



QuickPlace 3.0

Kathy Staples

Lotus Software

kathy.staples@au.ibm.com

Agenda

- What is IBM Lotus QuickPlace
- QuickPlace Features & Benefits Overview
- What's New in QuickPlace 3.0
- Customer Stories
- Putting it into Action - "How Do Teams Use QuickPlace"?

What is IBM Lotus QuickPlace?

- An IBM offering designed to help a team, or teams, succeed in today's ever-changing business environment.



- Lotus QuickPlace
 - ▶ Is a business-ready self-service Web tool specially designed for team collaboration;
 - ▶ Enables instant user-based creation of a secure workspace(s) on the Web;
 - ▶ Also, is a platform enabling "deep customization" for "horizontal" (industry and specific business process) application;
 - ▶ Integrates with Lotus Sametime's presence awareness, instant messaging and Web conferencing capabilities;
 - ▶ And integrates with Lotus Notes & Microsoft Outlook e-mail and calendar;
 - ▶ Is structured for immediate participation within and/or beyond Enterprises.
- Lotus QuickPlace is built for business

Key Capabilities

■ Teams use QuickPlace to:

▶ Coordinate

- ▶ People
- ▶ Tasks
- ▶ Plans
- ▶ Resources



▶ Collaborate

- ▶ Asynchronously and in Real-time
- ▶ Discussion Threads
- ▶ Co author & Exchange Documents
- ▶ Share Ideas



▶ Communicate

- ▶ Actions and Decisions
- ▶ Instant Messaging & Presence Awareness
- ▶ All Team Members
- ▶ Share /Reuse Knowledge



■ Lotus QuickPlace was designed for/appeals to:

- ▶ *Primarily* Teams of End-users
- ▶ Developers
- ▶ Administrators

Using QuickPlace

- Team member creates an online "Place" for the team to collaborate
- Manager adds members
 - ▶ Readers, Authors, Managers
- Basic Place elements
 - ▶ Discussion area
 - ▶ Document Library
 - ▶ Team calendar
 - ▶ Task management utility
- Customise
 - ▶ Use "Themes" to change the look and feel of the Place
 - ▶ Use "PlaceTypes" to reuse content, structure, processes from previous Places
 - ▶ Add "Rooms" as required

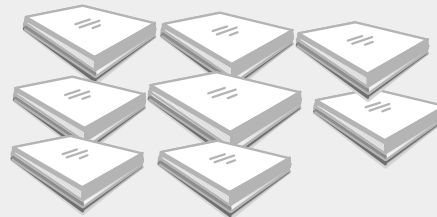
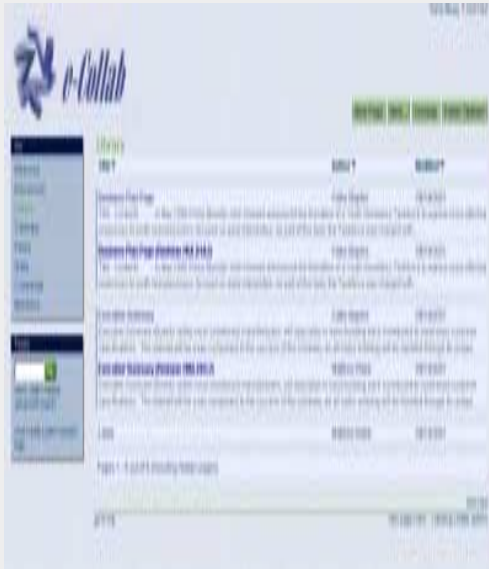




Demonstration 1

QuickPlace Advantages

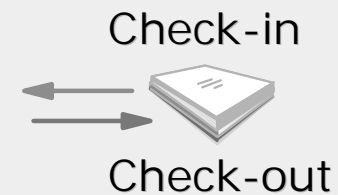
A collaborative environment such as QuickPlace provides all the benefits of a shared network drive plus a lot more...



- ✓ On-line discussion with the group
- ✓ All documents have owners
- ✓ Allocation and tracking of tasks
- ✓ Incorporate Workflow
- ✓ Comprehensive searching

Content Management

Your teams discussions and content are all maintained in a single location...



Version Control

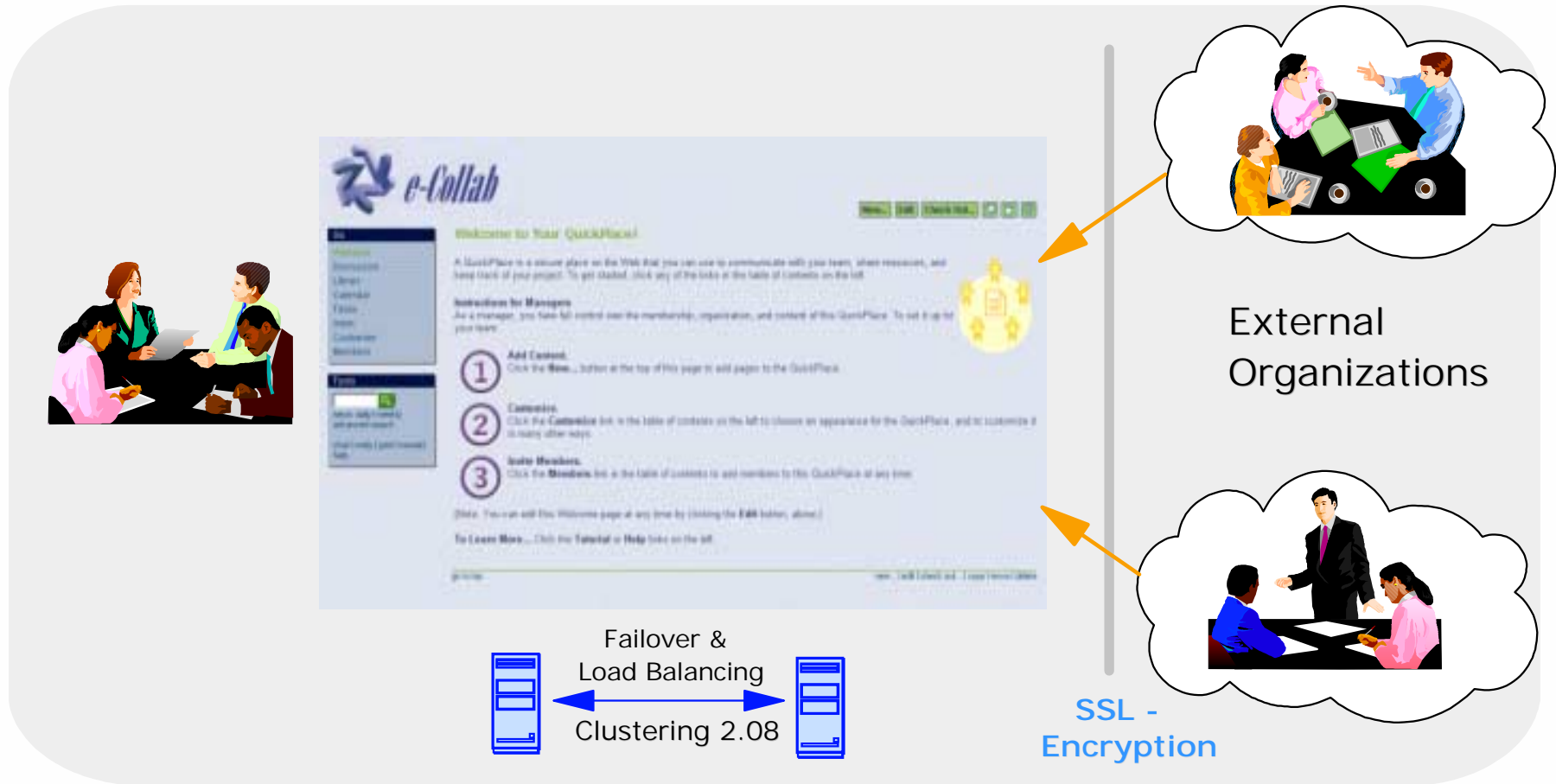


Multiple File Support



Teams come Together !

Allows external organizations to join the collaborative space with no additional software to be installed on their workstations...



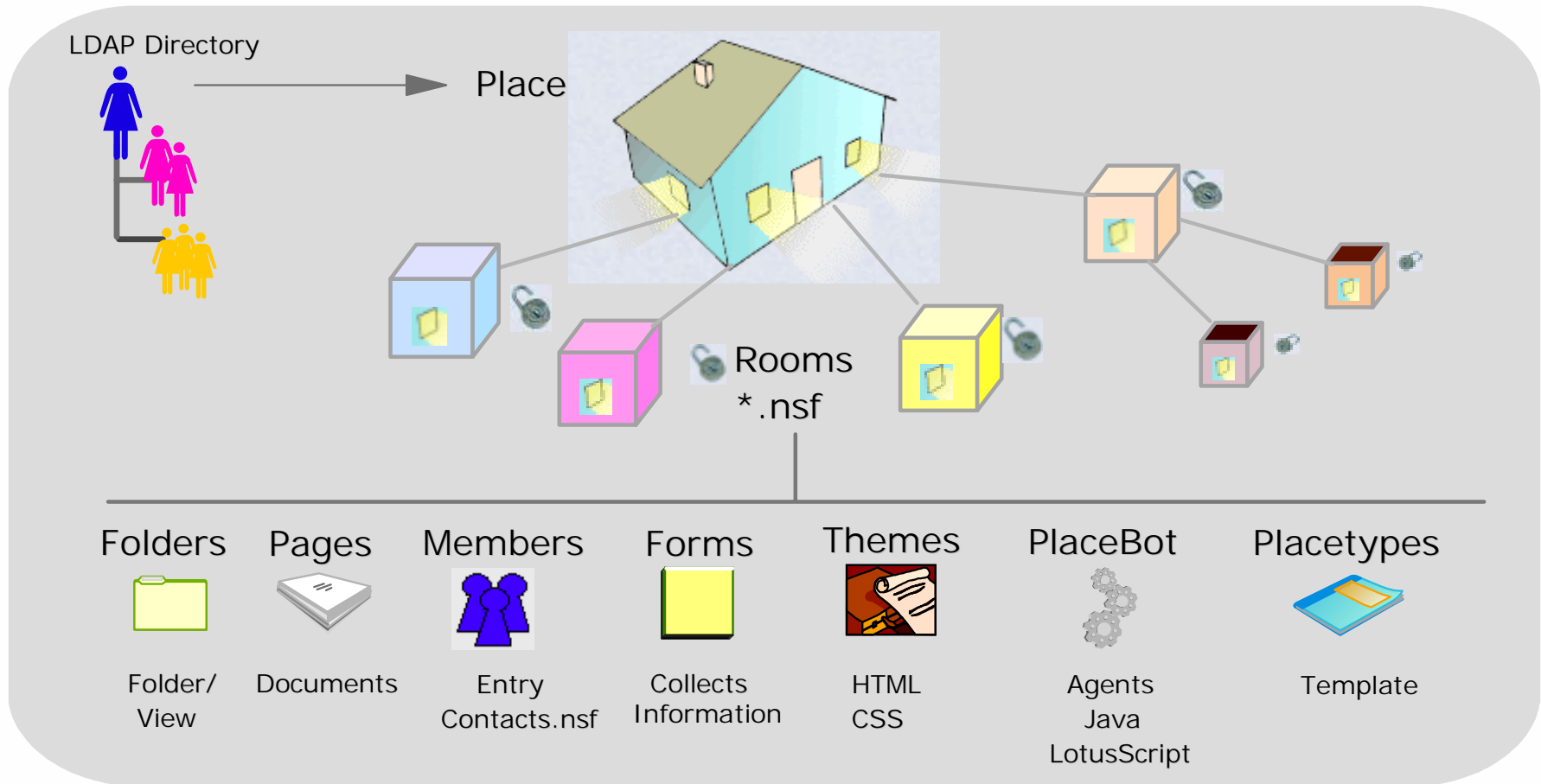
Capture peoples ideas!

Create a place for discussion groups, where people can come and share their ideas...

The screenshot shows a web interface for a discussion thread. At the top left is the 'e-Collab' logo. The main heading is 'Discussion threads'. Below this, there are navigation links: 'Home', 'Discussion', 'New', 'Previous', and 'Folder Outline'. The form itself is titled '1. Title' and contains the text 'Action Bus Services'. Below the title is a '2. Date' field with the value '08/15/2001' and a calendar icon. The '3. Time' field is set to '9:00 AM'. The '4. Name' field is a dropdown menu with the option '-choose one-'. Below the name field are four numbered questions, each with a dropdown menu for the answer: '5. Do you agree with the current standard?', '6. How old are you?', '7. Do you have children?', and '8. Are you affected by the current changes?'. The final question, '9. When you have finished editing this page, click Publish to put it away so others can see it. Click Publish As... for more options. To safeguard your work in progress while editing this page, click Save', is a text instruction. At the bottom right of the form are four buttons: 'CANCEL', 'SAVE AS DRAFT', 'PUBLISH AS', and 'PUBLISH'. On the left side of the screenshot, there is a sidebar with a 'Go' menu (Welcome, Discussion, Library, Calendar, Tasks, Index, Customize, Members) and a 'Tools' section (news: daily | weekly, advanced search, chat | notify | print | tutorial | help). The main content area shows a 'Discussion' section with a 'Title' dropdown, a 'Welcome' message, and a 'Re: Welcome' message. Below this are sections for 'Staff Only', 'Market Analysis', 'Financials', and 'Hide Responses'.

QuickPlace Architecture

You can use rooms to dramatically expand your QuickPlace, and to create private areas for smaller teams...



Customisation Tools

The customization tools allows you to extend the functionality of the QuickPlace...

People Home > Customize

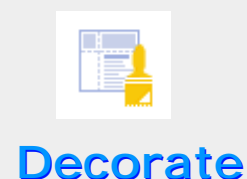
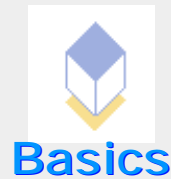
Kathy | Sign Out New...

Welcome Discussion Library Calendar Tasks Index **Customize** Members Search What's New Work Offline My Places Help

Customize

As a manager of this place, you can customize it in a variety of ways by clicking on the links below.

- Basics.** Choose a logo, reorder the table of contents, show or hide various items, select notification, mail-in, and other options, delete the place.
- Decorate.** Change the way your place looks. Choose an overall visual theme for it, and set background colors, textures, fonts, etc.
- Forms.** Create custom forms for authors to fill out. Forms can have fields such as text, pop-up lists, etc., and a workflow such as approval cycle or editor-in-chief.
- Rooms.** Extend your place by creating private spaces for selected members to work in, or dedicated areas for managing collections of pages.



Advanced Customisation Features

These advanced features allow you to create an even more enhanced collaboration system than what is already delivered out of the box...

Advanced Customization Features - - The following features are provided for technical users only.



PlaceType Options. Use this place as a template for future places! Choose whether this place can be used as PlaceType, and which of its features to include in future places based on it.



Custom Themes. Create custom themes for your place, to give it a new layout and visual style. Upload new custom themes, and edit or delete existing custom themes.



PlaceBots. Customize how your place operates by creating PlaceBots - procedures that run when a form is submitted or on a scheduled basis.

Level 1

User Customization



Level 2



- Web Designer
HTML/JavaScript Themes & CSS
- Domino Web Developer
LotusScript, Java back-end classes

- QuickPlace Developer
QP object model, QDK, data integration. QP Admin, DSAPI authentication. Notes API, QP event handling. XML, DXL



Demonstration 2

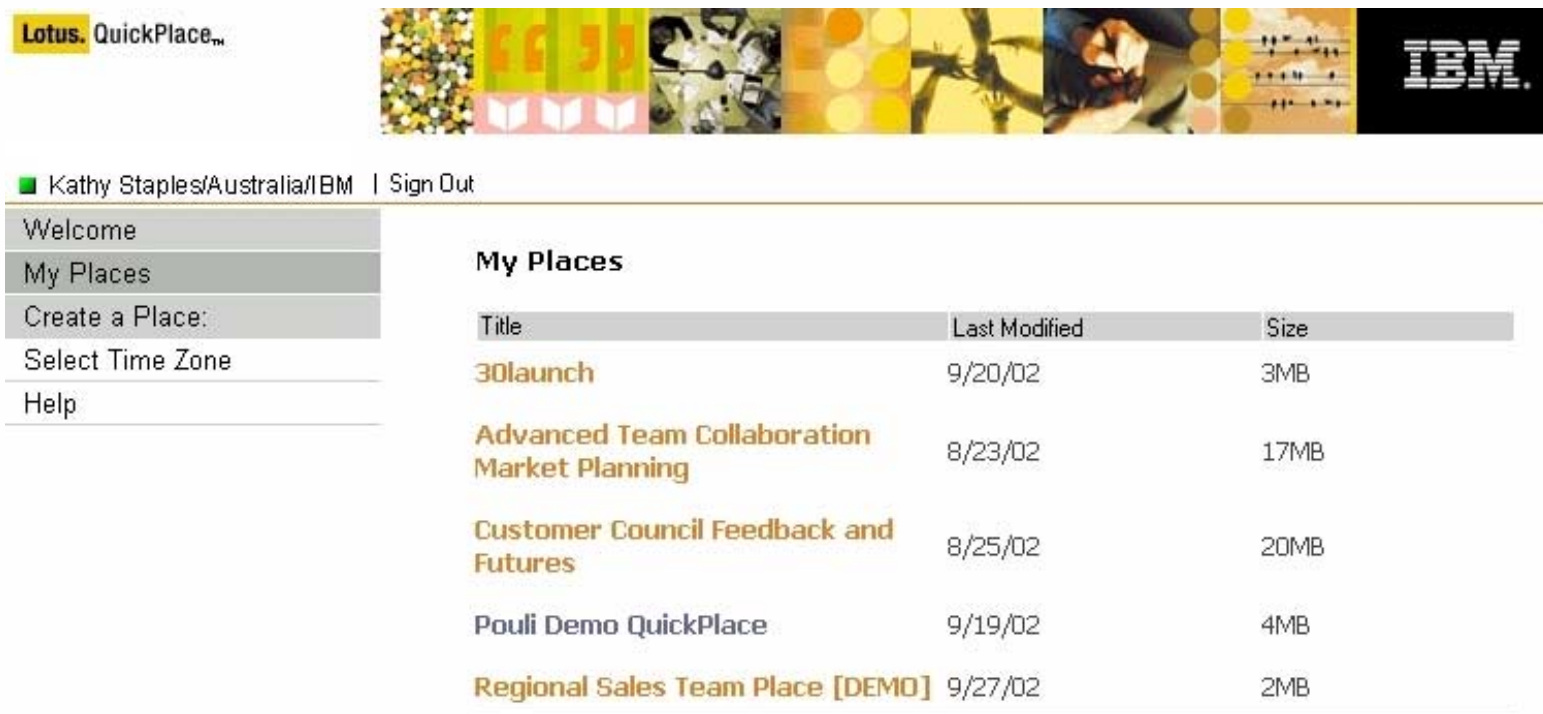


New in QuickPlace 3.0

- "My Places"
- Instant messaging & presence awareness
- Schedule/attend web conferences
- Calendar integration (Notes & Outlook)
- Cross-QP and scoped search
- Office XP support
- Room map
- Reverse folder sorting
- Single sign on
- User log out

My Places

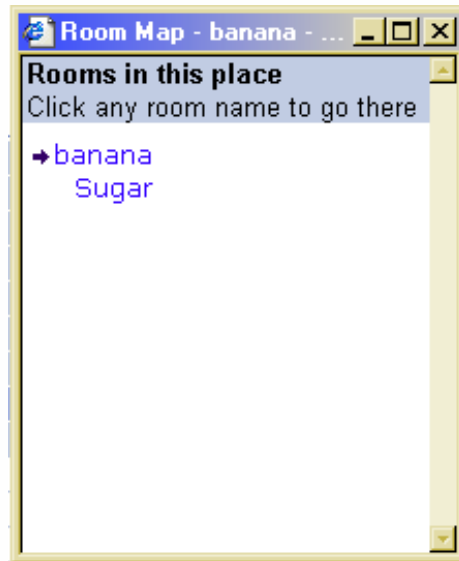
- Allows end users to see a summary of their Place memberships
- End users log in once and access any Place in which they are members



The screenshot displays the Lotus QuickPlace user interface. At the top left, there is a navigation menu with the following items: Welcome, My Places (highlighted), Create a Place:, Select Time Zone, and Help. The main content area is titled "My Places" and contains a table with three columns: Title, Last Modified, and Size. The table lists five places: 30launch, Advanced Team Collaboration Market Planning, Customer Council Feedback and Futures, Pouli Demo QuickPlace, and Regional Sales Team Place [DEMO]. The IBM logo is visible in the top right corner of the interface.

Title	Last Modified	Size
30launch	9/20/02	3MB
Advanced Team Collaboration Market Planning	8/23/02	17MB
Customer Council Feedback and Futures	8/25/02	20MB
Pouli Demo QuickPlace	9/19/02	4MB
Regional Sales Team Place [DEMO]	9/27/02	2MB

Room Map & Cross QP and Scoped Search



- Room Map will outline the entire QuickPlace
- Search across all places or this place.

marketplanning Help

Stephen Londergan | Chat

Advanced Search Back Next

Find pages in:

- All places
- This place
- This room: marketplanning
- Folder: Discussion

Search for:

Text. Only include pages that contain these words or phrases:
Q4 sales plan All of the words

Author. Name contains:
[]

Date. Only include pages created or modified:
After []

Sort results by:

- Most matches.** Pages that contain the most matches with the above word/phrase will be listed first.
- Newest first.** Most recently edited pages that contain the above word/phrase will be listed first.

Back Next

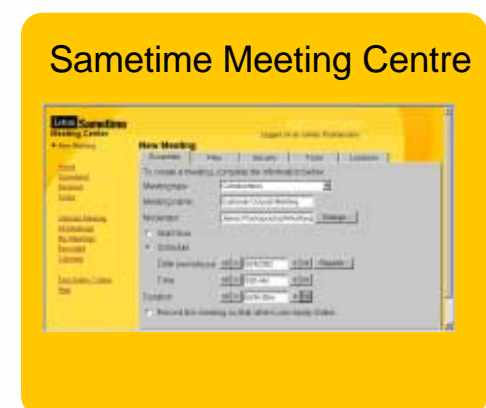
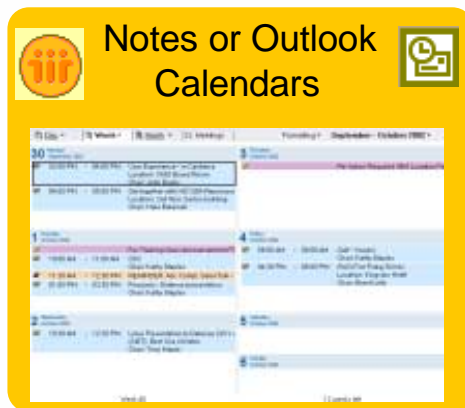
Calendar Integration - Connect your tools for greater efficiency

QuickPlace Team Calendar



Team events sent to team members' calendars

Online meetings scheduled via QuickPlace



Online meeting URL embedded in end user calendar entry

Integration with your Personal Calendar

Regional Sales Team Place [DEMO] Home>Calendar

James Poulipoulos | Sign Out New Calendar Page New... Folder Options

Notify Print

Calendar
September 2002

23 Monday					
24 Tuesday	-All	Customer	James Poulipoulos		
25 Wednesday	-All	Customer	James Poulipoulos		
26 Thursday					
27 Friday	09:00 AM	Weekly Staff Meeting -	James Poulipoulos	09:00 AM	Week Meeting
28 Saturday					
29 Sunday					

Times shown are: Eastern Daylight Savings Time (GMT -5:00)

Schedule a Meeting New Tools

Day Week Month

27 Friday
September 2002

- 9 am Weekly Staff Meeting
- 10 am
- 11 am Conference Call - Customer ABC, Inc.
- 12 pm
- 1 pm
- 2 pm Customer Visit - Orion Industries
- 3 pm
- 4 pm
- 5 pm
- 6 pm

Day 270 95 days left

Folder Options

Preview

QuickPlace team calendar feeds into personal Notes or Outlook calendars

Integrate with Sametime Meeting Centre

The screenshot displays a web application interface for a 'Regional Sales Team Place [DEMO]'. The main content area shows a calendar for September 2002, with dates 23 through 29 visible. Each date entry includes a time slot and a meeting title, such as '09:00 Weekly Staff Meeting' on Friday, 27th. The interface includes a navigation menu on the left with options like 'Welcome', 'Discussion', 'Library', 'Calendar', 'Tasks', 'Index', 'Customize', 'Members', 'Chat', 'Search', 'What's New', 'Work Offline', 'My Places', and 'Help'. At the top right, there are links for 'Home > Calendar', 'Notify', and 'Print'. Below the calendar, there are buttons for 'New Calendar Page' and 'New...'. An orange arrow points from the 'New Meeting' dialog box to the 'New Meeting' link in the calendar's left sidebar.

Regional Sales Team Place [DEMO] Home > Calendar

James Pouliopoulos | Sign Out New Calendar Page New... Folder Options

Welcome
Discussion
Library
Calendar
Tasks
Index
Customize
Members
Chat
Search
What's New
Work Offline
My Places
Help

Notify Print

Calendar

September 2002 October 2002

23 Monday Monday 30

24 Tuesday Tuesday 1
-All Customer James
Day- Council - Pouliopoulos

25 Wednesday Wednesday 2
-All Customer James
Day- Council - Pouliopoulos

26 Thursday Thursday 3

27 Friday
09:00 Weekly Staff Meeting -
AM Meeting -

28 Saturday

29 Sunday

Times shown are: Eastern Dayli

New Calendar Page New...

Sametime Meeting Center Logged on as James Pouliopoulos

New Meeting

Essentials Files Security Tools Locations

To create a meeting, complete the information below.

Meeting type: Collaboration

Meeting name: Customer Council Meeting

Moderator: James Pouliopoulos/Westford Change...

Start Now

Schedule

Date (mm/dd/yyyy): 9/24/2002 Repeat...

Time: 9:00 AM

Duration: 0d 8h 00m

Record this meeting so that others can replay it later.

Active
Scheduled
Finished
Today

Unlisted Meeting
All Meetings
My Meetings
Recorded
Calendar

Test Audio / Video
Help

Awareness with Sametime

The screenshot shows a web browser window titled "Members - marketplanning - Microsoft Internet Explorer". The address bar shows a URL from "om/QuickPlace/marketplanning/Main.nsf/h_Toc/7CB1ED9DCD9FCEAB852567C3006E2DBE/?OpenDocument". The page content includes a navigation menu on the left with "Members" selected. The main area is titled "Members" and contains a table of team members. An orange arrow points to the entry for James Pouliopoulos, which has a green status indicator next to the name.

User Name	First Name	Last Name	Phone	Email
Adriana Robinson				
Bethann Cregg				
Chris Crummey				
Cregg's Direct Reports '(Group)'				
James Pouliopoulos	James	Pouliopoulos		pouli@us.ibm.com
Jeremy Dies	Jeremy	Dies		jeremy_dies@us.ibm.com
Mike Loria				
Stephen Londergan	Stephen	Londergan		stephen_londergan@us.ibm.com

...shows whether team members are online, even when they aren't in the place



Work Off-line with Domino Off-line Services (DOLS)

Work Offline - analysis - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail

Address [.iris.com/QuickPlace/analysis/Main.nsf/\\$defaultview/A22C4328A85E9873052568B0005C0C98/?OpenDocument&Form=h_PageUI](http://.iris.com/QuickPlace/analysis/Main.nsf/$defaultview/A22C4328A85E9873052568B0005C0C98/?OpenDocument&Form=h_PageUI) Go

Links QuickPlaces Customize Links Fleet HomeLink Login Free Hotmail Label Portfolio Windows Media

Analysis

Stephen Londergan | Sign Out [Begin Install](#)

- Welcome
- Discussion
- Library
- Calendar
- Tasks
- Index
- Customize
- Members

Search
What's New
Work Offline
My Places
Help

Work Offline

[Notify](#) [Print](#)

What is Working Offline?

You can set up your computer so that you can work in this place even when you are not connected to the network. When you reconnect to the network, your offline place is synchronized automatically with the online place so that changes made in either one show up in the other.

Preparing for First-Time Installation

Read this section carefully before attempting to install your offline place.

Before installing your offline place, you must define an "Offline Password" in your Member Profile in this place. You can enter the same password that you use to sign in to this place, or any other password. To define your offline password, go to the [Members page](#) and click your name to access your profile. Then return to this page.

Next, to work offline, you must install the Lotus iNotes Sync Manager software on your computer. After installation, your offline place will be synchronized with the online place. Because these steps can take a while, it is strongly recommended that you do your first-time installation using a high-speed network connection, or by using an installation CD. (Contact your system administrator for more information.)

Once the initial installation has been completed, future synchronization of your place will be much faster.

Installing Your Offline Place

To install your offline place, click [Begin Install](#). If you have

Done Local intranet

...use Domino Off-line Services to work in a place while disconnected

QuickPlace for Administrators and Designers

- Low overhead - no "client", no desktop software to install
- End users can be self-sufficient
- Integrates with corporate directory

New for QuickPlace 3.0

- Native directory names
- Place Catalog & QP Services
- QPTool - replaces Admin Utility
- Clustering

- Place appearance can be customized with "Themes" and "PlaceTypes"
- Convert a generic Place into a rebranded application for specific business needs

New for QuickPlace 3.0

- Standards based XML API
- Enhanced PlaceType Capabilities
 - ▶ Refresh/replace designs
 - ▶ Centralized refresh to all children



Demonstration 3



Customer Examples

AusAID

- AusAID's primary business function is to provide and manage aid projects on behalf of the Australian government. These projects involve directly employed AusAID staff and external consultants/contractors.

The screenshot displays the AusAID website interface. At the top, there is a dark blue header with the Australian Government's coat of arms on the left, the text "The Australian Government's overseas aid program" in the center, and the AusAID logo on the right. Below the header is a yellow navigation bar with "Home Calendar" on the left and a search box on the right. The main content area is titled "PNG In-Country Management" in large blue letters. To the right of this title are three buttons: "New Calendar Page", "New...", and "Folder Options". On the left side, there is a vertical menu with a "Go" header and several items: "Welcome", "Discussion", "Budget", "Australian Development Scholarships", "Health", "Education", "Agriculture", "Disaster Relief", "Calendar" (highlighted in red), "Tasks", "Index", "Customize", and "Members". Below this menu is another section titled "Tools" with links for "news: daily | weekly", "advanced search", "chat | notify | print | tutorial", and "help". The central part of the page features a calendar for "October 2002". The calendar is presented in a table format with days of the week and dates. Navigation icons for the calendar are visible above the table. Below the calendar, a note states "Times shown are: Eastern Australia Standard Time (GMT +10:00)". At the bottom of the page, there are links for "go to top" and "new calendar page | new... | folder options".

Home Calendar Search:

PNG In-Country Management

[New Calendar Page](#) [New...](#) [Folder Options](#)

Go

- Welcome
- Discussion
- Budget
- Australian Development Scholarships
- Health
- Education
- Agriculture
- Disaster Relief
- Calendar**
- Tasks
- Index
- Customize
- Members

Tools

- news: daily | weekly
- advanced search
- chat | notify | print | tutorial
- help

Calendar

October 2002

14 Monday	Monday 21
15 Tuesday	Tuesday 22
16 Wednesday	Wednesday 23
17 Thursday	Thursday 24
18 Friday	Friday 25
19 Saturday	Saturday 26
20 Sunday	Sunday 27

Times shown are: Eastern Australia Standard Time (GMT +10:00)

[go to top](#) [new calendar page](#) | [new...](#) | [folder options](#)

Department of Foreign Affairs & Trade (DFAT)

- They use the QP to communicate between their rollout teams overseas and the on site support staff back in Canberra.

Go

[Go Back]

Instructions

HKNG

GZHO

TKYO

HCHI

HNOI

BJNG

TPEI

RANG

SEOL

PENH

SHAI

Room Index

Room Options

Room Security

Tools

news: daily | weekly
advanced search

chat | notify | print | tutorial |
help

HKNG

Title	Author	Modified
HKNG SATIN HI The installation and cutover to SATIN HI has been successfully completed at the Hong Kong Consulate General. The system was handed to the post SOB 25/6/02 and no major problems have been encountered. The install team is now cleaning up and packing equipment for shipment to...	Stuart Jenkinson	26/06/2002
Backups Tivoli backups appear to be a little inconsistent. Can someone check them out please. Cheers.	Rod Buckle	21/06/2002
Re: Backups Rod, You are correct about the inconsistency of the backups. This is a known problem with the current version of tivoli that is in use. There is an approved CR to upgrade to a later version to alleviate this problem. What is actually happening is that...	Simon Ratcliffe	21/06/2002
Satin Hi Migration The HKNG ADCNET system was decommissioned today 20th June. Satin Hi migration is continuing as per installation schedule. Completion of Satin Hi install will be advised.	Stuart Jenkinson	20/06/2002
DL 360 Failure A DL360 has had a disk array failure on power up in the HKNG SATIN HI system. Alex as per our tele con please organise to dipatch asap a replacement. The server that has failed was DG02 and we have replaced this with TS02. Can you please supply server as per spec. Please advise...	Stuart Jenkinson	20/06/2002
Re: DL 360 Failure Hey dudes, if it ain't too onerous, could someone please provide the serial number of the server that died? Dimension Data / Compaq would like to know so a replacement can be provided or so they can add it to the list of failures, stuff like that ... thanks, Hx 2363	Helen Connor	25/06/2002
Re: DL 360 Failure Complete replacement unit has been despatched safehand and will arrive Monday, 24 June.	Alex Norton	21/06/2002
Re: DL 360 Failure Stuart, has the replacement server arrived yet? Hx 236315:50 24/6/02	Helen Connor	24/06/2002
DL 360 Failure Welcome back Sports fans ! The latest from rack side here in HK is the substitute for number 4 TS01. Server has failed to live up to expectations. About 50 secs into the second period the said player gave out an enviromental error,zone 4 76deg cel and went to auto shut...	Stuart Jenkinson	25/06/2002
Re: DL 360 & other equipment Failure As promised here are this trips lucky numbers in the SATIN Failure pools. Server DL360 Ass# 45472 Printer HP 4100 Seq# 1001260 Printer HP 4100 Seq# 1001261 Wintem Seq# 1002043	Stuart Jenkinson	25/06/2002
Message Manager	Rod Buckle	19/06/2002
Message Manager (Revision #RO-70F3) Some advise please guys. When sending a fax from Lotus Notes the default Message Manager cover page is pretty ordinary. Are there instructions on modifying this, if so where can they be found. Also, when sending a fax from the Microsoft Word template the default...	Rod Buckle	19/06/2002
Re: Message Manager If users would rather send directly from Notes than use the Fax cover sheet, you can put the command in the address line which stops the cover sheet from being used. Users can then prepare their own cover page and send that instead. The full options are in the...	Vanessa Lewis	24/06/2002
Re: Message Manager Rod, No we have not yet investigated the editing og the fax cover sheet. It is on the list to do but not a priority at this stage. What you have is correct, yes more work needs to be done.	John McCluskey	20/06/2002



General Electric -- QuickPlace at Work

- Working together as one virtual team

- The Challenge
 - ▶ Improve information sharing and eliminate geographic and cultural barriers
 - ▶ Make suppliers and customers a more integral part of GE's project teams

- The Solution: Lotus QuickPlace
 - ▶ Real-time collaboration tools now available to all 340,000 employees
 - ▶ Changed the way GE teams works internally and interact with customers & suppliers.
 - ▶ QuickPlace provides a platform to connect internal project teams and resources with external customers and suppliers



IBM -- QuickPlace at Work

All IBM employees worldwide are able to create, own and manage a QuickPlace(s), for internal and/or external use -- via the IBM intranet.

- Team Workspaces, as of August 2002
 - ▶ >3,000 active QuickPlace, for intranet use only
 - Product team is using QuickPlace to manage product lifecycle management
 - ▶ >3,000 active QuickPlaces, for extranet use
 - Field Sales using as a strategic tool to communication and collaborate with customers
 - Product team using to manage relations and communications with our "Customer Council"

Example of how you could use a QuickPlace

- A Policy Document needs to be created, there are many parties involved from many locations....



External
Departments



Divisions

The Challenge

■ Some of the parties involved:

- ▶ Diana Ermini: Local Policy Department
- ▶ Stephen Londergan: Interstate Colleague
- ▶ Jeremy Deis: External Department

■ Role:

- Team Leader
- Assisting with the creation
- Contributing to the final Policy

- The team comes from many locations as well as other Departments
- They have to work on a Policy Document, and it's due in 2 Weeks
- Before they finish it, the whole team wants to review it
- Finally, they need to (securely) share it with other external parties involved to get their comments

Now: they make a new Place for the team

Microsoft Internet Explorer window: Create a Place - quickplace

Lotus QuickPlace

Create a Place Back Next

Place name. Choose a short name to use for the internet address of the place. Optionally, choose a more descriptive title for display in the place.

Internet address: (no spaces or punctuation)

Title (optional):

Your name and password. Enter a name and password (twice for verification) that you would like to use in your new place, and (optionally) your email address.

Name:

Password:

Re-enter password:

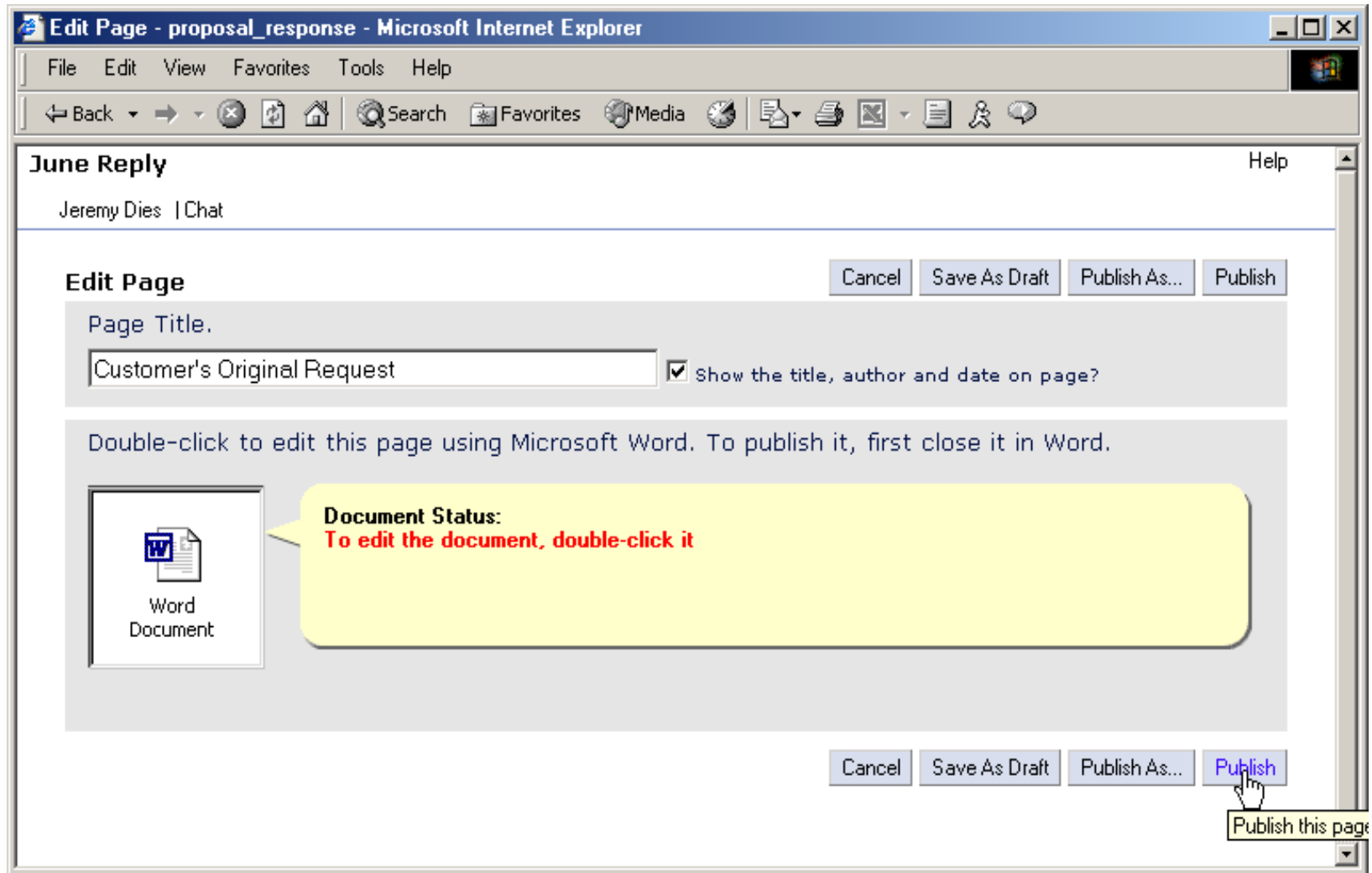
Email address (optional):

Confirmation

Send me an email confirming the information on this page
Warning: Checking this option will mail your password over the network.

Back Next

Next: they post some requirements



Next: they work online to create the first draft

- They meet online to work together in the document.
- Conversation and collaboration

The screenshot displays a Lotus software interface for an online meeting. The main window is titled "Timeline Meeting Room - Respond to the Proposal" and contains a Microsoft Word document titled "New Microsoft Word Document.doc". The document text includes "INTRODUCTION:" followed by a paragraph about an IBM Differentiator, and "VALUE PROPOSITIONS:". A context menu is open over the text, showing options like Cut, Copy, Paste, and Font. To the right, there is a video feed of a man speaking, with controls for mute and video. Below the video feed is a list of participants: "Jeremy Dies/Cambrid" and "Stephen Londergan/". The bottom of the interface shows a chat area with the message "Jeremy Dies/Cambridge/IBM joined the meeting." and a status bar indicating "0 2 Participants" and "00:20:01".

Next: the whole team comments on it

- They all work together, in the place, in real-time.
- Or, have the ability to review and comment on all the information at a more convenient time.
- Conversation can be in real time or asynchronous through responses and discussion threads

The screenshot displays a web browser window titled "Customer Original - proposal_response - Microsoft Internet Explorer". The address bar shows a URL from "http://qp.ins.com". The main content area is titled "June Reply" and shows a discussion thread. The thread starts with a post by "Jeremy Dies" on 05/23/2002 at 06:32 PM. The post content includes a "Chat" button, a profile link, and a paragraph of text: "The context for the questions asked herein is in a separate document titled 'Integrating products, solutions/suites, bundles, offerings or technologies). In asking the them. The information we collect will be shared with others in IBM (as brands le". Below this is a section titled "VALUE PROPOSITIONS:" followed by a list of bullet points: "* Minimize the need for rip and replace", "* Minimize the time to value (thus minimize the case where the Customer b", "* Minimize the costs associated wit", and "* If you think there are other key in". The text is partially cut off. Below the list is the question "Are you currently measuring attain". At the bottom of the discussion thread are buttons for "New Page", "New...", "Respond", and "New".

Overlaid on the bottom right of the browser window is a chat window titled "Jeremy Dies/Cambridge/IBM [started...". The chat window shows a conversation between "Stephen Londerg..." and "Jeremy Dies". The messages are: "What is the due date for this?", "We need to beat our competitor, so let's get this done today!", "OK, I'll get on it as soon as I can.", "Make a new revision? Thanksl", and "OK". Below the chat messages is a text input field labeled "Type your text" and buttons for "Send", "Invite Others...", and "Close".

Finally: they bring the External Dept. to the Place

- They invite the External Department to the public part of the place, so that they can review the document
- The External Department becomes familiar with the finished Policy Document.



What have they done?

- They worked together, and they
 - ▶ didn't have to call IT
 - ▶ didn't have to use any tools other than a Word processor and a browser
- However, they
 - ▶ did create a shared, reusable Place for the team
 - ▶ did compress the time it took to reply
 - ▶ did engage the entire, extended team in the process
 - ▶ did save travel dollars
 - ▶ did get a quality Policy document which was completed efficiently and effectively
 - ▶ did involve a lot of collaboration from all required parties
- ✓ They now have:
 - ▶ a complete trace of events that lead them to the final Policy document like:
 - who/why decisions were made
 - discussions threads
 - what steps were taken along the way
 - ▶ reusable collateral for next time



Thank You

Kathy Staples

Lotus Software

kathy.staples@au.ibm.com

For more information.....

- Product information
www.lotus.com/quickplace
- Developer web site
 - ▶ Lotus: www.lotus.com/developer
 - ▶ QuickPlace: www.lotus.com/qpdevzone