

CAMPUS COLLABORATIVE TOOLS DRAFT STRATEGY

BPAWG

DECEMBER 18, 2008

TODAY'S AGENDA

- **BACKGROUND: GOAL AND PURPOSE OF COLLABORATIVE TOOLS STRATEGY**
- **STRATEGIC GOALS**
- **DISCUSSION**
- **NEXT STEPS**

WHAT IS COLLABORATION?

- **“TO COLLABORATE MEANS TO WORK WITH OTHERS ON A NONROUTINE COGNITIVE TASK.”**

- T. AUSTIN & B. BURTON, GARTNER 2004

COLLABORATIVE TOOLS EXAMPLES

- **EMAIL**
- **INSTANT MESSAGING**
- **WIKIS/COLLABORATIVE AUTHORIZING**
(E.G. MEDIAWIKI, GOOGLE DOCS)
- **SOCIAL BOOKMARKING**
(E.G. DELICIOUS.COM)
- **TEAM COLLABORATION SITES**
(E.G. BSPACE, CALSHARE)
- **AUDIO/VIDEO CHAT**
(E.G. SKYPE)
- **TELEPHONE**
- **ETC.**

HOW DO WE...

- **...HELP FACULTY, STUDENTS AND STAFF SPEND MORE TIME COLLABORATING AND LESS TIME FIGURING OUT HOW TO COLLABORATE?**

THE LANDSCAPE

- **COLLABORATION IS FUNDAMENTAL TO SCHOLARLY WORK**
- **TECHNOLOGICALLY-MEDIATED COLLABORATION IS TOO HARD**
- **INNOVATION IS OCCURRING RAPIDLY OUTSIDE CAMPUS**
- **FUNDING FOR IT IS INCREASINGLY LIMITED**

IN SHORT...

- **WE NEED TO WALK THE LINE BETWEEN:**
- **THE NEEDS OF OUR FACULTY, STAFF, AND STUDENTS TO TAKE ADVANTAGE OF THE MOST APPROPRIATE, BEST-OF-BREED COLLABORATIVE SOLUTIONS, AND**
- **THE INSTITUTIONAL NEEDS TO PRESERVE VALUABLE DATA, KEEP SENSITIVE DATA SECURE, LIMIT LIABILITY, AND REDUCE COSTS.**

HOW DO WE DO THAT?

■ “EMBRACE THE CHAOS”

■ PROVIDE GUIDANCE TO EXPAND CHOICE:
HELP PEOPLE FIND AND CHOOSE THE BEST
(EASIEST TO USE, SAFEST, MOST COST
EFFECTIVE, ETC.) TOOLS FOR THEIR
INDIVIDUAL NEEDS

■ LOWER BARRIERS TO COLLABORATION:
PROVIDE THE INFRASTRUCTURE TO WORK
WELL WITH A WIDE VARIETY OF PEOPLE, WITH
A WIDE VARIETY OF TOOLS

OUR ORIGINAL IDEA

- **PROVIDE A UNIVERSALLY-AVAILABLE, FULLY-SUPPORTED TOOLKIT OF COLLABORATIVE TOOLS TO THE CAMPUS COMMUNITY FOR FREE (OR AT A VERY LOW COST).**

A NICE IDEA, BUT...

- IN ADDITION TO COST:
 - THE HORSE HAS ALREADY LEFT THE BARN
 - THE WORLD IS CHANGING TOO FAST
 - “ONE SIZE FITS ALL” DOESN’T

STRATEGIC GOALS

- **PROVIDE GUIDANCE TO EXPAND CHOICE**
 - **GOAL 1. PROVIDE ENHANCED INFORMATION AND GUIDANCE TO ALL MEMBERS OF THE CAMPUS COMMUNITY ON COLLABORATIVE TOOL SELECTION AND USE.**
 - **GOAL 2. ESTABLISH A COMMON FRAMEWORK AND VOCABULARY FOR DEFINING SUPPORT FOR COLLABORATIVE TOOLS.**
 - **GOAL 3. PROVIDE CRITERIA AND GUIDANCE TO IT STAFF TO ASSIST DECISIONS ABOUT WHICH COLLABORATIVE TOOLS TO FORMALLY SUPPORT.**

STRATEGIC GOALS (CONT.)

■ LOWER BARRIERS TO COLLABORATION:

- GOAL 4. PROVIDE ENHANCED IDENTITY MANAGEMENT SERVICES.
- GOAL 5. TRAIN OUR WORKFORCE TO WORK WITH AND SUPPORT THESE NEW COLLABORATIVE TECHNOLOGIES AND ARCHITECTURES, WHILE PROTECTING PRIVACY AND KEEPING DATA SECURE.
- GOAL 6. MAKE IT EASIER TO USE AND SHARE DATA IN COLLABORATIVE TOOLS.
- GOAL 7. PERIODICALLY RE-EVALUATE COLLABORATIVE PRACTICES/NEEDS AND TECHNOLOGIES.

NEXT STEPS

- **COMPLETED STRATEGY: DECEMBER**
- **VETTING/APPROVAL BY ITAC: JANUARY**
- **ADOPTION BY CIO/CTC: FEBRUARY 2009**

MORE INFO

**[HTTP://COLLAB.BERKELEY.EDU/
PROJECTS/CCTSD/](http://collab.berkeley.edu/projects/cctsd/)**

