

# Lotus knows.

Smarter software for a Smarter Planet.

## Getting the Most Out of Your Lotus® Connections Communities

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Lotus Software & WebSphere Portal



## Agenda

- What's New in IBM<sup>®</sup> Lotus Connections 2.5
- Why do Communities matter?
- Benefits and new features of Communities – Product Demonstration
- New Services – Files and Wikis capabilities - Product Demonstration
- Business Ready Technical Architecture
- Conclusion



## Profiles

Quickly find the people you need by searching across your organization and connecting to others.



## Bookmarks

Save, organize, and share bookmarks; discover bookmarks that have been qualified by others with similar interests & expertise.



## Homepage

Manage your attention by viewing relevant social data aggregated across your subscriptions, notifications, and network of colleagues.

# Lotus Connections

All your social software needs, ready for business.



## Blogs

Use a weblog to present your idea and get feedback from others; learn from the expertise and experience of others who blog.



## Files

Upload and share any type of file with colleagues and communities. Store versions and view downloads, comments and ratings.



## Communities

Create, find, join, and work with communities of people who share a common interest, responsibility, or area of expertise.



## Activities

Organize your work, plan next steps, and easily tap your expanding professional network to help execute your everyday deliverables, faster.

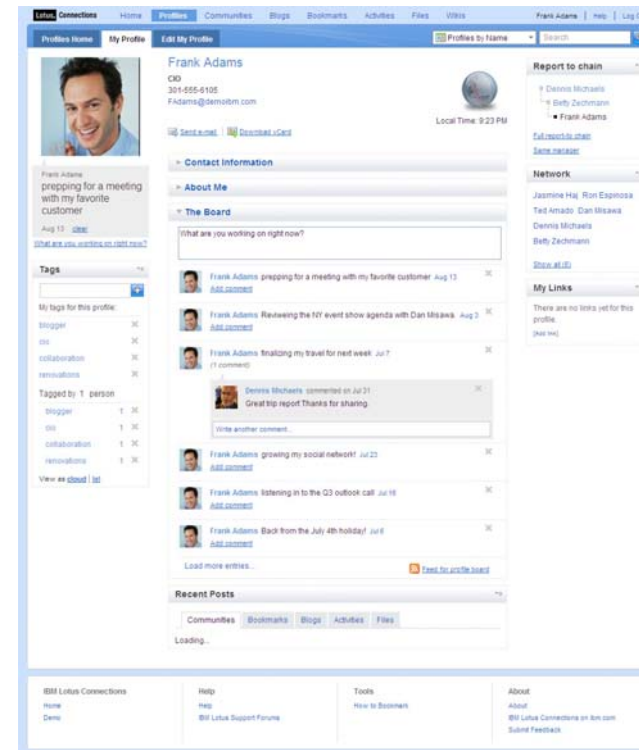


## Wikis

Create wiki spaces for individuals, groups, and communities to coauthor pages. View changes across pages, ratings, and comments.

## What's New in IBM Lotus Connections 2.5

- Enhanced communities
  - Improved Community experience
  - New micro-blogging feature
  - New updates Homepage
  - Mobile support
  - New services - Wiki and Files Capabilities
- Integration to enhance social software experience
- Advanced Profiles functionality to promote social interaction and adoption
- New ways to extend Lotus Connections

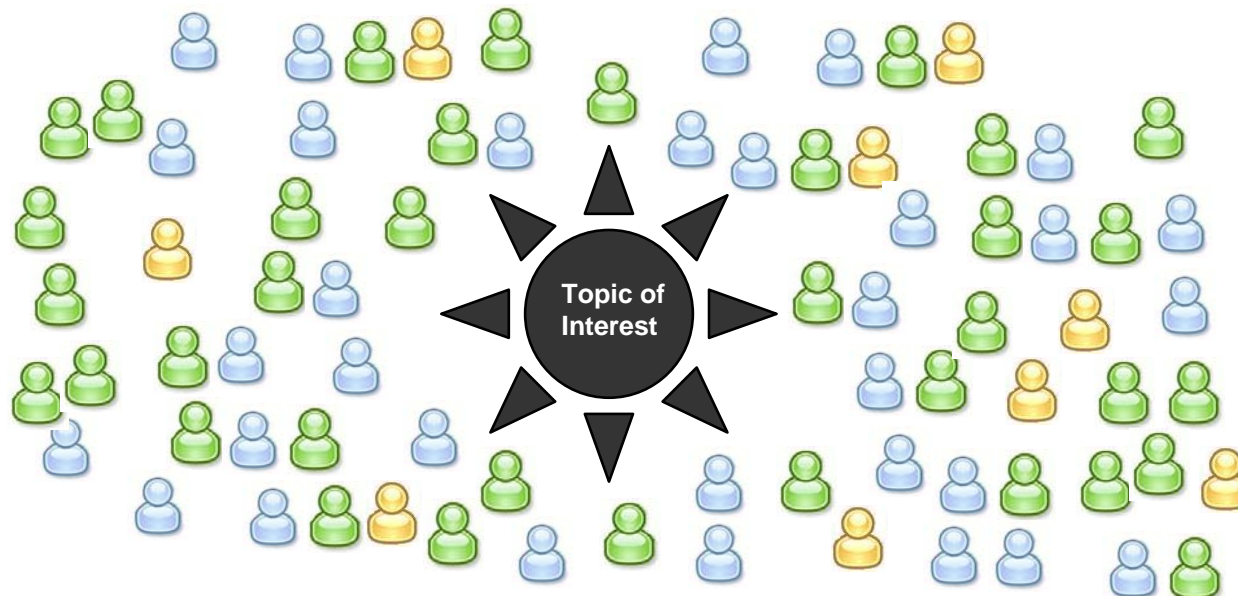


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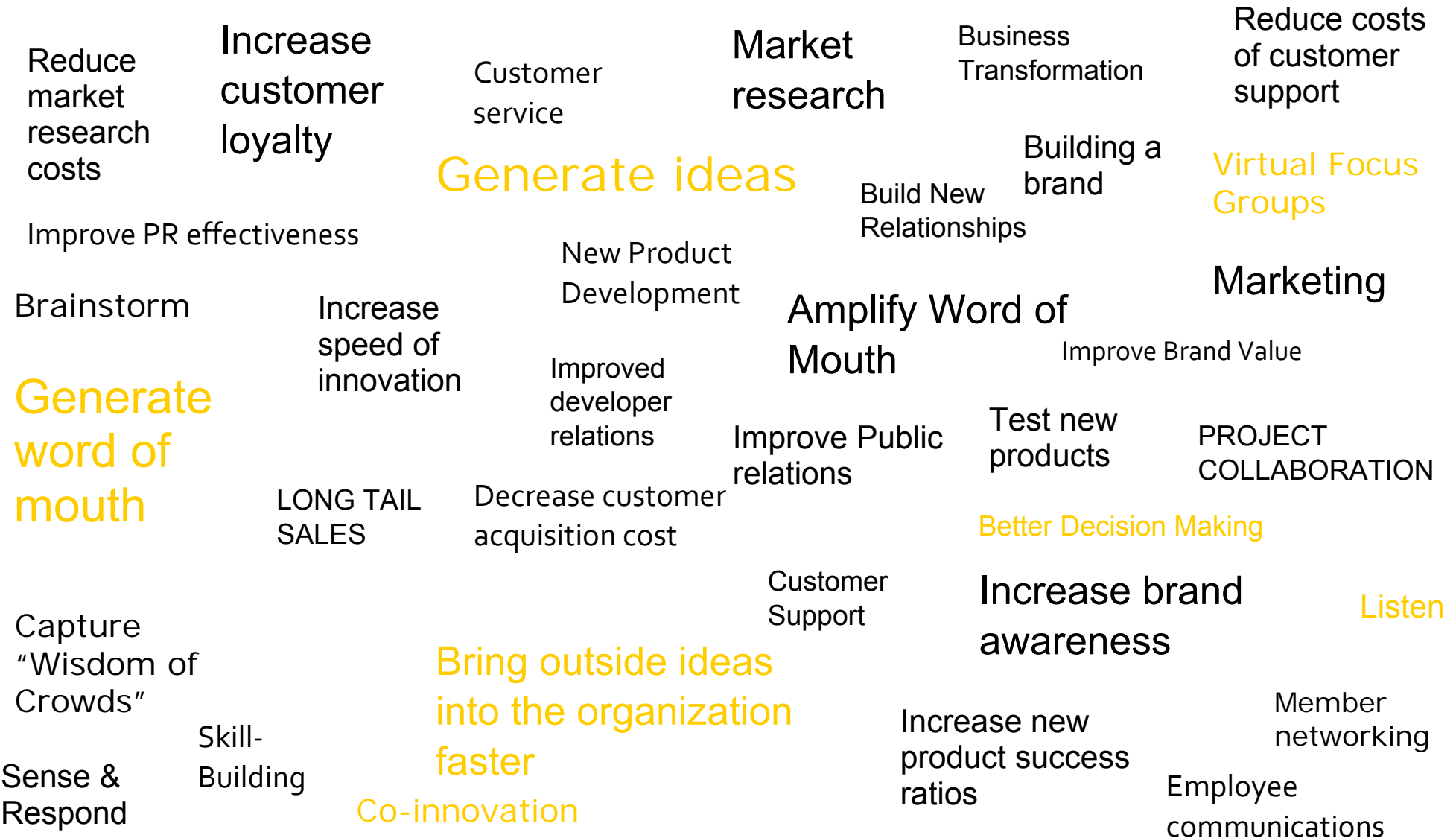
## What is a community?

- “Groups of people who share a passion for something” (Wenger, 2004)
- “Groups of people who come together to share and learn from one another” (Vestal, 2003)



## What is the Value of Communities?

*It depends on the business problem you are trying to solve...*





## There are many different types of enterprise communities

- They can be small or big, short-term or long-term, centralized or distributed, spontaneous or intentional, grass-roots or tops down and formally endorsed, and virtual or physical
- They can form within a department, across departments, and can reach out to external stakeholders (customers, analysts, and partners).
- They can cut across multiple companies and industries

### Some Examples

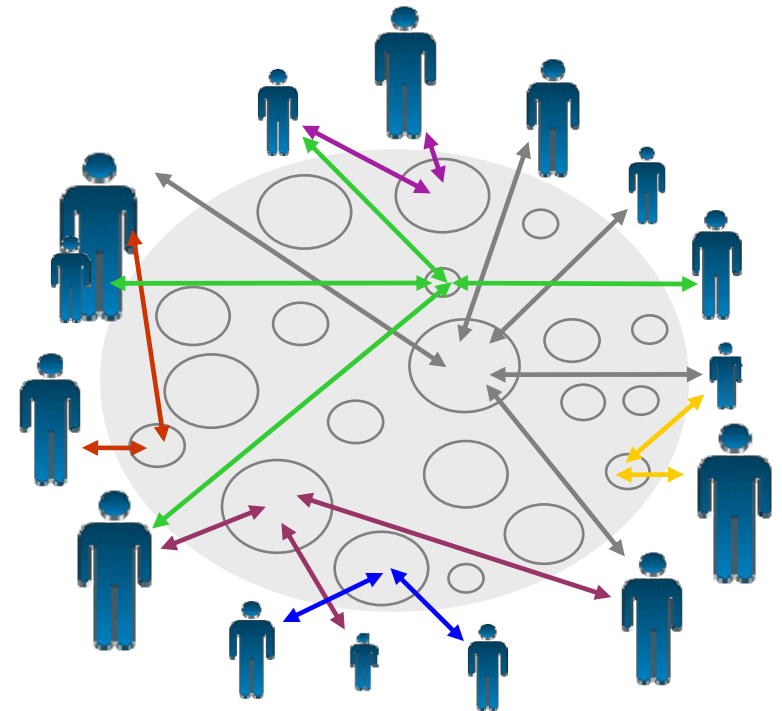
- Collaborative workgroups
- Customer Support
- Social spaces
- Ethnic groups
- Professional groups
- Association Members
- Industry ecosystems
- Geographical user groups
- Developers
- Discussion groups
- Special interest groups
- Creative groups

*Communities can overcome barriers of time, geography, affiliation, and culture.*



## Community members join for different reasons

- Need content
- Need experts
- Want to listen / learn from others
- Want to express themselves
- Need support
- Want to share what they know
- Want recognition
- Want power and increased responsibility
- It's part of the culture of the organization



## Communities hold both potential short term and long term value to organizations and individuals

### Example Value to Individuals

#### Short Term:

- Provides a forum for expanding one's skills and expertise
- Improves skills / knowledge
- Provides a safe environment for asking questions and sharing perspectives
- Reduces learning curves on new concepts
- Fosters interaction between junior & senior practitioners

#### Long Term Value:

- Provides a forum for establishing and strengthening relationships.
- Networking for staying up-to-date in the field
- Enhance professional reputation
- Increase marketability and employability
- Strengthens one's professional identify

### Example Value to Organizations

#### Short Term:

- Increase awareness of issues
- Facilitates the identification of individuals with specific expertise and influence
- Fosters knowledge sharing across organizational and geographic boundaries
- Reduce support costs
- Improve marketing reach
- Improves the quality of research and practice

#### Long Term Value:

- Improve brand
- Improves the rate of innovation
- Leverage strategic plans
- Retention of talent
- Increase capacity for knowledge development
- Stronger relationships with all stakeholders
- Knowledge based partnerships

## There's something for everyone in communities!

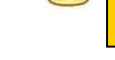


### Individual Value: Access and Participation

- Know what others are doing in the organization
- Decrease learning curve
- Increase "social network"
- Increase expertise and confidence
- Improve reputation
- Expand personal network of knowledgeable professionals
- Provide a stable environment for individual and business performance enablement
- Increase professional satisfaction



Gain recognition from peers



### Community Value: Innovation

- Discover relevant information
- Increase idea creation and solve problems
- Access the best intellectual capital and experts
- Communicate and explore new ideas
- Gain recognition from management

### Organization Value: Responsiveness

- Ability to go to market more quickly and complete projects faster
- Increased quality of deliverables
- Continuous improvement in organizational capability and competency
  - Enable delivery of best knowledge, services, and capabilities from global IBM
- On demand performance capabilities
- Reduce impact from turnover
- Respond more rapidly to customer needs and inquiries
- Increase revenue and win rates
- Reduce rework and avoid "reinventing the wheel"
  - Increase profitability
  - Reduce project risk
- Spawn new ideas – innovation
- Client satisfaction and better reputation



*Communities Are Powerful Tools, As  
Long As You Put Members' Needs First.*

- Forrester, 2008

## Agenda

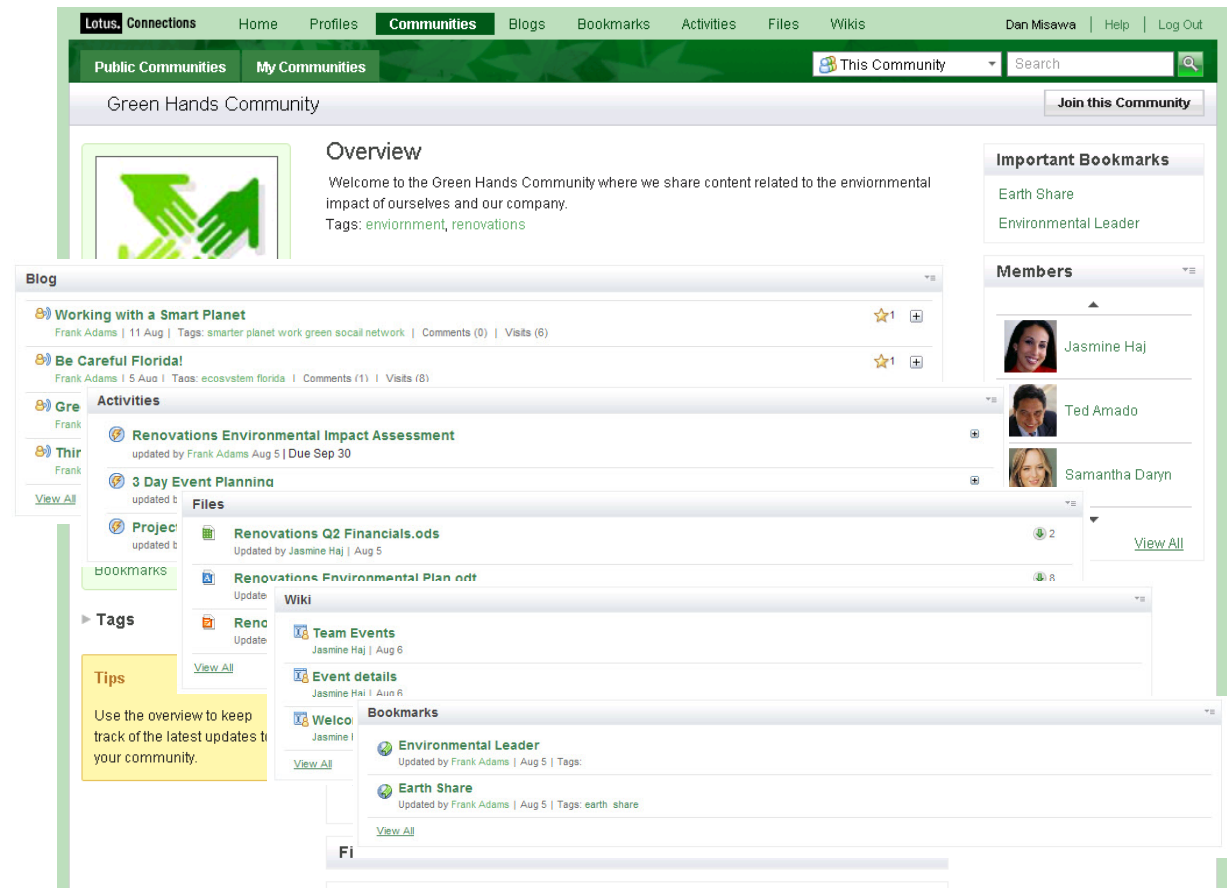
- What's New in IBM Lotus Connections 2.5
- Why do Communities matter?
- **Benefits and new features of Communities – Product Demonstration**
- New Services – Files and Wikis capabilities – Product Demonstration
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## What's New in Communities?

- New services
  - Blogs and Activities in Communities
  - Brand new services – Wiki and Files
- Improved Community user experience
  - New Themes
  - Consistent One UI
  - Inline Community Card
  - Language settings
- Architectural improvements
  - Improved Lifecycle Events
  - Support for Forms-based authentication
  - Tuning for slower networks
  - New services as widgets; e.g. Bookmarks, Feeds
- Integrated and consistent experience
  - Common search, Homepage notifications, River of News updates
  - Community and Public Community Tag Clouds

# Community Page

- Reach out to communities of customers, partners and employees
- Gives you a variety of **tools** to reflect your goals and needs
- Work more effectively in your **customized** communities
- Ability to join, leave or mail a community
- **Integration** with other Lotus Connections services
- Easy link back from other Lotus Connections services to a Community through the Community Card

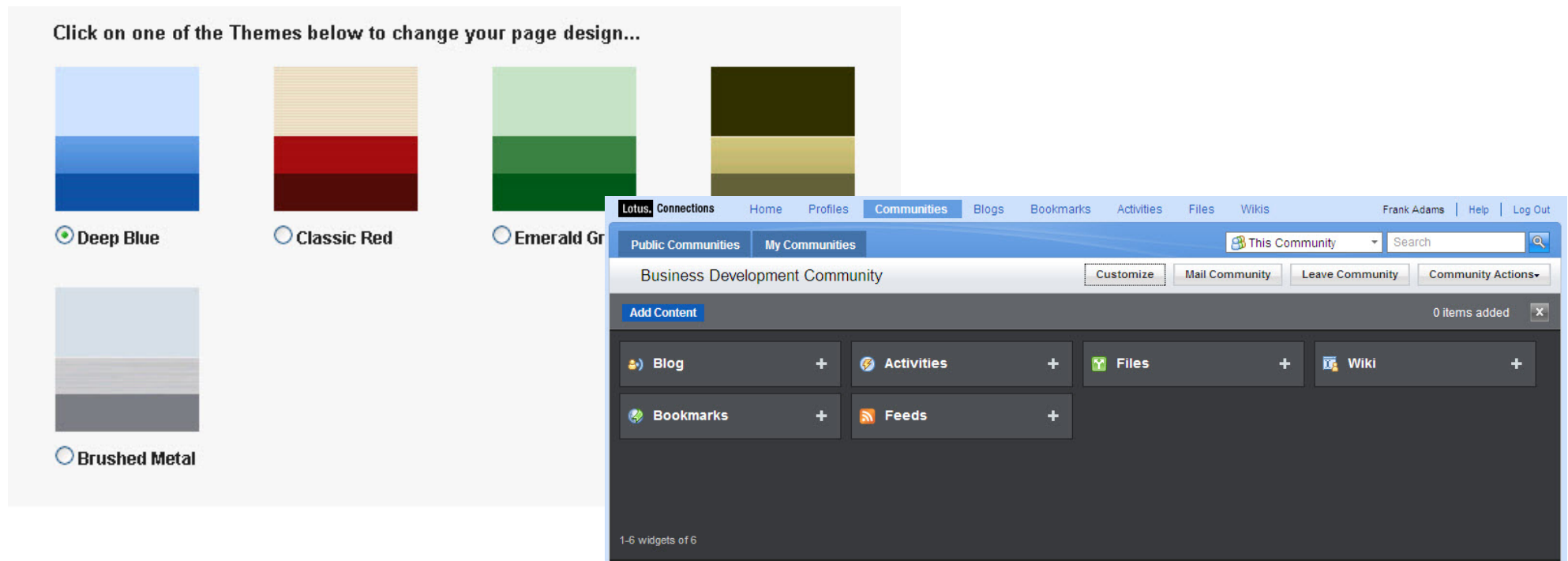




# Community Page Customization

- **Personalize** the look and feel of your community, including **theme** templates
- Choose tools that are appropriate for your community's collaboration needs, all scoped to your community.
  - One place to go to for access to: Activities, Blogs, Forum, Wikis, Files, Bookmarks and Feeds

Click on one of the Themes below to change your page design...



The screenshot shows the Lotus Communities interface. On the left, there are four theme options: 'Deep Blue' (selected), 'Classic Red', 'Emerald Green', and 'Brushed Metal'. Each theme is represented by a color-coded square. On the right, a screenshot of the community page shows the navigation bar with 'Lotus, Connections, Home, Profiles, Communities, Blogs, Bookmarks, Activities, Files, Wikis' and the user 'Frank Adams'. Below the navigation bar, there are tabs for 'Public Communities' and 'My Communities', and a search bar. The main content area shows the 'Business Development Community' with a 'Customize' button and 'Mail Community', 'Leave Community', and 'Community Actions' links. Below this, there is an 'Add Content' section with a grid of widgets: 'Blog', 'Activities', 'Files', 'Wiki', 'Bookmarks', and 'Feeds'. Each widget has a plus sign to add it. The bottom of the screenshot shows '1-6 widgets of 6'.

## Discussion Forum

- Brand new **redesign** of the forum surfaces relevant statistics and popular discussions
- Easily receive **notifications** on a particular topic
- Ability to Pin this Topic so it will remain as a **priority** discussion topic

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## New Files Service

- New personal and community File sharing service
  - A convenient way to share documents, spreadsheets, presentations, and other types of files with people without the need to send large files through e-mail
- Capabilities include:
  - Upload files and share them securely with others as readers or editors
  - Choose to share files with selected people, groups or communities, or available to everyone
  - Manage versions of files, and allows others to upload new versions
  - Tag files and full body text search for easy discovery
  - Manage versions of files, and allows others to upload new versions
  - View who has shared a file and with whom, as well as who have downloaded files
  - Recommend and comment on files
  - Sort files by name, most recent, number of downloads and size
  - Filter files by tags, how shared, uploaded date
  - Organize files in public or private collections
  - View your quota, current size, maximum allowed, and currently available

## Files – An Example User Story



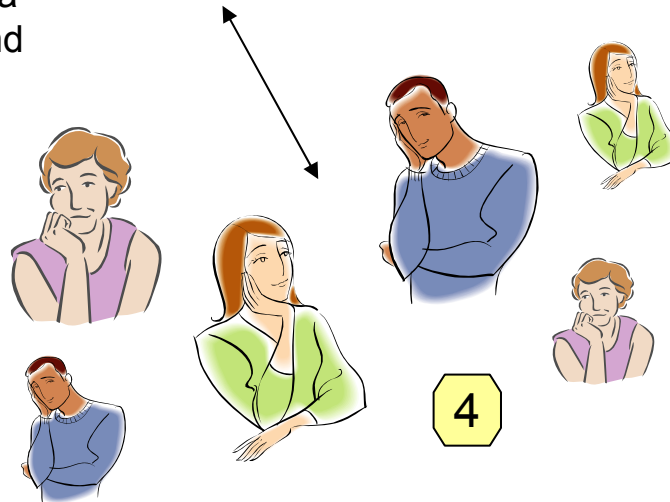
A person creates a Lotusphere presentation locally, then uploads it as a private file with a name and short description.



The presentation is shared with a colleague as an 'editor' to modify, and versions are created for each revision.



As the presentation matures, it is shared with many people as 'viewers' for feedback by adding comments, tracking who reviewed it, etc.



Presentation is 'published' by making it public and shared with everyone; tags are added to help others discover it, and it is added to a "Lotusphere 2010" collection with other presentations.

## Files – An Example User Story

The screenshot displays the 'My Files' section of the Lotus Connections interface. The top navigation bar includes 'Home', 'Profiles', 'Communities', 'Blogs', 'Bookmarks', 'Activities', 'Files', and 'Wikis'. The 'Files' tab is active, showing a search bar and a dropdown menu set to 'My Files'. Below the navigation, there are buttons for 'Upload a File' and 'New Collection'. The main content area is titled 'My Files' and shows a list of 9 files. The files are sorted by 'Name' and include icons for download, comments, stars, and sharing. The files listed are:

File Name	Download Count	Comments	Stars	Share Icon	More
Sales Numbers.ods	6	0	0	Public and shared with 1	Updated January 17
Compressed.zip	2	0	1	Public	Updated January 17
Descriptor.xml	1	0	1	Public	Updated January 17
Lotusphere.odp	2	0	1	Public and shared with 1	Updated January 17
Marketing Presentation.odp	2	0	1	Public	Updated January 17
Hire List.ods	1	0	1	Public	Updated January 17
Marketing Materials.pdf	2	0	1	Public	Updated January 17
Sales Presentation.odp	2	0	2	Public	Updated January 17
Internal Presentation.odp	6	0	2	Public	Updated January 17

At the bottom of the list, there is a 'Show' dropdown set to 10 items per page, and a 'Feed for this page' link.

## Files – An Example User Story

The screenshot displays two overlapping windows from the Lotus Connections interface. The top window shows the 'Files Shared With Me' view, and the bottom window shows the 'Files Shared By Me' view.

**Files Shared With Me View:**

- Navigation: Home, Profiles, Communities, Blogs, Bookmarks, Activities, **Files**, Wikis
- Sub-navigation: Files, Collections, Updates
- Search: Files Shared with Me
- Buttons: Upload a File, New Collection
- Left Panel: My Files, Shared With Me (selected), Shared By Me, Public Files
- Section: Files Shared With Me
  - Files that other people have shared with you, including the time and message. Files may appear more than once.
  - 1-5 of 5
  - Table:
 

Name	Date shared	Shared by	Downloads	Shared
<a href="#">Report.doc</a>	Apr 15	Frank Adams →	8	
<a href="#">downloadBrochure.pdf</a>	March 25	Frank Adams →	0	
<a href="#">Lotusphere debriefing.xml</a>	March 12	Frank Adams →	4	
  - Show 10 | 25 | 50 items per page.
  - [Feed for this page](#)
- Bottom Panel: IBM Lotus Connections, Home, Demo

**Files Shared By Me View:**

- Navigation: Home, Profiles, Communities, Blogs, Bookmarks, Activities, **Files**, Wikis
- Sub-navigation: Files, Collections, Updates
- Search: My Files
- Buttons: Upload a File, New Collection
- Left Panel: My Files, Shared With Me, **Shared By Me** (selected), Public Files
- Section: Files Shared By Me
  - Files that you have shared with other people, including the time and message. Files may appear more than once.
  - 1-2 of 2
  - Table:
 

Name	Date shared	Shared with	Downloads	Shared
<a href="#">Accounting Report.doc</a>	Today	1	2	
<a href="#">Report.doc</a>	Today	1	6	
  - Show 10 | 25 | 50 items per page.
  - [Feed for this page](#)
- Bottom Panel: IBM Lotus Connections, Home, Demo



## Files – An Example User Story

The screenshot shows the Lotus Connections 'My Files' page. The main content area displays a table of uploaded files. An 'Upload File' dialog box is open in the foreground, allowing a user to upload a new file. The dialog includes fields for file selection, name, tags, and sharing permissions.

Name	Last updated	Downloads	Size	Shared
Accounting Report.doc	1/17	6	26 KB	
Marketing Report.doc	1/17	2	27 KB	
D...			26 KB	
G...			29 KB	
G...			63 KB	
G...			26 KB	
G...			27 KB	
In...			26 KB	
In...			27 KB	

**Upload File**

\*File:   ?

\*File name:  ?

Tags:  ?

Share with:  No one (private) ?  
 People (give specific file permissions to others) ?  
 Public (visible to everyone) ?

## Files – An Example User Story

The screenshot displays the Lotus Connections Files interface. At the top, there is a navigation bar with 'Lotus Connections' and various menu items like 'Home', 'Profiles', 'Communities', 'Blogs', 'Bookmarks', 'Activities', 'Files', and 'Wikis'. Below this, there are tabs for 'Files', 'Collections', and 'Updates'. A search bar is visible with 'My Files' selected. The main content area shows a file named 'Lotusphere 2010 ID301.odp' with a description 'Public and shared with 1 | Updated January 17 | Tags: Lotusphere'. A context menu is open over the 'More actions' dropdown, showing options: 'Edit properties', 'Set e-mail notifications', and 'Delete'. Below the file details, there are tabs for 'Comments (1)', 'About this file', 'Sharing', and 'Versions (1)'. A comment from 'Documents Admin' is visible. At the bottom, there is a sidebar with 'IBM Lotus Connections' and 'Help' links. A callout box highlights the 'Comments (1)', 'About this file', 'Sharing', and 'Versions (1)' tabs, showing the file's ownership by 'Documents Admin' and a list of readers, editors, and collections.

## Files – An Example User Story

The screenshot displays the Lotus Connections 'Files' interface. At the top, there is a navigation bar with 'Home', 'Profiles', 'Communities', 'Blogs', 'Bookmarks', 'Activities', 'Files', and 'Wikis'. Below this, there are tabs for 'Files', 'Collections', and 'Updates'. A search bar is visible with 'All Files' selected. The main content area is titled 'My Collections' and contains the message 'You have not created any collections.' A 'Create a Collection' dialog box is open in the foreground, featuring the following fields and options:

- Name:** Lotusphere Collection
- Description:** Presentations for Lotusphere 2010
- Share with:**  No one (private) and  Public (visible to everyone)

The dialog box includes 'OK' and 'Cancel' buttons at the bottom. The background interface also shows a sidebar with 'My Collections', 'Shared With Me', and 'Public Collections' sections, and a footer with 'IBM Lotus Connections' branding and links to 'Home', 'Demo', 'Help', 'Support Forum', 'About', and 'Submit Feedback'.

## Files – An Example User Story

The screenshot displays the Lotus Connections Files interface. At the top, there is a navigation bar with links for Home, Profiles, Communities, Blogs, Bookmarks, Activities, Files, and Wikis. The 'Files' tab is active. Below the navigation bar, there are tabs for 'Files', 'Collections', and 'Updates'. A search bar is visible with the text 'All Files' and a search icon. The main content area shows a 'Lotusphere Collection' which is private and updated today at 12:03 PM, containing 2 files. The collection is owned by 'Documents Admin'. Below the collection name, there are links for 'Edit properties', 'Share', and 'Delete'. A 'Display' dropdown menu is set to 'List'. The collection contains two files: 'Lotusphere ID301.odt' (2 downloads, 0 comments, 1 star) and 'JumpStart 201.odt' (6 downloads, 1 comment, 1 star). The interface also includes a 'Public tags' section with a search box and a list of tags such as 'competitive', 'connections', 'demo', 'domino', 'ecm', 'ibm', 'lotus', 'lotuslive', 'lotusphere', 'overview', 'portal', 'presentation', 'quickr', 'rational', 'sametime', 'symphony', 'video', 'web2.0', and 'websphere'. At the bottom, there is a footer with links for 'IBM Lotus Connections', 'Help', and 'About'.

## Files – An Example User Story

Lotus | Connections | Home | Profiles | Communities | Blogs | Bookmarks | Activities | **Files** | Wikis

Files | Collections | **Updates**

Upload a File | New Collection

**My Updates**

[Public Updates](#)


**Share important content with your colleagues**

You can collaborate with colleagues by sharing files with them. To share a file, click the file name in any list and then click Share.


### My Updates


Find out what files other people want you to see and what's happening to your files.


**Saturday, December 12**

 12 DEC 10:03 AM [Frank Adams](#) edited the file [Lotusphere 2010 ID302.ppt](#)


**Friday, December 11**


 11 DEC 3:49 PM [Ted Amado](#) edited the file

 11 DEC 12:09 PM [Amadou Alian](#) edited the file


 11 DEC 10:32 AM [Frank Adams](#) edited the file


**Thursday, December 10**

 10 DEC 1:56 PM [Ted Amado](#) edited the file

 10 DEC 1:39 PM [Amadou Alian](#) edited the file

**Wednesday, December 9**

 9 DEC 1:21 PM [Heather Reeds](#) edited the file

 9 DEC 10:05 AM [Amadou Alian](#) commented on the file

Files | Collections | **Updates**

Upload a File | New Collection

**My Updates**

[Public Updates](#)


**Share important content with your colleagues**


You can collaborate with colleagues by sharing files with them. To share a file, click the file name in any list and then click Share.


### Public Updates


Discover what is happening to public files.


**Today, December 14**


 14 DEC 2:24 PM [Frank Adam](#) created the file [Lotusphere 2010 ID302.ppt](#)


 14 DEC 2:16 PM [Ted Amado](#) created the file [Sales Reports.ppt](#)


 14 DEC 2:15 PM [Amadou Alian](#) edited the file [Analysis Information.xls](#)

 14 DEC 2:13 PM [Frank Adams](#) edited the file [Marketing Report.doc](#)


 14 DEC 2:12 PM [Ted Amado](#) created the file [Lotusphere Sessions.xls](#)

 14 DEC 2:02 PM [Amadou Alian](#) created the file [Sales Numbers.xls](#)

 14 DEC 1:54 PM [Frank Adams](#) commented on the file [Workgroup Report.doc](#)

 14 DEC 1:53 PM [Heather Reeds](#) created the file [Info.txt](#)

1 | 2 | 3 | 4 | ... | 271

 [Feed for this page](#)

## Files – An Example User Story



Once published, people looking for Lotusphere presentations can discover it with tags, and full text search

People can also subscribe to these tags to be notified of subsequent new or updated files tagged in the same way

**Lotus Connections**  
Home Profiles Communities Blogs Bookmarks Activities **Files** Wikis

Files Collections Updates All Files Search

Upload a File New Collection

My Files  
Shared With Me  
Shared By Me  
**Public Files**

Public tags  
competitive connections  
demo domino ecm ibm  
lotus lotuslive lotusphere  
overview portal presentation  
quickr rational sametime  
symphony video web2.0  
websphere

View as [list](#) | [cloud](#)

Date

### Welcome to Files

Upload and share files, collaborate on files, and edit files with your team. Track what's new with your colleagues, and find their important files quickly anytime you want them. Collect related files together and share your collections.

Files is the new peer-to-peer file sharing component of Lotus Connections.

[Learn more](#) [Watch demo](#)

### Public Files

All public files

1-50 of 20,540 1 | 2 | 3 | 4 | ... | 20 Previous [Next](#)

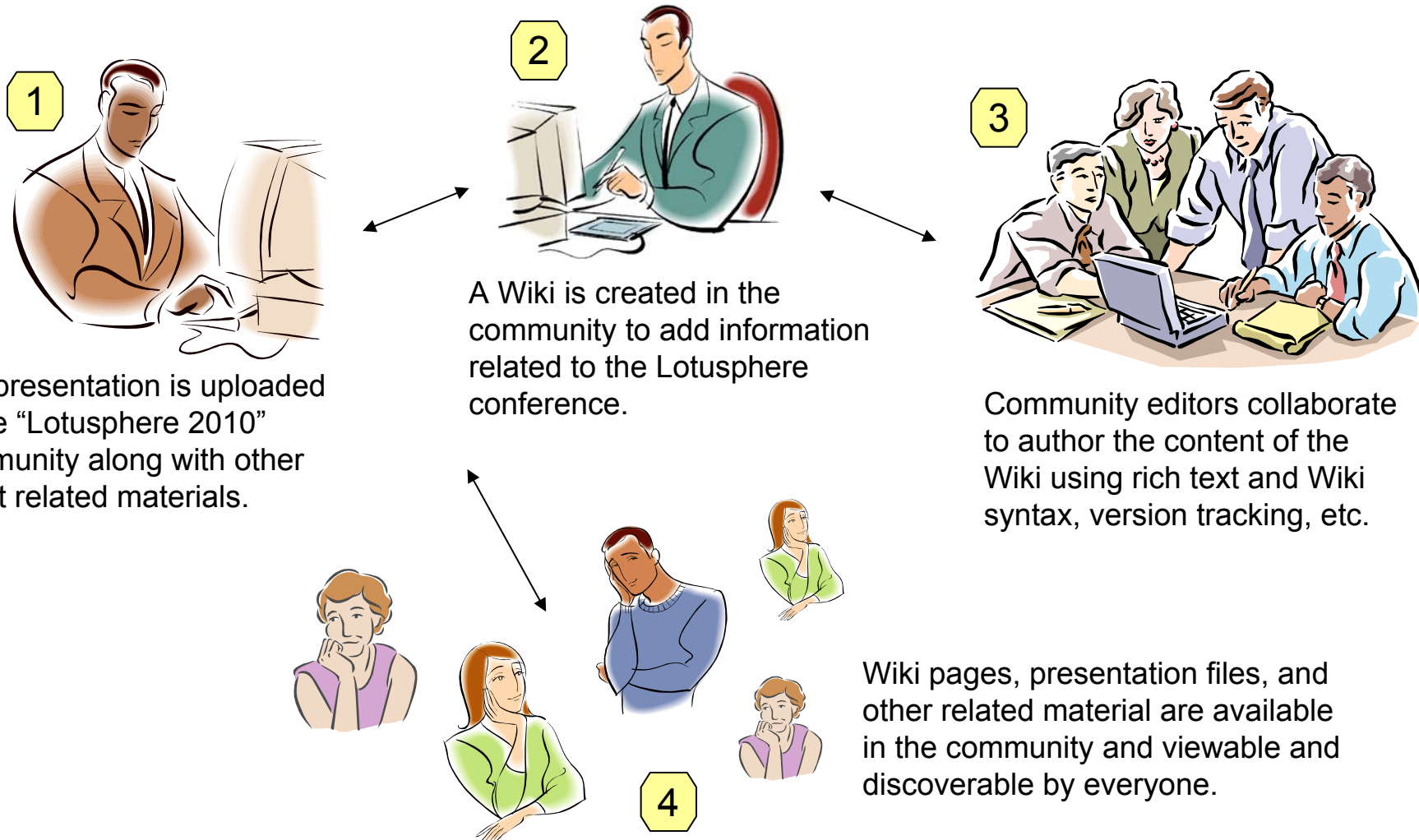
Name	Added	Downloads	Size	Shared
<a href="#">Sales Numbers.xls</a>	Today	0	32 KB	
<a href="#">Monthly Report Rollup.zip</a>	Today	3	18.5 MB	
<a href="#">Workgroup Report.doc</a>	Today	0	19.5 MB	
<a href="#">Descriptor.xml</a>	Today	4	744 B	
<a href="#">Lotusphere 2010 ID302.odp</a>	Today	0	335 KB	
<a href="#">What's New in Sametime 8.5.odp</a>	Today	1	8.16 MB	
<a href="#">New Hire Video.mov</a>	Today	1	71.4 MB	
<a href="#">Community Team Action.ods</a>	Today	0	362 KB	
<a href="#">Press Release.pdf</a>	Today	0	2.89 MB	
<a href="#">Install Instructions.pdf</a>	Today	0	63 KB	
<a href="#">New Hire List.ods</a>	Today	0	23 KB	

## New Wiki Service

- Create Wikis that are stand-alone or community associated
  - Allows teams to collaboratively enter, edit and publish Web page content
- Capabilities include:
  - Create wiki pages, enter and edit content collaboratively in rich text, wiki syntax and HTML
  - Manage wiki roles, including manager, editor or reader, by adding people and groups
  - Create and discover public wikis, or create private wikis
  - Organize pages in a wiki hierarchy, and reorganize pages
  - Subscribe to wiki pages to be notified of changes
  - Compare wiki page versions to see what has changed, or restore to a previous version
  - Recommend, tag, and comment on wiki pages
  - Search for wikis by their title or page body content
  - See how many page views, and who has viewed a particular page



## Wikis – An Example User Story



## Wikis – An Example User Story

The screenshot shows the 'Start a Community' form in Lotus Connections. The interface includes a top navigation bar with 'Home', 'Profiles', 'Communities', 'Blogs', 'Bookmarks', 'Activities', 'Files', and 'Wikis'. Below this is a sub-navigation bar with 'Public Communities' and 'My Communities', along with a search box. The main content area is titled 'Start a Community' and contains the following fields and options:

- \*Community:** A text input field containing 'Lotusphere 2010'.
- Access Options:** Three radio buttons:
  - This community allows public access, and anyone can join.
  - This community allows public access, but users must request to join.
  - This community does not allow public access.
- Members:** A dropdown menu set to 'Members' and an empty text input field.
- Description:** A rich text editor with a toolbar (bold, italic, underline, strikethrough, link, unlink, list, bullet, indent, outdent, table, table border, table border collapse, table border style, table border width, table border color, table border background color, table border text color, table border font size, table border font weight, table border font style, table border font color, table border font background color, table border font text color, table border font background color, table border font text color, table border font background color) and a text area containing 'Lotusphere, 2010 event community.'
- Change the theme of your community:** A link.
- Optional:** A paragraph of text: 'Optional: You can upload an image that will appear in the overview page for this community. Please ensure that only a business-appropriate photo is placed on this site. The photo must be in JPEG, GIF, or PNG format. Larger images may take several minutes to upload.'
- Upload an image:** A text input field containing 'C:\Documents and Se' and a 'Browse...' button.
- Tags:** A text input field containing 'lotusphere'.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom.

On the left side of the form, there is a sidebar with 'Recent', 'Popular', and 'Alphabetical' filters, a 'Tags' section with a search icon, and a list of tags for public communities including 'competitive', 'connections', 'demo', 'domino', 'ecm', 'ibm', 'lotus', 'lotuslive', 'lotusphere', 'overview', 'portal', 'presentation', 'quickr', 'rational', 'sametime', 'symphony', 'video', 'web2.0', and 'websphere'. At the bottom of the sidebar, it says 'View as cloud | list'.

## Wikis – An Example User Story

The screenshot displays the Lotus Connections interface for a community named "Lotusphere 2010". The top navigation bar includes "Home", "Profiles", "Communities", "Blogs", "Bookmarks", "Activities", "Files", and "Wikis". The "Communities" tab is active, showing "Public Communities" and "My Communities". A search bar and a dropdown menu for "This Community" are visible. Below the navigation, there are buttons for "Customize", "Mail Community", "Leave Community", and "Community Actions". A "Add Content" button is also present, with a notification that "0 items added".

The main content area features a widget bar with "Blog", "Activities", "Files", and "Wiki" widgets. The "Files" widget is highlighted, and an "Upload File" dialog box is open over it. The dialog box contains the following fields:

- \*File:** C:\Documents and Settings\mwand\ Browse...
- \*File name:** ID302\_LS2010
- Description:** Lotusphere ID302 Presentation Slides

The dialog box has "OK" and "Cancel" buttons at the bottom. The background community page shows an "Overview" section with a "Discussion Forum" (containing a "Start the first topic" link), "Feeds" (containing an "Add your first feed" link), and "Bookmarks" (containing an "Add your first bookmark" link). A sidebar on the left includes a "Tags" section.

## Wikis – An Example User Story

The screenshot displays the Lotus Connections interface for a community named "Lotosphere 2010". The top navigation bar includes "Home", "Profiles", "Communities", "Blogs", "Bookmarks", "Activities", "Files", and "Wikis". Below this, there are tabs for "Public Communities" and "My Communities", along with a search bar and a dropdown menu set to "This Community".

The main content area features a "Lotosphere 2010" header with buttons for "Customize", "Mail Community", "Leave Community", and "Community Actions". Below this is an "Add Content" section with a progress indicator "0 items added". A widget bar contains "Blog", "Activities", and "Wiki" widgets, each with a plus sign. A tooltip labeled "Wiki" is visible over the Wiki widget.

The "Overview" section for the community includes a red "Lotosphere 2010" banner, a description "Lotosphere 2010 event community.", and tags "lotosphere". It also features a "Files" section with an "Upload a File" button and a file named "ID302\_LS2010.odp" updated by Michael Wanderski. A "Discussion Forum" section prompts users to "Ask a question, brainstorm, or simply share your ideas." and a "Feeds" section for staying current with up-to-minute information.

On the right side, there are "Important Bookmarks" (Lotosphere 2010) and "Members" (5 members, including Jasmine Haj and Frank Adams). A "Wiki" widget is also present, showing a "Create a Wiki Page" button and a "Welcome" message from Michael Wanderski.

# Wikis – An Example User Story

The screenshot shows the Lotus Connections Wiki interface. At the top, there are navigation tabs for Home, Profiles, Communities, Blogs, Bookmarks, Activities, Files, and Wikis. Below this, there are tabs for Public Wikis and My Wikis, with a search bar and a dropdown menu set to 'Public Wikis'. The main content area shows the page title 'Lotusphere 2010 Presentations' and a breadcrumb trail: 'You are in: Lotusphere 2010 > Lotusphere 2010 Presentations > Editing'. There are buttons for 'Save', 'Save and Close', and 'Cancel'. A toolbar with various icons is visible, along with a style selector set to 'Normal', font set to 'Arial', and size set to '18'. The main content area contains an IBM logo, a search bar, and a presentation slide titled 'Lotusphere 2010' with the text 'Lotus Nation: You're part of something great. Something larger than yourself.' Below the slide is the section title 'Planning and Managing Your Collaboration Infrastructure' and a table with two rows of content.

ID301	Deployment and Performance Planning for IBM Lotus Connections 2.5
ID302	Getting the Most Out of Your Lotus Connections Communities

body div p span span u strong font

### Wiki markup guide

Headings:  
= Head 1 =  
== Head 2 ==  
=== Head 3 ===

Text formatting:  
\*\*bold\*\*  
*//italics//*  
underline  
~~--strikethrough--~~  
> indent once  
>> indent twice  
%%(text-align: center)centered paragraph%%  
---- horizontal line

Linking:  
[[wiki\_page\_link]]  
[[URL|link\_text]]  
{(imageURL|alt\_text)}

Lists:  
\* bulleted item  
\*\* indented bulleted item  
# numbered item  
## indented numbered item

Tables:  
|table head|=head 2|  
|table cell|cell 2|

## Wikis – An Example User Story

The screenshot shows a Lotus Connections Wiki page. The breadcrumb trail is 'You are in: Lotusphere 2010 > Lotusphere 2010 Presentations'. The page title is 'Lotusphere 2010 Presentations', updated today at 6:57 PM by Michael Wanderski. A 'Page Actions' menu is open, showing options: Create Child, Create Peer, Print Page, Delete Page, and Move This Page. Below the menu is a presentation slide titled 'Lotus Nation: You're part of something great. Something larger than yourself.' with a speaker pointing at a screen. Below the slide is the section 'Planning and Managing Your Collaboration Infrastructure' containing a table with two rows of presentation IDs and titles.

ID301	Deployment and Performance Planning for IBM Lotus Connections 2.5
ID302	Getting the Most Out of Your Lotus Connections Communities

At the bottom of the page, there are links for 'Comments (0)', 'History of Changes', 'Attachments', and 'About'. A 'Notify me of' section has checked boxes for 'Page changes' and 'Comments'. A 'Subscribe to this page' link is also present.

## Wikis – An Example User Story

The screenshot shows a Lotus Connections Wiki page. The breadcrumb trail is: Lotusphere 2010 > Lotusphere 2010 Presentations > Version Comparison. The page title is "Lotusphere 2010 Presentations : Version Comparison".

The "Wiki text comparison" section shows two versions of the page:

- Version 3: created today at 7:06 PM by Michael Wanderski
- Version 2: created today at 6:57 PM by Michael Wanderski

A "Refresh" button and a "Restore this version" link are visible. A key indicates that orange highlights represent "Deleted" content and green highlights represent "New/Changed" content.

The main content area shows a heading: **Planning and Managing Your Collaboration Infrastructure**. Below it is a table with the following data:

ID301	Deployment 85%, ">
ID301	Deployment and Performance Planning for IBM Lotus Connections 2-5
ID302	Getting 2.5
ID302	Getting the Most Out of Your Lotus Connections Communities

Below the table is a "Versions(3)" list:

- 3 Today at 7:06 PM Frank Adams View
- 2 Today at 6:57 PM Michael Wanderski View Restore
- 1 Today at 6:49 PM Jasmine Haj View Restore

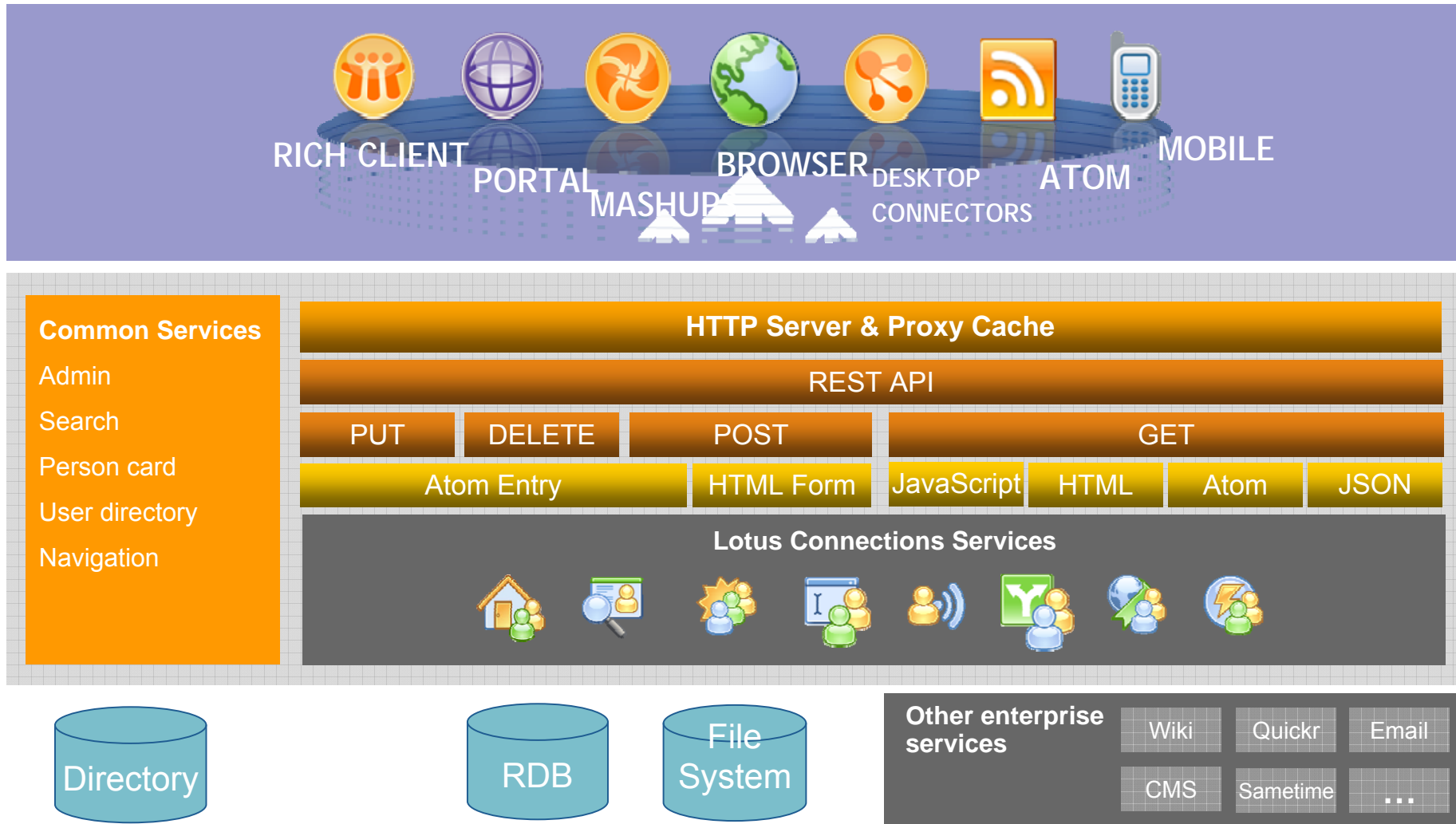
At the bottom, there are controls to "Compare version 3 to 2 Show comparison" and "Delete all versions prior to version 3 Delete".



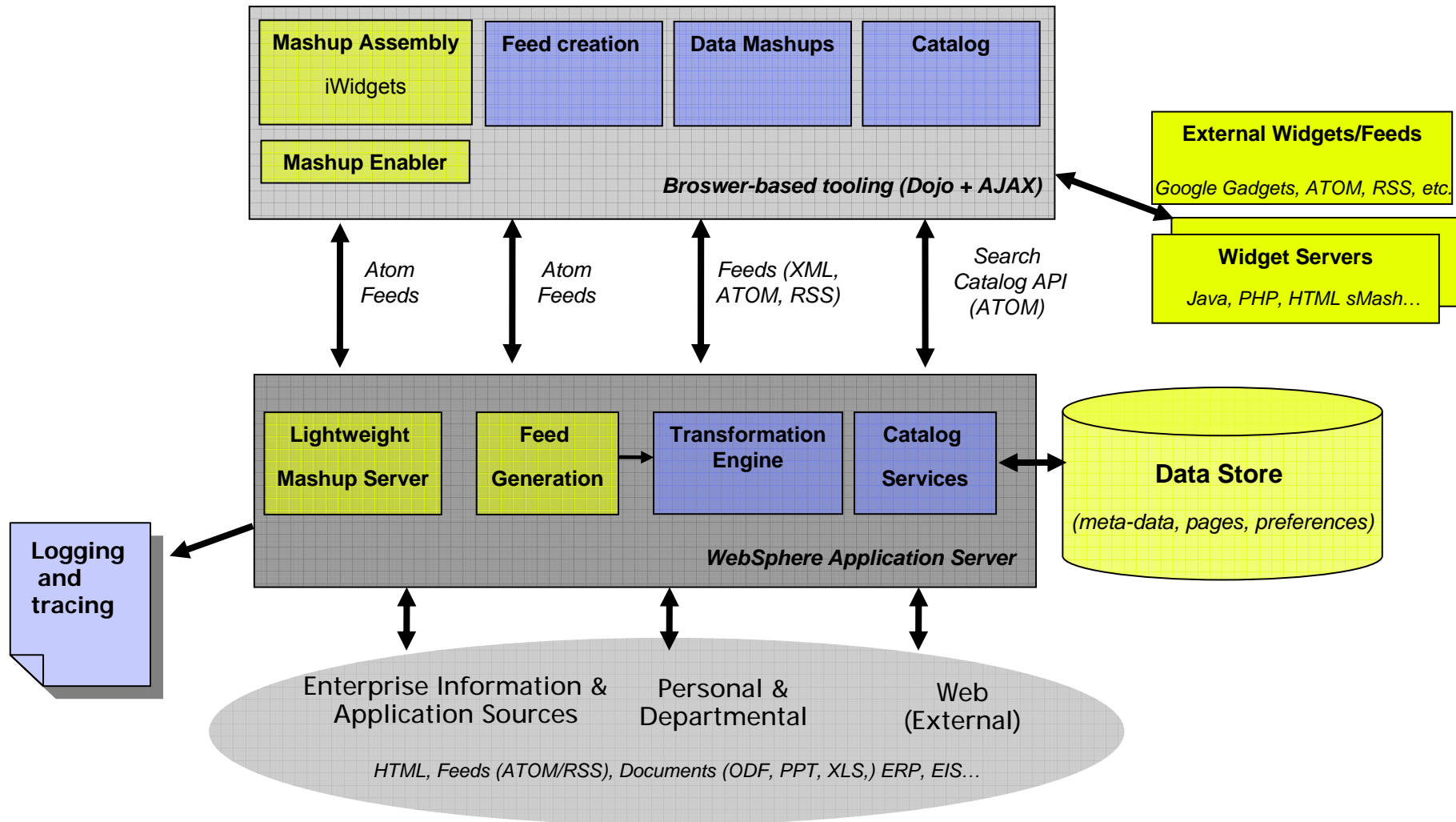
## Agenda

- What's New in IBM Lotus Connections 2.5
- Why do Communities matter?
- Benefits and new features of Communities
- New Services – Files and Wikis capabilities – Product Demonstration
- Business Ready Technical Architecture
- Conclusion

## Lotus Connections 2.5 Architecture



## Communities Customization



## Communities Themes

- 5 themes come out-of-the-box; specified in communities-config.xml
- Additional themes can be created by using the out-of-the-box themes as a starting template and modifying
- Themes adhere to common practices like standard styling techniques



## Communities Business Card

- Displays basic Community information
  - Community image, name and links for the services and widgets associated with a community
- Applications that are not part of the Community User interface can use this feature to integrate
  - Using Community UUID and Dojo for integration
- Simple example:

### HTML head:

```
<script type="text/javascript">
var SemTagSvcConfig = {baseUrl: "/communities"};
</script>
<script type="text/javascript" src="/communities/javascript/build/dojo/dojo.js"></script>
<script type="text/javascript" src="/communities/javascript/build/dojo/semanticTagService.js"></script>
```

### HTML body:

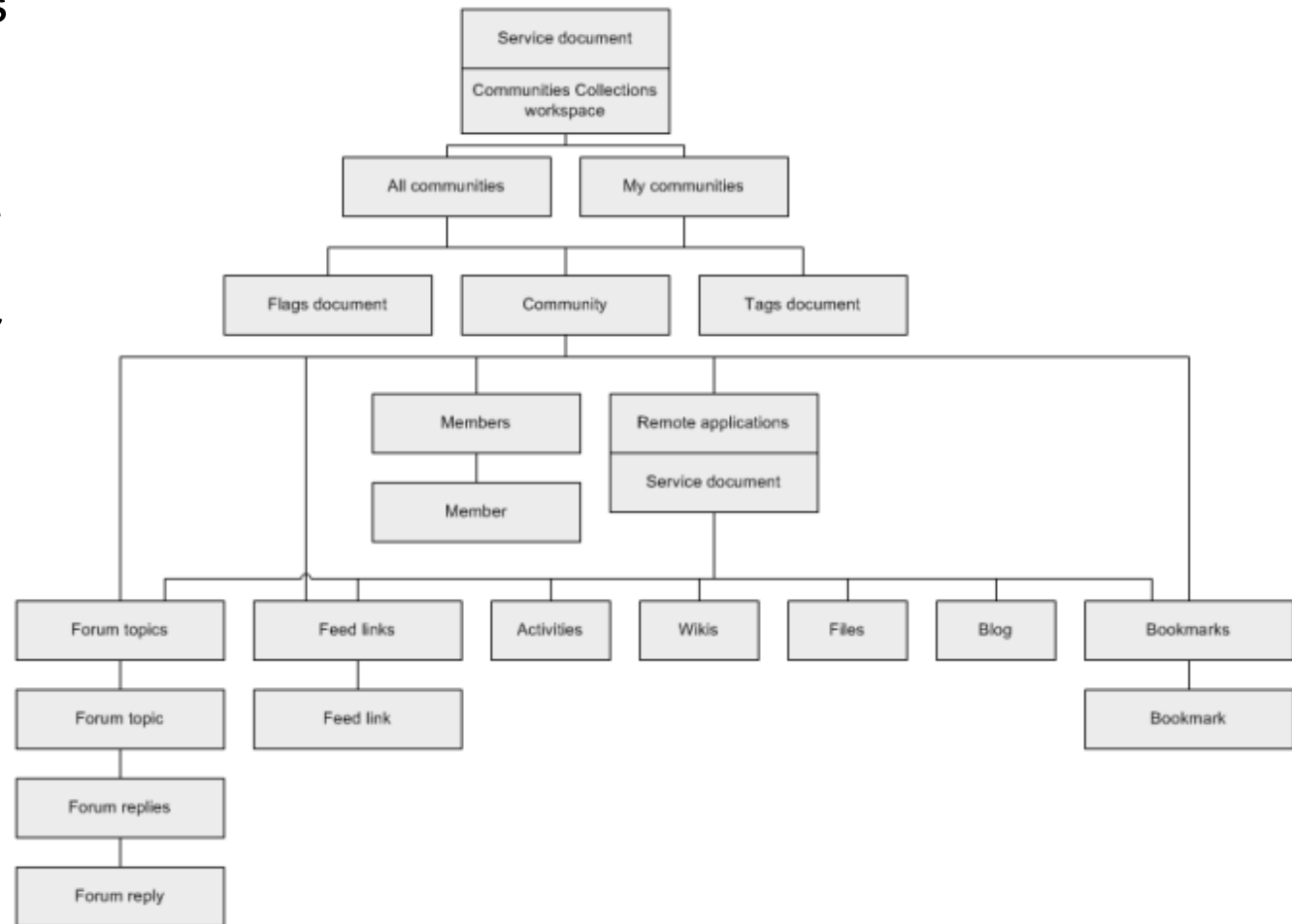
```
<span class="vcomm X-community-display-inline">
  <span class="name" style="display:none;" />Snowboarders</span>
  <span class="uuid" style="display:none;">b307369e-7e60-403b-b850-206a28d6c19e</span>
  <span class="selectedWidgetId" style="display:none;">HelloWorldExtFullpage</span>
</span>
```

## Communities Lifecycle Events

- When a community is updated, the remote applications for the community's widgets often need notification
  - Events include remote.app.added, remote.app.removed, community.visibility.changed, member.added, member.removed, community.prepare.delete
  - Sent events specified in widgets-config.xml
- Events sent via a http POST. URL and credentials specified via widgets-config.xml, J2C Authentication alias.
- Lifecycle Retry
  - If an event can't be POSTed the record is put into the retry queue.
  - The queue is a database table: SNCOMM.LC\_EVENT\_REPLAY
  - The LifecycleRetryQueuedEvents task automatically retries events every 3 hours. Frequency specified in communities-config.xml
  - The server blocks re-adding a unique instance widget if the delete event for the prior widget hasn't been processed.

## Communities API

Communities implements the Atom Syndication Format (Atom 1.0) to serve up Atom feeds that you can use in your applications to search for and retrieve information from any of the communities created by the people in your organization

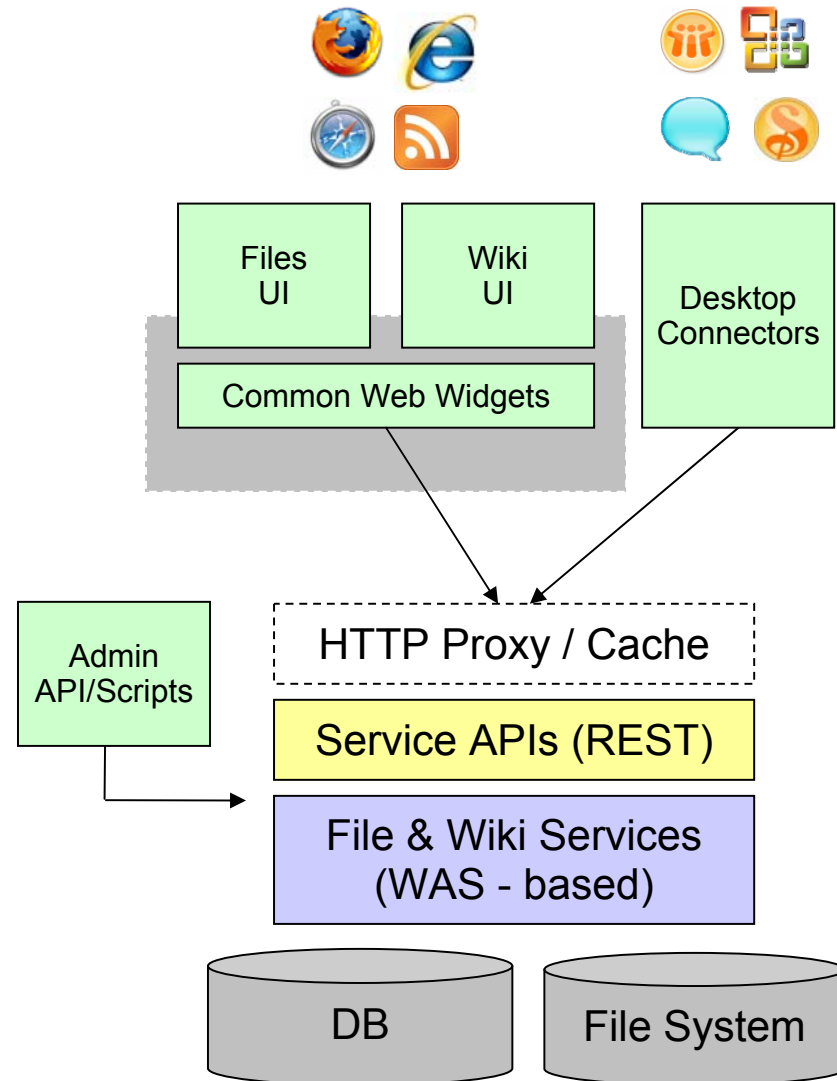


Communities Resources



## Files / Wikis Architecture

- Files and Wikis share a common set of features and underlying infrastructure
- Public Service APIs used by user interfaces directly
- Common web widgets used between Connections components
- Desktop connectors interact with Service APIs



## Agenda

- What's New in IBM Lotus Connections 2.5
- Why do Communities matter?
- Benefits and new features of Communities (Demo)
- New Services – Files and Wikis capabilities (Demo)
- Business Ready Technical Architecture
- Conclusion

## Conclusion

- Communities enable people to get to the right information and get work done more quickly
- By building relationship with co-workers and customers people get access to better information and ways of working
- Extensible approach to communities lets organizations tailor their solution to include the most appropriate content and functionality
- New Files and Wiki services in Communities enhance collaboration
- Business ready architecture allows you to expand your options for integrating communities and related services into your existing deployments

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