QuickPlace 3.0

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Lotus Software

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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"?

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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

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Key Capabilities

- Teams use QuickPlace to:
  - **Coordinate**
    - People
    - Tasks
    - Plans
    - Resources
  - **Collaborate**
    - Asyncronously 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

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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

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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

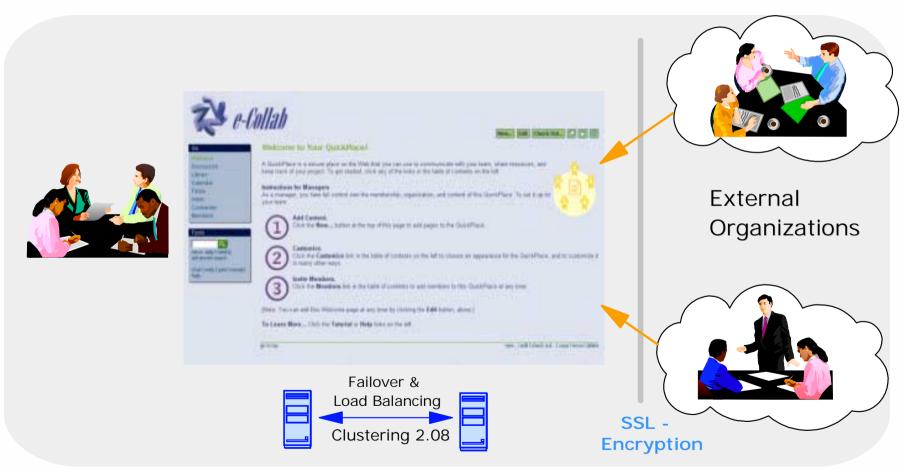Your teams discussions and content are all maintained in a single location...

Check-in

Check-out

Version Control

Multiple File Support

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Teams come Together !

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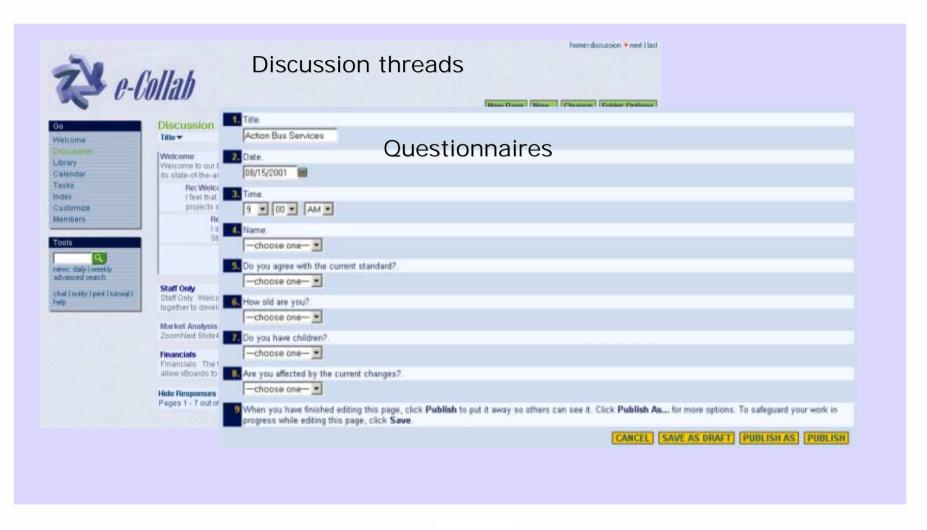

External Organizations

Failover & Load Balancing

Clustering 2.08

SSL - Encryption

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Capture peoples ideas!

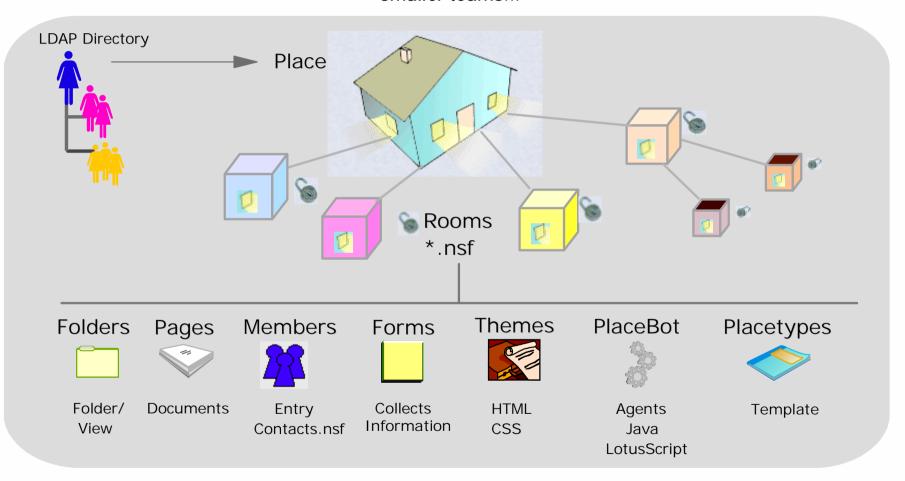Create a place for discussion groups, where people can come and share their ideas...

QuickPlace Architecture

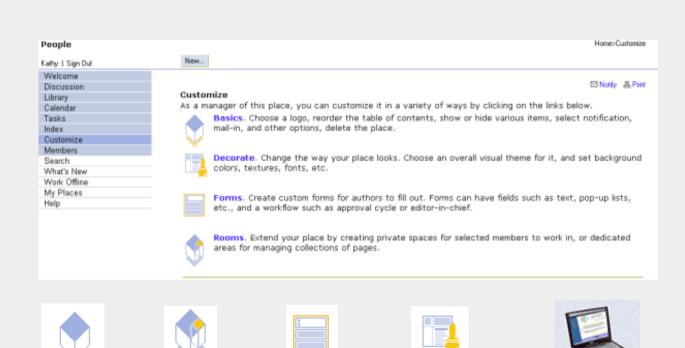You can use rooms to dramatically expand your QuickPlace, and to create private areas for smaller teams...

LDAP Directory

Place

Rooms
*.nsf

Folders	Pages	Members	Forms	Themes	PlaceBot	Placetypes
Folder/ View	Documents	Entry Contacts.nsf	Collects Information	HTML CSS	Agents Java LotusScript	Template

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Customisation Tools

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

Basics   **Rooms**   **Forms**   **Decorate**   **Off-line**

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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

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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
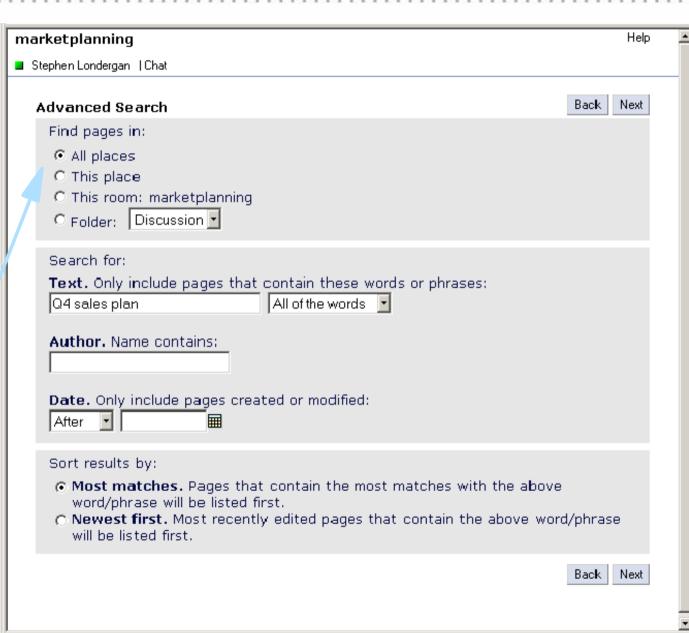- End users log in once and access any Place in which they are members

Lotus. QuickPlace™   IBM.

■ Kathy Staples/Australia/IBM | Sign Out

| Welcome |
| My Places |
| Create a Place: |
| Select Time Zone |
| Help |

My Places

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

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Room Map & Cross QP and Scoped Search

Room Map - banana - ...

Rooms in this place
Click any room name to go there

➜ banana
　　Sugar

---

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

- Room Map will outline the entire QuickPlace

- Search across all places or this place.

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Calendar Integration - Connect your tools for greater efficiency

QuickPlace Team Calendar

Team events sent to team members' calendars

Online meetings scheduled via QuickPlace

Notes or Outlook Calendars

Sametime Meeting Centre

Online meeting URL embedded in end user calendar entry

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Integration with your Personal Calendar

QuickPlace team calendar feeds into personal Notes or Outlook calendars

Integrate with Sametime Meeting Centre

Awareness with Sametime

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

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

...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

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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.
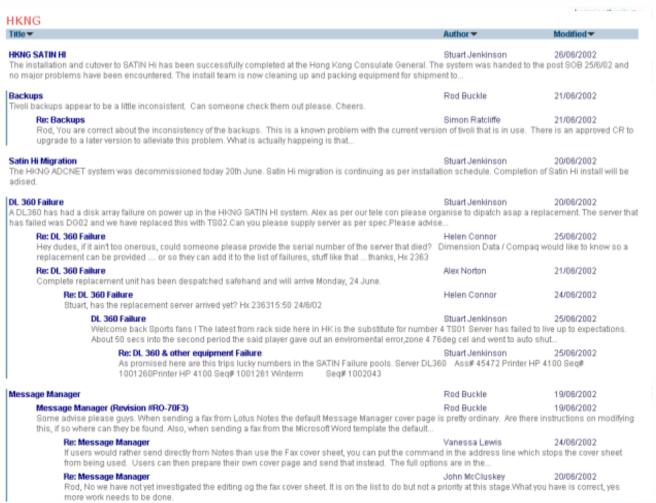
Department of Foreign Affairs & Trade (DFAT)

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

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

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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"

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Example of how you could use a QuickPlace

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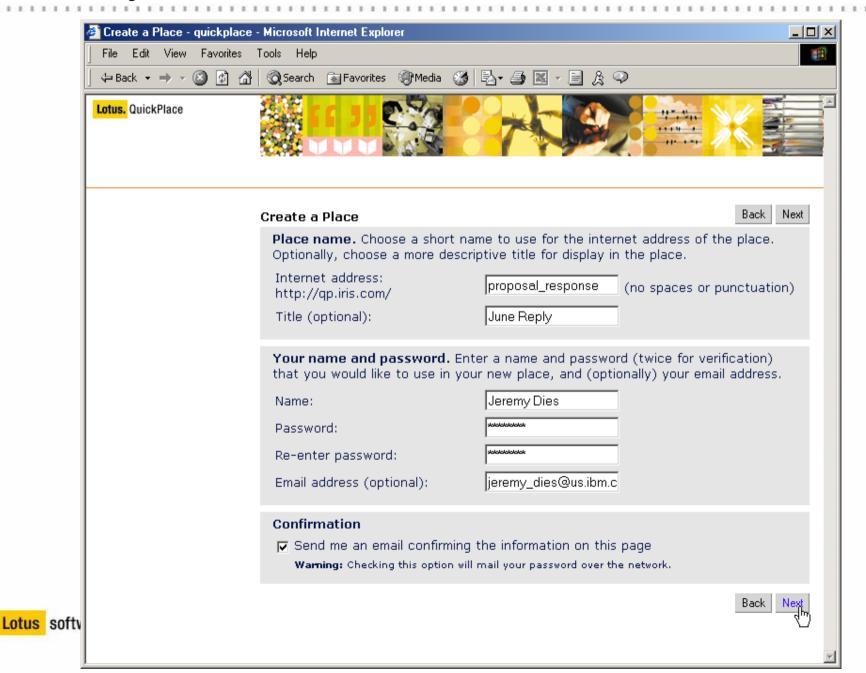

External Departments

Divisions

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The Challenge

- Some of the parties involved:
  - ▶ Diana Ermini: Local Policy Department
  - ▶ Stephen Londergan: Interstate Colleague
  - ▶ Jeremy Deis: External Department

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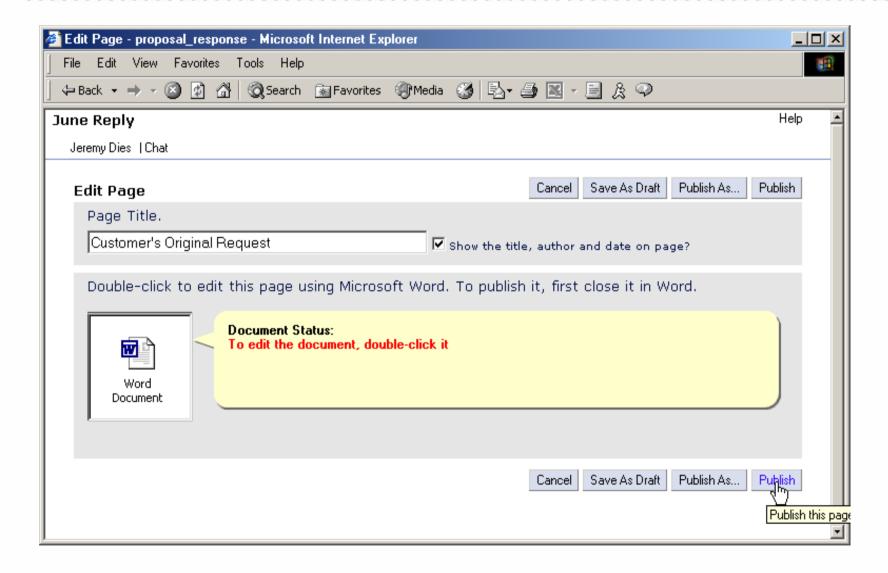 - Assisting with the creation
  - Contributing to the final Policy

- 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

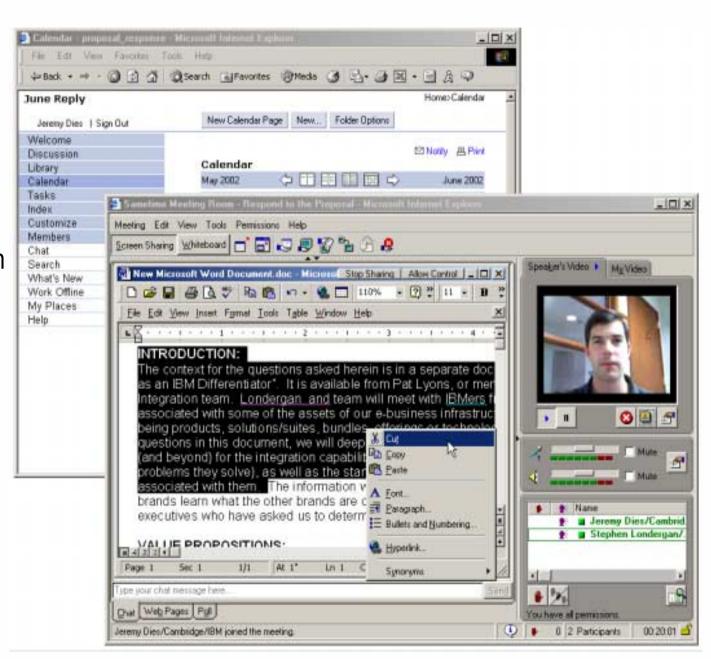# Now: they make a new Place for the team

Next: they post some requirements

Next: they work online to create the first draft

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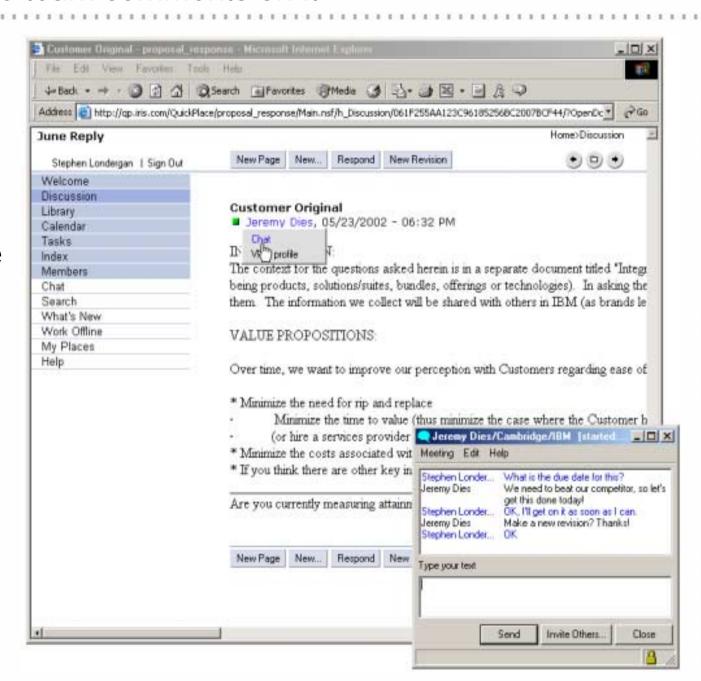
- Conversation and collaboration

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.

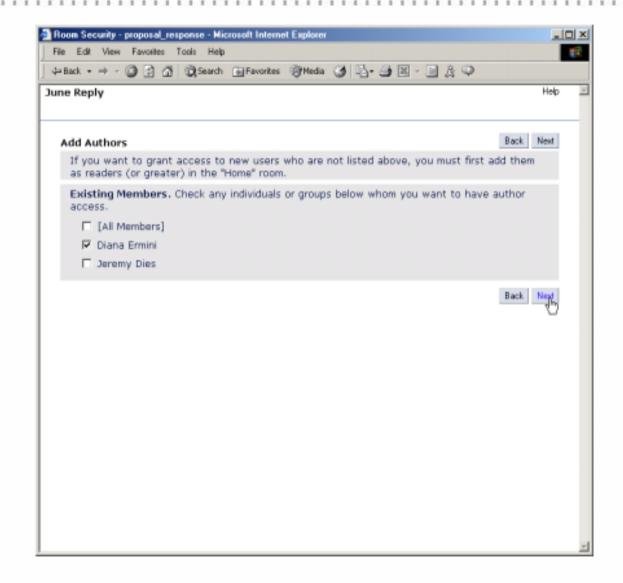- Conversation can be in real time or asynchronous through responses and discussion threads

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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.**

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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 alot 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

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Thank You

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For more information......

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