learningpool
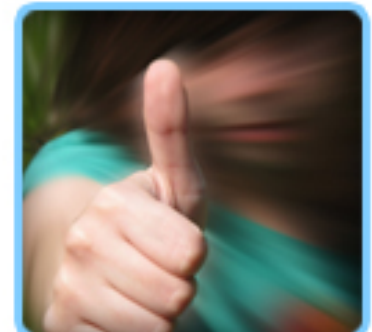
How can technology support public sector collaboration?

Learning Pool

- The public sector learning community: www.learningpool.com

- All about collaboration and sharing!

- Collaboration quarter: www.learningpool.com/collaboration-quarter/

Hello!

- twitter.com/davebriggs
- dave@learningpool.com
- www.davepress.net

#pscollab

What I'll cover

- What I'm on about and why it matters
- The social tech toolkit
- Approaches to implementation
- Risk and governance
- Culture and engagement
- Questions

What I'm on about, and why it matters

Was there ever an intranet that didn't suck?

Intranets for…

- Publishing
- Storing
- Finding

(boring)

Better if…

- Sharing
- Cooperating
- Networking

(interesting!)

Collaborative tech

- Social media/networking tools used to get work done
- Sometimes called 'social business' – ugh
- Or 'enterprise 2.0' – ugher

Why use it?

- Change
- Talent
- Knowledge and learning
- Innovation
- Working smarter
- Genuine partnerships

The toolkit

Tools

- Networking
- Status updates
- Discussions
- Collaborative authoring
- Blogging
- Resource sharing

(even more) Tools

- Live chat
- Online meetings
- Idea sharing
- Project management
- Mashing up data

Approaches to implementation

1. Use the free stuff

- Free (duh)
- Can use right away
- Often best of breed
- Where's your data?
- Curse of the startup
- No consistency

2. Buy off the shelf

- Integrated
- Support
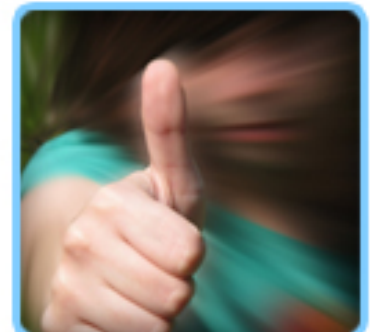- Everything in one place
- Price
- Whose process is it, anyway?

3. Roll your own

- Works how you want it to
- Develop to meet your needs
- Need in house devs
- Support, etc

4. Use what you have

- Doesn't need to cost anything
- Users will be comfortable with it
- Won't be entirely fit for purpose
- Might put users off the concept

Risk and governance

Risk? Meh.

- Misuse?
- Overuse?
- Oversharing?
- Underuse?
- Undersharing?

Most risks can be mitigated with a half decent policy and some effective training.

Hence, governance

- Outline responsibilities
- Encourage use!
- Appoint your champions (but pleeeeease don't call them that)
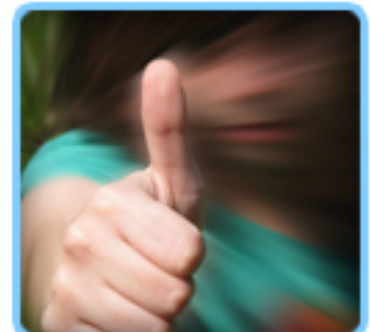- Encourage community self-management
- Create a climate of trust

Culture and engagement

The biggest risk you face is that nobody uses your nice new intranet.

Thing is: it's not just an intranet, it's a new way of working.

It is also **not** an IT project.

How to engage

- Design for workflow
- Consider rollout strategy: broad and shallow or narrow and deep?
- Be in for the long haul
- Don't curb anyone's enthusiasm
- Get buy in
- Turn off the old stuff?

Hope that was useful!

Any questions?