


Contact Information

Pete Hybert



Experience

- Worked in the human performance improvement industry since 1984; external consultant since 1989
- Clients have included: Ameritech, AT&T, Chrysler Financial, Eli Lilly and Company, Exxon-Mobil, Fireman's Fund Insurance, Hewitt, Siemens, SPX, Whirlpool, and others.
- Authored the chapter "Testing Strategies: Verifying Capability to Perform" in the "Handbook of Improving Workplace Performance (Volume 3: Measurement and Evaluation)
- Authored more than thirty articles on a variety of HPT-related topics along with the "Building Capability" e-newsletter and the PRH Consulting Blog
- Presented multiple times at ISPI, CISPI (Chicago Chapter of ISPI), ASQ, and ASTD
- Served as a volunteer with ISPI and CISPI (ISPI Chicago Chapter President, ISPI Awards Committee Chair, ISPI Nominations Committee Chair, ISD Conference Track Chair)
- CPT since 2003, Lifetime Member since 2007

 For news and ideas related to training, performance, and business, visit www.prhconsulting.com and subscribe to our quarterly newsletter. Or our blog at www.prhconsulting.com/blog.

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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

 For more information on service offerings, clients, and project history, visit www.soelkeconsulting.com



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Improving Human Performance through Learning

Web-Based Collaboration Tools Teamwork via the Web

Skillcast
September 15, 2010

Presented by

Peter R. Hybert

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Overview

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

This session will provide a set of decision matrices to help you evaluate your needs and the tools that will help you meet them. We'll discuss how these tools can help your distributed work team be productive virtually.



Calendar

Description: Calendar tools are intended to make it easier to schedule team activities. Individuals often have their own calendars but the information is not available to everyone.

What's Important: The key capabilities are related to meeting coordination and communication of changes (e.g., date, location, etc.).

	Meeting Wizard	Google Calendar
Meeting Coordination		
Import contact lists	✓ ¹	✓
Propose meeting date choices	✓	✓
Sends automated results of meeting date voting	✓ ²	
Select meeting date	Allows voting	✓
Send out invitations	✓	✓
Confirms attendance	✓	✓ ¹
Send out automated reminders	✓	✓
Project Management		
Post shared team calendar		✓ ⁴
General		
Cost	Free	Free
"Plug-in" required		
Limitations: # users	50 participants	
Limitations: Storage	Unlimited # of meetings	(> 7 GB)
Sync/Ability to work offline	³	✓ ^{2, 3, 4}
Mobile Access	via browser	✓

Meeting Wizard Notes:

www.meetingwizard.com

1. Recipients of meeting requests do not need to be registered with Meeting Wizard
2. Sponsored by GoToMeeting
3. Sends .ics files to Outlook

Comments:

- Doesn't pretend to be anything but a meeting scheduler
- Includes an Agenda/Meeting Minutes tool

Google Calendar Notes:

www.google.com/calendar

1. Organizer only
2. Syncs with Outlook calendar (but not with contacts)
3. Can set up to work offline with Google Gears
4. May have problems with syncing and accessing the calendar inside of some corporate firewalls

Comments:

- Includes an Agenda/Meeting Minutes tool and task items

Basecamp Notes:

www.basecampHQ.com

1. Time tracking not available at Basic level.
2. \$24/month for 5GB/15 projects ranging to \$149/month for 75GB and unlimited projects
3. Varies by package.
4. Apps available for common platforms. Notifications via cell phone.

Teamspace Notes:

www.teamSPACE.com

1. Syncs with Outlook and others (varies: calendar, contacts only)
2. Depends on storage
3. Standard is \$17.80 per user per month, plus user licenses and additional storage fees. (Can get "light" version for \$7.90/month.)
4. 1 GB at lowest cost package, no storage with "light" option.
5. Multi-project management capabilities with additional package.

ProjExec Online Notes:

<http://pe1.projexec.com>

1. Can transform issues into change requests
2. Up to 10 MB
3. Month-to-month plan: \$40/month/user; 6-month plan: \$35/month/user; Annual plan: \$30/month/user; 2-year plan: \$25/month/user (five user minimum)
4. Uses IBM-provided infrastructure; IBM business partner
5. Role-based
6. Embedded threaded discussion capabilities
7. Import/export to/from MS Project (files must be <10 MB)
8. Portfolio management/ multiple project and resource allocation capabilities

Daptiv PPM Notes:

www.daptive.com

1. Flags project risks
2. Integrates with Outlook – add tab to Outlook toolbar
3. "Drag and drop" MS Office documents
4. Assesses value of requests projects and resources requirements
5. Imports from MS Project

Project Management

Description: Project management tools are intended to make it easier to plan and track team activities and deliverables.

What's Important: The key capabilities are related to schedule, resources, and critical path.

	Basecamp	Teamspace	ProjExec Online	Daptiv PPM
Project Management				
Post calendar	✓	✓	✓	✓
Post actions/tasks	✓	✓	✓	✓
Track issues	✓	✓	✓ ¹	✓ ¹
Time tracking	✓ ¹	✓	✓	✓
Resource allocation	✓		✓	✓
Meeting Coordination				
Import contact lists	✓	✓ ¹		✓ ²
Propose meeting date choices		✓		
Sends automated results of meeting date voting				
Select meeting date	✓	✓		✓
Send out invitations		✓		✓ ²
Confirms attendance		✓		✓ ²
Send out automated reminders		✓		
Document Management				
Post documents for shared review	✓	✓ ²	✓ ²	✓ ³
Edit documents online (multiple users)	✓	✓		
Version control	✓	✓	✓	✓
File/folder management	✓	✓	✓	✓
General				
Cost	✓ ²	✓ ³	✓ ³	
"Plug-in" required		✓		
Limitations: # users				
Limitations: Storage	✓ ³	✓ ⁴		
Sync/Ability to work offline				
Mobile Access	✓ ⁴			

File Sharing

Description: File sharing tools are intended to allow multiple users to post and edit documents in a central online location.

What's Important: The key capabilities are related to the types of files that can be posted, editing capabilities, and document management.

	MS Sharepoint	Google Docs	The Filing Room
Document Management			
Post documents for shared review	✓ ¹	✓	✓
Edit documents online (multiple users)	✓	✓	
Version control	✓	✓ ¹	✓ ^{1, 2}
File/folder management	✓	✓ ²	✓ ³
Document Development			
Real-time co-editing and remote control		✓	
General			
Cost	Varies ²	Free	✓ ⁴
"Plug-in" required	✓		
Limitations: # users	License		10 (pkg)
Limitations: Storage	5 GB/site	500k/doc	1 GB pkg)
Sync/Ability to work offline		✓ ⁴	

MS Sharepoint Notes:

www.microsoft.com/sharepoint

1. Using "check in/check out"
2. MS Online = \$5.25/mo/user. Enterprise server licenses negotiated.
3. Recent updates increase functionality (e.g., Access Databases, Composites)

Comments: Difficult to administer and learn

Google Docs Notes:

www.google.com/docs

1. Notifications of updates for spreadsheet documents only
2. Relies on editors/ access control
3. Documents may be in more than one folder; folders may be shared or individual
4. Using Google Gears application

The Filing Room Notes:

www.thefilingroom.com

1. Relies on editors/ access control
2. Can get notifications of changes
3. Folders apply to all users
4. \$4.99/mo personal, \$39/mo business

Web-Based Collaboration Tools: Online Meetings

Description: online meeting tools are intended to allow groups to work synchronously online.

What's Important: The key capabilities are sharing, co-presenting, meeting recording, and real-time editing/co-editing.

	WebEx	MS Live Meeting	Vyew	Go To Meeting	Dim Dim	Adobe Acrobat Connect Pro
Meeting Coordination						
Import contact lists	✓					✓ ¹
Select meeting date	✓	✓	✓	✓		✓
Send out invitations	✓	✓	✓	✓	✓	✓
Confirm attendance	✓	✓	✓	✓		✓ ¹
Send out automated reminders	✓	✓	✓	✓ ¹		✓
Instant meeting start-up		✓	✓	✓	✓	
Public meetings (log in without a code)	✓				✓	✓
Document Management						
Post documents for shared review	✓	✓ ¹	✓			
Edit documents online (multiple users)	✓		✓ ¹			
Version control	✓ ¹					
File/folder management	✓					
Presentation						
Share presentation	✓	✓	✓	✓	✓	✓
Share file (.xls, .doc, .mpp, etc.)	✓	✓	✓	✓		✓
Share desktop	✓	✓	✓	✓	✓	✓
Share application (remote access)	✓	✓	✓	✓	✓ ¹	✓
Real-time co-editing and remote control	✓	✓	✓	✓	✓	✓
Browser sharing	✓	✓	✓		✓	✓
Participant chat	✓	✓	✓	✓	✓	✓
Participant hand-raising	✓	✓	✓	✓	✓	✓
Audio conferencing	✓ ²	✓	✓	✓	✓ ²	✓ ²
Video conferencing	✓	✓	✓	✓ ²	✓	✓
Meeting recording	✓	✓	✓	✓	✓	✓
Whiteboard/ annotation tools	✓	✓	✓	✓ ³	✓	✓
Polling	✓	✓	✓	✓	✓	✓
General						
Cost	✓ ³	✓ ²	✓ ²	✓ ⁴	✓ ³	✓ ³
"Plug-in" required		✓	✓ ³	✓	✓	
Limitations: # users	15 – 3,000	✓ ³	✓ ⁴	✓ ⁵	See "Cost"	See "Cost"
Limitations: Storage	1 to 20 GB		✓ ⁵			
Sync/ability to work offline	✓					✓ ⁴
Mobile Access	✓			✓		✓ (iPhone)

WebEx Notes:

1. Using "check-out/check in"
2. Separate toll-free dial-in
3. \$39/month for individuals; \$59-\$69/month for organizations
4. \$.33/minute/participant for pay-per-use
5. \$53.95/month for 1 - 5 users to \$2250/month for 251-500 users

Comments:

- Integrates with Outlook
- Works across several OS platforms (Windows, Mac, Linux, Solaris)
- WebEx Connect boasts "instant collaboration"
- Different features for Individual, Small/Medium Business, and Large Business

www.webex.com

MS Live Meeting Notes:

1. Through Sharepoint
2. Cost varies depending on # users and package:
Live Meeting alone, 5 licenses = \$13.50/mo
3. Requires license to set up meetings; no limit on number of participants

Comments:

- Excellent responsiveness/latency

<http://office.microsoft.com>

Vyew Notes:

1. If created within Vyew
2. Free with ads, \$10/month for basic package. Customize "look and feel" for additional cost
3. No plug in but Java is required for desktop sharing
4. For basic, 5 without ads, up to 100 total
5. Up to 100 uploads/month

www.vyew.com

Go To Meeting Notes:

1. Reminders are sent to meeting organizer only
2. Doesn't support video but can use webcams and video clips
3. Primitive drawing tools
4. \$49/mo or \$468/year
5. Up to 15 users

Comments:

- Integrates with Outlook and Lotus Notes calendars and several IM apps
- Has less collaborative product that allows up to 1000 attendees
- Works with Windows and Mac

<http://www.gotomeeting.com>

Dim Dim Notes:

1. PowerPoint and PDF only
2. VOIP and free dial-in
3. Free for up to 20 users; packages range from \$99/year for 20 users to \$495/year for 100 participants

Comments:

- Laser pointer and zoom in capabilities
- Has short "how to" videos
- Major updates coming soon, e.g., increased cost, file library, app and region sharing

www.dimdim.com

Adobe Acrobat Connect Pro Notes:

1. Via Outlook
2. VOIP and teleconference (no additional cost for either option)
3. 1 to 5 users, \$375/mo; pay-per-use \$.32/min/user
4. Depends on pricing option

Comments:

- Has e-learning features, e.g., custom quizzes, training tracking/LMS integration, etc.

<http://tryit.adobe.com>