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Collaboration in context

Darren Adams

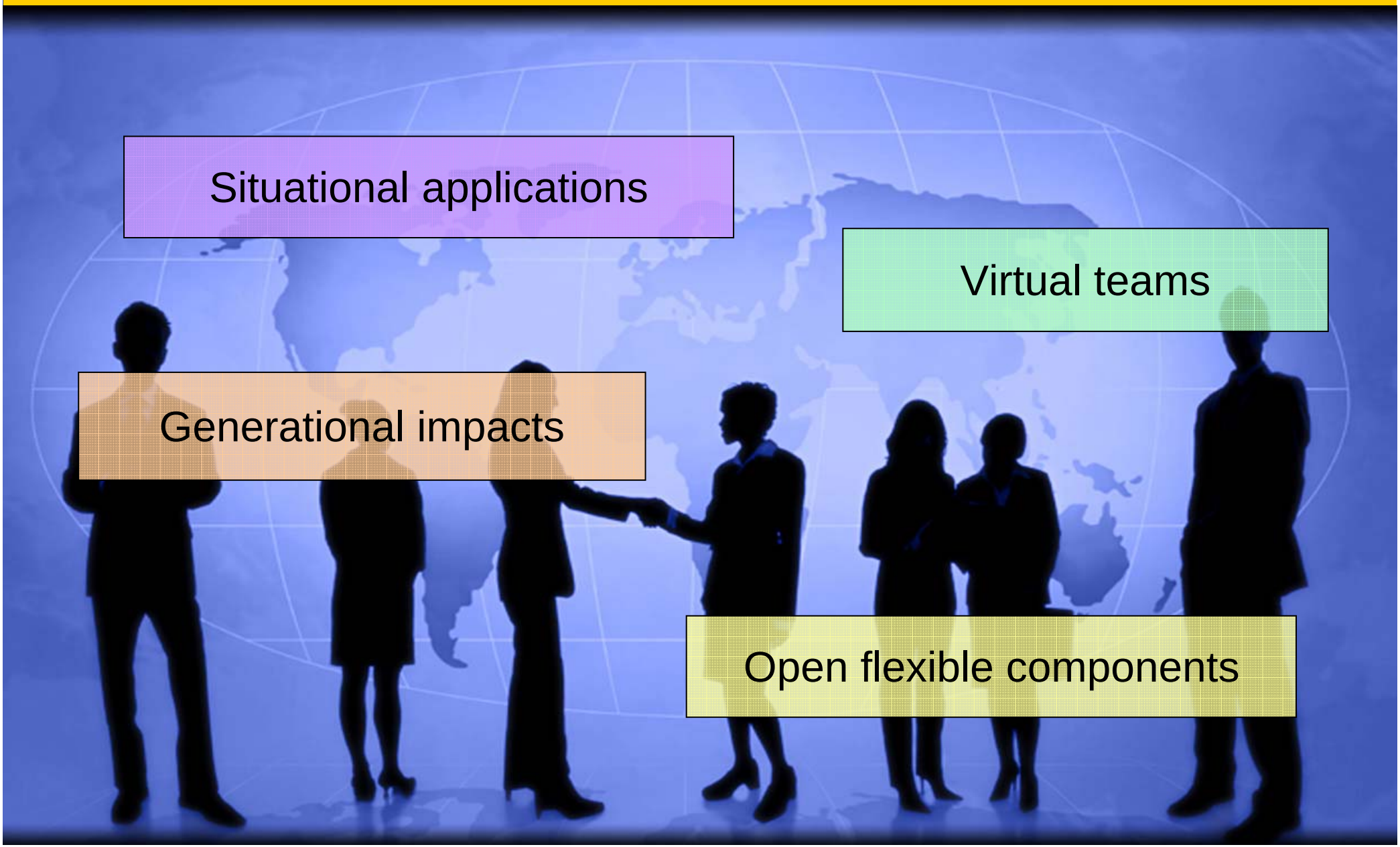
Messaging & Collaboration Business Unit Leader, IBM Lotus

John Goodman

Operations Director, LAN 2 LAN

IBM

Technology & culture are evolving the way we work



contact management
to dos
group calendaring
documents
offline support
web browsers
email
documents
search
spreadsheets
presonal journal
to dos
composite applications
web conferencing
Emergence of a
Digital Collaboration Infrastructure
instant messaging
RSS feeds
presonal journal
collaborative applications
news readers
activities
team rooms
activities
presentations
file sharing
search
content libraries
encryption
spreadsheets
email

The virtual workplace is here already...

- **58%** of IT executives considers their company to be a virtual workplace
- More than **75%** of them report using real-time communications technologies today
- **90%** of employees work in locations other than headquarters
- Between **60%** and **70%** of employees work in different locations from their bosses
- The number of virtual workers has increased by a massive **800%** over the past five years

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Collaboration requirements

- Organisations need to innovate and share knowledge in order to progress
  - Source: IBM CEO Survey, 2006
- The new generation have new ways of working
  - Organisations must fit in with their ways
  - ...not force them to work the old way

- Collaboration outside the enterprise is essential to do business
  - The expectations of working smarter are rising
  - Where this is not available, the fall-back method is inefficient
- Collaboration is a part of business processes
  - It should integrate quickly, efficiently and openly
- Collaboration should be natural for teams
  - Built into the tools they use every day

Drivers for improved collaborative working

- Constant squeeze on expenditure
  - Travel – and the green agenda
  - Communications
  - Education

- Changing face of the workforce
  - More mobile
  - Working from home
  - More technically-adept
  - Home-grown skills

- Requirement for greater effectiveness
  - Access to subject matter experts
  - Making decisions quickly, with the right information
  - Business continuity

- Competing successfully
  - Innovation – to grow and get ahead of the competition
  - Collaborating beyond the enterprise

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The challenge we face...

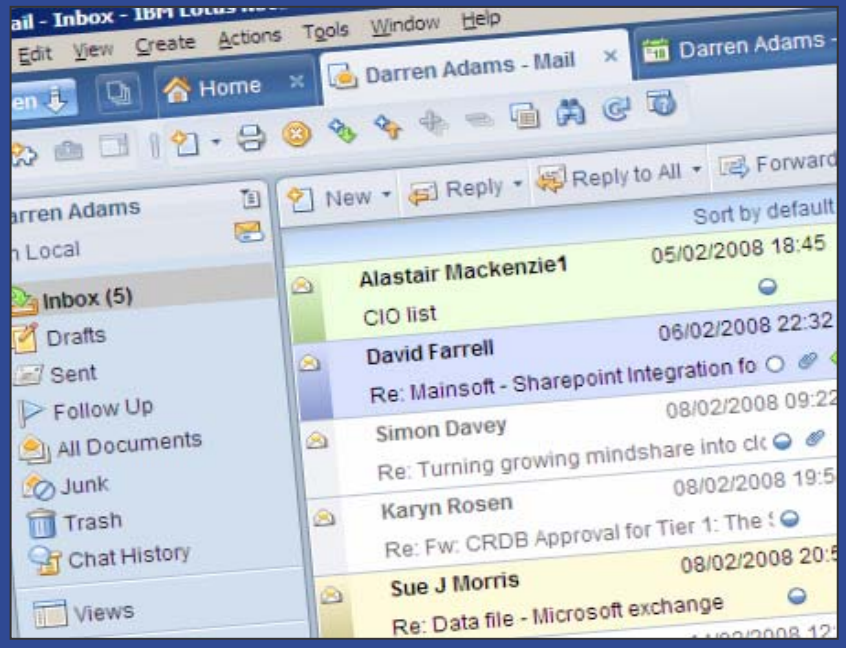
- I was creating a presentation, I was multi-tasking ... also engaged in an instant messaging conversation

- My colleague wrote...

“ You have to laugh... Dave [name changed] asked me to **E-MAIL** him my presentation on ‘improving collaboration’ ”

No-one is employed by their company to read e-mail

- Yet most people base their working day around it
- We've become very reactive, often responding to something that's just arrived rather than our true priorities
- 20 years ago, before e-mail, people based their working day on business activities
- If we get back to this mentality...
- ...it has to embrace the potential of true collaboration, not what we've come to rely on



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We asked our customers ...

- What is your greatest challenge (or challenges) pertaining to e-mail?

- Several variations on the same answer:
  - Too much e-mail
  - Storage requirements
  - Managing the size and content

- In other words, the sheer **VOLUME**

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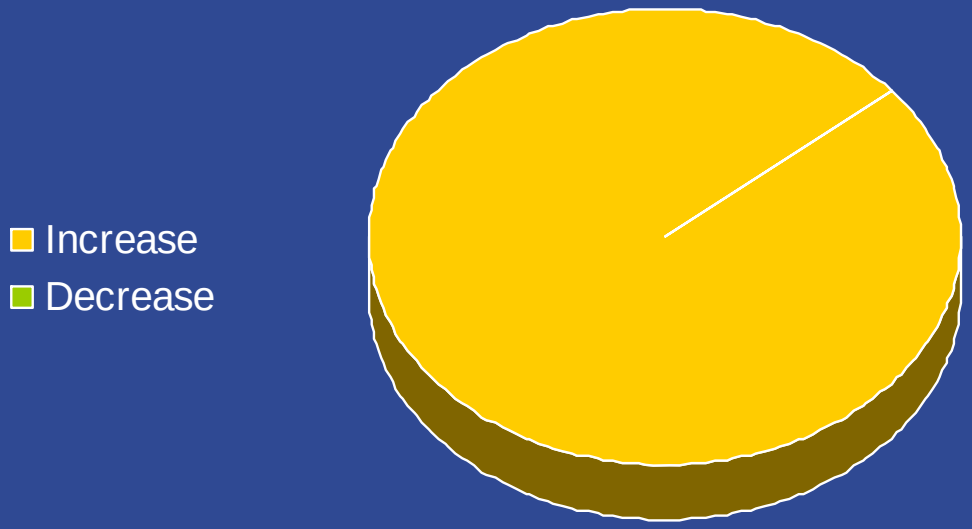
Source: limited customer survey, January 2008

We asked our customers ...

- Have you seen the amount of e-mail your organisation sends increase or decrease in the last 5 years?
- 100% of respondents said **“INCREASE”**
- The word **“significantly”** was used in over 75% of responses



Source: limited customer survey, January 2008

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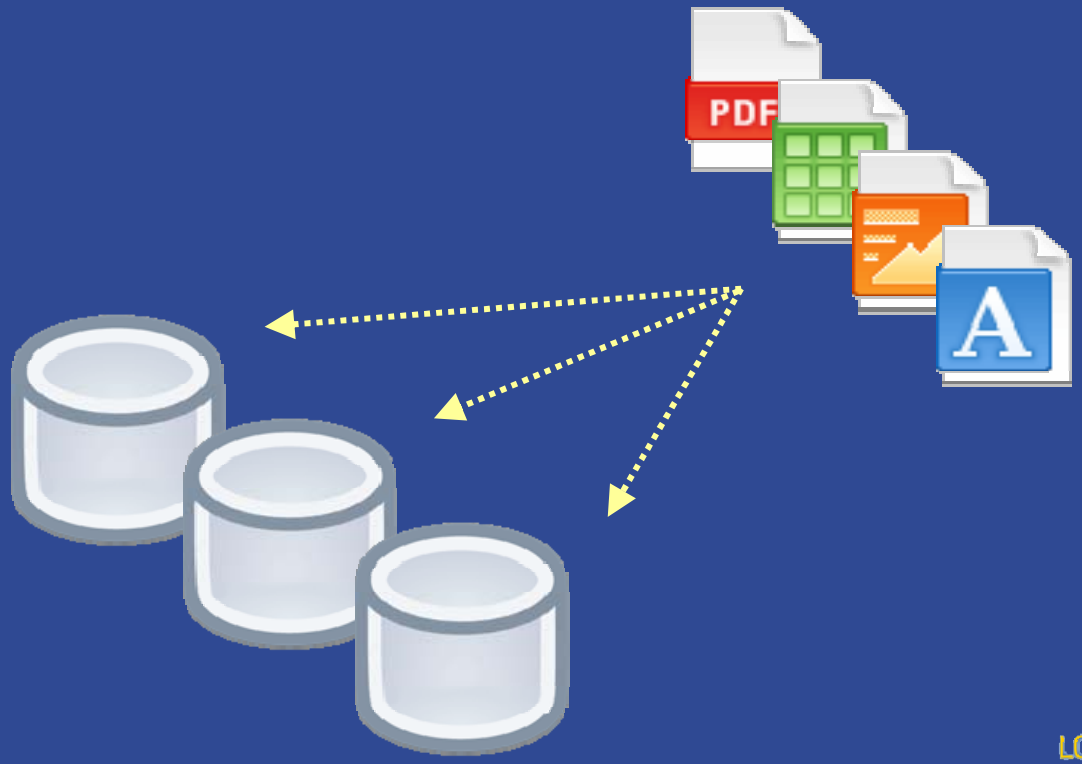
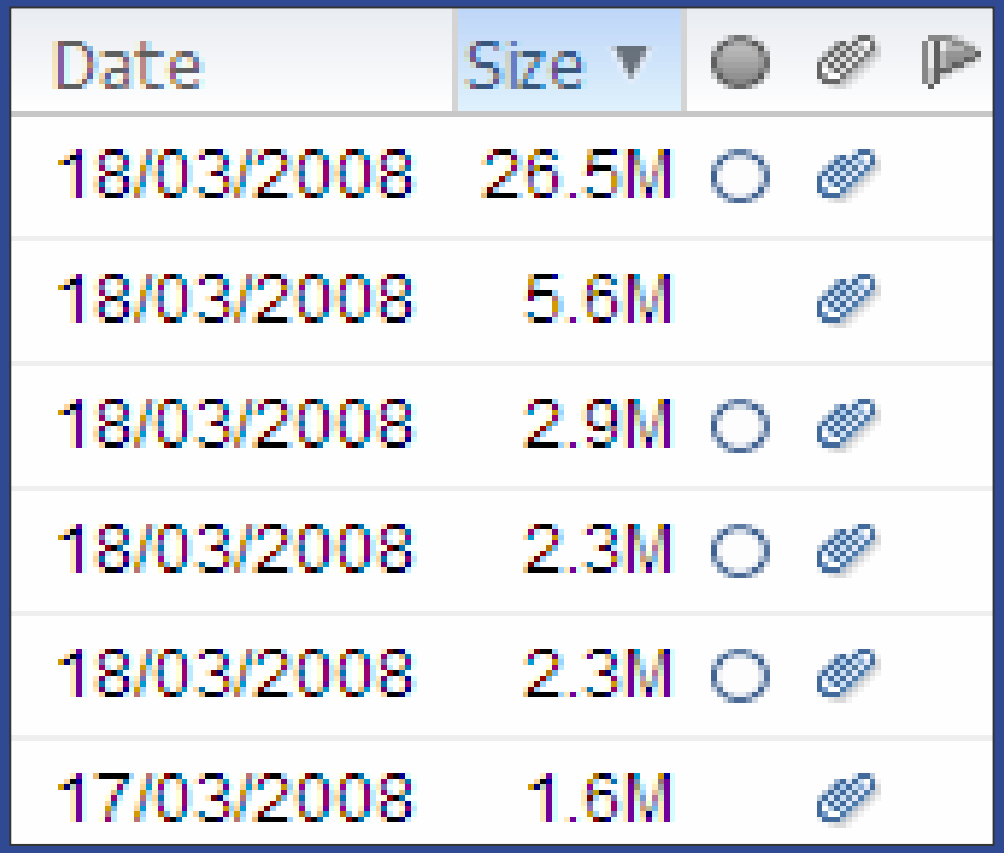
Too much e-mail, too many file attachments

- Hands up if you think **ARCHIVING** is the answer to this problem



What? How can I be over my mail quota again?

- Well, here's your answer...



Date	Size ▼			
18/03/2008	26.5M	○	📎	
18/03/2008	5.6M		📎	
18/03/2008	2.9M	○	📎	
18/03/2008	2.3M	○	📎	
18/03/2008	2.3M	○	📎	
17/03/2008	1.6M		📎	

Collaborative capabilities

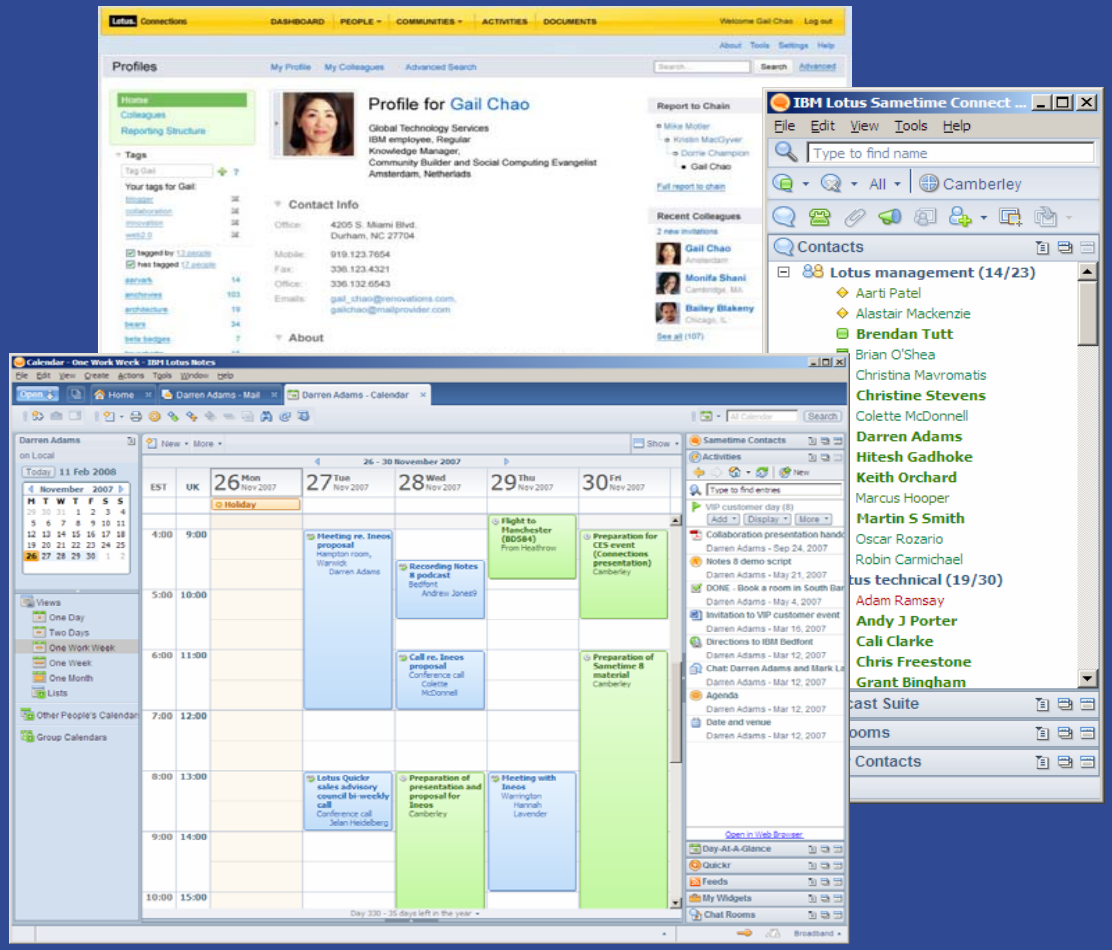
- Where and when you need them

Documents, presentations, spreadsheets

Contact information

Communities

Bookmarks



Content

Line-of-business applications

Instant messaging, presence

Activities

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What you are about to see

- A day-in-the-life scenario
- Constructed and presented by IBM Premier Partner **LAN 2 LAN**
- Solutions utilised:
  - IBM Lotus Notes 8
  - IBM Lotus Sametime 7.5
  - IBM Lotus Quickr 8
  - IBM Lotus Connections 1.0

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LAN 2 LAN

- IBM Premier Partner specialising in Lotus solutions
- Integrating Lotus solutions with other key IT systems
- First world-wide IBM Lotus Connections deployment
- BlackBox offer for Lotus Connections and Quickr

LAN 2 LAN

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Demo

John Goodman

Operations Director, LAN 2 LAN

Summary of demo

- Collaboration on internal projects using:
- Lotus Notes and Lotus Sametime as communication environments
- Lotus Connections as an expertise locater, including activities, blogs, and information dissemination
- Lotus Quickr as a document repository, both internal and external collaboration
  - Control over access to content
- Lotus Sametime web conference for visual external collaboration

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Since the demo was created...

- We have released...

- Lotus Notes 8.0.1
- Lotus Quickr 8.1
- Lotus Sametime 8.0

- And we have previewed Lotus Connections 2.0

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Lotus Notes 8.0.1

- Two major capabilities to embellish this business activity

1. Quickr document libraries added to the Lotus Notes 8 sidebar

2. ‘Live text’
   - Text becomes context-sensitive and associated with actions

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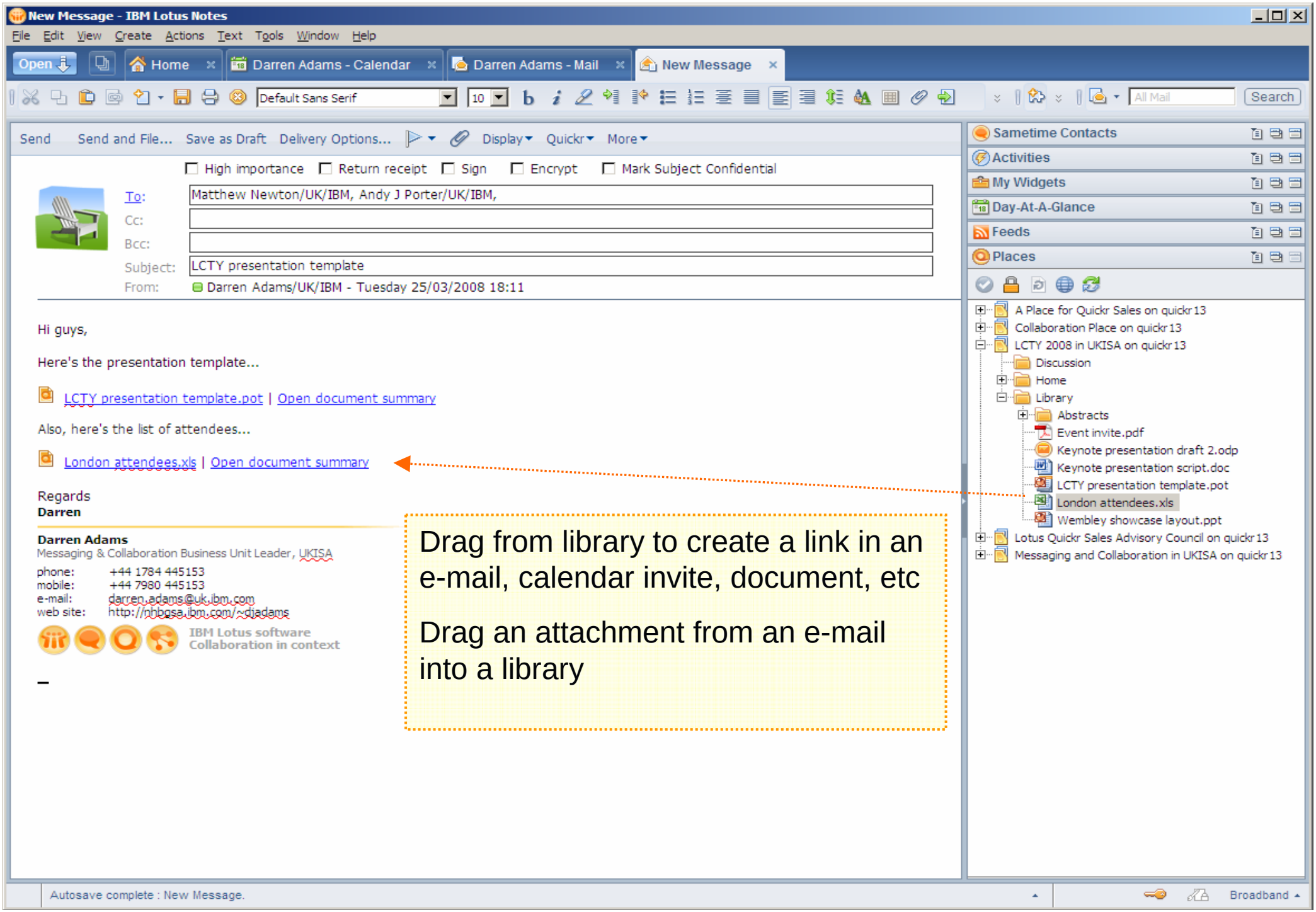
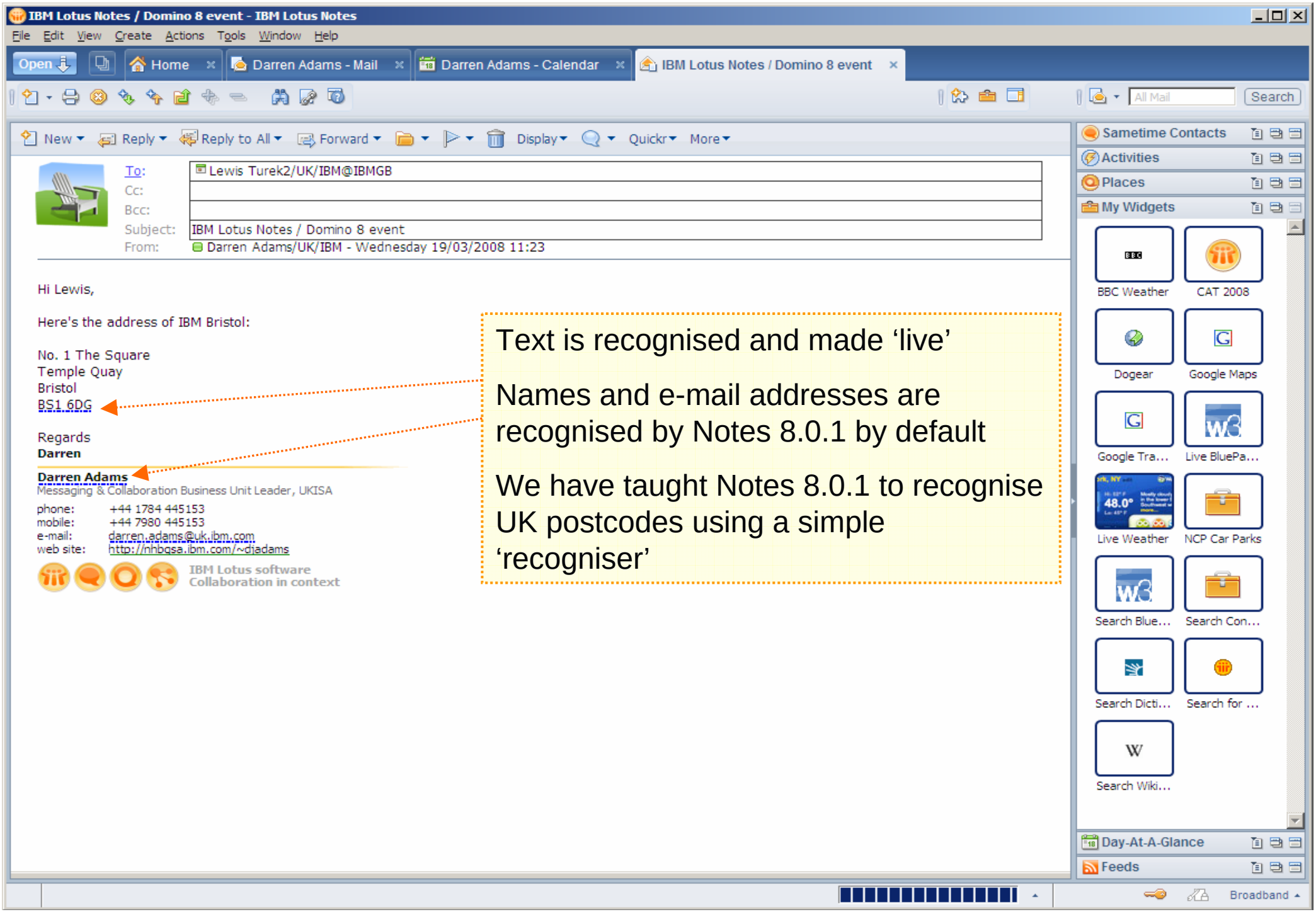

New Message - IBM Lotus Notes
File Edit View Create Actions Text Tools Window Help
Open
Home
Darren Adams - Calendar
Darren Adams - Mail
New Message
Default Sans Serif
10
All Mail
Search
Send
Send and File...
Save as Draft
Delivery Options...
Display
Quickr
More
High importance
Return receipt
Sign
Encrypt
Mark Subject Confidential
To:
Matthew Newton/UK/IBM, Andy J Porter/UK/IBM,
Cc:
Bcc:
Subject:
LCTY presentation template
From:
Darren Adams/UK/IBM - Tuesday 25/03/2008 18:11
Hi guys,
Here's the presentation template...
LCTY presentation template.pot | Open document summary
Also, here's the list of attendees...
London attendees.xls | Open document summary
Regards
Darren
Darren Adams
Messaging & Collaboration Business Unit Leader, UKISA
phone: +44 1784 445153
mobile: +44 7980 445153
e-mail: darren.adams@uk.ibm.com
web site: http://nhbgsa.ibm.com/~djadams
IBM Lotus software
Collaboration in context
Sametime Contacts
Activities
My Widgets
Day-At-A-Glance
Feeds
Places
A Place for Quickr Sales on quickr13
Collaboration Place on quickr13
LCTY 2008 in UKISA on quickr13
Discussion
Home
Library
Abstracts
Event invite.pdf
Keynote presentation draft 2.odp
Keynote presentation script.doc
LCTY presentation template.pot
London attendees.xls
Wembley showcase layout.ppt
Lotus Quickr Sales Advisory Council on quickr13
Messaging and Collaboration in UKISA on quickr13
Drag from library to create a link in an e-mail, calendar invite, document, etc
Drag an attachment from an e-mail into a library
Autosave complete : New Message.
Broadband

Notes / Quickr integration – improved visibility

- E-mails with Quickr links (as opposed to file attachments) are visible in the Inbox


IBM Lotus Notes / Domino 8 event - IBM Lotus Notes
File Edit View Create Actions Tools Window Help
Open
Home
Darren Adams - Mail
Darren Adams - Calendar
IBM Lotus Notes / Domino 8 event
Search
New
Reply
Reply to All
Forward
Display
Quickr
More
To: Lewis Turek2/UK/IBM@IBMGB
Cc:
Bcc:
Subject: IBM Lotus Notes / Domino 8 event
From: Darren Adams/UK/IBM - Wednesday 19/03/2008 11:23
Hi Lewis,
Here's the address of IBM Bristol:
No. 1 The Square
Temple Quay
Bristol
BS1 6DG
Regards
Darren
Darren Adams
Messaging & Collaboration Business Unit Leader, UKISA
phone: +44 1784 445153
mobile: +44 7980 445153
e-mail: darren.adams@uk.ibm.com
web site: http://nhbqsa.ibm.com/~djadams
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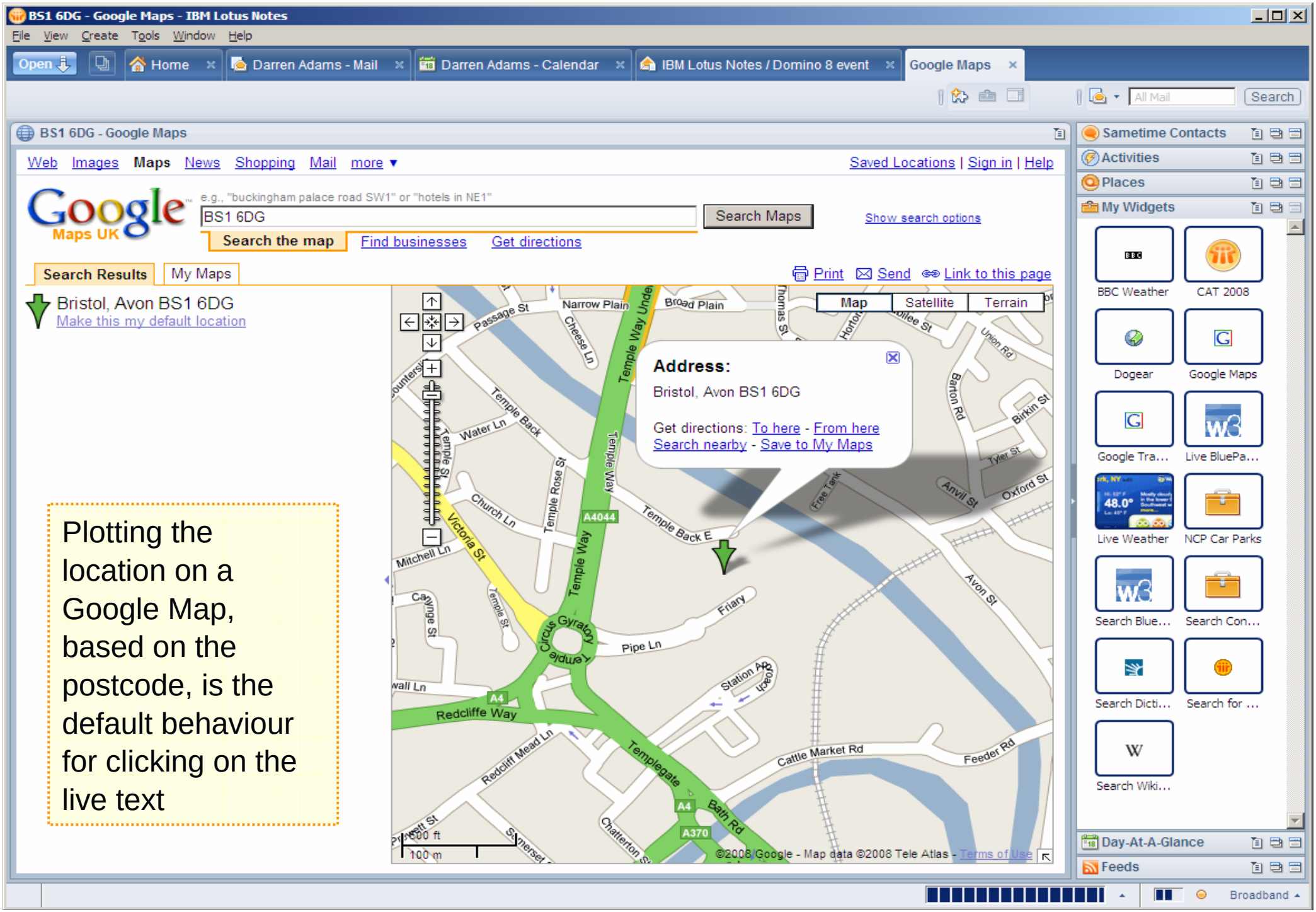
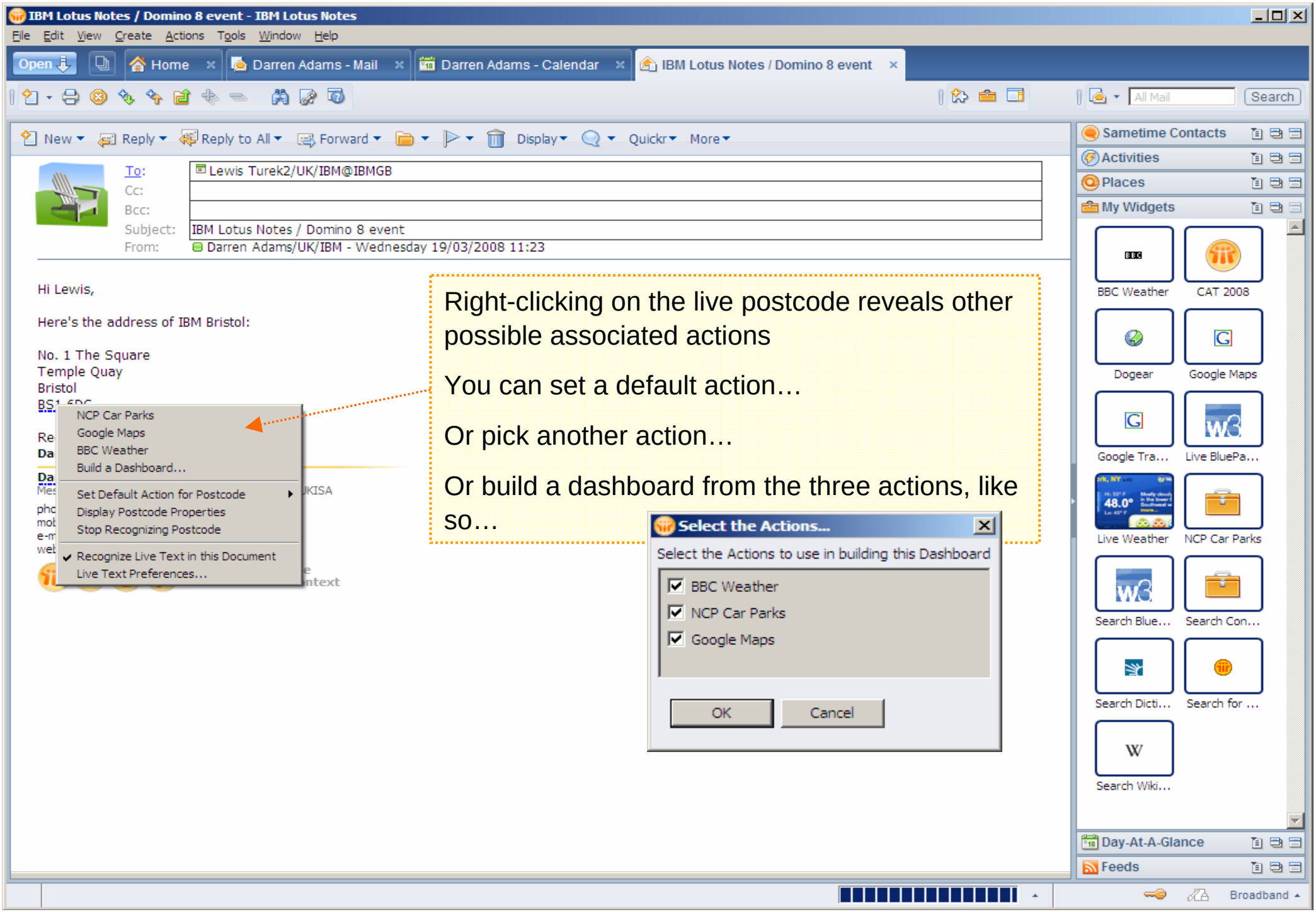
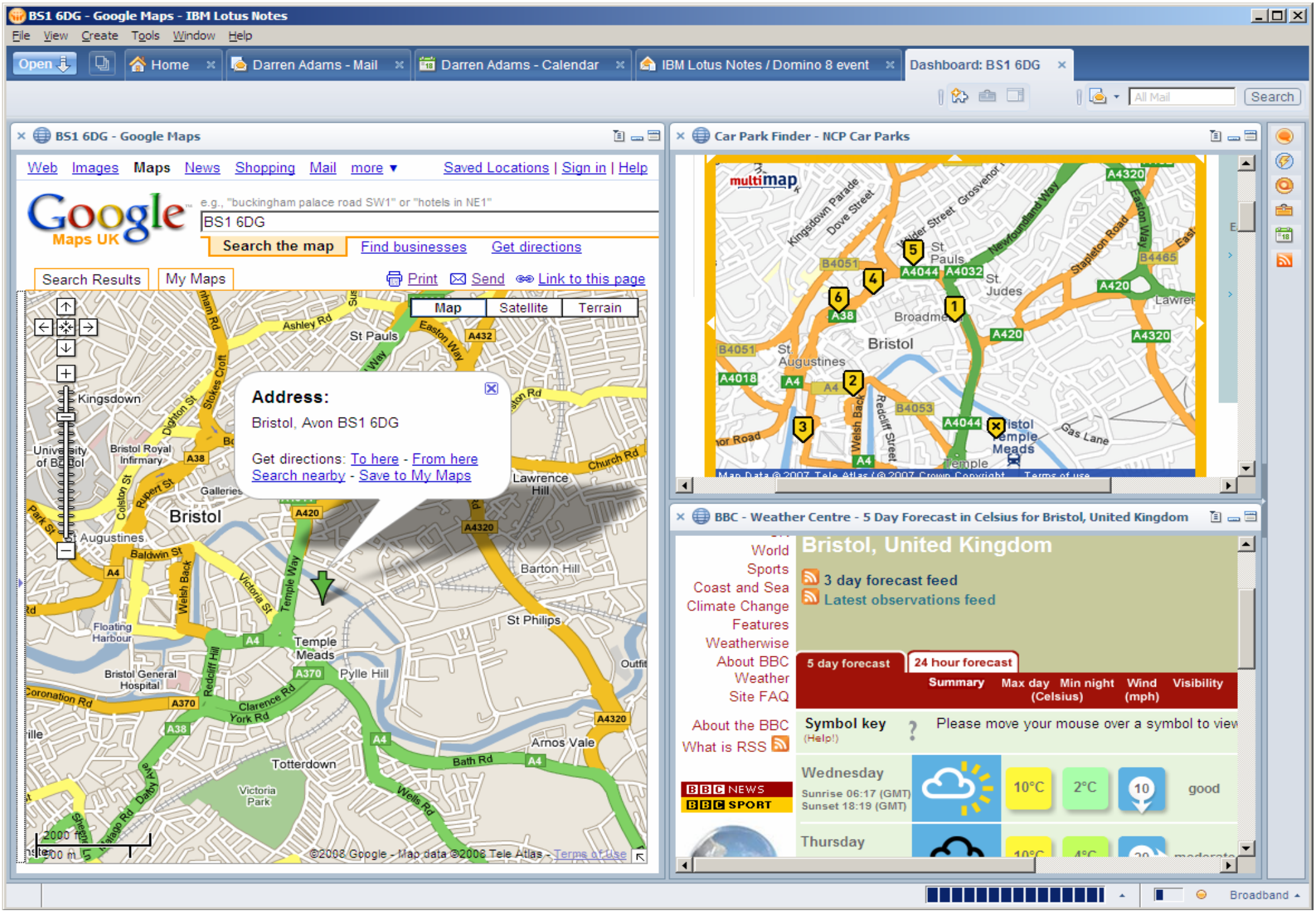
Collaboration in context
Text is recognised and made 'live'
Names and e-mail addresses are recognised by Notes 8.0.1 by default
We have taught Notes 8.0.1 to recognise UK postcodes using a simple 'recogniser'
Sametime Contacts
Activities
Places
My Widgets
BBC Weather
CAT 2008
Dogear
Google Maps
Google Tra...
Live BluePa...
Live Weather
NCP Car Parks
Search Blue...
Search Con...
Search Dicti...
Search for ...
Search Wiki...
Day-At-A-Glance
Feeds
Broadband



Plotting the location on a Google Map, based on the postcode, is the default behaviour for clicking on the live text


IBM Lotus Notes / Domo 8 event - IBM Lotus Notes
File Edit View Create Actions Tools Window Help
Open
Home
Darren Adams - Mail
Darren Adams - Calendar
IBM Lotus Notes / Domo 8 event
Search
New Reply Reply to All Forward Display Quickr More
To: Lewis Turek2/UK/IBM@IBMGB
Cc:
Bcc:
Subject: IBM Lotus Notes / Domo 8 event
From: Darren Adams/UK/IBM - Wednesday 19/03/2008 11:23
Hi Lewis,
Here's the address of IBM Bristol:
No. 1 The Square
Temple Quay
Bristol
NCP Car Parks
Google Maps
BBC Weather
Build a Dashboard...
Set Default Action for Postcode
Display Postcode Properties
Stop Recognizing Postcode
Recognize Live Text in this Document
Live Text Preferences...
Right-clicking on the live postcode reveals other possible associated actions
You can set a default action…
Or pick another action…
Or build a dashboard from the three actions, like so…
Select the Actions...
Select the Actions to use in building this Dashboard
BBC Weather
NCP Car Parks
Google Maps
OK
Cancel
Sametime Contacts
Activities
Places
My Widgets
BBC Weather
CAT 2008
Dogear
Google Maps
Google Tra...
Live BluePa...
Live Weather
NCP Car Parks
Search Blue...
Search Con...
Search Dicti...
Search for ...
Search Wiki...
Day-At-A-Glance
Feeds
Broadband


BS1 6DG - Google Maps - IBM Lotus Notes
File View Create Tools Window Help
Open
Home
Darren Adams - Mail
Darren Adams - Calendar
IBM Lotus Notes / Domino 8 event
Dashboard: BS1 6DG
All Mail
Search
BS1 6DG - Google Maps
Web Images Maps News Shopping Mail more ▼
Saved Locations | Sign in | Help
Google Maps UK
e.g., "buckingham palace road SW1" or "hotels in NE1"
BS1 6DG
Search the map
Find businesses
Get directions
Search Results
My Maps
Print
Send
Link to this page
Map
Satellite
Terrain
Address:
Bristol, Avon BS1 6DG
Get directions: To here - From here
Search nearby - Save to My Maps
Kingsdown
Bristol
St Augustines
Bristol Royal Infirmary
Galleries
Lawrence Hill
Barton Hill
St Philips
Temple Meads
Pylle Hill
Floating Harbour
Bristol General Hospital
Totterdown
Victoria Park
Arnos Vale
Bath Rd
Wells Rd
Church Rd
Easton Way
Ashley Rd
Stokes Croft
Dighton St
Colston St
Rupert St
Park St
Baldwin St
Welsh Back
Victoria St
Temple Way
Redcliff Hill
Clarence Rd
York Rd
Coronation Rd
Daloy Ave
Malago Rd
A4
A38
A420
A4320
A432
A370
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Car Park Finder - NCP Car Parks
multimap
Kingsdown Parade
Dove Street
Wilder Street
Grosvenor
Newfoundland Way
Stapleton Road
Easton Way
St Pauls
St Judes
Broadmead
Bristol
St Augustines
Bristol Temple Meads
Temple
Gas Lane
Welsh Back
Redcliff Street
B4051
B4053
B4465
A4018
A4044
A4032
A4
A38
A420
A4320
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BBC - Weather Centre - 5 Day Forecast in Celsius for Bristol, United Kingdom
World
Sports
Coast and Sea
Climate Change
Features
Weatherwise
About BBC
Weather
Site FAQ
About the BBC
What is RSS
BBC NEWS
BBC SPORT
Bristol, United Kingdom
3 day forecast feed
Latest observations feed
5 day forecast
24 hour forecast
Summary
Max day (Celsius)
Min night (Celsius)
Wind (mph)
Visibility
Symbol key (Help!)
Please move your mouse over a symbol to view
Wednesday
Sunrise 06:17 (GMT)
Sunset 18:19 (GMT)
10°C
2°C
10
good
Thursday
Broadband

Improvements to Quickr ... version 8.1

- Look and feel
- Navigation
- Ease-of-use
- Microsoft Outlook support for Connectors
  - If you're that way inclined
- Improved version control with rollback capabilities

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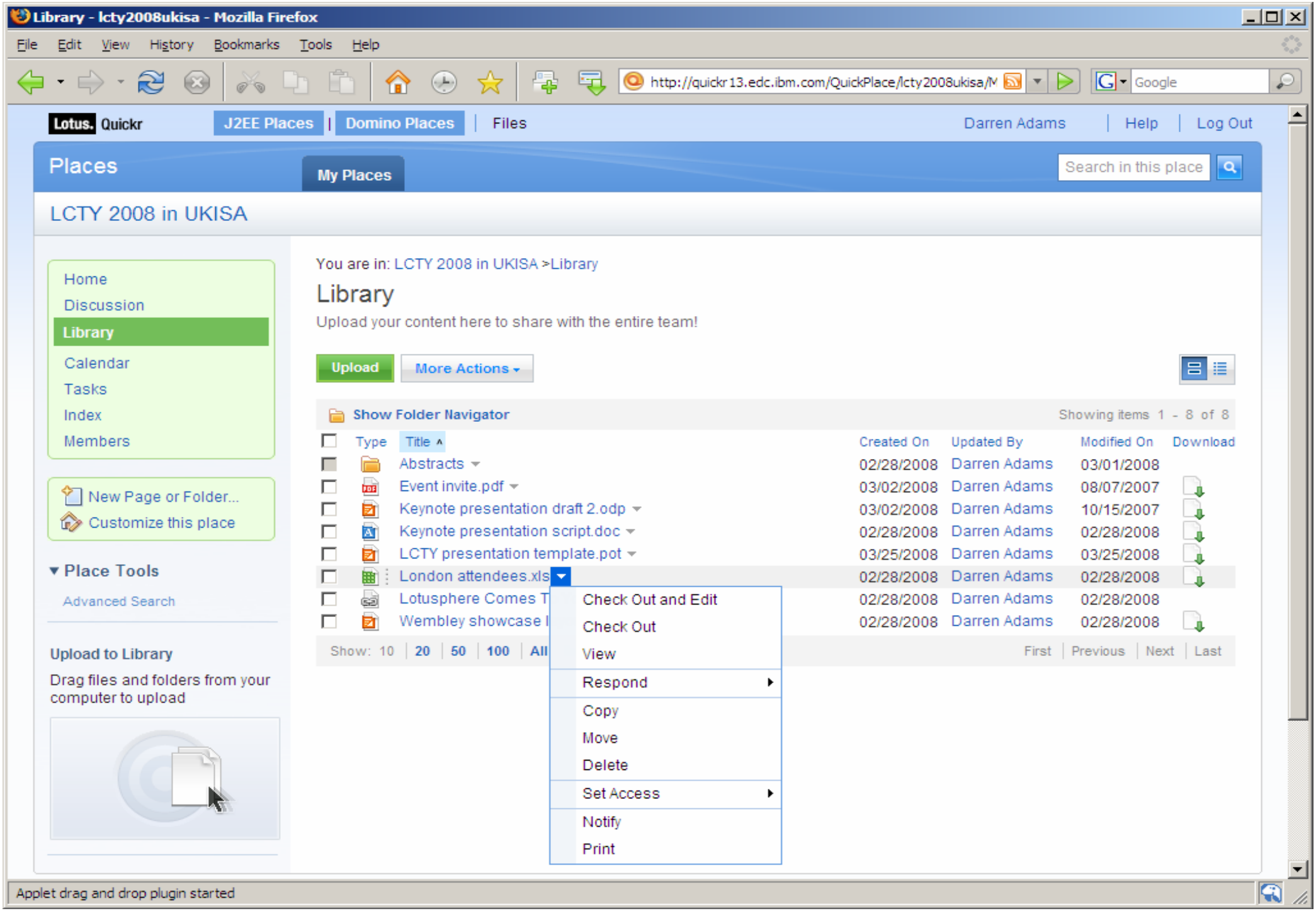
Library - lcty2008ukisa - Mozilla Firefox
File Edit View History Bookmarks Tools Help
http://quickr13.edc.ibm.com/QuickPlace/lcty2008ukisa/M
Google
Lotus. Quickr
J2EE Places | Domino Places | Files
Darren Adams | Help | Log Out
Places
My Places
Search in this place
LCTY 2008 in UKISA
Home
Discussion
Library
Calendar
Tasks
Index
Members
New Page or Folder...
Customize this place
Place Tools
Advanced Search
Upload to Library
Drag files and folders from your computer to upload
You are in: LCTY 2008 in UKISA >Library
Library
Upload your content here to share with the entire team!
Upload
More Actions
Show Folder Navigator
Showing items 1 - 8 of 8
Type
Title
Created On
Updated By
Modified On
Download
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Keynote presentation script.doc 02/28/2008 Darren Adams 02/28/2008
LCTY presentation template.pot 03/25/2008 Darren Adams 03/25/2008
London attendees.xls 02/28/2008 Darren Adams 02/28/2008
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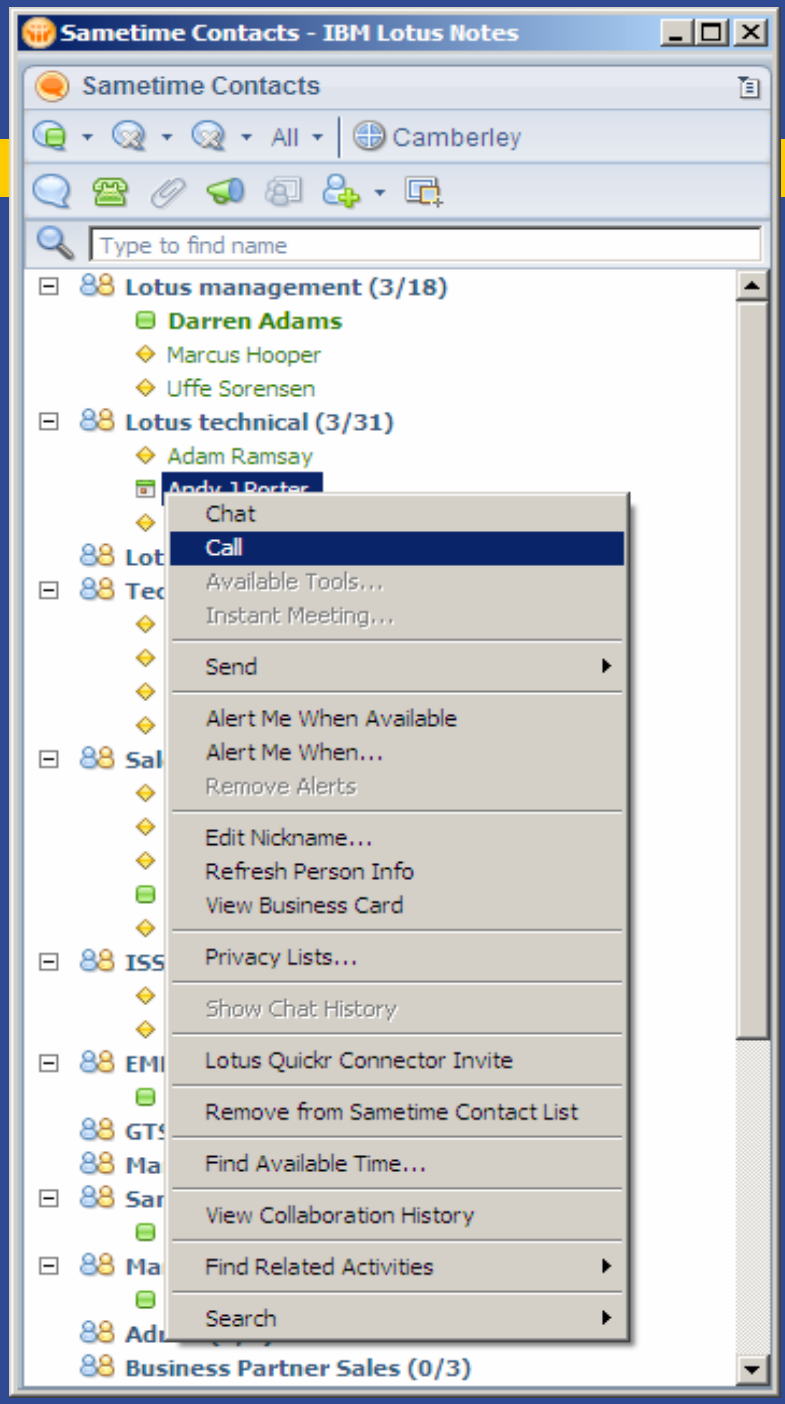
Wembley showcase I 02/28/2008 Darren Adams 02/28/2008
Show: 10 | 20 | 50 | 100 | All
First | Previous | Next | Last
Check Out and Edit
Check Out
View
Respond
Copy
Move
Delete
Set Access
Notify
Print
Applet drag and drop plugin started

IBM Lotus Sametime

- We saw presence-awareness
- And context-sensitive access to instant messaging
- We could have carried out ‘click to call’ using telephony integration



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Lotus Connections 2

- Home page to aggregate content from the five components
- Widget-based openness allows other capabilities to be plugged in
- Better integration with Lotus Quickr
  - e.g. Quickr places associated with Communities
- Major developments in Activities
  - More flexible
  - Create custom forms and data types
  - Off-line support in Notes client

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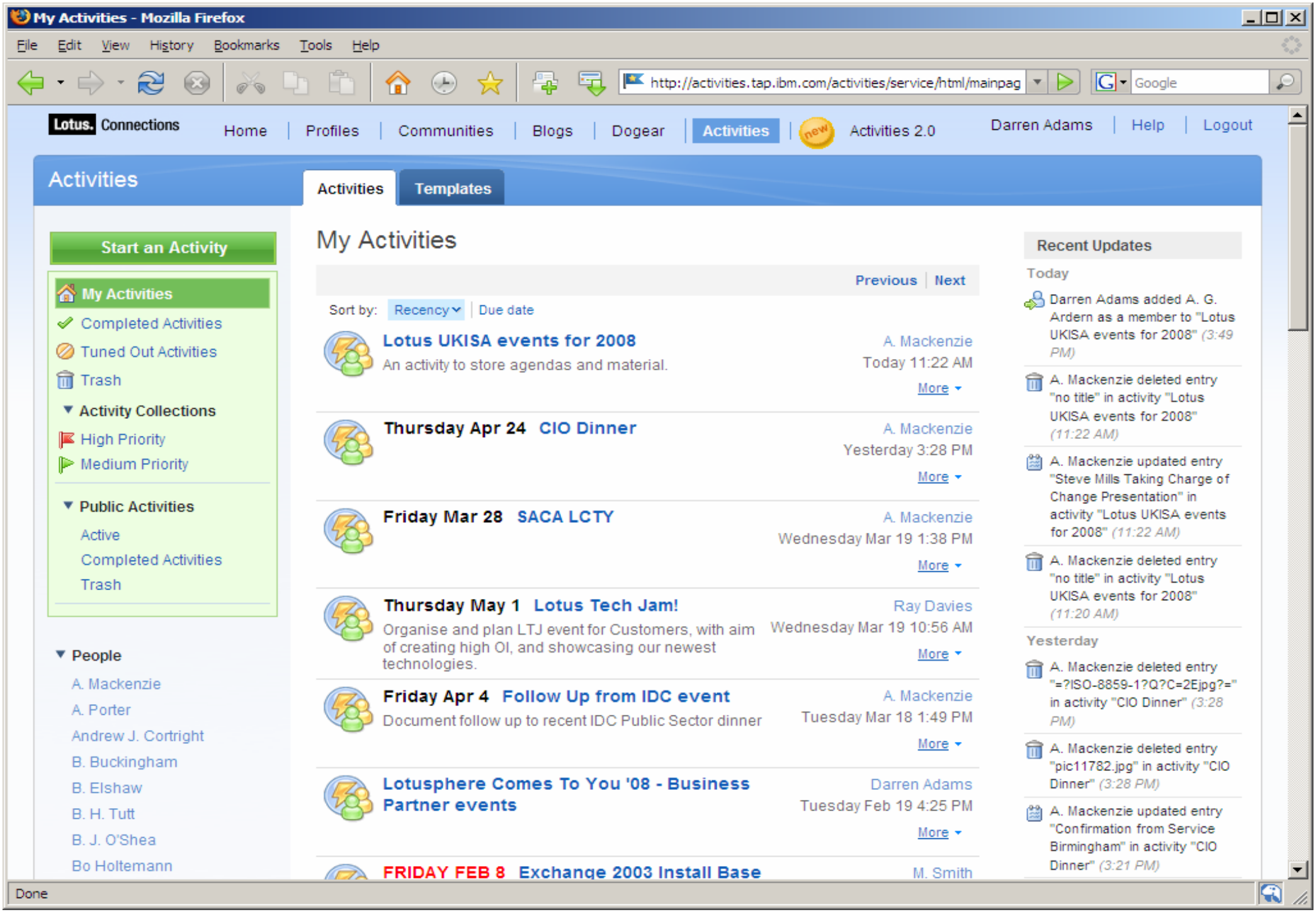
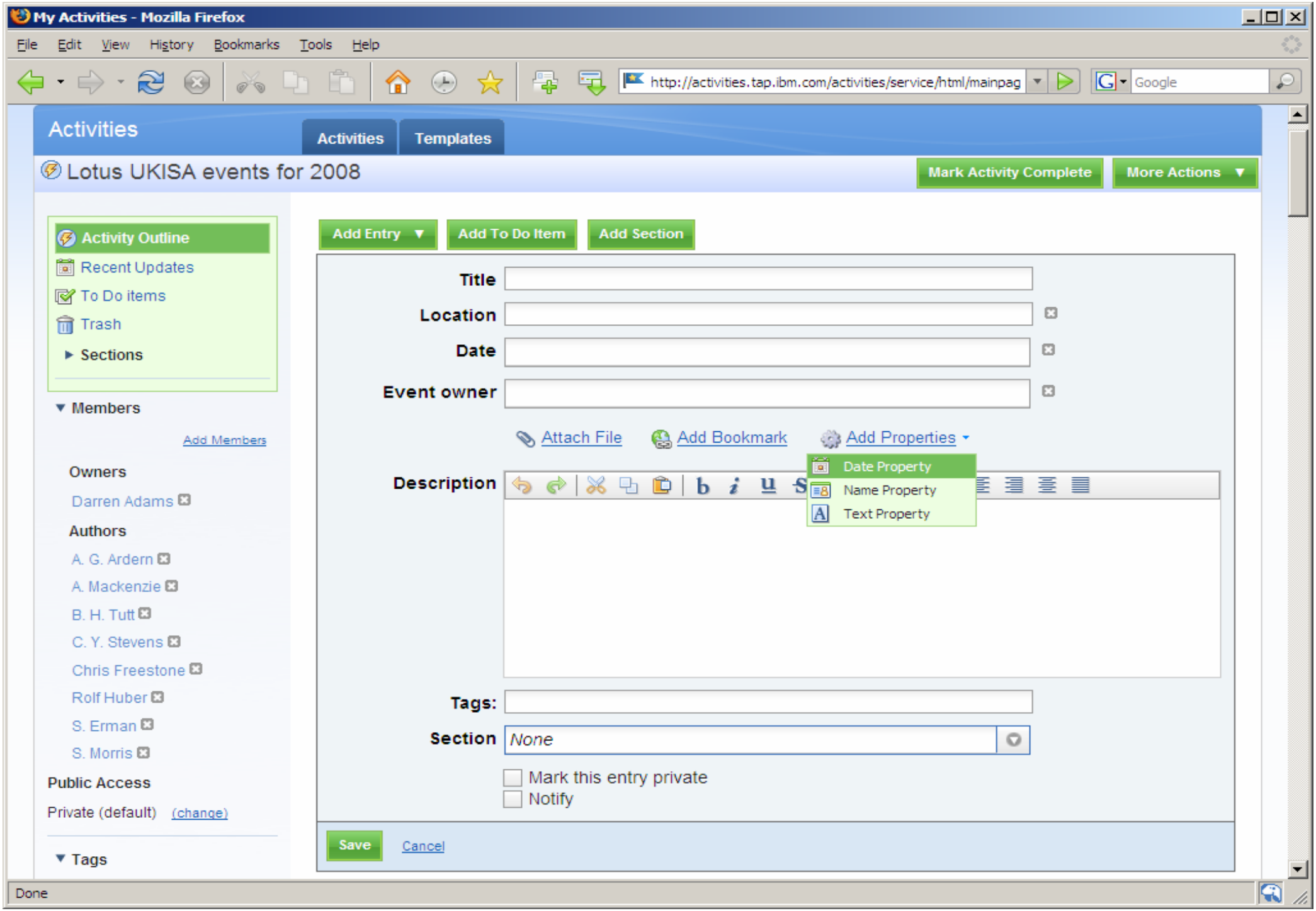
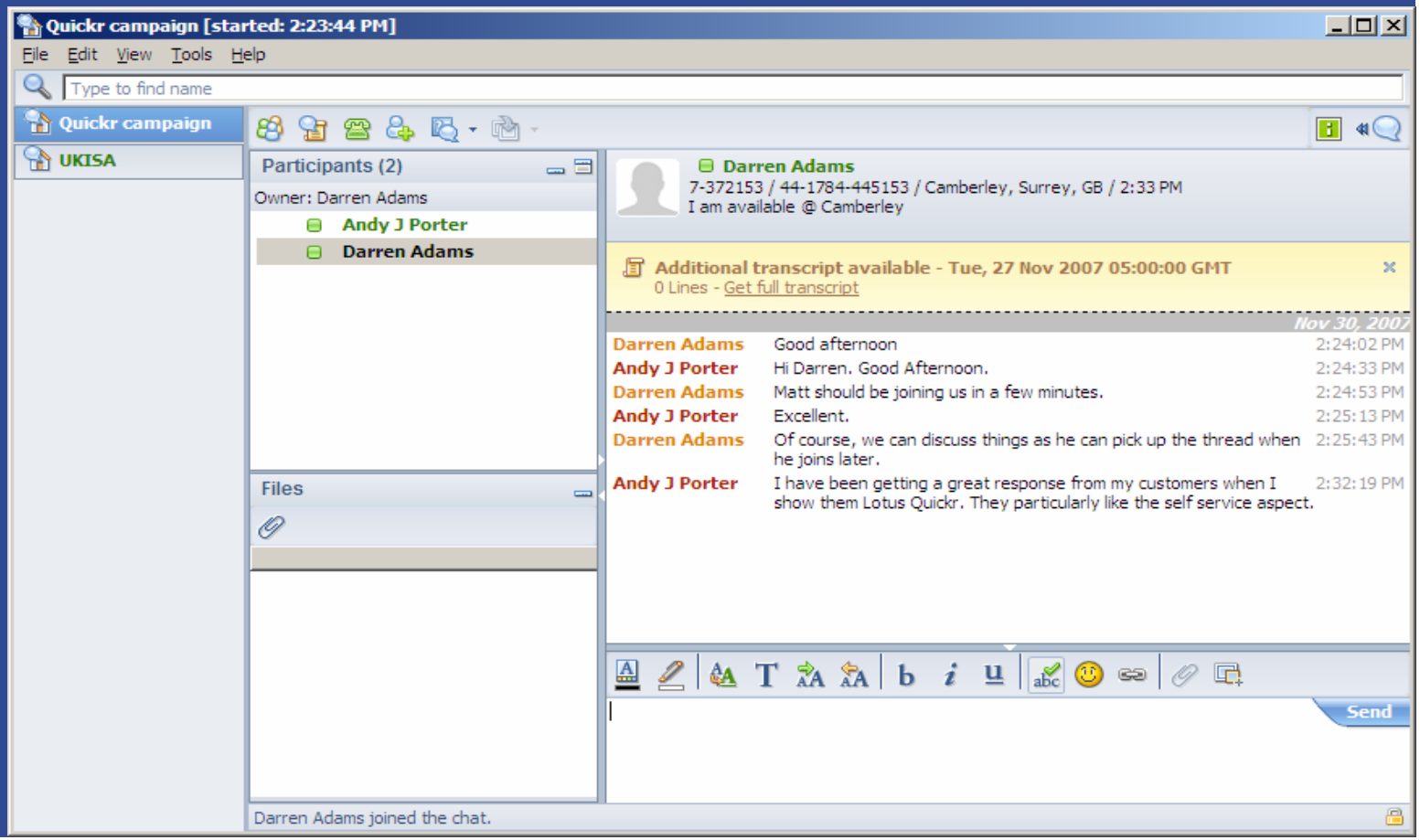

My Activities - Mozilla Firefox
File Edit View History Bookmarks Tools Help
http://activities.tap.ibm.com/activities/service/html/mainpag
Google
Lotus. Connections
Home | Profiles | Communities | Blogs | Dogear | Activities | new Activities 2.0
Darren Adams | Help | Logout
Activities
Activities
Templates
Start an Activity
My Activities
Completed Activities
Tuned Out Activities
Trash
Activity Collections
High Priority
Medium Priority
Public Activities
Active
Completed Activities
Trash
People
A. Mackenzie
A. Porter
Andrew J. Cortright
B. Buckingham
B. Elshaw
B. H. Tutt
B. J. O'Shea
Bo Holtemann
My Activities
Previous | Next
Sort by: Recency | Due date
Lotus UKISA events for 2008
An activity to store agendas and material.
A. Mackenzie
Today 11:22 AM
More
Thursday Apr 24 CIO Dinner
A. Mackenzie
Yesterday 3:28 PM
More
Friday Mar 28 SACA LCTY
A. Mackenzie
Wednesday Mar 19 1:38 PM
More
Thursday May 1 Lotus Tech Jam!
Organise and plan LTJ event for Customers, with aim of creating high OI, and showcasing our newest technologies.
Ray Davies
Wednesday Mar 19 10:56 AM
More
Friday Apr 4 Follow Up from IDC event
Document follow up to recent IDC Public Sector dinner
A. Mackenzie
Tuesday Mar 18 1:49 PM
More
Lotusphere Comes To You '08 - Business Partner events
Darren Adams
Tuesday Feb 19 4:25 PM
More
FRIDAY FEB 8 Exchange 2003 Install Base
M. Smith
Recent Updates
Today
Darren Adams added A. G. Ardern as a member to "Lotus UKISA events for 2008" (3:49 PM)
A. Mackenzie deleted entry "no title" in activity "Lotus UKISA events for 2008" (11:22 AM)
A. Mackenzie updated entry "Steve Mills Taking Charge of Change Presentation" in activity "Lotus UKISA events for 2008" (11:22 AM)
A. Mackenzie deleted entry "no title" in activity "Lotus UKISA events for 2008" (11:20 AM)
Yesterday
A. Mackenzie deleted entry "=?ISO-8859-1?Q?C=2Ejpg?=" in activity "CIO Dinner" (3:28 PM)
A. Mackenzie deleted entry "pic11782.jpg" in activity "CIO Dinner" (3:28 PM)
A. Mackenzie updated entry "Confirmation from Service Birmingham" in activity "CIO Dinner" (3:21 PM)
Done


My Activities - Mozilla Firefox
File Edit View History Bookmarks Tools Help
http://activities.tap.ibm.com/activities/service/html/mainpag
Google
Activities
Activities
Templates
Lotus UKISA events for 2008
Mark Activity Complete
More Actions
Activity Outline
Recent Updates
To Do items
Trash
Sections
Members
Add Members
Owners
Darren Adams
Authors
A. G. Ardern
A. Mackenzie
B. H. Tutt
C. Y. Stevens
Chris Freestone
Rolf Huber
S. Erman
S. Morris
Public Access
Private (default) (change)
Tags
Add Entry
Add To Do Item
Add Section
Title
Location
Date
Event owner
Attach File
Add Bookmark
Add Properties
Date Property
Name Property
Text Property
Description
Tags:
Section
None
Mark this entry private
Notify
Save
Cancel
Done

Another way to communicate more effectively

- Associate a persistent dialogue with a business activity
  - Reduces repeated incremental mail history
  - Allows late joiners to pick up the thread
  - Know that it's the place to go



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Summary

- Cure your e-mail habits
- Focused business activities are the way forward
- Discover knowledge, and who has the knowledge
  - And who knows those people
  - And their knowledge
  - And so on...
- Collaborate in context with integrated solutions
- Define a corporate standard (or standards)
  - Ensure your people understand how they should collaborate
  - ...and what are the right tools

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Thank You

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