



# Collective Intelligence **2010**

The future of enterprise collaboration

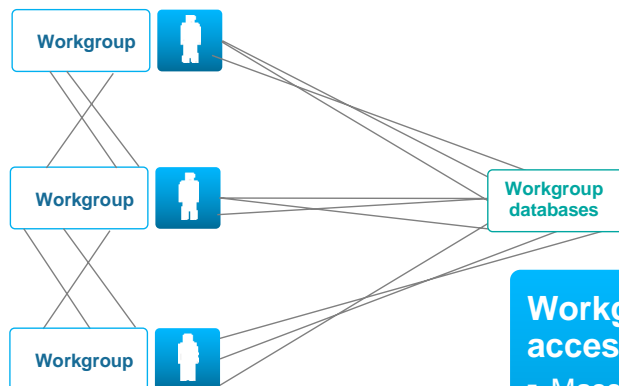
Australia's official statistical organisation, the Australian Bureau of Statistics (ABS) provides high quality, objective and responsive data on a wide range of economic and social issues, serving government, business and the general population.

# Case Study: Australian Bureau of Statistics



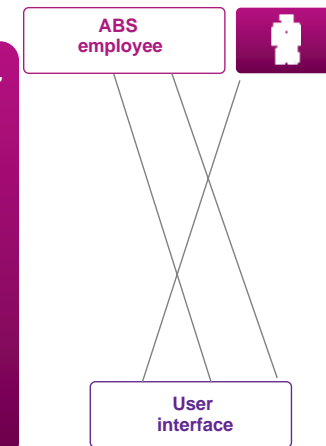
## The challenges:

1. Heavily siloed, fragmented and inefficient databases
2. User Interface contains many independent tools/places which are not truly integrated
3. Employees are not easily able to learn how to use desktop tools effectively



### The user interface is not optimized for employees

- Employees waste valuable time and effort struggling to work with multiple independent applications that aren't truly integrated
- Employees require a long time to get up to speed with new technology because they lack an effective training resource



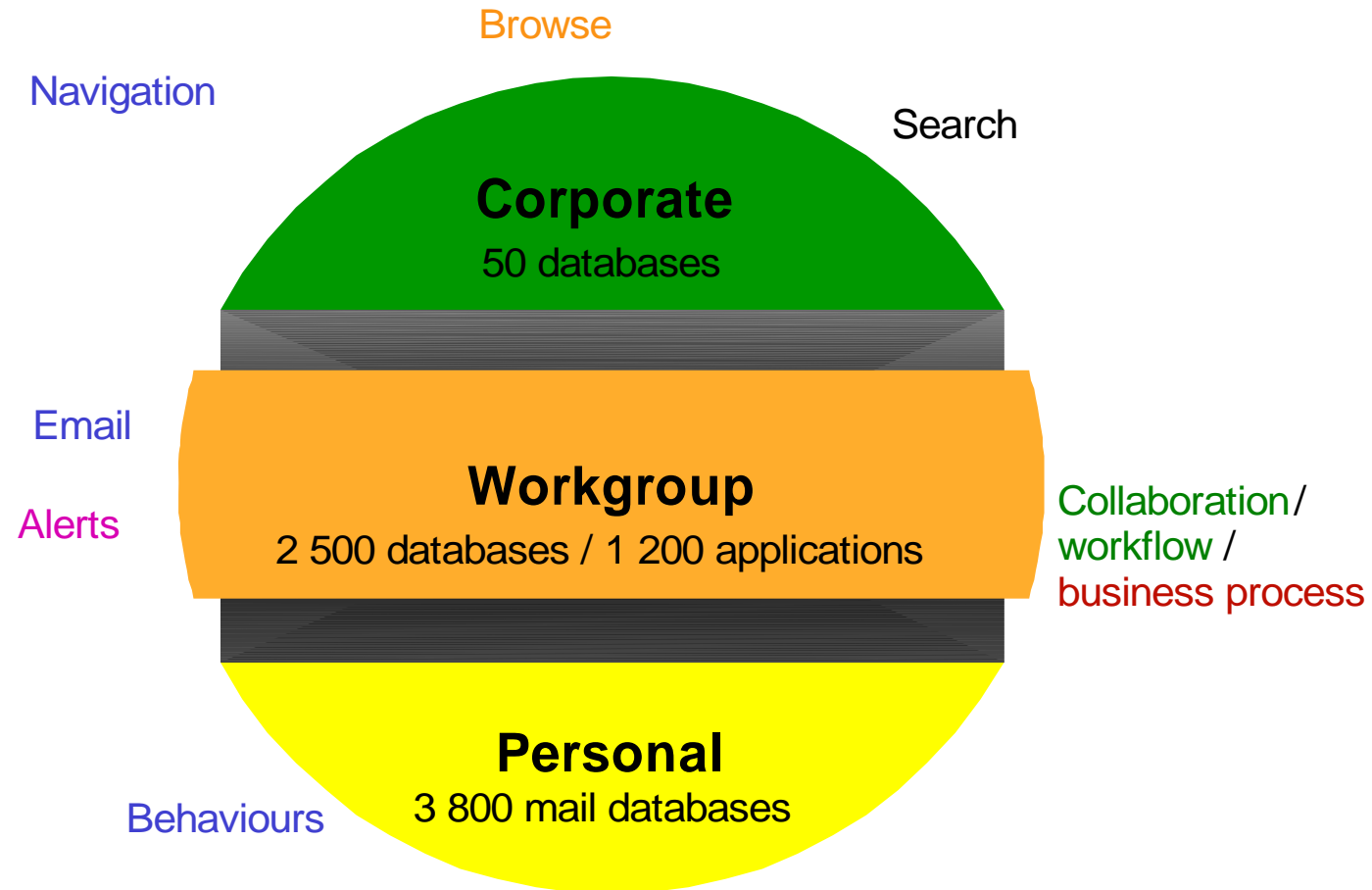
### Workgroups are limited in their ability to access and search databases

- Massive amounts of data stored over thousands of databases make it nearly impossible for employees to find data unless they know which specific database it's in
- Collaboration is difficult and inefficient because corporate databases are not integrated with existing collaboration tools

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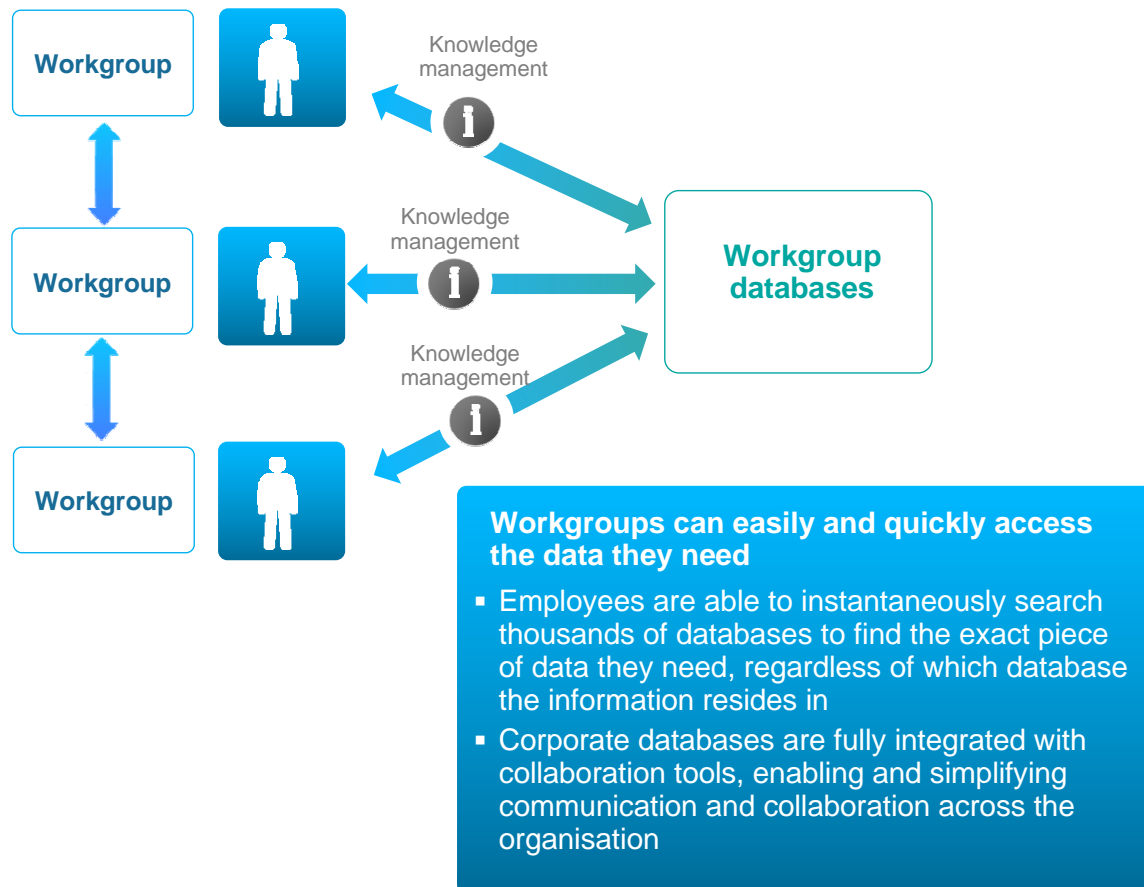
## ABS Information Domains



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**The goal:** An integrated knowledge management environment



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## Workgroup Databases

- Created to provide a team centric mail, calendar and document repository
- Using standard design elements and Notes templates
- Becomes the focus of collaboration for all ABS work groups and teams

The screenshot displays the TSD Portal interface, which is a team-centric collaboration tool. It features a central document list with columns for Date and Subject. The document list includes items such as "Administration - Usage and Procedures", "Inquiry", "ABS ICT Strategic Management Framework 2009", and "ABS Organization Changes 2007". Below the document list, there are sections for "Architecture" and "Application".

On the right side, there is a calendar view for February 2010, showing a grid of dates and a list of events. The events include "TSD Release and Deployment Board", "TSD HR meetings", "TAPPP Meeting", and "TAGIT Meeting".

On the left side, there is a navigation menu with options like "Welcome Page", "By Category", "Recent Activity", "Other View", "WDB Main", "WDB Calendar", "WDB Tasks", "Special Links", "Library", "Find documents", "Business Process", "Administration", "Subscribe", "Category totals", "Mark's Portal", and "To Be Filed".

The main content area also includes a "News" section with a list of recent news items, a "TSD Portal Usage" section, and a "Start Here" section with icons for "Communities", "Business", "People", "Engineering", "Collaboration", "Service Delivery", and "Technologies".

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The screenshot displays the IBM Lotus Notes interface for the 'Working@ABS WDB' database. The window title is 'Working@ABS WDB - By Category - IBM Lotus Notes'. The menu bar includes 'File', 'Edit', 'View', 'Create', 'Actions', 'Tools', 'Window', and 'Help'. The toolbar contains various icons for document management. The left sidebar shows a navigation tree with categories like 'Welcome Page', 'By Category', 'Recent Activity', 'All Documents', 'Attention', 'Intray', 'Intray [In-Confidence]', 'WDB Calendar', 'WDB Tasks', 'Special Links', 'Library', 'Find documents', 'Business Process', and 'Administration'. The main content area shows a list of documents with columns for date and subject. A context menu is open over the first document, listing actions such as 'Topic', 'Comment', 'Memo', 'Fax', 'Fax as response', 'Temporary Topic', 'Temporary Comment', and 'Memo to Authors of Selected Documents'. The document list includes entries like 'Running infrastructure processes during the online day. (Lane Masterton)', 'Fw: Draft report for comment/discussion (Debbie McEwan)', and a series of documents under 'Notes & Domino 8.5.1' and 'Notes & Domino Test Pack Environment'.

Date	Subject
15/01/2008	Running infrastructure processes during the online day. (Lane Masterton)
15/01/2008	Fw: Draft report for comment/discussion (Debbie McEwan)
14/12/2009	Mail Archive Service Draft (Stephen Wellington)
03/12/2009	8.5.1 Domino Server Progress (Stephen Wellington)
25/11/2009	Domino Clustering Review [Draft] (Stephen Wellington)
18/11/2009	8.5.1 Users (Exported 18/11/2009) (Stephen Wellington)
18/11/2009	Working@ABS/Domino Operations Meeting - 18/11/2009 (Stephen Wellington)
16/11/2009	Official Windows 7 Support to come in Notes 8.5.1 FP1 (Stephen Wellington)
11/11/2009	IBM@Lotus@Notes@8.5 on Citrix XenApp 4.5: A scalability analysis (Stephen Wellington)
28/10/2009	Notes Client 8.5.1 Deployment Review (Stephen Wellington)
20/10/2009	Notes & Domino 8.5.1 Value Proposition & Expected Productivity Savings (Stephen Wellington)

## ABS Workgroup Databases (WDBs)

- Single standardised infrastructure - corporately maintained
- Available to any workgroup in the organisation - organisationally or project based - establishment approved by a Director
- Open content - "secure only what needs to be secured"
- Collaboration focused
- Information captured in context
- Automatic recordkeeping
- Fully indexed using enterprise search tool (Omnifind)



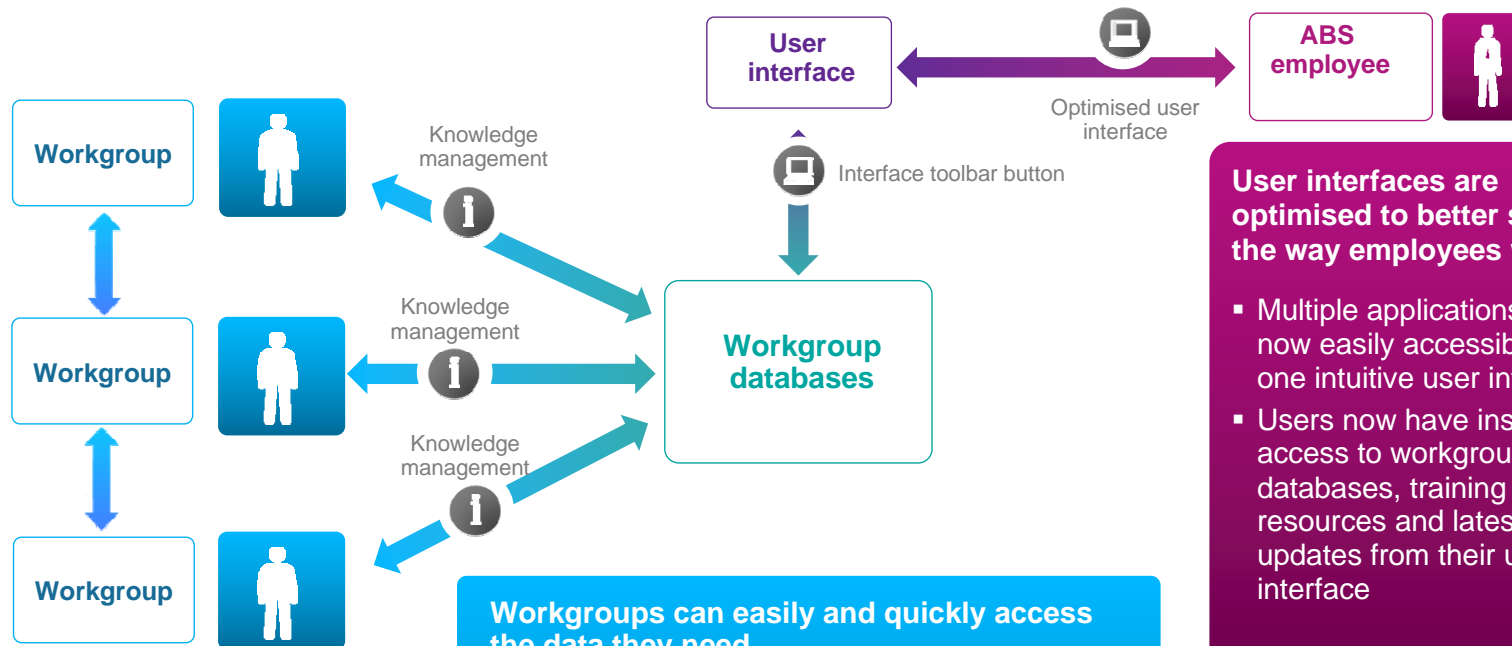
**So what did we achieve?**



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The goal: Create an integrated desktop experience



**User interfaces are optimised to better support the way employees work**

- Multiple applications are now easily accessible from one intuitive user interface
- Users now have instant access to workgroup databases, training resources and latest ABS updates from their user interface

**Workgroups can easily and quickly access the data they need**

- Employees are able to instantaneously search thousands of databases to find the exact piece of data they need, regardless of which database the information resides in
- Corporate databases are fully integrated with collaboration tools, enabling and simplifying communication and collaboration across the organisation

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Mark Sawade/Staff/ABS [started: 10:42:53 PM]

Monthly Calendar Template 2007 version 1.0 © 2001 Vertex42 LLC

Month: 1 January Year: 2007 Monday First

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Knowledge Economic City

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Al-Madinah has a unique position for attracting M

Linked in

Thursday	Friday	Saturday	Sunday
	5	6	7
	12	13	14
	19	20	21

IBM Lotus Sametime Connect

File Edit View Tools Help

Allie Singh

Betty Zechman

External Contacts (4/5)

- Jasmine\_Haj@renc
- hreed@renovatic
- MMorrison@yahoo
- Kristin\_MacGyver
- AmadouAlain@ao

Sales Team (4/5)

- Larry Moriarty
- Paula Starky
- Thom Frankel

Primary Contacts

Connected

Google

Search Engine Marketing

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or the east

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## Creating an Integrated Desktop Experience

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The screenshot shows the IBM Lotus Notes interface with several key features highlighted by red boxes:

- Corporate news feed:** A central panel displaying a list of news items, including "Message from the Australian Statistician - AS appointments" and "Update on ABS Performance Management Review".
- Easy access to Lotus Sametime:** A sidebar panel showing contact lists for "Work (7/24)", including names like Adrian Sawade, Alan Wong, and Alisha Mines.
- Internal and external RSS feeds:** A sidebar panel titled "Feeds" showing "Ed Brill (15)" and "Lotus Notes & Tins (10)".
- Instant calendar access:** A sidebar panel titled "Day-At-A-Glance" showing a calendar for Thursday, Dec 17, 2009, with an "IBM Meeting" scheduled from 10:00 AM to 11:00 AM.
- Important and useful links:** A sidebar menu on the left with categories like "Corporate", "Statistical Products", "Assistants", "Useful links", "Search", and "Help".

Important and useful links

Corporate news feed

Easy access to Lotus Sametime

Internal and external RSS feeds

Instant calendar access

The optimised IBM Lotus® Notes® interface allows ABS to place vital tools and important information within easy reach of its workforce.

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Staff are able to search across personal, enterprise, and internet content – all from a single interface.

The screenshot displays the IBM Lotus Notes interface. The main window shows an email from IBM LotusLive with the subject "LotusLive - Your feedback counts!". The email content includes a survey link and a "Take the survey" button. On the right side, a search interface is visible, with a search bar and a list of search results. A red box highlights the search results, which include "All Mail", "All Calendar", "All Contacts", "Search ABS", "Research Retriever", "Profiles", "Bookmarks", "Blogs", "Communities", "Activities", "Yahoo! Search", "Bing Web Search", "Google Web Search", "Windows Search", "Recent Searches", "More Searches", and "Preferences...". The interface also shows a list of contacts on the left and a calendar on the right. The system tray at the bottom indicates the time is 9:40 AM on 18/12/2009.



## Making the most of the desktop environment

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The screenshot shows the IBM Lotus Notes interface. The main window is titled "Working@ABS Training Package - IBM Lotus Notes". The interface includes a menu bar (File, View, Create, Actions, Tools, Window, Help), a toolbar, and a search bar. The left sidebar shows a folder tree for "Mark Sawade" with folders like "Inbox (1)", "Drafts", "Sent", "Follow Up", "All Documents", "Junk", "Trash", "Chat History", "Views", and "Folders". The "Follow Up" section lists items like "Remove Flag", "Chi Nguyen", and "philip.bower". The main content area displays a "NewsPoint" section with a "TSD Portal" and a "Community of Practice - update (week beginning : 4)". Below this is a "Classic MetaLink to be Retired" announcement from Oracle Global Customer Support to Mark Sawade, dated 08/05/2009 03:36 PM. The announcement text reads: "Protective Mark DOCUMENT NOT YET CLASSIFIED Oracle Global Customer Support to: MARK SAWADE Please respond to replies". The right sidebar contains "SameTime Contacts", "Day-At-A-Glance", "Feeds", "TwitNotes v. 1.0.10", and the "Working@ABS Training Package" section. The "Working@ABS Training Package" section includes a "Welcome" message and a list of navigation links: "Working@ABS", "Recently Added", "The Notes Desktop", "Mail", "Calendar", "SameTime", "Searching", and "Help".

## Working@ABS Training Package

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WPLC Snapshot -- Welcome

Welcome

Updated today 9:06 AM by Daria Surda | Tags: connections, info, news, snapshot, web | [Add or actions link](#)

Lotus software

WPLC Snapshot -- Welcome

News

Hot

Events

Visual Communications at Work for You

- Providing advanced visual conferencing functionality to virtually any device on any network
- Scalability, from a few rooms to thousands of PCs, across multiple sites
- Intuitive – Works the way you do
- Investment protection no matter where tomorrow takes you

High-End Desk Station Desktop Room Systems 3G Mobile Video Phone

17

RADVISION®

Group Chat

Type your chat message here... Send

## The Future?





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## The Future: adding social software to our environment?

The screenshot shows a Lotus Notes interface with a navigation pane on the left and a main content area on the right. The navigation pane includes tabs for Main, Calendar, Tasks, Activities, Community, Wiki, and Files. Below these are sections for 'ABS TeamSpace - DEV', 'DomDev1900', 'By Category' (with sub-items: Recent Activity, All Documents, Attention), 'Intray' (with sub-item: Intray [In-Confidence]), 'Special Links', 'Library', 'Find documents', 'Administration', and 'Subscribe'.

The main content area displays a list of emails under the heading 'News'. The list includes a 'Create' menu and a 'Show' button. The email list has columns for 'Date' and 'Subject'. The emails are as follows:

Date	Subject
17/02/2010	WDB Managers: Problems processing mail at 00:03:16. Open this document for details ( WDB Postmail Agent )
17/02/2010	WDB Managers: Problems processing mail at 10:56:15. Open this document for details ( WDB Postmail Agent )
14/02/2010	WDB Managers: Problems processing mail at 00:02:54. Open this document for details ( WDB Postmail Agent )
13/02/2010	WDB Managers: Problems processing mail at 00:02:57. Open this document for details ( WDB Postmail Agent )
12/02/2010	WDB Managers: Problems processing mail at 00:01:57. Open this document for details ( WDB Postmail Agent )

Below the 'News' section, there are several collapsed sections: 'Intray', 'Administrivia', 'Super Sensitive Stuff', and 'Xpages Testing'. The 'Xpages Testing' section is expanded, showing the following emails:

Date	Subject
18/02/2010	test ( Mark Pascoe )
08/01/2010	New pay structure starts 4 Feb ( Mark Pascoe )
04/01/2010	A new hope ( Mark Pascoe )
16/12/2009	It does not compute ( Mark Pascoe )
16/12/2009	Test topic ( Mark Pascoe )

## Questions?

