



IBM Cúram Social Program Management

Cúram Personalised Pod Page Configuration Guide

Version 6.0.4

Note

Before using this information and the product it supports, read the information in Notices at the back of this guide.

This edition applies to version 6.0.4 of IBM Cúram Social Program Management and all subsequent releases and modifications unless otherwise indicated in new editions.

Licensed Materials - Property of IBM

Copyright IBM Corporation 2012. All rights reserved.

US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

© Copyright 2011 Cúram Software Limited

Table of Contents

Chapter 1 Introduction	1
1.1 Purpose	1
1.2 Audience	1
1.3 Prerequisites	1
1.4 Chapters in this Guide	1
1.5 Further Reading	2
Chapter 2 Introducing Personal Pages	3
2.1 What is a Personal Page?	3
2.2 What is a Pod?	3
2.3 Application Views and Personal Pages	3
2.4 How are Personal Pages created?	4
2.5 Pre-defined Pods	4
Chapter 3 Configuring Personal Pages	5
3.1 Introduction	5
3.2 Configuring a Personal Page Using the Wizard	5
3.2.1 Page ID	5
3.2.2 User Role	5
3.2.3 Available Pods	5
3.2.4 Default Pods	6
3.2.5 Page Layout	6
3.3 Performance Considerations	6
3.3.1 Lazy Loading	6
3.3.2 Limiting the Number of Items in a List	6
Chapter 4 Pre-defined Pods	8
4.1 Introduction	8
4.2 My Appointments	8
4.3 My Items of Interest	9
4.4 My Tasks	9
4.5 Caseload Summary	10
4.6 Resolved Investigations	10
4.7 Investigations Awaiting Approval	10
4.8 My Case Queries	11
4.9 Assigned Workload	11
4.10 My Work Queues	11

4.11 My Organization Units	12
4.12 Organization Summary	12
Chapter 5 Quick Links	14
5.1 What are Quick Links?	14
5.2 Configuring Quick Links	14
5.2.1 Associating Quick Links with an Application View	14
5.2.2 Setting the recommended number of Quick Links	14
Chapter 6 Personalizing a Page	15
6.1 Displaying and Hiding Pods	15
6.1.1 Collapsing and Expanding Pods	15
6.1.2 Closing Pods	15
6.1.3 The Customize Panel	15
6.2 Moving Pods	16
6.3 Filtering Pods	16
6.4 Reloading the Page	16
Chapter 7 Application Property Settings for Personal Pages	17
7.1 Pod Loading and Display Property Settings	17
7.2 Quick Links Configuration Options	17
7.3 Maximum Pod List Size Property Settings	18
Notices	19

Chapter 1

Introduction

1.1 Purpose

The purpose of this guide is to describe the configuration options for personal pages, and their associated pod displays. It describes how to define and configure the personal page and how to choose which pods are displayed on it.

Please be advised that the configuration options for the announcements functionality on the user home page are described in the *Cúram Organization Administration Guide*.

1.2 Audience

This guide is intended for administrators responsible for configuring the personal page components. It is assumed that the administrators will be familiar with how application views are presented and maintained in the application.

1.3 Prerequisites

The *Cúram User Experience and Standards Guide* is a reading prerequisite.

1.4 Chapters in this Guide

The following list describes the chapters within this guide:

Introducing personal pages

This chapter explains the concepts of Pods and personal pages.

Configuring personal pages

This chapter describes how to configure the appearance of a personal page and the available performance related options.

Quick Links

This chapter explains the concept of quick links and how they are configured.

Personalizing a page

This chapter describes how users can personalize their personal page by adding, removing and hiding pods.

Application Properties for Personal Pages

This chapter provides a summary of the application property settings for personal pages.

1.5 Further Reading

The [Pod Developers Guide](#) provides instructions for developers on how create personal pages and the associated Pods.

Chapter 2

Introducing Personal Pages

2.1 What is a Personal Page?

Personal pages are client pages that can be customised by a user. Personal pages contain multiple Pods. The user may alter the content and layout of the personal page by rearranging the Pods on the page, by adding additional Pods or by hiding Pods.

2.2 What is a Pod?

A Pod is a container, within which a set of data is presented to the user. This data is configurable, and could be presented in a number of formats, such as list, a chart or some other graphical view. For example a Pod might contain a snapshot view of key data required by the user to complete their work for that particular day.

Personal pages allow users to focus on the data that is most important to them. Users can personalize the page to fit their own specific needs.

2.3 Application Views and Personal Pages

An Application View presents a user with a pre-defined view of the application specific to their user role. The user will see the sections, shortcuts, searches and tabs that are relevant to their role. Each application view has an associated home page which can be a personal page. The process of defining a user includes allocating an application view to the user. This defines which application view and associated home page will be displayed when that user uses the application. As part of the personal page configuration, administrators can choose which pods are to be displayed by default, and which ones can be added at the discretion of the user. See Section 6.1.3, *The Customize Panel*

2.4 How are Personal Pages created?

Before administrators can configure the display for a personal page, the page itself, and its associated pods must have already been created. This is a development task, and the *Pod Developers Guide* provides instruction on how create personal pages and any associated pods.

2.5 Pre-defined Pods

A number of pre-defined Pods are provided out of the box. These are associated with one or more application view user roles. Some of the common Pods are associated with multiple application view user roles. For example the My Appointments Pod is associated with most application user roles. In contrast, specialized Pods are associated only with those application view user roles to which they are relevant. For example, a Caseload Summary Pod for Caseworkers and a Resolved Investigations Pod for Investigators. Chapter 4, *Pre-defined Pods* describes each of the pre-defined Pods which are available for the different user roles. A Quick Links Pod is also provided for most application user roles. Chapter 5, *Quick Links* provides some more detailed information about the Quick Links Pod and how it can be configured.

Chapter 3

Configuring Personal Pages

3.1 Introduction

This Chapter describes how personal pages can be configured by administrators. The personal page wizard guides the administrator through the process of configuring a personal page. The administrator can select from the registered Pods which Pods to include on a page, which pods are to be displayed by default, and which ones can be added at the discretion of the user.

3.2 Configuring a Personal Page Using the Wizard

This Section describes how personal pages are configured by administrators. All registered pods are displayed within the user interface section of the administration application, and administrators can select and include these on any personal page.

3.2.1 Page ID

In the Page ID wizard step the administrator identifies the UIM page to be configured by entering its page ID.

3.2.2 User Role

In the User Role wizard step the administrator selects a security role. This allows the administrator to create different views of the page depending on the user's role. If the administrator does not select a security role then a default record for the page is created. This default is used if a user opens a page that does not have a configuration specific to their security role.

3.2.3 Available Pods

In the Available Pods wizard step the administrator selects which pods are to be available on the page.

3.2.4 Default Pods

In the Default Pods Wizard Step the administrator selects which pods are displayed on the page by default. When a user first accesses their personal page they will see these Pods. The list presented in this step is a subset of the list selected in the previous step.

The user will be able to alter the selection to suit their personal preferences. See Chapter 6, *Personalizing a Page*

3.2.5 Page Layout

In the Page Layout Wizard step the administrator can define the number of columns on the personal page. Users can personalize the page by moving a pod from one column to another. The default number of columns is 3. The columns will all be of equal width. So if the administrator chooses to have 4 columns, each column will be 25% of the width of the page.

3.3 Performance Considerations

There are a number of application property settings which can be used to optimize the performance of Personal pages. These properties are listed in full in Chapter 7, *Application Property Settings for Personal Pages*

3.3.1 Lazy Loading

Depending on the content a personal page can load more slowly than a typical application page. This can happen if there is a large amount of Pods displayed on the page and/or the Pods contain large amounts of data. The personal page provides a lazy load feature which enhances the user experience. When switched on, the lazy load feature loads the first n rows of Pods, where n is configured by the Administrator. The remaining rows of Pods are subsequently loaded. This allows the user to continue working without waiting for all Pods to load.

There are a number of lazy loading application property settings which allow administrators to have flexibility as to how personal pages are loaded. The lazy load settings are applied to all personal pages. See Chapter 7, *Application Property Settings for Personal Pages* for further details.

3.3.2 Limiting the Number of Items in a List

Pods typically contain lists of data, such as participants or cases. Each pod which contains a list has an application property setting which determines the maximum number of list items that can be displayed for it. This can be

Cúram Personalised Pod Page Configuration Guide

set by an administrator.

Chapter 4

Pre-defined Pods

4.1 Introduction

This section describes each of the pre-defined pods provided for the different user roles.

4.2 My Appointments

The purpose of the My Appointments pod is to give users a snapshot of the appointments they have on a given day. Immediately after logging in, users can get a sense of how much time they will have to complete tasks outside of their scheduled appointments. The main features of the pod includes:

- Listings of meetings, recurring activities and activities for the logged in user. (The user can alternatively view the same appointments via their user calendar).
- The calendar is highlighted with the day the appointments represent. The user can click on a day in the week to see the appointments for the selected day. (The original list will be replaced with the appointments for the day selected).
- The default date displayed when the user first logs in is today and is highlighted.
- A separate icon (denoted by a triangle in the corner of the day) is displayed to show whether or not appointments are scheduled on that day. When the icon is not displayed, it means there are no appointments on that day.
- The appointments list displays the appointment start and end time.
- A different icon is displayed to denote whether the appointments are an activity, recurring activity or meeting.

- Each appointment displays the subject which is hyperlinked. On selecting a link, the view Activity, Recurring Activity or Meeting modal will be displayed.
- If the 'All Day' Indicator has been set for an activity, recurring activity or meeting then these are displayed at the start of the list with the time text displaying 'All Day'.

4.3 My Items of Interest

The purpose of the My Items of Interest pod is to allow users view a subset of items marked as an 'item of interest'. The full list is accessed on the 'My Items of Interest' page. The main features of the pod includes:

- A list of cases marked as an 'Item of Interest' e.g. Integrated Cases, Product Delivery Cases, Investigations.
- The name of the item that has been marked is displayed, followed by the reference, the primary client name and client reference.
- The reference text is hyperlinked and on selection the relevant tab is opened in the workspace section of the application.
- The 'My Items of Interest' link navigates the user to the full list page.

4.4 My Tasks

The purpose of the My Tasks pod is to allow users to establish the work they need to focus on for the day. Upon logging in, a user can immediately see any tasks that are directly assigned (reserved) for them. The pod provides a snapshot of their tasks – the user should still manage their full list of tasks within the inbox section of the application. The main features of the pod includes:

- Tasks listed by oldest deadline date.
- A count of the number of tasks displayed in the pod versus the overall number assigned to the user.
- Any tasks where the deadline date has passed will display an overdue icon and a count of overdue tasks is also displayed in the pod header area.
- Selecting a task opens the task in its own tab within the inbox section of the application.
- The 'My Tasks' link navigates the user directly to the 'My Open Tasks' list page which displays the full list of tasks assigned to the user.
- The 'Create Task' button opens a 'New Task' modal which provides users with an alternative way of creating a new task.

- A filter feature is also provided on the pod which allows the user to filter the tasks displayed. For example, the user can choose to view tasks which are overdue, tasks which are due today or tasks which are due this month.

4.5 Caseload Summary

The purpose of the Caseload Summary pod is to give caseworkers a summary view of their caseload by status. It provides a quick way of establishing which cases may need to be focused on more urgently. For example, if the caseload shows a large number of cases in the 'submitted' state (which means they are awaiting approval), it may prompt the user to follow up on getting the cases approved by their supervisor. It also allows the user to get a sense of the overall size of the caseload they are managing. The main features of the pod includes:

- A bar chart to provide a graphical display of the caseworker's assigned Product Delivery cases by status.
- The case statuses are displayed on the horizontal axis. The statuses depicted are Open, Submitted, Suspended, Active and Approved.
- The case numbers are displayed on the vertical axis (the number scale varies depending on the number of cases displayed).
- When rolling the mouse over a column, the system displays the number of cases matching that status.
- The 'My Cases' link navigates the user to the My Cases list page which opens in a tab in the application workspace section.

4.6 Resolved Investigations

The purpose of the Resolved Investigations pod is to provide investigators with a snapshot of how their investigations have been resolved within a period of time. It allows them to see how many of the investigations they resolved were founded or unfounded. The main features of the pod includes:

- A pie chart representing the investigation status and resolution status.
- A filter feature is provided on the pod which allows investigators to see the resolved investigations for a defined period. For example, the user can choose to view investigations resolved today or in the previous week.

4.7 Investigations Awaiting Approval

The purpose of the Investigations Awaiting Approval pod is to provide in-

investigators with a view of the investigations they own or they submitted which are still waiting for approval. It allows them to quickly see if they need to follow up on seeking approval from their Supervisor. The main features of the pod includes:

- Display of investigations owned by the user which have been submitted for approval but have yet to be approved.
- Displays investigations by oldest date submitted.

4.8 My Case Queries

The purpose of the 'My Case Queries' pod is to provide caseworkers with a list of their saved Case Queries. The main features of the pod includes:

- A count of the case queries displayed in the pod versus the overall number of queries that are saved. The pods are configured to display a set amount of records. When the number of queries exceed the display limit for the pod, the user is still able to see how many queries exist outside the display. They then have an option to select a link which navigates them to the full 'My Case Queries' list.
- The action 'New Case Query' allows the user to set up, run and save a case query.
- The 'My Case Queries' link navigates the user to the full list page.
- The name of the query is hyperlinked. Upon selection, the system runs the query and displays the results in a tab within the workspace section.

4.9 Assigned Workload

The purpose of the Assigned Workload pod is to provide supervisors with a list of the users who are currently reporting to them, as well as their current assigned workload totals. This helps supervisors gauge an idea of how workloads are being managed or require balancing across the team. The main features of the pod includes:

- Display of all users who are reporting to the supervisor.
- The user's name link opens the user workspace tab.
- The 'Assigned' total includes the total number of integrated cases, product delivery cases, service plans, appeals and investigations assigned to that user.
- The number of users displayed in the pod against the overall number of users assigned to the supervisor.
- The 'My Users' link navigates the user to the full list page.

4.10 My Work Queues

The purpose of the My Work Queues pod is to provide supervisors with a view on the work queues they are responsible for overseeing. The view allows them to quickly see how many tasks are still not reserved by the team against the numbers of members who can reserve tasks in that work queue. As a result, the supervisor may decide to move some users to a different work queue or subscribe more users to another for example. The main features of the pod includes:

- A count of the number of work queues displayed in the pod against the total number of work queues the supervisor manages.
- A filter feature is provided which allows the supervisor to view either work queues which the user is subscribed to directly or that are subscribed by association with an organization object such as a position or organization unit.
- The work queue name is hyperlinked. Upon selection the user is navigated to the specific Work Queue tab.
- The number of currently assigned users to the user subscribed / organisation object subscribed work queue is displayed.
- The numbers of tasks represent the total tasks in the work queue which are unreserved.

4.11 My Organization Units

The purpose of the My Organization Units pod is to provide supervisors with a view of tasks for each of the organization units to which they are assigned. This allows the supervisor to manage and monitor workloads across organization units. The main features of the pod includes:

- The 'My Org Units' name hyperlink navigates the user to the My Organization Units list tab.
- The number of members displayed are the active users associated with the organization unit.
- The number of tasks represent the number of unreserved tasks assigned to the organization unit.

4.12 Organization Summary

The purpose of the Organization Summary pod is to provide an administrator with a summary of the active organization and location structures maintained. The pod displays details relating to a specific organization structure.

Cúram Personalised Pod Page Configuration Guide

The main features of the pod includes:

- A display of the total number of Organization Units, Positions, Users and Locations recorded for the active organization structure.
- Each number total is linked to the relevant list page in the active organization tab.

Chapter 5

Quick Links

5.1 What are Quick Links?

Quick links are a collection of links to frequently used application pages, which allow users to complete common actions. For example, searching for a person or accessing a page containing a list of the users assigned cases. These quick links are mapped to application views, and will appear in the quick links pod on a users personal page.

5.2 Configuring Quick Links

Administrators can create and maintain quick links which link to any application page. Once the quick link has been created it can be assigned to an application view and to a user role.

5.2.1 Associating Quick Links with an Application View

Administrators can assign quick links to specific application views. They will then appear in the quick links pod on the application home page.

5.2.2 Setting the recommended number of Quick Links

For usability purposes a default number of quick links is recommended. If the number of recommended quick links for an application view user role is exceeded, a warning message is displayed. Administrators can override this setting via the `curam.admin.defaultnoofquicklinks` application property setting.

Chapter 6

Personalizing a Page

6.1 Displaying and Hiding Pods

A user can decide which Pods are displayed on their personal page. On logging into the page, they will then be presented with those default Pods which are appropriate to their application view user role. However, they can choose to collapse, expand and close these Pods, as well as add new Pods onto the page. The updated setting will persist across sessions i.e. If the user leaves the page and/or logs out and then returns to the page, the most recently selected options will be re-displayed.

6.1.1 Collapsing and Expanding Pods

Each Pod can be collapsed and expanded as required. A collapse/expand arrow is included on the pod title bar, adjacent to the pod title itself. This allows the user to hide the content of particular pods, so that they can focus on critical data contained within other pods. This is especially useful when there is a lot of information displayed on a page.

6.1.2 Closing Pods

Each Pod can be closed and removed from the personal page. A close button is included on the right hand pod title bar. Once the pod has been removed from the personal page it can be re-included via the customize panel. See section Section 6.1.3, *The Customize Panel*

6.1.3 The Customize Panel

Each personal page includes a customize panel. This panel allows the user to add and remove both default and additional pods assigned to their application view user role. Once the user selects to 'Save' the new settings, the personal page is updated to reflect the new preferences. To return to the de-

fault personal page for their application view user role, the user can select the 'Reset' button in the customize panel.

6.2 Moving Pods

Users can drag and drop pods to different areas of the page to suit their display needs. The user clicks and holds the title bar and begin dragging the Pod. A drop indicator highlights the current drop location as the Pod is being dragged. Releasing the mouse button drops the Pod in the current drop location. The new page configuration is saved when the Pod is dropped.

6.3 Filtering Pods

Pods can be configured to include editable data sets. In these instances, the user is able to filter which data is displayed in the Pod. Pods which have editable data also include an edit button, displayed on the pod title bar. Once selected, the pod is expanded to display the filter options.

Once the user selects 'Save' the personal page is refreshed to display the new data.

6.4 Reloading the Page

The personal page can be reloaded by the following actions:

1. Selecting 'Save' in the customize console
2. Selecting 'Reset' in the customize console
3. Selecting 'Save' in the Pod filter panel
4. Selecting the 'Refresh' icon on the personal page
5. Refreshing the browser

After a page reload all Pods are updated with the latest data sets.

Chapter 7

Application Property Settings for Personal Pages

7.1 Pod Loading and Display Property Settings

Application Property	Summary
<code> pods.podcontainer.lazyload.on </code>	Determines whether or not the personal pages use lazy loading with Pod containers.
<code> pods.podcontainer.lazyload.initialrows </code>	Determines the number of rows of Pods initially loaded in the personal page.
<code> pods.podcontainer.lazyload.poddropdelay </code>	Determines the number of milliseconds between the introduction of each lazy loaded Pod.
<code> pods.podcontainer.lazyload.podfadeinduration </code>	Determines the number of milliseconds the fade in animation takes when lazy loading a Pod.

Table 7.1 Pod Loading Application Property Settings

7.2 Quick Links Configuration Options

Application Property	Summary
<code> curam.admin.defaultnoofquicklinks </code>	Determines the recommended number of quick links to be displayed for all application view user roles.

Table 7.2 Quick Links Application Property Settings

7.3 Maximum Pod List Size Property Settings

There are a number of application property settings to determine the maximum list size for each Pod which contains a list. These are located within the Application - Custom Widget Configuration Category.

Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service. IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing

IBM Corporation

North Castle Drive

Armonk, NY 10504-1785

U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing

Legal and Intellectual Property Law.

IBM Japan Ltd.

1623-14, Shimotsuruma, Yamato-shi

Kanagawa 242-8502 Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typograph-

Cúram Personalised Pod Page Configuration Guide

ical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you. Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
Dept F6, Bldg 1
294 Route 100
Somers NY 10589-3216
U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources.

IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products

should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information is for planning purposes only. The information herein is subject to change before the products described become available.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

Each copy or any portion of these sample programs or any derivative work, must include a copyright notice as follows:

© your company name) (year). Portions of this code are derived from IBM Corp. Sample Programs.

© Copyright IBM Corp. _enter the year or years_. All rights reserved.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trade-

marks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at <http://www.ibm.com/legal/us/en/copytrade.shtml>.

Other names may be trademarks of their respective owners. Other company, product, and service names may be trademarks or service marks of others.