TECH TALK

Collaboration Tools

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Office of the

Chief Technology Officer

Overview

Introduction

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Comms

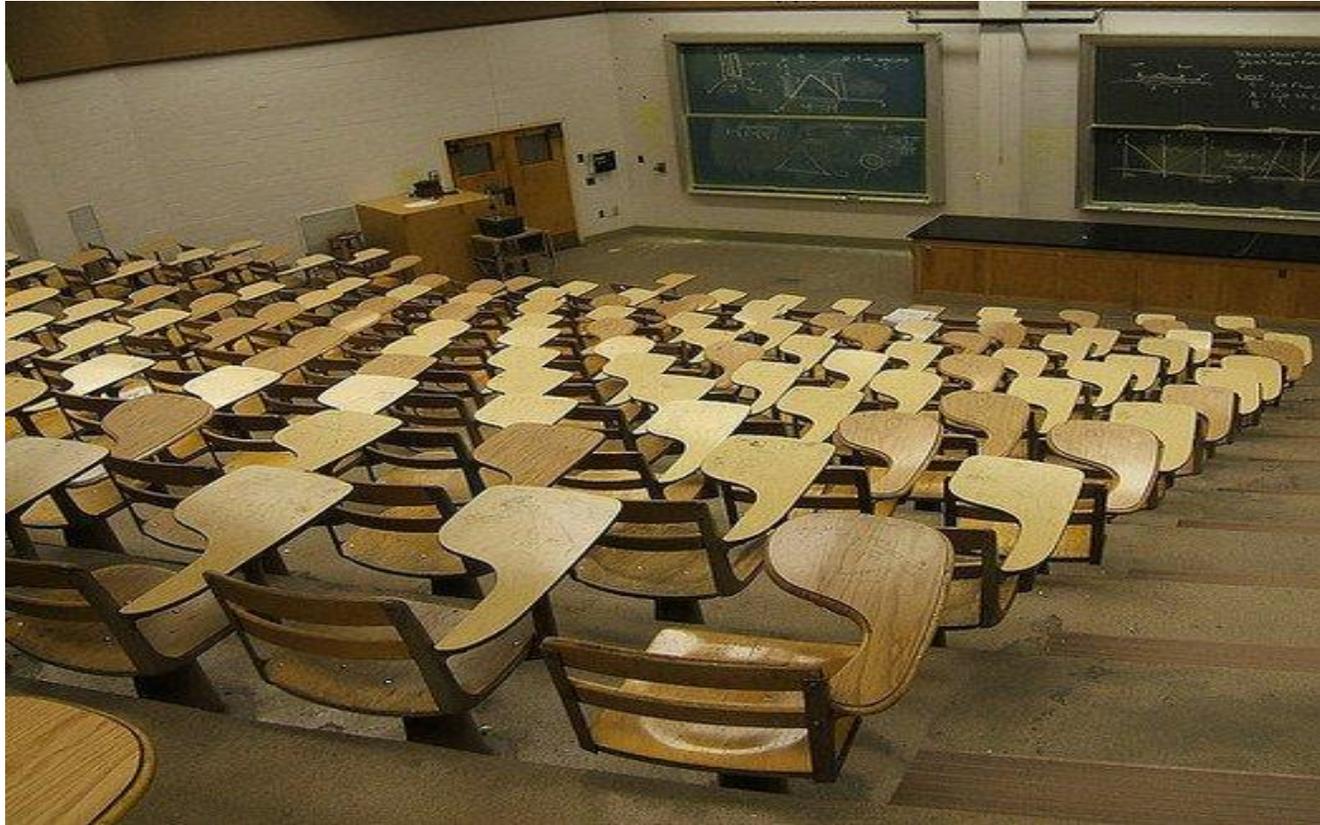Doc & Content Mngt

Activity Tracking

Questions

Perception…

When seeing multiple collaboration solutions, users may perceive this as two tools that effectively do the same thing, or double the price (or more).
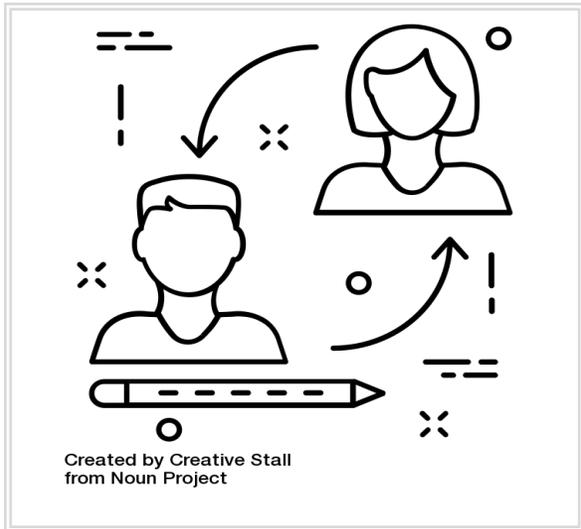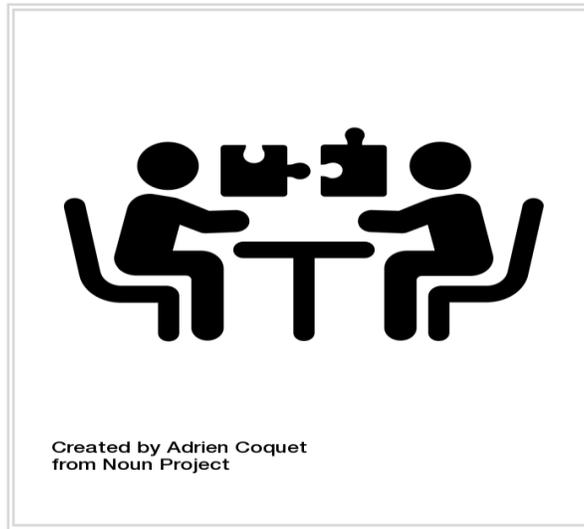
Perception…

Standardizing the agency on a single solution can be the equivalent of buying a bunch of the same type of desk with no consideration as to how many folks may be left-handed.
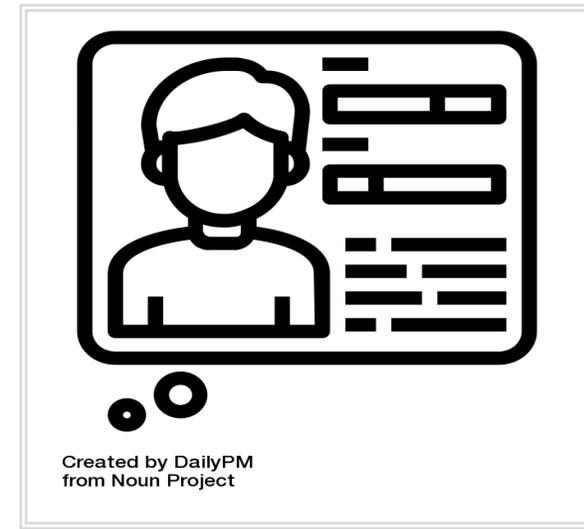
Key Definitions

Created by Creative Stall
from Noun Project

Created by Adrien Coquet
from Noun Project

Created by DailyPM
from Noun Project

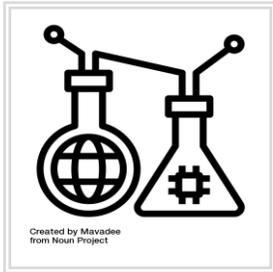A **Collaboration Tool** is anything used to assist in 2 or more people in accomplishing a common goal.

User Stories provide a plain language description of the who, what, and why of a business capability.

User Personas are reliable and realistic representations of key audience segments.

User Personas

R & D

Supply Chain Mngt

HR

Legal
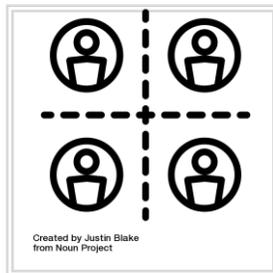
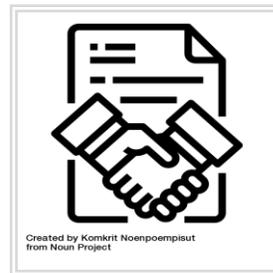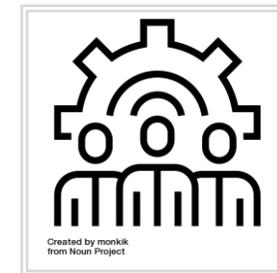Customer Relationship

Contracting

Customer Support

Operations
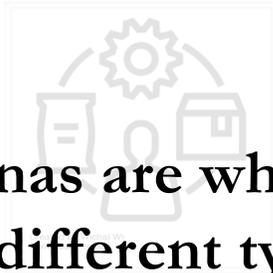
User Personas

User personas are what allow GSA IT Product Managers to identify different types of users based on their needs. Some of these can be seen in the slide above.

User Personas are related to specific user stories.

Disclaimer: This does not necessarily reflect all the user stories considered for any particular GSA IT service.

User Stories

As a <type of user>, I want <some goal> so that <some reason>.

- As a OSC representative, I want a platform where I can perform concurrent editing on a document with team members during a video conference call so that we can draft and finalize time-sensitive press-releases for the A-suite.

- As a project manager, I want to run morning standup (scrum) meetings with team members so that all team members are aware of on-going work and roadblocks.

- As a supervisor, I want a tool that allows me to communicate effectively with team members outside of email so that I can maintain on-going communications rather than relying time-consuming bi-weekly sync meetings.

TELL US YOUR STORY

Service Catalog
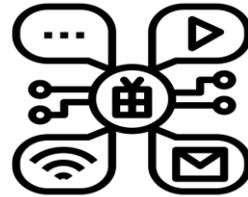
Communications

Document/Content Management

Activity Tracking

Feature/Function Considerations

GENERAL	COMMUNICATION	PRESENTATIONS	COLLABORATION	CONTENT MANAGEMENT	CONFERENCING	COORDINATION	PRODUCTIVITY	ADMIN
Ease of use	Status updates	Preview	Screen-sharing	File sharing	Group/channel live chat	Scheduling	Manage tasks	Group/channel moderation
Ease of setup	Instant messaging	Block notifications	Broadcast presentations	Document collaboration	Audio conferencing	Recording	Calendar	Permission management
Ease of Administration	Activity feeds	Remote control	White-boarding	Version control	Video conferencing	Manage participant permissions	Search	Performance
Access to pro-support	Notification	Switch presenters	Live chat feed	Tagging		On-click join	Mobile support	Reliability
Vendor relationship	Comments and voting		Hand-raise or feedback button	Knowledge base			Closed-captioned	
Product's road map	Discussions			Surveys				
OS agnostic	User directory			Polls				
	Teammates' online status							

Communications

Google Chat	Slack
Salesforce Chatter	Google Meet
Webex	Zoom

Google Chat

Directly integrated into the Google Suite, Chat is easy-to-access through the stand-alone app, from within your email browser tab, or anywhere via mobile app.

Notable features:

+ Included in enterprise Gsuite licensing;

+ Intuitive functionality;

+ Integrations allow for keeping all notification into one spot;

+ Use bots to automate simple tasks so you can focus on what matters; and

+ Single search for email and chat.

- Not as many integrations a Slack

- No equivalent to "public" channels to collaborate with external users

Slack

Stand-alone chat app that focuses on UX and integrations to meet business needs. Accessible via browser, stand-alone app, and mobile devices.

Notable features:

- − Not free, Enterprise Grid costs ~$250-$375 pp/annually depending on volume*;
- + Over 2k readily available apps (requires individual Security review);
- + Strong support from developer community, users report a more refined UX;
- + Support for building custom bots and workflows;
- + Catalog of APIs supports integrations with all major GSA IT technologies;
- + Ability to configure public-facing channels**;
- − Integrations to systems at Moderate or High security levels not a simple task;
- − Limited 'free' single-channel guests permitted; and
- − Can result in additional communications medium that users must monitor.

Salesforce Chatter

Coined Salesforce as an organization's private social network; built-in collaboration functionality that works well with applications/workflows hosted w/in Salesforce.

Notable features:

- **+** Team workflows can be easily integrated into chat feeds;
- **+** Search and follow topics or conversations, receive update notifications;
- **+** Ability to delete messages posted inadvertently;
- **+** Easy to post poll and question functions direct to feed;
- **+** Catalog of APIs supports integrations with all major GSA IT technologies;
- **−** Not 100% licensed to all GSA users;
- **−** No equivalent to "public" channels to collaborate with external users;
- **−** Need to "refresh feed" rather than page automatically refreshing for the user.

Google Meet

Similar to Google Chat, Meet's direct integrations with the Gsuite productivity solutions makes for a very convenient video calling and conferencing solutions. Supported on both client and mobile devices.

Notable features:

+ Included in Gsuite enterprise license agreement;

+ Supports up to 250 participants (including host);

+ Schedule, join, and start video meetings directly in Gmail;

+ One-click add to Google Calendar meetings;

+ Positive user feedback includes closed-captioning functions well and overall ease of use;

- Cannot automatically detect when user is connect to VPN, negative impact to GSA infrastructure when large numbers of participants are connected to Google Live Stream;

- Low bandwidth and connectivity issues locks up video, but options available for 360/single stream or dial-up;

- Many DoD and government agencies continue to report service is blocked by their host firewalls;

Cisco Webex

Similar to Google Chat, Meet's direct integrations with the Gsuite productivity solutions makes for a very convenient video calling and conferencing solutions. Supported on both client and mobile devices.

Notable features:

+ Large number of licenses avail, but not fully licensed for enterprise-wide hosting;

+ Supports up 1000 participants per meeting or broadcast;

+ Schedule, join, and start meetings from within the user's portal;

+ One-click add to Google Calendar meetings via integration*;

+ Positive user feedback includes closed-captioning functions well and overall ease of use;

- Similar to Zoom, not as convenient for setting up and managing video calls;

- Closed captioning functionality pending.

Created by Gregor Cresnar
from Noun Project

Zoom

Zoom is a stand-alone video and audio collaboration tool that has carved out a significant slice of market share by focusing in on webinars and conferences. Feature and tools empower hosts to organize engagements in a variety of ways.

Notable features:

+ Enhanced host capabilities such as knowing when a participant is having connectivity issues;

+ Host can enable a waiting room;

+ Supports up to 500 participants per meeting, and 3000 participants for a broadcast;

+ Host can enable or disable the participant's ability to share audio, video, and the screen;

+ Advanced whiteboard features, content sharing from the second camera, and more;

+ Hosts can schedule meetings from web portal, desktop client, mobile app, or calendar extension;

+ Meeting links do not expire until 365 days of inactivity for a recurring meeting or manually deleted;

- Not included in license agreement of parent technology/suite, requires distinct funding, licenses deployed to users with a business need that cannot be met by Meet or Webex; and

- Breakout rooms can add significant O&M overhead to engagement and requires training to be proficient.

Document & Content Management

Google Drive

MS Office ProPlus*

EDMS

File Servers

Deferred for Collaboration Tools Tech Talk – Part II

Deferred for Collaboration Tools Tech Talk – Part II

Next Steps

Utilize training resources to become more familiar with the tools and functionality.

Test drive a solution with a project or team and see for yourselves.

Questions?

For a deeper discussion on your team's specific use case(s) and recommended tools, feel free to reach out to OCTO via the contact information provided.
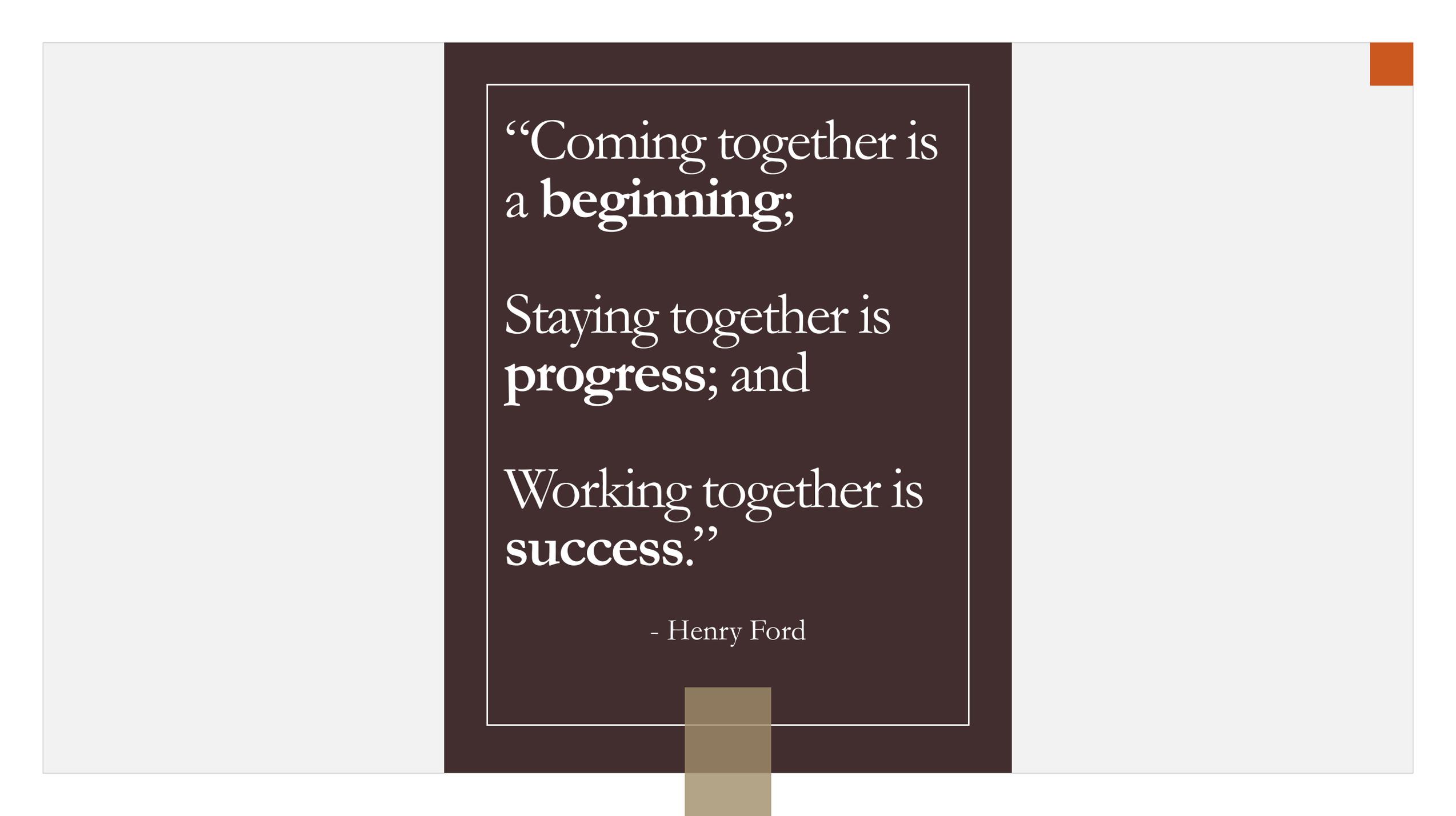
Thank You

Tech.GSA.gov
Tech Talks

Slack
https://app.slack.com/client/T7S1TFVLK/

Email
CTO@gsa.gov

Phone
Upon Request

"Coming together is a **beginning**;

Staying together is **progress**; and

Working together is **success**."

- Henry Ford