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**Pete Hybert**



**Experience**

- Worked in the human performance improvement industry since 1984; external consultant since 1989
- Authored more than thirty articles on a variety of HPT-related topics
- Authored a chapter on performance testing in ISPI and Wiley's upcoming "Measurement and Evaluation Handbook"
- Presented multiple times at ISPI, CISPI (Chicago Chapter of ISPI), ASQ, and ASTD
- Served as a volunteer
  - ISPI Chicago Chapter Past-President
  - ISPI Awards Committee Chair
  - ISPI Nominations Committee Chair
- CPT since 2003, Lifetime Member of ISPI since 2007

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**Dottie Soelke**



**Experience**

- Worked in the HPT industry since 1986; external consultant since 1993
- Authored/ co-authored more than ten articles
- Presented multiple times at ISPI, CISPI (Chicago chapter ISPI), and NorthWest Network
- Served as a volunteer
  - ISPI Awards Redesign Project
  - ISPI Nominations Committee (2 years)
  - ISPI Annual Conference Presentation Proposal Review Committee
  - CISPI Newsletter Copyeditor
  - CISPI VP of Publications
  - CISPI Programs Committee Member
- CPT since 2003
- CIT since 2002

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**Improving Human Performance through Learning**



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**Peter R. Hybert**

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*Present*

## **Web-Based Collaboration Tools** *Teamwork Via the Web*

### Overview

The cost of travel means teams that are not co-located must rely on collaborating via the web. All too often, this sounds better than it works. You can waste a lot of your team's time just trying to operate your chosen web tools.

We've been climbing this learning curve for several years...maybe you have too. Let's discuss the pros and cons of several web tools and how they can help your distributed work team be productive virtually.



# Web-Based Collaboration Tools: Calendar & File Sharing

CATEGORY: CALENDAR & SCHEDULING			
Name	Meeting Wizard	TimeBridge	Google Calendar
URL	www.meetingwizard.com	http://www.timebridge.com/home.php	http://www.google.com/calendar/render/
<b>CAPABILITY/FUNCTIONALITY</b>			
<b>Meeting Coordination</b>			
Import contact lists	Y (from a variety of sources including Outlook)	Y (integrates with Outlook, Google, iCal, Lotus Notes, etc.)	Y (via GMail)
Propose meeting date choices	Y	Y	N
Sends automated results of meeting date voting	Y	Y	N
Select meeting date	Allows voting	Y	Y
Send out invitations	Y	Y	Y
Confirms attendance	Y	Y	N
Send out automated reminders	Y	Y	Y (only to calendar owner)
<b>Document Management</b>			
Post documents for shared review	N		N
Edit documents on-line (multiple users)	N		N
Version control	N		N
File/folder management	N		N
<b>Project Management</b>			
Post calendar	N	Y	N
Post Actions/Tasks	N		N (can post tasks for calendar owner, but not for team members)
Track issues	N		N
Time tracking	N		N
Resource allocation	N		N
<b>Presentation (Synchronous) Sharing</b>			
Share presentation	N	Y	N
Share file (.xls, .doc, .mpp, etc.)	N	N/A	
Share desktop	N	N/A	N
Share application (remote access)	N	N/A	N
Real-time co-editing and remote control	N	N/A	
Browser sharing	N	N/A	
Participant chat	N	N/A	N
Participant hand-raising	N	N/A	N
Audio conferencing	N	Y	N
Video conferencing	N	Y	N
Meeting recording	N	N/A	N
Whiteboard/ annotation tools	N	N/A	
Polling	N	N/A	
<b>General</b>			
Cost	Free	• Meetings & Calendar functions are free (plan to charge for premium features in the future) • \$8.95/month for online meetings	Free
"Plug-in" required	N		N
Limitations: # users	50 participants	N	N
Limitations: Storage	none (unlimited # of meetings)	N/A	Y--7+ gigs... plenty
Sync/Ability to work offline	N	Syncs with a number of calendaring systems	• Syncs with Outlook calendar (not with contacts) • Can set up to work offline with Google Gears
Comment	• Sponsored by GoToMeeting • Recipients of meeting requests do not need to be registered with Meeting Wizard • Doesn't pretend to be anything but a meeting scheduler		• Simple, intuitive, easy to use • Can easily embed calendars in web pages

CATEGORY: daptiv PPM		CATEGORY: Name URL	
Name	ProjExec Online	daptiv PPM	Name URL
URL	http://pe1.projexec.com/projexecwebsite/website/home.jsp	http://www.daptiv.com/	
<b>CAPABILITY/FUNCTIONALITY</b>			
<b>Meeting Coordination</b>			
Import contact lists	N/A	Y (integrates with MS Outlook; adds tab to Outlook toolbar)	
Propose meeting date choices	N/A	N	
Sends automated results of meeting date voting	N/A	N	
Select meeting date	N/A	Y	
Send out invitations	N/A	Y (thru Outlook)	
Confirms attendance	N/A	Y (thru Outlook)	
Send out automated reminders	N/A	N/A	
<b>Document Management</b>			
Post documents for shared review	Y (< 10MB)	Y (drag & drop MS Office docs)	
Edit documents on-line (multiple users)	N/A	N/A	
Version control	Y	Y	
File/folder management	Y	Y	
<b>Project Management</b>			
Post calendar	Y	Y	
Post Actions/Tasks	Y (can transform issues into change requests)	Y (flags project risks)	
Track issues	Y	Y	
Time tracking	Y	Y	
Resource allocation			
<b>Presentation (Synchronous) Sharing</b>			
Share presentation	N	N	
Share file (.xls, .doc, .mpp, etc.)	N	N	
Share desktop	N	N	
Share application (remote access)	N	N	
Real-time co-editing and remote control	N	N	
Browser sharing	Y (via Sametime and Skype integrated)	N/A	
Participant chat	N	N	
Participant hand-raising	Y (limited to Skype)	N	
Audio conferencing	Y (limited to Skype)	N	
Video conferencing	Y (via Skype)	N	
Meeting recording	N	N	
Whiteboard/ annotation tools	N	Y	
Polling			
<b>General</b>			
Cost	• Month-to-month plan: \$40/month/user • 6-month plan: \$35/month/user • Annual plan: \$30/month/user • 2-year plan: \$25/month/user • 5 user minimum		
"Plug-in" required	N		"Plug-in" required
Limitations: # users	Unlimited		Limitations: # users
Limitations: Storage	N/A		Limitations: Storage
Sync/Ability to work offline	• Uses IBM-provided infrastructure; IBM business partner • Role-based • Embedded threaded discussion capabilities • Import/export to/from MS Project (files must be <10 MB) • Portfolio management/ multiple project and resource allocation capabilities	• Assesses value of requests projects and resources requirements • Import from MS Project	Sync/Ability to work offline
Comment			Comment

# Web-Based Collaboration Tools: Project Management

CATEGORY	PROJECT MANAGEMENT		
Name	Basecamp	@Task	Teamspace
URL	www.basecamp.com	www.attask.com	www.teamspace.com
<b>CAPABILITY/FUNCTIONALITY</b>			
<b>Meeting Coordination</b>			
Import contact lists	Y	N/A	Y (syncs with Outlook)
Propose meeting date choices	N	N/A	Y
Sends automated results of meeting date voting	N	N/A	N
Select meeting date	Y	N/A	Y
Send out invitations	N	N/A	Y
Confirms attendance	N	N/A	Y
Send out automated reminders	N	N/A	Y
<b>Document Management</b>			
Post documents for shared review	Y	Y (attach docs to projects, tasks, and users)	Y (unlimited)
Edit documents on-line (multiple users)	Y	N	Y
Version control	Y	Y (using "check-out/check-in")	Y
File/folder management	Y	Y	Y
<b>Project Management</b>			
Post calendar	Y	Y	Y (syncs with Outlook)
Post Actions/Tasks	Y	Y	Y
Track issues	Y	Y	Y
Time tracking	Y (except lowest cost package)	Y (can print reports/ timesheets as well)	Y
Resource allocation	Y (assigns specific tasks)	Y	N
<b>Presentation (Synchronous) Sharing</b>			
Share presentation	N	N	Y
Share file (.xls, .doc, .mpp, etc.)	N	Y (attachments)	Y
Share desktop	N	N	N
Share application (remote access)	N	N	N
Real-time co-editing and remote control	N	N	N
Browser sharing	N	N	N
Participant chat	Y - threaded discussion	N	Y
Participant hand-raising	N	N	N
Audio conferencing	N	N	N
Video conferencing	N	N	N
Meeting recording	N	N	N
Whiteboard/ annotation tools	N	N	N
Polling	N	N	N
<b>General</b>			
Cost	Moderate--\$24/month for 3 GB/15 projects to \$149/month for 50GB/ unlimited projects	Pricing based on negotiated fee with their sales team	standard - \$17.80 per user per mo ; light - \$7.90 per user per mo - the difference is amount of disk space
"Plug-in" required	N	N	Y
Limitations: # users	N	N	N/A
Limitations: Storage	Y--varies by package	N	5gb at lowest level / unlimited
Sync/Ability to work offline	N	N/A	N/A
Comment	<ul style="list-style-type: none"> <li>Works with a variety of iPhone apps</li> <li>Can attach files to comments in threaded discussion</li> </ul>	<ul style="list-style-type: none"> <li>Incredibly difficult to figure out what they offer, how much it costs. They have an aggressive sales approach - trying to get you on the phone to discuss vital details; requiring marketing information to see demo's, etc.</li> <li>Includes interactive (drag/drop) gantt charting</li> <li>Automatically sends out email notifications with project status changes</li> <li>Interfaces with MS Project</li> <li>Supposedly interfaces with MS Outlook</li> </ul>	<ul style="list-style-type: none"> <li>Multi-project management capabilities</li> <li>Bulletin board</li> <li>Innovation Forum</li> </ul>

CATEGORY	FILESHARING & STORAGE		
Name	MS Sharepoint (File/ Project Sites)	Google Docs	The Filing Room
URL	http://www.microsoft.com/sharepoint/default.aspx	https://www.google.com/docs	http://thefilingroom.com/
<b>CAPABILITY/FUNCTIONALITY</b>			
<b>Meeting Coordination</b>			
Import contact lists	N (can link Sharepoint contacts to Outlook contacts, but not vice versa)	Y (via Gmail)	N
Propose meeting date choices	N	N	N
Sends automated results of meeting date voting	N	N	N
Select meeting date	N	N	N
Send out invitations	Y	N	N
Confirms attendance	N	N	N
Send out automated reminders	N	N	N
<b>Document Management</b>			
Post documents for shared review	Y using "check in/check out"	Y	Y
Edit documents on-line (multiple users)	Y	Y	N
Version control	Y	Relies on editors/ access control	Relies on editors/ access control; Can get notifications of changes
File/folder management	Y	Y (folders apply to individual users)	Y (folders apply to all users)
<b>Project Management</b>			
Post calendar	Y (can sync with Outlook)	N (see Google Calendar)	N
Post Actions/Tasks	Y	N	N
Track issues	Y	N	N
Time tracking	N	N	N
Resource allocation	N	N	N
<b>Presentation (Synchronous) Sharing</b>			
Share presentation	See "LiveMeeting"	Y (up to 200 simultaneous viewers)	N - not for synchronous viewing
Share file (.xls, .doc, .mpp, etc.)	Y		N - not for synchronous viewing
Share desktop	See "LiveMeeting"	N	N
Share application (remote access)	See "LiveMeeting"	N	N
Real-time co-editing and remote control	See "LiveMeeting"	Y (up to 10 collaborators may edit simultaneously)	N
Browser sharing	See "LiveMeeting"	N	N
Participant chat	See "LiveMeeting"	N	N
Participant hand-raising	See "LiveMeeting"	N	N
Audio conferencing	See "LiveMeeting"	N	N
Video conferencing	See "LiveMeeting"	N	N
Meeting recording	See "LiveMeeting"	N	N
Whiteboard/ annotation tools	See "LiveMeeting"	N	N
Polling	See "LiveMeeting"	N	N
<b>General</b>			
Cost	Cost varies depending on # users and package - Live meeting alone, 5 licenses = \$36.50/mo Can get full suite for \$75/mo	Free	Low cost--\$5 per month for 1 GB
"Plug-in" required	Y (can use with only web app however)	N	N
Limitations: # users		N	Max 10 users with minimum purchase; can purchase additional users if needed
Limitations: Storage	Y--5 gig per site (Additional available)	Y--500K per document, plus up to 2MB per embedded image	1 gig minimum purchase; can purchase additional space if needed
Sync/Ability to work offline	N	Y--with Google Desktop	N
Comment	<ul style="list-style-type: none"> <li>One of the most confusing admin websites/ processes I've ever used</li> </ul>	<ul style="list-style-type: none"> <li>Launches a new window everytime you click something: gets really irritating</li> </ul>	<ul style="list-style-type: none"> <li>Basic--can be difficult to move files around (e.g., must empty folders before deleting the folder)</li> </ul>

# Web-Based Collaboration Tools: On-Line Meetings

CATEGORY	ON-LINE MEETINGS			
Name	WebEx	WebPresentNow	Web Visuals	MS Live Meeting
URL	www.webex.com	http://www.webpresentnow.com/	http://meetingconnect.net/web-visuals/index.php	http://office.microsoft.com/en-us/livemeeting/default.aspx
<b>CAPABILITY/FUNCTIONALITY</b>				
<b>Meeting Coordination</b>				
Import contact lists	Y	N (but can send invites from email)	N (but can send invites from email)	N
Propose meeting date choices	N	N	N	N
Sends automated results of meeting date voting	N	N	N	N
Select meeting date	Y	Y	Y	Y
Send out invitations	Y	Y	Y	Y
Confirms attendance	Y	??	??	Y
Send out automated reminders	N	??	??	Y
<b>Document Management</b>				
Post documents for shared review	Y	NA	NA	See Sharepoint
Edit documents on-line (multiple users)	Y	NA	NA	N
Version control	Y (using "check-out/check-in")	NA	NA	N
File/folder management	Y	NA	NA	N
<b>Project Management</b>				
Post calendar	Y	NA	NA	N
Post Actions/Tasks	Y	NA	NA	N
Track issues	Y	NA	NA	N
Time tracking	N	NA	NA	N
Resource allocation	Y	NA	NA	N
<b>Presentation (Synchronous)</b>				
<b>Sharing</b>				
Share presentation	Y	Y	Y	Y
Share file (.xls, .doc, .mpp, etc.)	Y	Y	Y	Y
Share desktop	Y	Y	Y	Y
Share application (remote access)	Y	Y	Y	Y
Real-time co-editing and remote control	Y	Y (by granting presenter or drawing permissions)	Y	Y
Browser sharing	Y	Y	Y	Y
Participant chat	Y	Y	Y	Y
Participant hand-raising	Y	Y	Y	Y
Audio conferencing	Y (separate toll-free dial-in)	Y (via dial-in)	Y (via dial-in)	Y
Video conferencing	Y	Y	Y	Y
Meeting recording	Y	Y	Y	Y
Whiteboard/ annotation tools	Y	Y	Y	Y
Polling	Y	Y	Y	Y
<b>General</b>				
Cost	\$39/month for individuals; \$59-\$69/month for organizations; \$.33/minute/ participant for pay-per-use Web Office: ranges from \$53.95/month for 1 - 5 users to \$2250/month for 251-500 users	wouldn't discuss actual price; flat monthly fee or pay-per-use	wouldn't discuss actual price; flat monthly fee or pay-per-use	Cost varies depending on # users and package - Live meeting alone, 5 licenses = \$22.50/mo Can get full suite for \$75/mo
"Plug-in" required	N	N for participants Y for host	N for participants Y for host	Y
Limitations: # users	Web Conferencing: 15 - 3000 depending on subscription plan Web Office: 500	up to 100	up to 2500	Requires license to set up meetings; no limit on participants
Limitations: Storage	Web Office: ranges from 1GB for 1-5 users to 20 GB for 251-500 users	NA	NA	
Sync/Ability to work offline	Y	NA	NA	N
Comment	<ul style="list-style-type: none"> <li>Integrates with Outlook</li> <li>Works across several OS platforms (Windows, Mac, Linux, Solaris)</li> <li>WebEx Connect boasts "instant collaboration"</li> <li>Can attend meetings from smart phones</li> <li>Different features for Individual, Small/Medium Business, and Large Business accounts</li> </ul>	<ul style="list-style-type: none"> <li>Integrates with Outlook</li> <li>Access to "One-Minute Skill Builders" (tutorials on each major feature)</li> </ul>	<ul style="list-style-type: none"> <li>Integrates with Outlook</li> <li>Access to "One-Minute Skill Builders" (tutorials on each major feature)</li> </ul>	<ul style="list-style-type: none"> <li>Excellent responsiveness/ latency</li> </ul>

CATEGORY	Vyew	Go To Meeting	Dim Dim	Adobe Acrobat Connect Pro
Name	Vyew	Go To Meeting	Dim Dim	Adobe Acrobat Connect Pro
URL	http://vyew.com/site/	https://www1.gotomeeting.com/?Portal=gotomeeting.com	http://www.dimdim.com/	http://tryit.adobe.com/us/connectpro/webconferencetools?id=DJZHD
<b>CAPABILITY/FUNCTIONALITY</b>				
<b>Meeting Coordination</b>				
Import contact lists	N	N	N	Y (schedule meetings from Outlook)
Propose meeting date choices	N	N	N	N
Sends automated results of meeting date voting	N	N	N	N
Select meeting date	Y	Y	N	Y
Send out invitations	Y	Y	Y	Y
Confirms attendance	Y	Y	N	Y (via Outlook)
Send out automated reminders	Y	Y (to meeting organizer only)	N	N
<b>Document Management</b>				
Post documents for shared review	Y	N	N	N
Edit documents on-line (multiple users)	Y (If created within Vyew)	N	N	N
Version control	N	N	N	N
File/folder management	N	N	N	N
<b>Project Management</b>				
Post calendar	N	N	N	N
Post Actions/Tasks	N	N	N	N
Track issues	N	N	N	N
Time tracking	N	N	N	N
Resource allocation	N	N	N	N
<b>Presentation (Synchronous)</b>				
<b>Sharing</b>				
Share presentation	Y	Y	Y	Y
Share file (.xls, .doc, .mpp, etc.)	Y	Y	N	Y
Share desktop	Y	Y	Y	Y
Share application (remote access)	Y	Y	PowerPoint and PDF only	Y
Real-time co-editing and remote control	Y	Y	Y	Y
Browser sharing	Y	N	Y	Y
Participant chat	Y	Y	Y	Y
Participant hand-raising	Y	Y	Y	Y
Audio conferencing	Y	Y	Y (VOIP and free dial-in)	Y (VOIP and teleconference)
Video conferencing	Y	N (doesn't support video, but can use webcams and video clips)	Y	Y
Meeting recording	Y	Y	Y	Y
Whiteboard/ annotation tools	Y	Y (primitive drawing tools)	Y	Y
Polling	N	Y	N	Y
<b>General</b>				
Cost	Low cost: \$10/month for basic package	\$49/month \$468/year	Free (for up to 20 users) 20 participants = \$99/year 40 participants = \$198/year 60 participants = \$297/year 80 participants = \$396/year 100 participants = \$495/year	* 1-5 users: \$375/mo * 6-10 users: \$750/mo * pay-per-use: \$.32/ user/ minute * annual subscription available at unknown cost
"Plug-in" required	N	Y	N (as long as attendees have IE, Firefox, or Safari plus Flash Player; but presenters do need plugin for sharing desktop)	N (requires Flash Player which most people already have)
Limitations: # users	Basic Paid: 5 without ads, up to 100	15 (25 with corporate account)	20 (at no cost); up to 100 for a fee	depends on subscription plan: 1-5, 6-10, unlimited for pay-per-use
Limitations: Storage	100 uploads per month	NA	NA	NA
Sync/Ability to work offline	N	NA	NA	depends on pricing option
Comment	<ul style="list-style-type: none"> <li>Also has free account--will include ads for all participants</li> <li>Can customize "look and feel" for additional cost</li> <li>Discounts for annual purchase</li> </ul>	<ul style="list-style-type: none"> <li>Integrates with Outlook and Lotus Notes calendars and several IM applications</li> <li>Has GoToWebinar product which allows up to 1000 attendees, but is less collaborative</li> <li>Can hold instant meetings - especially valuable for collaborating</li> </ul>	<ul style="list-style-type: none"> <li>Laser pointer</li> <li>Zoom in</li> </ul>	<ul style="list-style-type: none"> <li>Has elearning features, e.g., custom quizzes, training tracking/LMS integration, etc.</li> <li>Don't have to set up meeting; can have impromptu meeting and IM people to join</li> </ul>

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