

IBM Lotus Quickr Team Collaboration Software

Host: Megan Moyer, Marketing Manager

Speaker: John Skullen, Manager of Identity and Messaging Services, Griffiths University, Australia

Megan:

Welcome to our very first pod cast about IBM Lotus Quicker Team Collaboration Software. My name is Megan Moiré and I'm the Marketing Manager, I'm thrilled to have with me today, John Scullen, Manager of Identity and Messaging Services, Griffith University in Australia. Hi John and thanks for joining me.

John:

Thanks, Megan.

Megan:

John, why don't you start by telling us about Griffith University and what your role is there?

John:

Griffith University is a very innovative university in Australia. We have five campuses located between Brisbane and the Gulf coast, including Australia's newest dental and medical schools. There are over 35,000 students supported by 5000 staff. My role is Manager, Identity and Messaging Services. I have two parts to my portfolio. One is to look after the Identity Services for the University, and that involves Corporate Identities, controlling authorization access, account provisioning for the various systems we have and data integration. The other part of my portfolio is what we're talking about today, and that is managing the University's collaboration infrastructure. That's mostly based around Lotus products, particularly Notes, Domino, Same Time, and QuickPlace, at the moment, but we also have some other supplementary tools that we use for very specific functions.

Megan:

John, that's great. What were those sets of needs you had at the University that led you to be interested in Lotus Quickr?

John:

I guess it all started from the changing nature in work. There's a lot more project work going on now, and horizontal relationships and networks within the organization have started to dominate the traditional hierarchies in lots of ways. The hierarchies were relatively easy to manage because we could just use groups and things like that could be automatically generated, but once you start to get across the organization like this, we need to also include collaboration partners from industry, researchers from other Universities around Australia and around the world. Quickr provides the ability to be able to extend secure membership to people outside your organization, whether they be in

your company or even beyond the borders of your company. Therefore, we've had this increasing need to be able to share documents and access documentation from wherever you are in the world. We've got staff that work from multiple campuses, from home, from the premises of an industry partner or from other universities, and the Web interface that Quickr provides gives a really easy way to get in, and to be able to access that information from wherever you happen to be.

Megan:

It sounds like you already have people or teams or groups of people who are currently using the product. Can you tell me a little bit more about how they're using it, if you could?

John:

The main team that is using it at the moment is a group within our IT organization called Research Computing Services. Their role is to support the computation on system needs as individual researchers. They are a multi-campus team, and they have very specialized staff so they know, not only about IT, but also about the demand-specific content knowledge of the group that they are supporting. They do a lot of travel between campuses and they are using it at the moment to store information about their projects, documentation about the deliverables of the projects, the status of various activities along the way, and they also store internal technical documents and some team process and procedure documents. That's really our pilot at the moment, but we're planning on taking it a lot further in the future.

Megan:

That's very interesting, and it sounds like they can keep everybody updated and in-the-loop on how things are progressing with that capability. So, how are you planning on expanding the use in the future with possibly other groups or teams within the University?

John:

We have a fairly large number of QuickPlaces that we are currently using. Our next step will be to upgrade our QuickPlace environment. There are some fairly large users in there. We have a University Community QuickPlace, and that's used for distributing agendas and minutes from the various University Committee meetings and there are at least 80 committees in there at the moment, and that's growing all the time. We have about 100 QuickPlaces up, so we want to upgrade all of those. I was talking with someone from our Projects Office yesterday afternoon, and they are wanted to use Quicker as their main repository for all projects that we conduct within our IT Department. I think it is actually going to become a replacement for File Shares over time. Rather than having all these file shares on servers all over the place, I expect that because of its extra accessibility features, it will start to become a substitute for that as time goes on.

Megan:

That's really interesting John, but we only have a few more minutes, so I thought that before we end, I could ask you one more question, if you don't mind? Can you tell me what features of the product, since you've been using it already, that you and others in the University like the best and why?

John:

Sure, I can. The ability to use extend access is really useful, so it doesn't matter whether people that you're collaborating with are in your own team, somewhere else in your department, somewhere else in the University, or in another organization, you can extend access and allow them to participate securely in a collaboration space. Also, the templates provided are really useful because they give you a head start on starting to customize a place to suit the specific needs of the people who want to use it, and the biggest value add from our perspective are actually the connectors that allow you to get access from within Windows Explorer or Microsoft Office at the same time with a Notes client, and I'm sure others will come in future. That really streamlines the process in accessing documents, so you can access them directly from whatever application you're using, and you don't have to hop back to a Web interface to get back to them.

Megan:

That's great to hear because I was talking to another customer the other day that had the exact same thoughts about the connectors. They really loved them as well. At this time, I'd like to thank you so much for talking with me, John, and sharing your story. I'm sure our audience will find your experiences very helpful as they begin to look into how Quickr can help them with their team collaboration needs. Thanks a lot, John.

John:

Thanks very much, Megan.