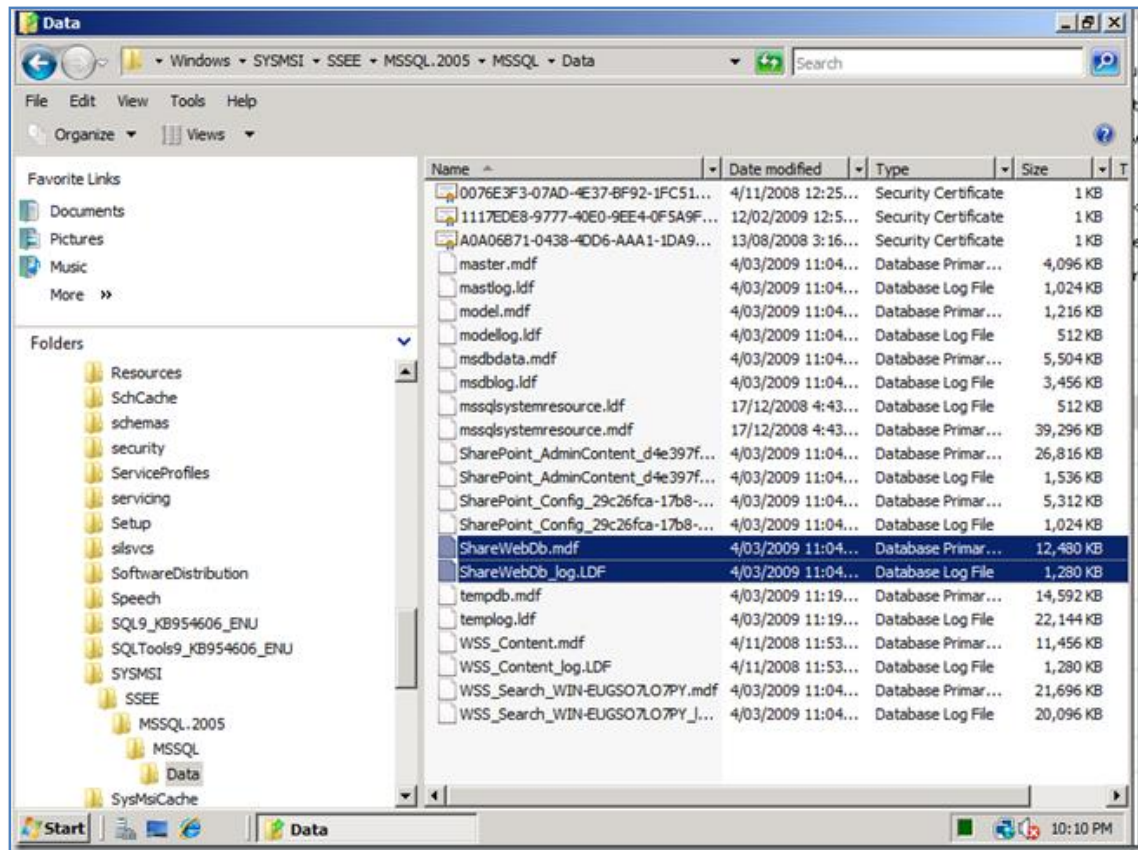
Remember that for each SQL database there are normally two associated files, a .MDF (data) and .LDF (index). Both of these files are important for correct database operations. The actual file size of these database files will grow as the information in your SharePoint site increases, to as large as allowed by your version of SQL server or hardware. In this case, because Companyweb on SBS2008 uses SQL 2005 Embedded Edition it can grow by as much free disk space as there is available on the drive. Note that you can relocate these databases to other locations if required, which is something the SBS 2008 wizards automate for you.

Finally, if we take a look in the SQL management tools we can also see the database. Because I am again using SBS 2008 here these GUI tools have been automatically installed since they don't, by default, come with SQL 2005 Embedded Edition even though they are a free download from Microsoft. To launch the GUI tools go *Start | All Programs | Microsoft SQL Server 2005* and run *SQL Server management Studio Express*. To connected to the SQL 2005 Embedded Edition instance you will need to use the following connection string

\\.*pipe*\mssql$microsoft##*ssee*\sql\query

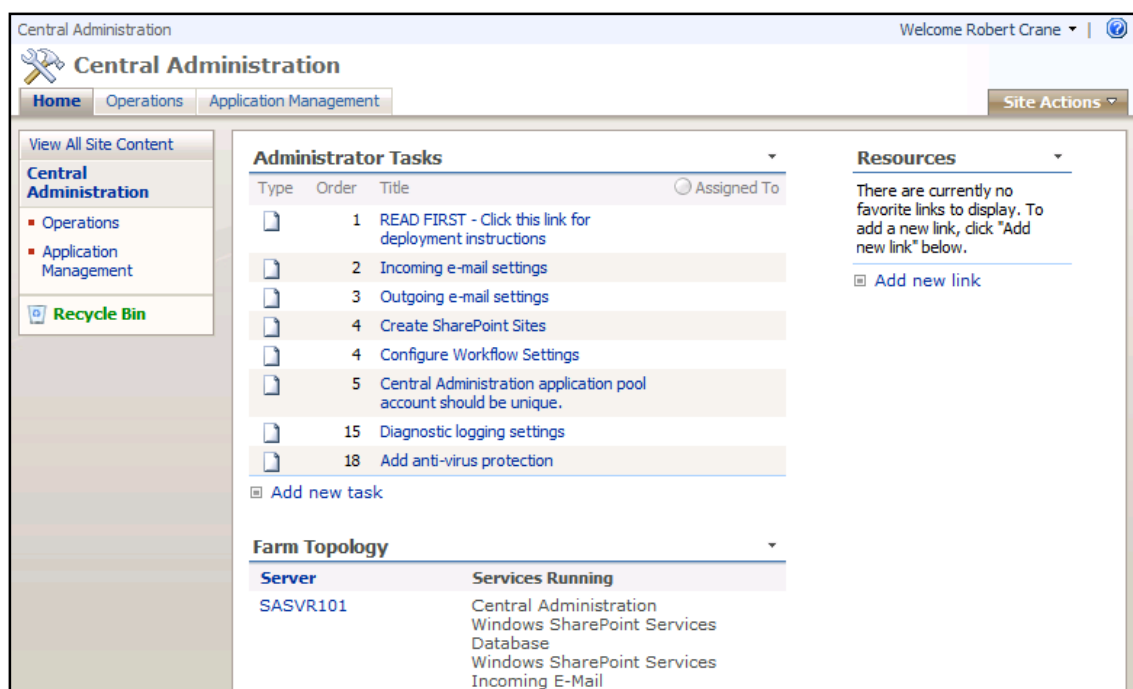Once entered you should see something like:
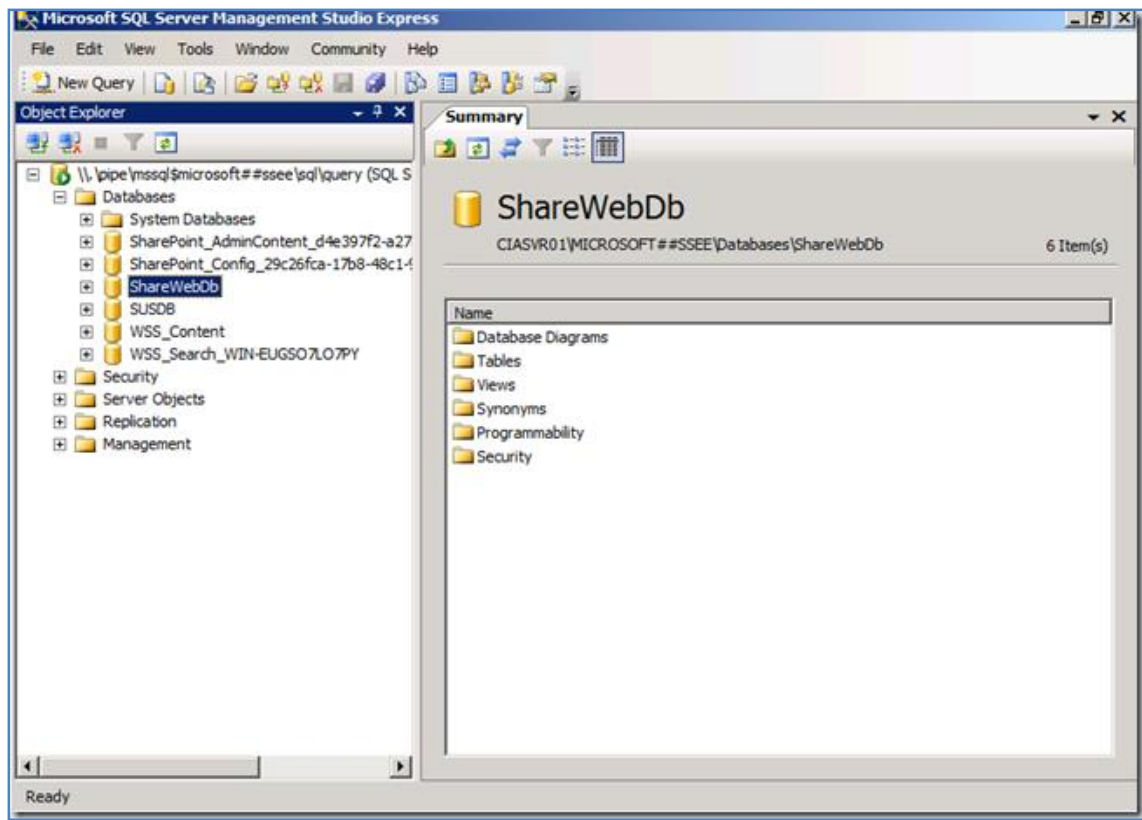
Now simply locate the database (SharedWebDB) under the databases folder and right mouse click to view the properties.
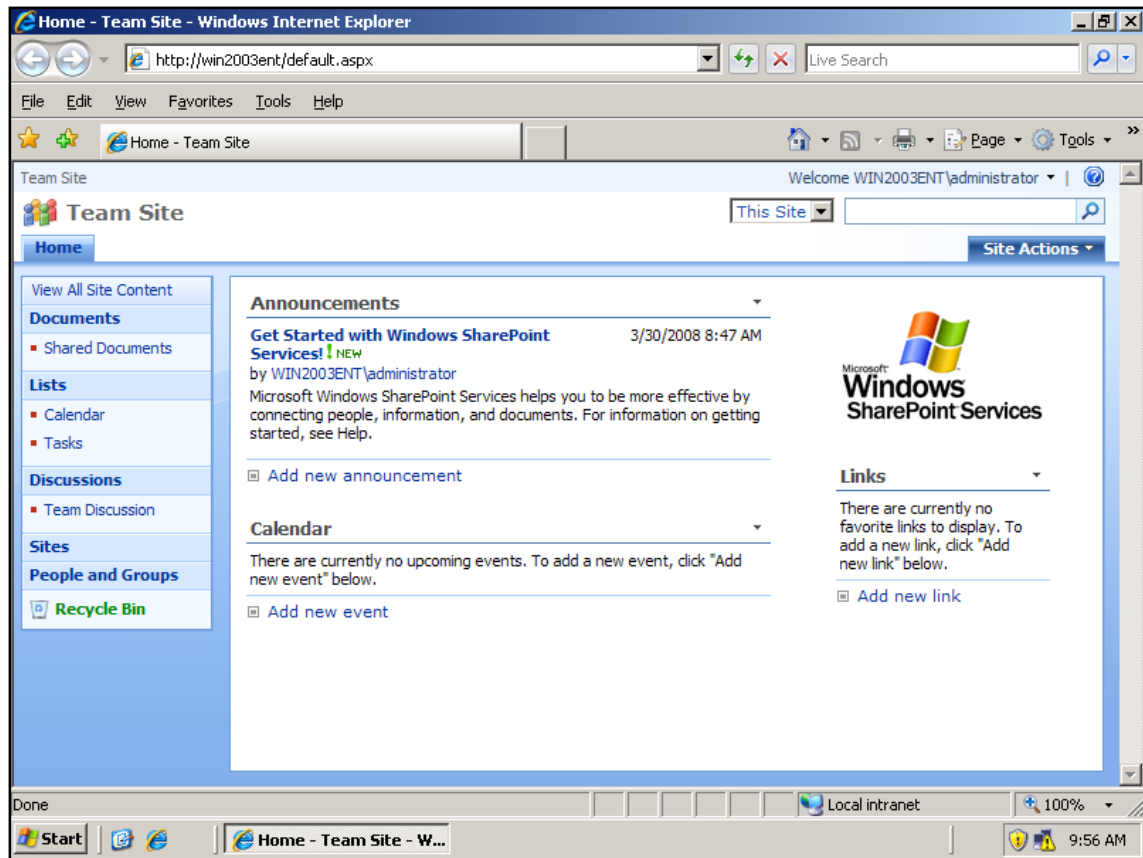
2.8   Web sites

WSS v3 is based around the concept of web sites. When you start working with WSS v3 you will initially be working with two different WSS v3 web sites.

The first, which is created automatically, is the *SharePoint Central Administration* site that is used for advanced configuration and management of the WSS v3 environment.

The other site is the 'data' web site that you create during the installation of WSS v3. It is into this web site that all the content will be placed including documents, lists, pictures, etc. This 'data' web site is what your users will be interacting with.

WSS v3 sites are arranged with a starting page and from there can grow in a tree structure with additional content "underneath" this starting page. All the content contained in WSS v3 can be secured to whatever level you desire. One of the major benefits now with WSS v3 is that if a user hasn't got access to something then they won't even see that option (this is known as security trimming).

In WSS v3 you can only have a single Central Administration web site but you may have as many 'data' web sites as you wish. Access to the Central Administration web site is restricted to WSS v3 Administrators only. The Central Administration web site also runs in its own Internet Information Server (IIS) application pool and is hosted on a random TCP port that is determined during the installation. For more information about this see **Chapter 5 – Central Administration**.

2.9 Using

As mentioned previously, WSS v3 is a tool that allows you to capture business information. Not only that, it can be used a central repository of information linked to applications like Outlook for 'off-line' use.

Once WSS v3 is operational you should see the initial screen like so:
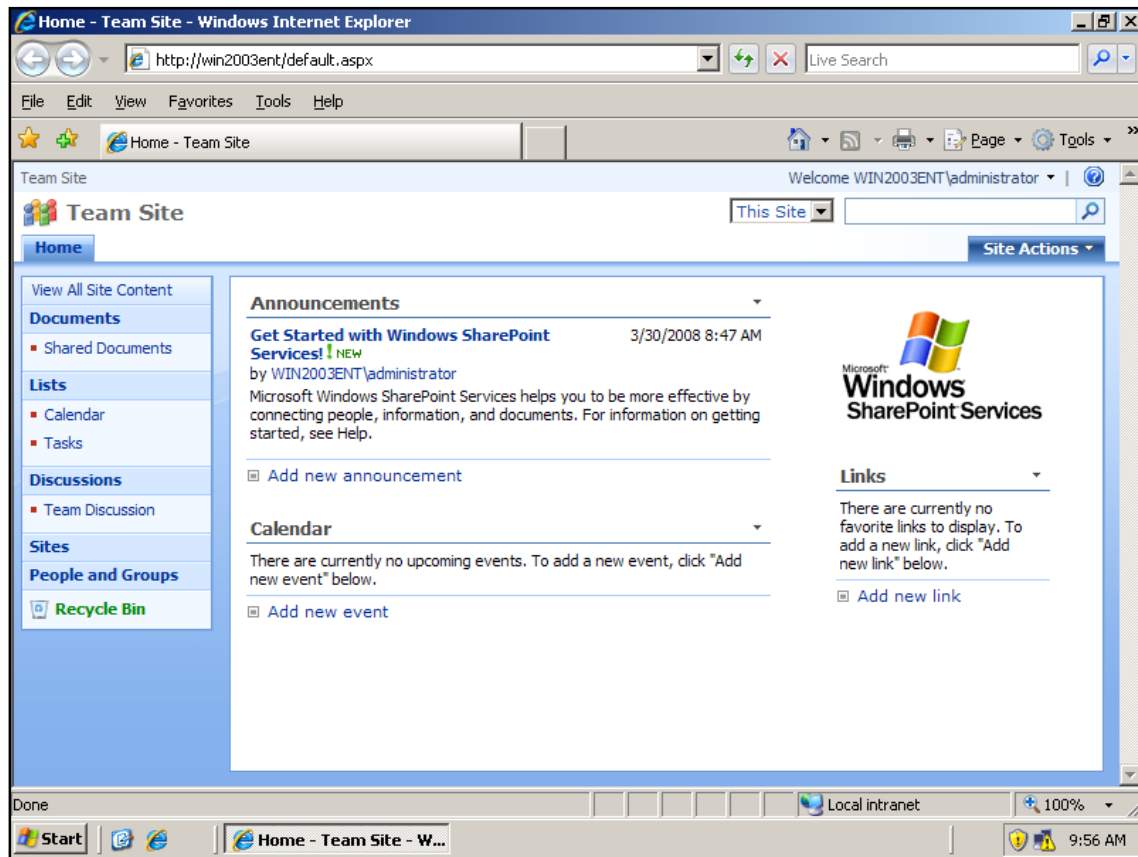
The WSS v3 site is accessed through a web browser and used by simply clicking on the active links in the page, just like any other web site. It is important to remember that just about everything that you see on a WSS v3 is able to be customized in some shape or form.

Home page

Across the top of the site you will see a number of tabs, these are known as the *Top Link* bar. Down the left hand side of the window is the *Quick launch* bar. Both provide speedy access to information and importantly, both are totally configurable.

In the top right you will see the currently logged in user name (in this case WIN2003ENT\administrator). You will also see a down arrow to the right of this name. If you click that you will be presented with a menu that allows you do things such as change the user with which you are logged into WSS v3 with. WSS v3 can use authentication from a number of different providers but in most cases it will be from a Windows Active Directory.

Under this area you will find the search box. Any query entered here will be used to query information held in WSS v3. A great feature of WSS v3 search is that it will not only search the information in WSS v3 but also inside the documents that are contained in your WSS v3 site. Therefore it is possible to search all the content of Word, Excel, PowerPoint and even Adobe PDF's. For more information about correctly configuring this see **Chapter 11 – Search** of this guide.

Under the search box on the right hand side is the *Site Actions* option. Selecting this option will allow you to create new data storage containers in your WSS v3 site as well as manage the settings of this site. It is important to note that only users who have been configured with the rights to make changes will be able to see the *Site Actions* option. This applies across the whole WSS v3 site in that you are only able to see items that you have rights for. If users don't have rights then they won't even see the menu option or item. This is a new feature of WSS v3 and is known as security trimming.

Finally, under the *Site Actions* option is the main page. This main page is what is known as a *Web Part* page. Web parts are special items that can be placed on a page that actually connects to data from other locations in WSS v3. So, for every data container you create on WSS v3 an associated '*web part*' is also created which can be used to display that data elsewhere in your site. In this case the main page displays an announcements, calendar and links web part. The other handy thing about '*web parts*' is because they are self-contained they can be located anywhere on a '*web part*' page.

Another new feature of WSS v3 is also shown on this page. In the lower left of the screen you will find the Recycle Bin. Like a normal recycle bin on a PC, anything a user deletes will firstly end up here. Clicking on the recycle bin will display its contents and all the recovery of any information.

Document libraries

A WSS v3 document library is a data repository specially designed to hold and manage documents. It is similar in many ways to a network share on a file server but has a number of features that make it vastly superior.
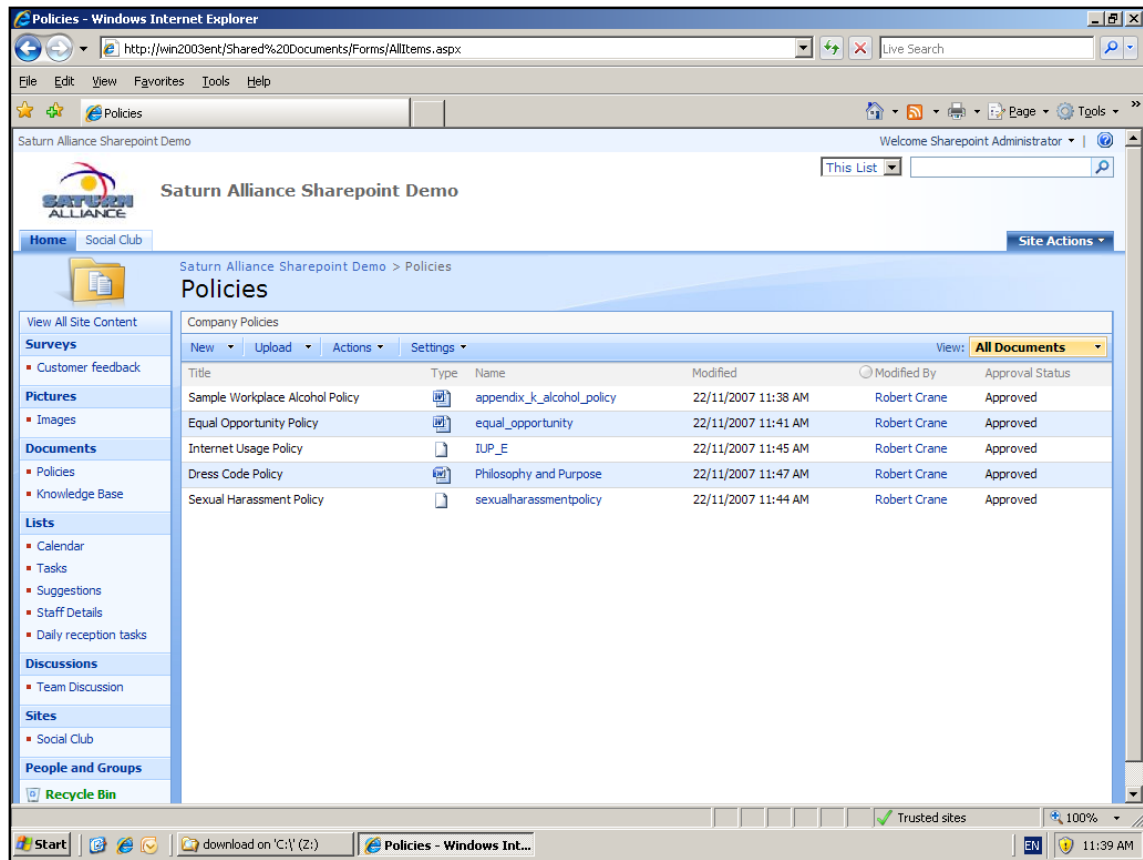
The above example shows a document library that contains a number of corporate policy documents. As you can see, these documents are in a number of different formats and if WSS v3 recognizes the format it will display an appropriate icon. By default WSS v3 will recognize Microsoft Office documents but it is possible to add additional formats like Adobe Acrobat, see **Chapter 11 – Search** for more information about configuring this.

To open a document in the library, simply click on the document name. If the appropriate program for that document format is available on the client machine the document will open automatically.
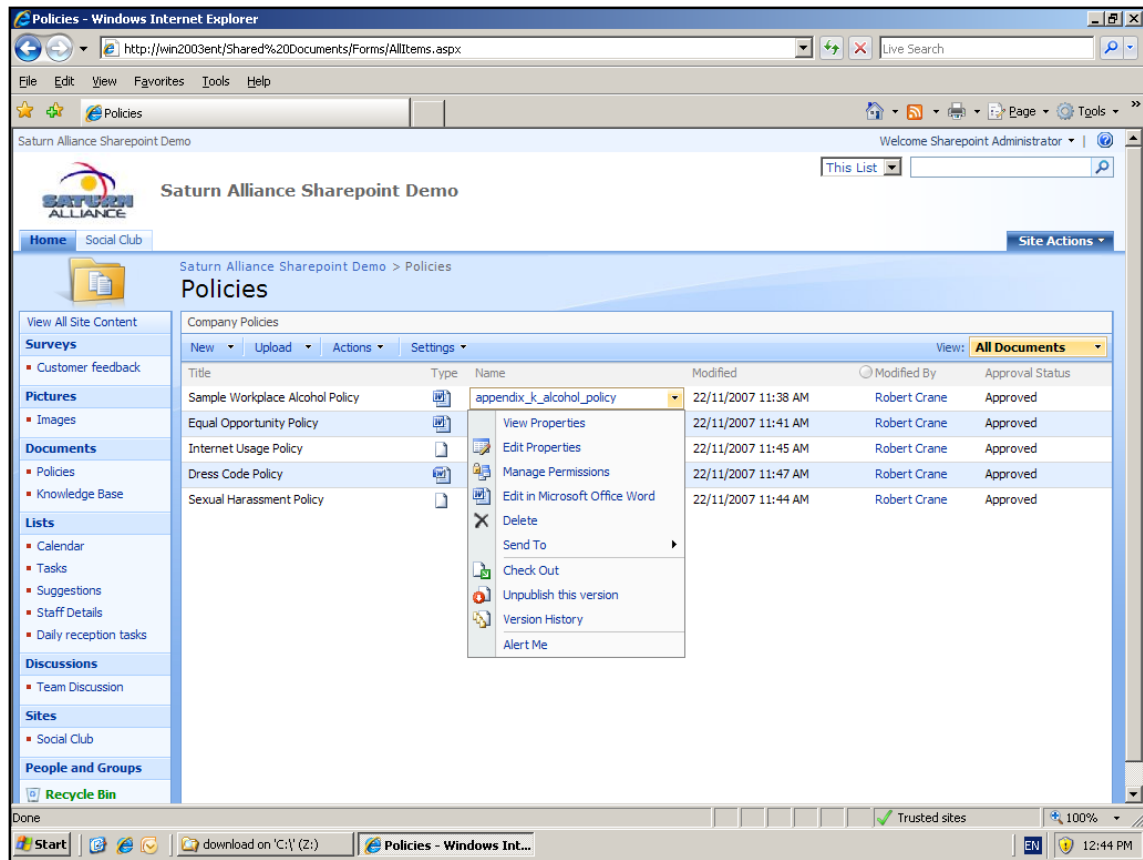
If you pull down the arrow to the right of the document name when you hover over it with your mouse, you will be presented with a menu of the other options available for that document. One of these options is the ability to '*Check out*' the document. WSS v3 can function as a basic document management system, allowing you to work on documents without the fear of other users overwriting or changing what you have created. Another great feature is the fact that WSS v3 can track each version and even allows you to roll back to a previous version if required.

It is also really easy to sort and filter the information displayed in a document library by simply clicking on any of the column headers.
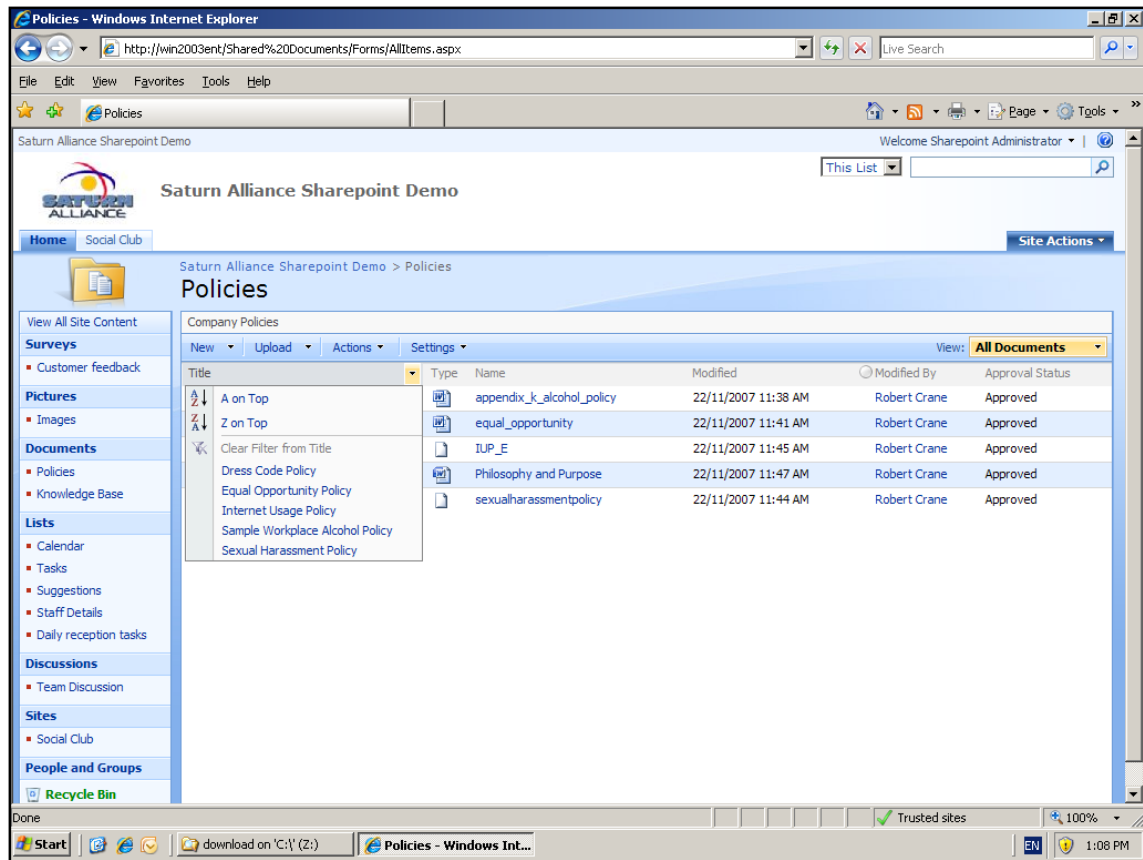
As you can see when this is done you are able to not only sort the entries in that column but also filter what is displayed. So if you only want to see Word documents displayed, simply click the *Type* column heading and select the Word document option. Then this display will be filtered to only display Word documents. All the information is still in the WSS v3 document library but you are now able to control exactly the information you see. This makes locating documents and information much quicker.

Wikis

A wiki is a means of capturing information using an online editor without the need for applications on the client machine. This means that users can create, add, edit and share information about just about anything. A WSS v3 wiki is a great for use as a business knowledge base.
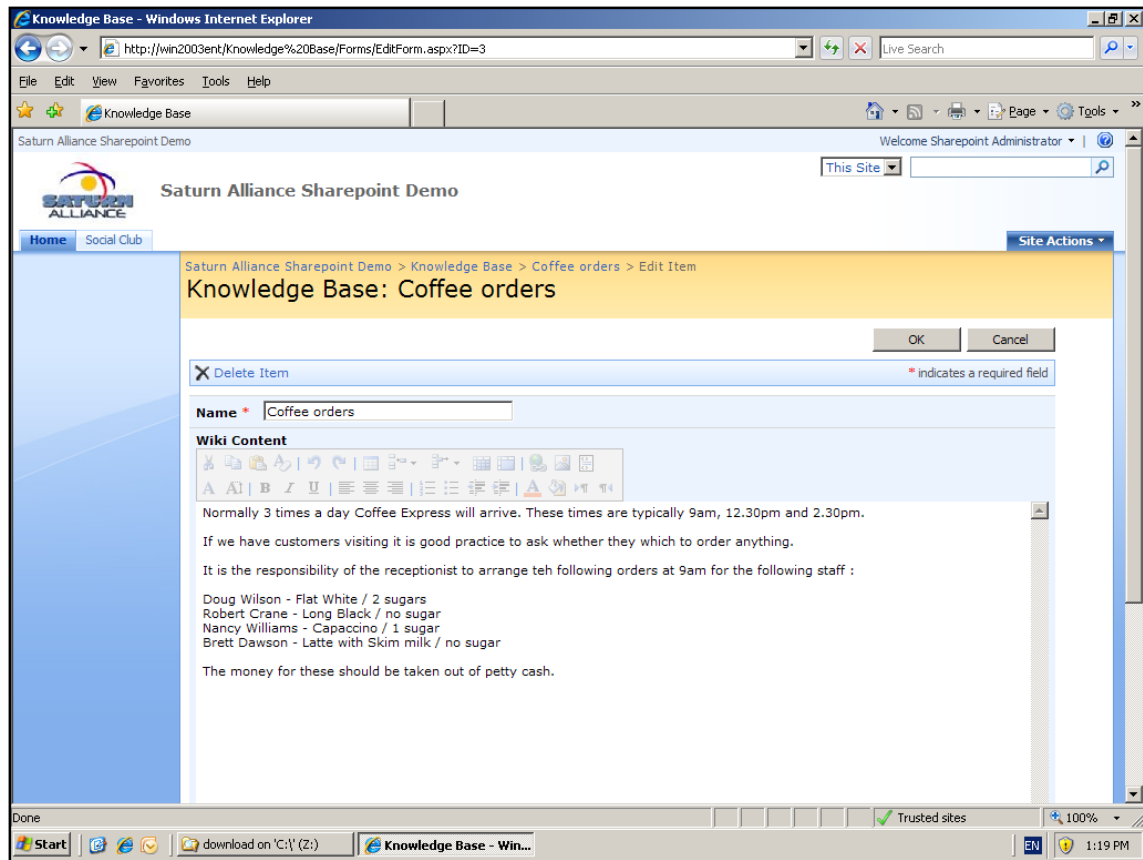
Each wiki you create holds a number of 'online documents' that are created with an online editor like show above. The editor allows rich text formatting, hyper linking, table creation, and more. WSS v3 also tracks the changes made to each item and can be configured to only allow updates via approval if required.

Because WSS v3 is so flexible, you can customize the wiki to suit any business by including additional fields that help in sorting information.

Lists

Another data depository is *Lists*. Here you can add a list of information with any number of columns you require.
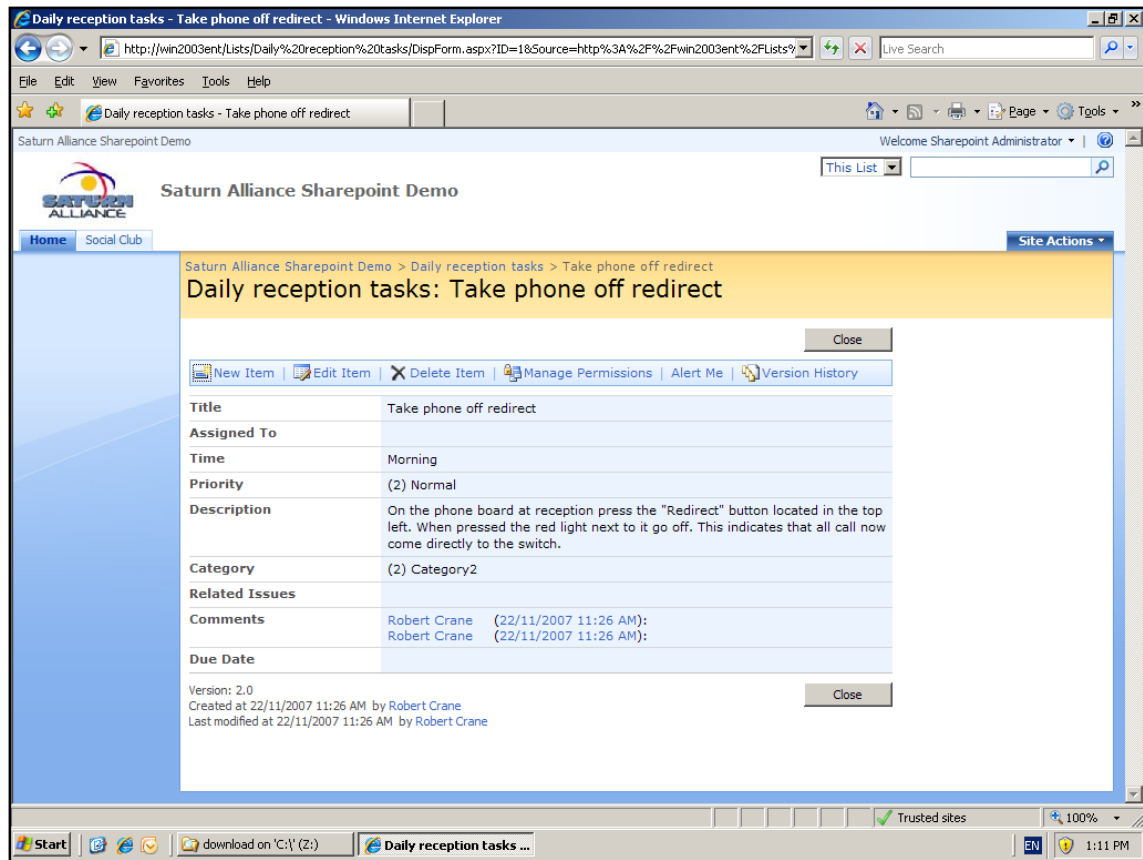
A good example maybe a list of receptionist duties. As you can see from above, you create a list with as many fields of whatever type you require. As with document libraries, you are able to go into each item and edit the information if you have permissions, to keep the information up to date.

Sub-Sites

If there is a need for an independent area to manage information within WSS v3 then it is simple to create an additional WSS v3 sub-site. Any new WSS v3 sub-site can contain all the features of the parent site but if required, also be isolated from the parent site via user permissions.
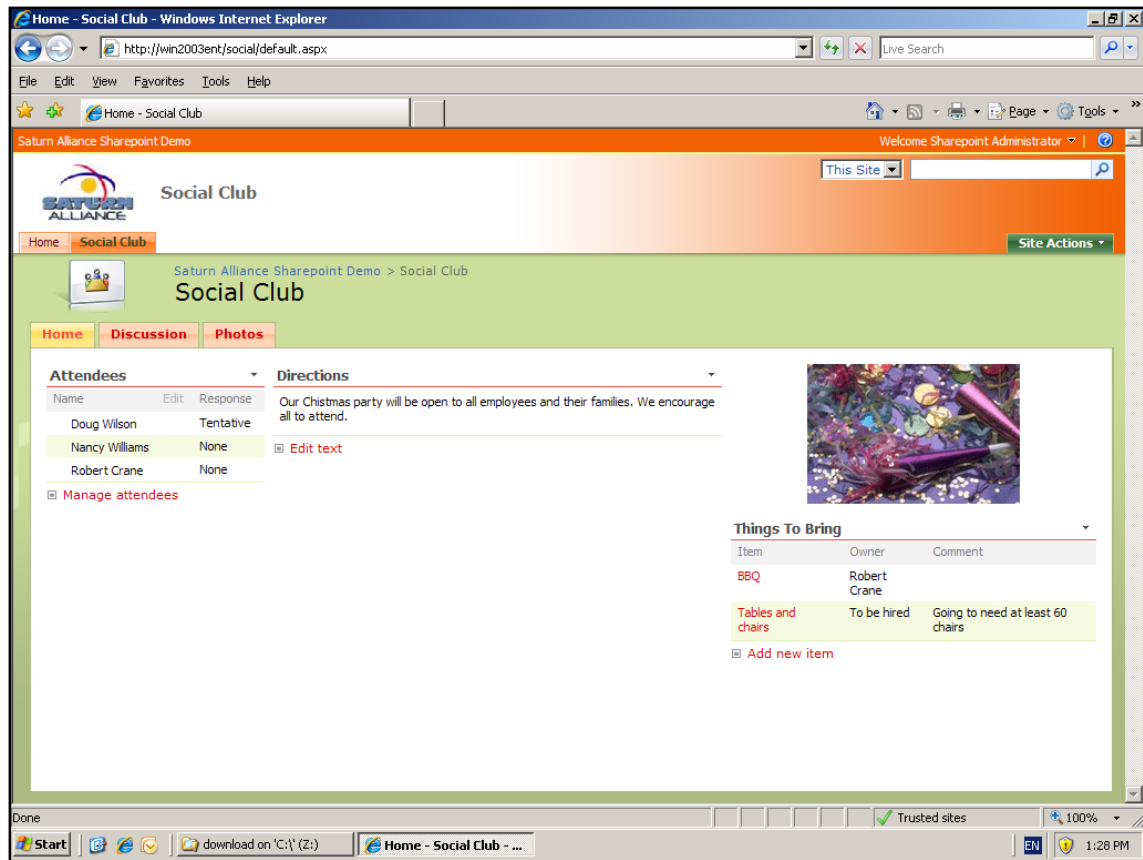
As you can see from the above, the sub-site 'Social Club' has a completely different look and feel to the main site, however it remains readily accessible using the *Top Link* bar. Each 'sub-site' can be created using a number of default or add on templates. For more information about WSS v3 templates see – **Chapter 10 – Templates**.

Really Simply Syndication

Many users these days do not want to have to view a web page to receive information updates. WSS v3 makes this readily available via RSS feeds.
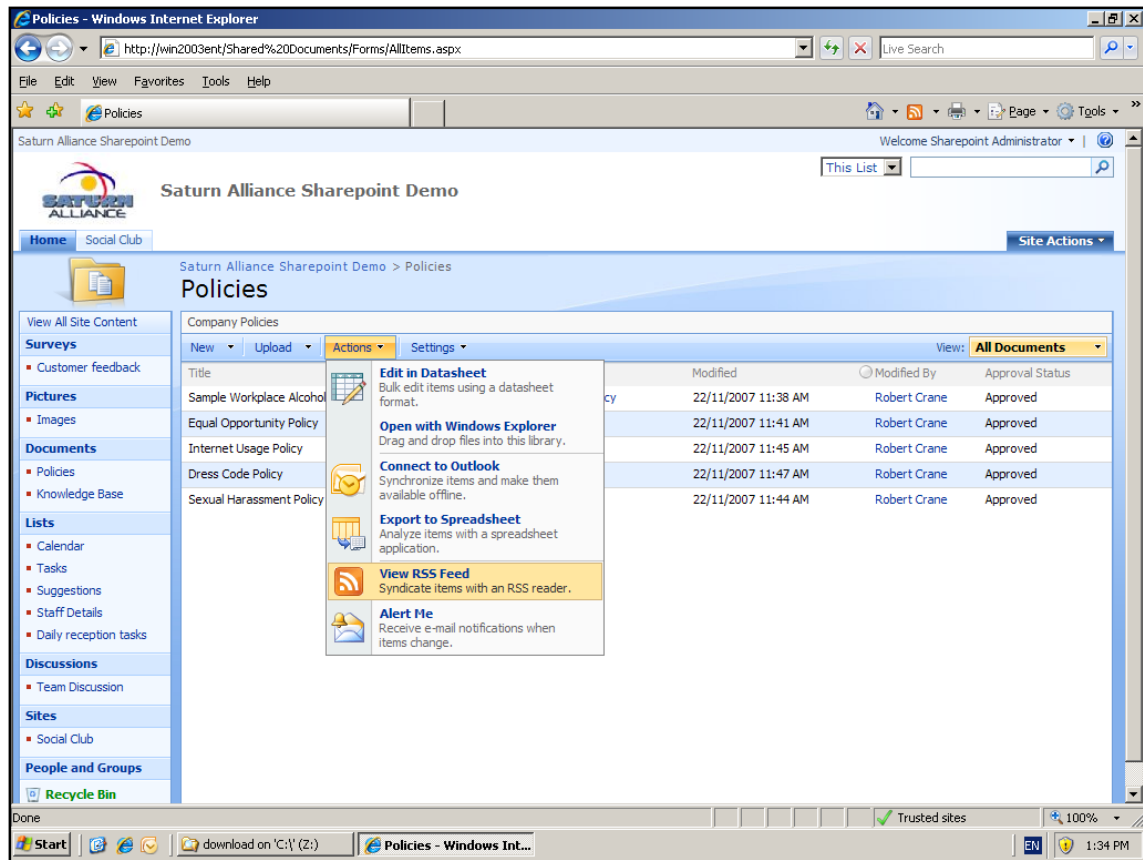
Most data depositories you create in your WSS v3 site are automatically RSS enabled. This means that users can subscribe to these feeds in any supported RSS reader (of which Outlook 2007 is one). In that way when information is updated in the WSS v3 component users can be notified of the changes without having to visit the page.

Alerts

Another way for users to be kept informed of changes made in a WSS v3 site is via email alerts.
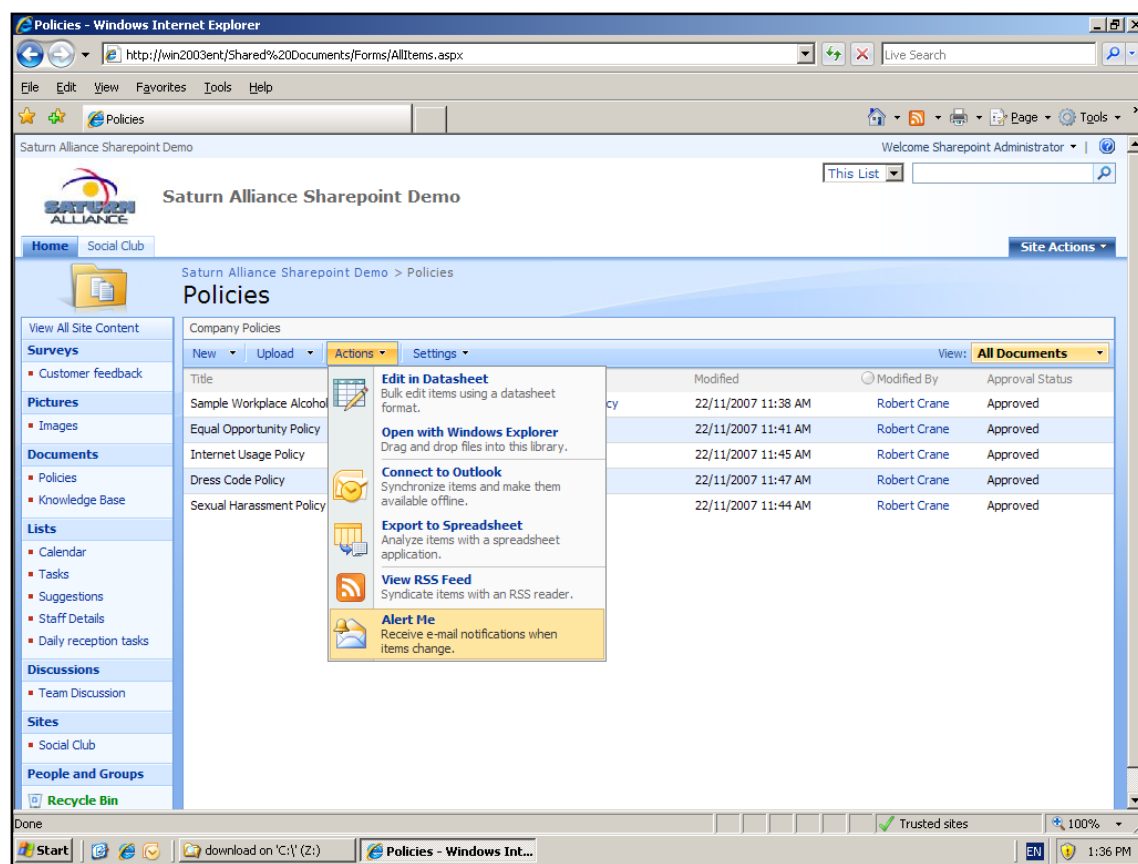
Each user can configure the alert settings they require. In this way when information with selected components are changed they will receive an email. Alerts can also be configured in a variety of ways ranging from sending emails immediately to sending summaries once a week.

Site Settings

Many of the configuration features of each WSS v3 site are located under **Site Actions** | **Site Settings**.
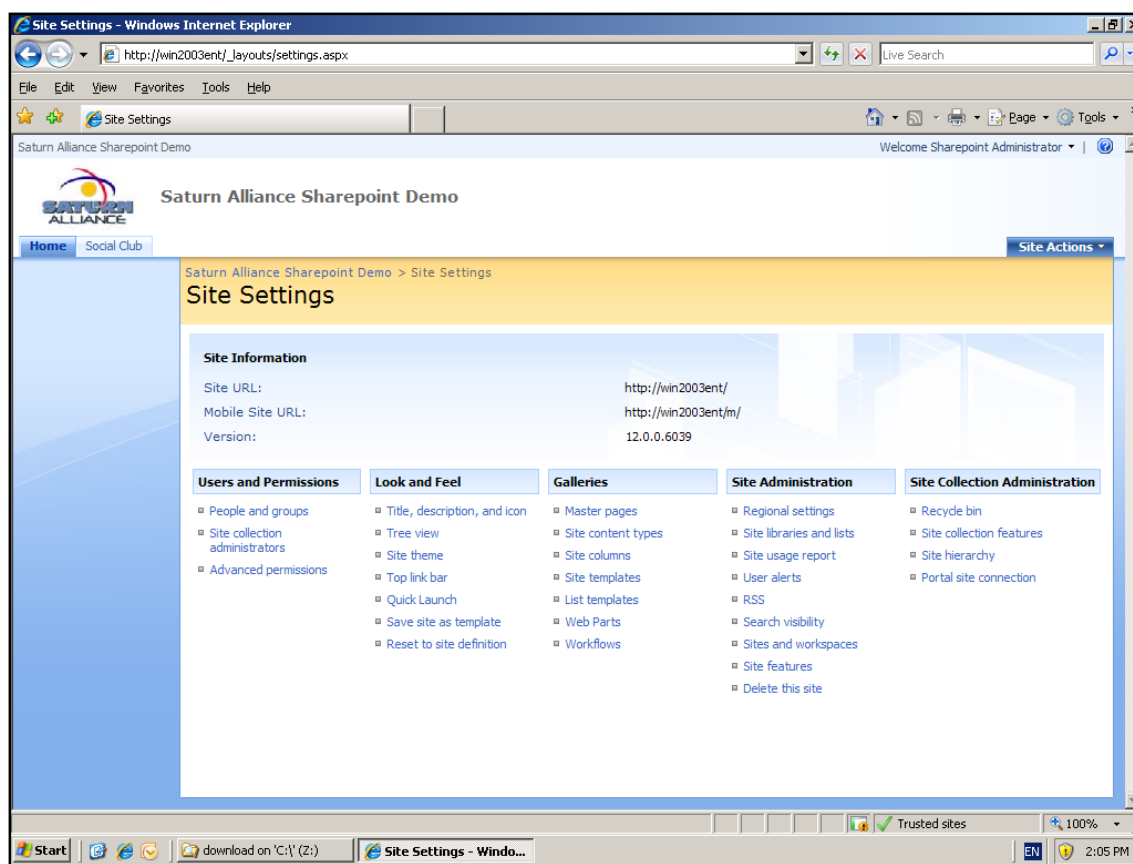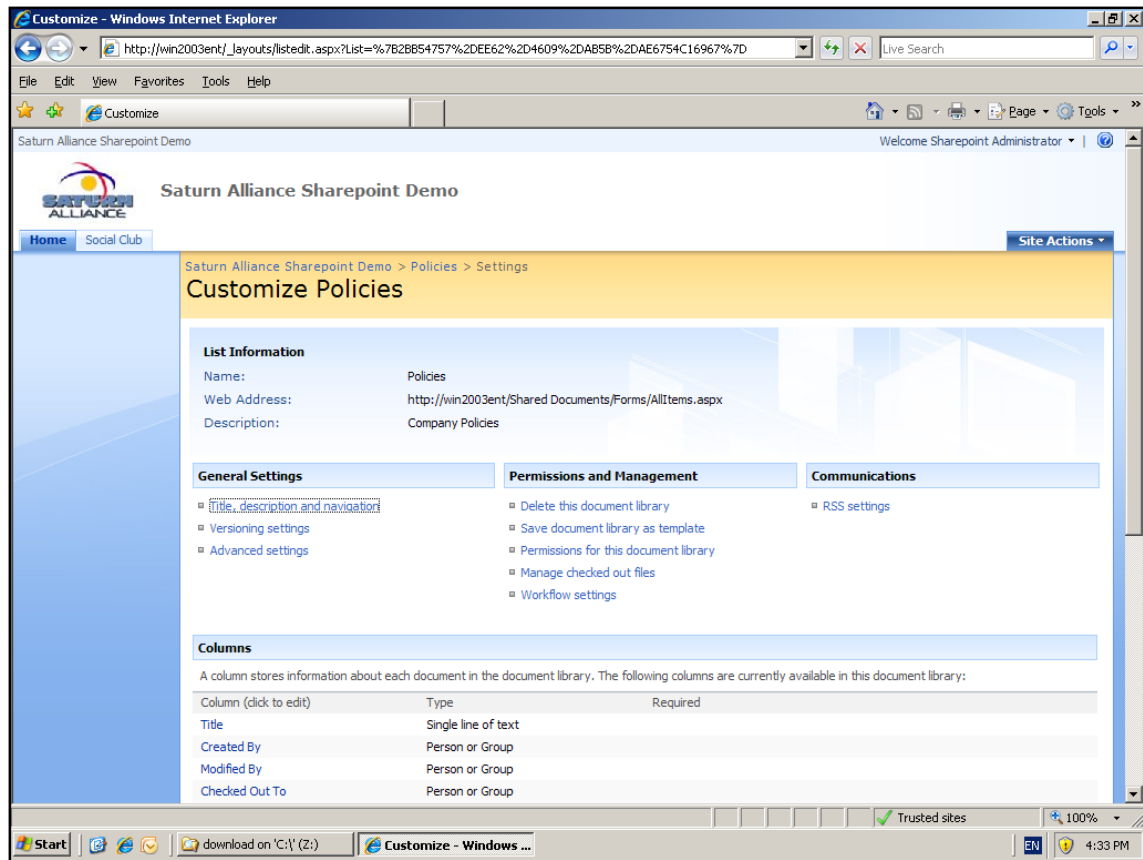
Here you can change user permissions, look and feel, and generally administer the site. For more information see **Chapter 6 – Site Settings**.

Data Depository settings

Most items that you create in WSS v3 to store data can be customized by selecting **Settings** | *<Item>* **Settings** from the menu within their area.

In the above example we selected the *Policies* document library then **Settings |
Document Library Settings** from the menu. These settings allow you to customize your
data repository but creating or editing fields and views. This is also the location in which
you can delete your data repository if necessary.

2.10   Outlook 2007

With Outlook 2007 you can:

- Obtain two-way synchronization of WSS v3 task lists. You can view, add and
  modify in a linked list in Outlook and all changes will be replicated back to
  WSS v3.

- Obtain two-way synchronization of WSS v3 contact lists. Again, you can
  change the contacts contents, add or delete and all changes will be
  replicated back to WSS v3. Outlook will also search these lists when you
  search for a contact.

- Obtain two-way synchronization with WSS v3 Calendar lists. Any changes
  made to these lists in Outlook 2007 will be copied back to WSS v3.

- Obtain the ability to use Offline content. You can download a complete document library to the local machine which can then be viewed and edited offline.

- Obtain the ability to view WSS v3 content via RSS feeds. Outlook 2007 has the ability to read RSS and WSS v3 can create RSS feeds on most data components.

2.11   Recommended reading

Beginning SharePoint 2007 Administration: Windows SharePoint Services 3.0 and Microsoft Office SharePoint Server 2007 by Göran Husman

Review

For anyone who is looking for information about administrating SharePoint (both WSS and MOSS) then this book is a very worthwhile read. Unusually for most SharePoint books it provides a very good balance between WSS and MOSS as well as covering an extremely wide variety of topics.

The book is easy to read and packed with plenty of examples and 'how-to's'. It would also provide a very good reference book that can sit on your shelf for later referral. It covers many topics in a depth that isn't found in many other books on SharePoint but is really focused on the professional whose job it is to install, maintain and support SharePoint installations.

If you are already working with SharePoint or planning to then I would commend this book to you. It will get you up to speed very quickly on administrating SharePoint 2007.

Beginning SharePoint 2007: Building Team Solutions with MOSS 2007
by Amanda Murphy, Shane Perran

Review

A good book to help people understand how to get the most from SharePoint as a user. This book is not aimed at administrators but at those who have to use and understand what SharePoint can do.

This is a book that I would recommend to SharePoint users who want a little bit more insight into how they can get the best from SharePoint and how it all works.

The books is well written, has plenty of examples and is generally detailed enough to answer end user how-to questions. There are plenty of examples that help re-inforce the information provided.

All in all a great book for SharePoint users.

Microsoft Office SharePoint Server 2007 Administrator's Companion
by Bill English
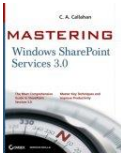
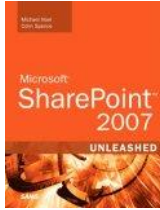*Mastering Windows SharePoint Services 3.0*
by C.A. Callahan

Review

This book provides an excellent focus on Windows SharePoint Services V3 rather than just SharePoint in general which also includes MOSS. The author takes the reader through all the required steps to get SharePoint up and working as well as many advanced topics including network load balancing and migration from WSS v2.0.

The book takes you through the basics of getting SharePoint installed and then through creating and configuring some basics but it is mainly focused on helping a SharePoint administrator. Some of the more advanced topics about permissions and monitoring can greatly assist administrators understanding how to the best performance from their WSS v3 sites.

The book is very comprehensive and extensive in what it covers and is a recommended read for all those need to administrate Windows SharePoint v 3.0. It also makes a great reference book simply because it is one of the few books on SharePoint that I know of that focuses specifically on Windows SharePoint Services.

Microsoft SharePoint 2007 Unleashed
by Colin Spence

Review

I was disappointed that this book was more focused on Microsoft Office SharePoint Server (MOSS) than Windows SharePoint Services (WSS). I also believe it includes things that shouldn't be included in a SharePoint book like Windows Services Update Server (WSUS), Microsoft Baseline Security Analyzer (MBSA) setting up a VPN etc. Given they are all applicable in some way to a SharePoint installation I believe if the book is about SharePoint it should be focused in SharePoint.

Also like many books on SharePoint I felt that this book simply covered what is in the menu options without venturing further beyond. Again, like many other books on SharePoint I believe that it has attempted to cover too much material and as such doesn't get to the depth that would make it a worthwhile read.

In summary I would only rate this as an average book on SharePoint but below par if you were only looking at Windows SharePoint Services (WSS). I think many of these type of books about SharePoint need to go it more detail about actually creating content to solve a problem. Even if it is only as an example it greatly improves the reader's knowledge of the product, rather than simply working through all the menu options.

2.12 Conclusion

There are many features of WSS v3 that this chapter has not covered. Unfortunately, there is just not enough room to cover all of these in detail. WSS v3 has many features that work simply through a web browser, however additional functionality is also available via integration with versions of Microsoft Office.

It is important to understand that WSS v3 is a flexible tool designed to capture all sorts of business information, however it is up to you to create a system that works for your business or for your customer.

You should also consider WSS v3 as more than just a single stand-alone product. A significantly greater amount of productivity and flexibility can be achieved when it is used with products like Microsoft Office.

Please send your comments and feedback to director@ciaops.com.