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Web-Based Collaboration Tools

Teamwork via the Web

Peter R. Hybert

Dottie A. Soelke

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.

Meeting Coordination	Meeting Wizard	Google Calendar
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	✓

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

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

File Sharing

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

Document Management	MS Sharepoint	Google Docs	The Filing Room
Post documents for shared review	✓ ¹	✓	✓
Edit documents on-line (multiple users)	✓	✓	
Version control	✓	✓ ^{1, 2}	✓ ^{1, 2}
File/folder management	✓	✓ ³	✓ 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	

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

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)

Comment: 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

On-line Meetings

Description: On-line meeting tools are intended to allow groups to work synchronously on-line.

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

Meeting Coordination	WebEx	MS Live Meeting	Vyew	Go To Meeting	Dim Dim	Adobe Connect Pro
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	15-3000	✓ 3	✓ 4	✓ 5	see "Cost"	see "Cost"
Limitations: storage	1-20 GB		✓ 5			
Sync/ ability to work offline	✓					✓ 4
Mobile access	✓			✓		✓ (iPhone)

WebEx Notes:

www.webex.com

- Using "check-out/check in"
- Separate toll-free dial-in
- \$39/month for individuals (annual prepaid) \$59-\$69/month for organizations
- \$.33/minute/participant for pay-per-use
- \$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

MS Live Meeting Notes:

<http://office.microsoft.com>

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

Comments:

- Excellent responsiveness/latency

Vyew Notes:

www.vyew.com

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

Go To Meeting Notes:

<http://www.gotomeeting.com>

- Reminders are sent to meeting organizer only
- Doesn't support video but can use webcams and video clips
- Primitive drawing tools
- \$49/mo or \$468/year
- 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

Dim Dim Notes:

www.dimdim.com

- PowerPoint and PDF only
- VOIP and free dial-in
- 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

Adobe Acrobat Connect Pro Notes:

<http://tryit.adobe.com>

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

Comments:

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

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.

Project Management	Basecamp	Team-space	ProjExec Online	Daptiv PPM
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 on-line (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			

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.daptiv.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

Professional and Social Networking

Description: Tools that primarily provide a platform for connections and light information-sharing.

What's Important: Privacy protection, simplicity, accessibility from PC or cell phone, "critical mass" of users.

Connection	LinkedIn	Plaxo	Facebook	ISPI Connections
Post profile information	✓	✓	✓	✓
Ease of updates	✓	✓	✓	✓
Search for topics of interest	✓ ¹	✓ ¹	✓ ¹	✓ ¹
Calendar of events		✓	✓	✓
Photos (profile and other)			✓	
Links	✓	✓	✓	✓
Protection from "unwanted connections"	✓	✓	✓	?
Professional (vs. social)	✓	✓		✓
Groups	✓	✓	✓	✓
Import existing contacts	✓	✓ ²	✓	
Sufficient # of users	✓	✓	✓	
General				
Cost	Free	Free	Free	Member
"Plug-in" required				
Limitations: # users				
Limitations: storage				
Mobile access	✓	✓ ³	✓	✓ ²

LinkedIn Notes:

www.linkedin.com

1. Can get to topics through groups but primary search is for people/professional connections.

Plaxo Notes:

www.plaxo.com

1. Can get to topics through groups but primary search is for people.
2. Can sync with Outlook contacts using premium version.
3. Need browser access.

Facebook Notes:

www.facebook.com

1. Can get to topics through groups but primary search is for people.

ISPI Connections Notes:

<http://community.ispi.org>

1. Can get to topics through groups but primary search is for people/professional connections
2. Need browser access.

Professional and Social Networking *continued*

Description: Tools that primarily provide a platform for connections and light information-sharing.

What's Important: Privacy protection, simplicity, accessibility from PC or cell phone, "critical mass" of users.

Connection	Messaging	Twitter	Hoot-Suite	Tweetizen
IM individuals	✓	✓	✓	✓
IM groups	✓	✓	✓	✓
Search		✓	✓	✓
Post messages to multiple outlets			✓ ³	
Share photos ²	✓			
Share files	✓			
Share links	✓	✓	✓	✓
Schedule messages			✓	
Save/print conversations	✓			
General				
Cost				
"Plug-in" required				
Limitations: # users				
Limitations: storage				
Mobile access	✓	✓		

Messaging Notes:

1. Examples include AIM, Yahoo Messenger, Google Talk, Windows Live Messenger.
2. Yahoo Messenger allows two-way audio and video messages.

Twitter App Notes:

1. Includes HootSuite and Tweetizen. Other examples include Echofon and Seesmic.
2. You cannot actually post photos but you can post links to photos posted online (e.g., Flickr).
3. Does not link to all social networking sites but does include Twitter, Facebook, Wordpress, and others. Does not include Plaxo or Blogspot.

Relevant Links:

- AIM - http://o.aolcdn.com/aim/gromit/aim_express/gm/100519.1.4649.en-us/WidgetMain.html
- Yahoo Messenger - <http://messenger.yahoo.com/>
- Google Talk - <http://www.google.com/talk/>
- Windows Live Messenger - <http://windowslive.com/desktop/messenger>
- HootSuite - <http://hootsuite.com/>
- Tweetizen - <http://www.tweetizen.com/>
- Echofon - <http://www.echofon.com/>
- Seesmic - <http://seesmic.com/>

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

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PRH Consulting Inc.
20 Danada Square West, #102
Wheaton, IL 60189
630.682.1649
www.prhconsulting.com

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Dottie Soelke



Experience

- Worked in the HPT industry since 1986; external consultant since 1993
- Clients have included: Bandag, Bank of America, Wells Fargo, DaimlerChrysler Services, Eli Lilly and Company, Exxon-Mobil, Huron Consulting, SPX, Verizon, Siemens, and others

- Authored/ co-authored more than ten articles
- Presented many 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 Track Reviewer(2 years)
 - 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



Soelke Consulting, Inc.

Soelke Consulting, Inc.
540 Indian Hills Ct.
Naperville, IL 60563
630-258-9638
www.soelkeconsulting.com

Improving Human Performance through Learning