

Chapter 4

Collaborative Tool Demonstration

PKSOI:

Now what I would like to talk about is a collaboration tool. We are aware of a tool called WebEx. It's another tool that's out there. All I'm looking for is ideas on how you use technology. What can we do to use technology to get synergy with what we are trying to do. We don't have the money to keep on coming to conferences. We don't have the time to keep on coming to conferences. So what are some techniques that we can use so we can collaborate more effectively and we can assure that we're not covering the same ground. This is a system that does not require a huge investment and it's a system that can be shared across all organizations. The challenge is where does it sit? It sits on a DOD server, but we can send this thing out and anybody who is in DOD can use it and set up a collaborative meeting with different organizations anywhere from any organization and have on your desktop VTC discussion of a particular topic area. And the only reason I put this out here is that as we look at what recommendations can come out of today's sessions and those we're going to make tomorrow, there may be a desire to get a community of practice together, or a planning team together to continue moving the ball forward on select recommendations. And this is a means to potentially do that. Also, we would like to explore ideas like "Blackboard" and others that are out there so that we can really get some synergy to use technology and start making advances rather than have a three day conference and end the conference with some great recommendations that nobody's going to do anything with. I'd like to use a system to combine with other means so we can start to move the recommendations forward and start getting some folks working together.

Let's look at the construct of a POI. You're right; no one has taken the lead on it. DOD 3000 may be a means in which that may be directed, but until that point, if we have a community of practice, I think it's a good idea to maybe through this technology, through one of the group leads, we can start to work in developing what does a standard POI look like. What are the good points of it? What are the bad points of it? What are some good databases that we can continue to develop? We said we are going to push out these educational materials on a CD ROM and resources that people have identified. Well, maybe we can have a group that gets together and talks on

a quarterly basis. “Hey, here are some different things we evaluating. Here are some things that are making sense.” So it could be a push/pull system, or a means to generate that push/pull that everybody has talked about, and push it forward until somebody is given the formal authorities on it. But as you said, there’s a lot of stuff that can be done right now without the formal authorities. I agree. There’s a point in time when you are going to need those formal authorities, but until then, this is just a technique that I saw to continue pushing forward and to keep you thinking about it. When you are in your work groups today talking about how do we resource? How do we get synergy? How do we maintain the energy? Keep these in mind today. Mike Esper will walk us through the details of this software.



**Continuing Work Group
Collaboration**



- Education conference is projected to be a an annual event
- But do not want to waste effort by covering old ground
- Continued work group collaboration is desirable
- As necessary, workgroups can continue to meet online when convened by the workgroup leaders

Mike:

Hopefully nothing will go wrong. We’ve got a lot of technology working right now, to include a wireless mouse and a wireless keyboard. I’m Mike Esper; I’m a doctrine analyst. I’ve been with the Institute for over five years; four on active duty and one as a civilian. And you can see my information there if you want to ask me questions. I won’t profess to be an expert on this system because it’s fairly new to our organization but I have figured out a lot of the things that we have to do in order to make it work.

Why Online Meetings?

- Participants are geographically dispersed
- Can attend a meeting at your desk on your PC
- Allow users to be more efficient/save time in sharing knowledge
- Collaboration: Boost productivity by collaborating with colleagues in real-time.
- Save TDY \$\$

The boss already talked a little bit about why can use online meetings. Of course you've got people all over the world. When we can have a meeting instead of bringing everybody together and spending all the travel money we do, we can have a meeting right there on your computer. Now you wouldn't want to have a large conference like this one, obviously. It takes up a lot of time, etc. Also, you can see that they've shown in some studies that collaboration with colleagues in real time which is what this is, it's a real time system, synchronous is another term that people may use. Also is to boost productivity because of it.



What is WebEx?



WebEx the Next Generation Collaboration System
(NGCS) pilot software.



Online Meetings/Web Conferencing – (secure/encrypted)

- Real-time, interactive communications
 - Audio - Voice over IP (VOIP)/Video – microphone/web cam required
- Text Chat
- Share Presentations/ Documents – flip slides – annotate on slides
- Whiteboard
- Share Web Browser
- Application Sharing
- Simple Online Polls – instant results
- Record meetings/playback
- Invite via e-mail
 - Can invite people outside of DoD
 - CAC card required to set up, but not to participate
- Completely browser based – 1 MB browser plug-in (Meeting Manager) needs to be installed

What is WebEx? It's actually a pilot software that's on a DOD system, at DISA. And it does all these things and I'll demonstrate most of them to you. But I do want to bring up the point. Right now as it exists on the DISA system, only people with a CAC card, a military ID card with a little chip in it, can actually set up a meeting. However, they can invite anybody. For example, I originally set this up on my computer down at my desk with my CAC card. I said I want to invite Mike Esper at hotmail.com and we are running through a DSL line right into that computer on my hotmail account. No CAC card required up here to get in; just one to set it up. And that's the beauty of this system. For example, if one of you wanted to call a meeting on the education workgroup you had been in, you could easily call PKSOI because we all have the CAC cards and we could set a meeting up, invite the people, and then turn over the host responsibilities to you.

Share Video

Presenter

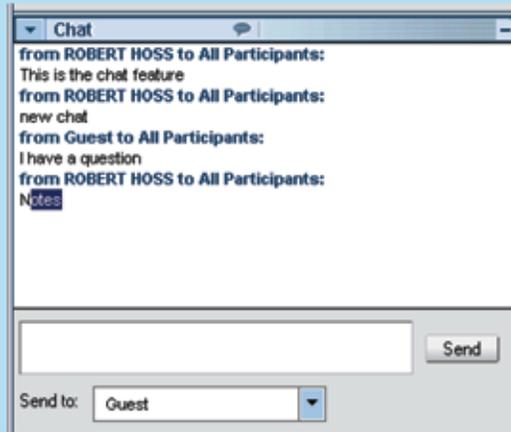
Single-point
Up to 15 frames/sec

Multi-point Participants

I do want to show you some of the advantages of this. Right now you see you can share video. There are other means that you can actually come in and do more than one at a time. Actually, this signal is going all the way out to California and back and it's fairly good in terms of response time, we've found. And the other one's down there that I've got in will pop up in a minute. You can see COL Brown down there on his computer. Hopefully, he won't do anything wrong while we've got him on the video. I turned his sound off, too, by the way. Anyway, but what we have found, however, and in this view actually it's kind of nice because you can change any time you want and go to the different view like that. However, I'm going to keep it in this single point demonstration.

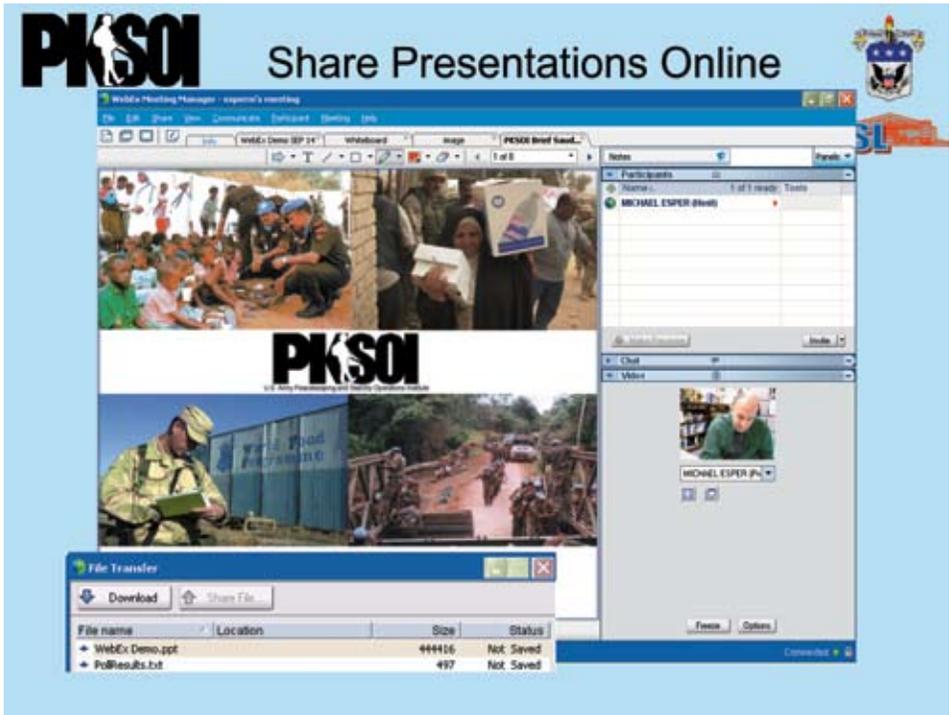
Once again what we found also in this single point is that it is better to just have the person that's speaking show up on the video. It makes it easier to understand things.

- Similar to Instant Messenger
- Chat with all participants
- Hold private chats with individual attendees



There is a “chat” feature in this and while we were sitting here COL Brown and I were holding a chat trying to get the machines to work right. We had a little bit of problem with the cameras. It’s just like Instant Messenger, if some of you have used the MSM Messenger. You can chat with all the participants or you can have a private conversation offline, if you will, with somebody else in the group. So that even though the presenter may be speaking on one thing, you want to talk to a third party, you can hold this chat feature and nobody else knows what you are talking about.

You can share presentations online. And in fact this presentation was opened on my computer downstairs and then I transferred the host responsibilities up here. The host manages the meeting. However, there is another role called presenter where you can have people present their own documents. One of the nice things about this also is there’s a file transfer capability so that if I bring up a document, I can easily put it under file transfer and then the participants in the meeting can download that document.



PKSOI:

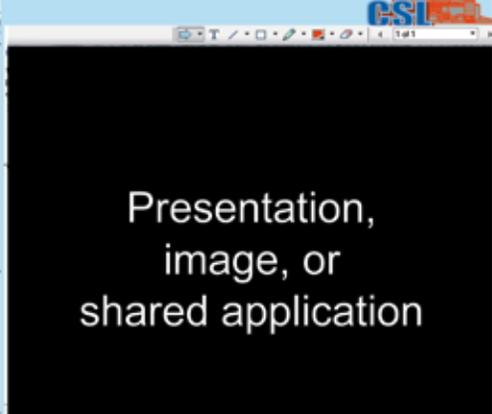
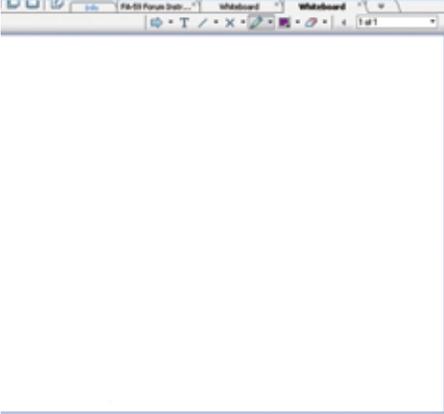
One of the things there is if you are doing a collaborative piece on a briefing or on a paper and you can all sit there, do the final editing of the brief or the paper and then do file transfer and everybody has the updated copy of it.

Mike:

For example, I just opened another document and you can see that was a move plan we had into our new spaces. I could then share this document with everybody, allow them to make edits to it and then get a final document at the very end. So that's all fairly simple to do.



Whiteboard



Draw on blank whiteboard

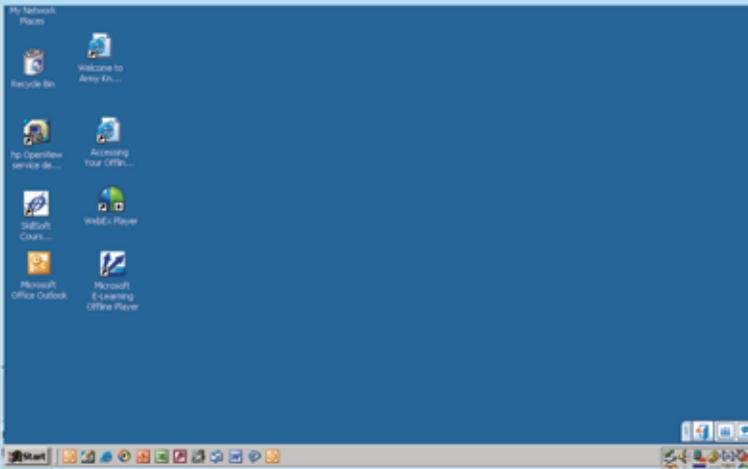
- or -

Annotate on any conference document or shared application

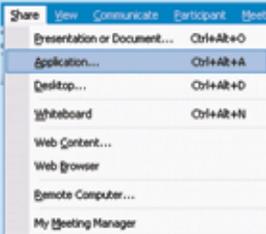
Also there's a whiteboard capability in this. And I'll bring that up right now and you can see that you can draw a very quickly pictures that everybody can see, or you can---I'm not a very good artist as you can probably tell. And JB's down there with the purple pointer. Now, you can see that.

Alright, one other thing you can do and I'm sure I'm going to get some flack on this one. You can share images. This is last week's game with a touchdown pass against Michigan. You can also do that with any of the shared applications or any presentation that you happen to bring up with the whiteboard. There's also the ability in this that you can type text rather than try to write it out with that pointer. If you've ever tried to write with a mouse you know how hard that is.

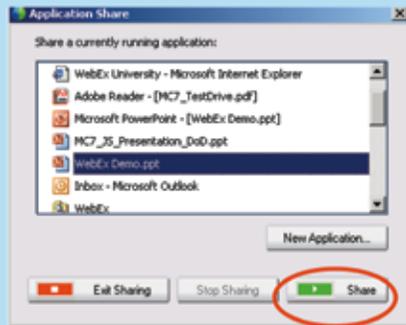
You can share your desktop. I'm not sure I'd recommend this necessarily to you, because all of a sudden other people can control your computer and if you have network connections you probably don't want to allow them to do that. However, one thing we thought about was the boss is always calling us when he's TDY about how he needs files. Well we could go into his computer, share the desktop and he could pull those files right up off of his computer, rather than trying to talk that over the phone.



Displays what you see on your desktop to all others
 – Can give control to others and take back control

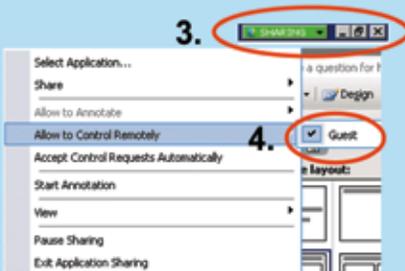


1.



2.

3.



4.

- Allow participants to see your application on their screen.
- Can allow a participant to control your application, (e.g. PowerPoint/ Word) – Allow others to make their own edits & updates
- Host takes back control at anytime

You can also share applications. For example one I've got up here comes up with a window. And it will show you the applications that you have open or you can go to a new application. For example if there was a DVD of something that you wanted to play, you could very easy go into your windows media player, play that DVD and then talk about it or whatever in the rest of that meeting.

PKSOI

Share Web Browser

Browse the web and share the web pages that you are viewing with other attendees

The image shows a screenshot of the WebEx Meeting Manager interface. The 'Share' menu is open, showing options like 'Presentation or Document...', 'Application...', 'Desktop...', 'Whiteboard', 'Web Content...', 'Web @ browser', 'Remote Computer...', and 'My Meeting Manager'. The 'Web @ browser' option is highlighted. In the background, there is a large browser window displaying the WebEx website. The website has a blue header with the 'webex' logo and navigation links. The main content area features a 'Discover a Whole New Web Meeting Experience...' section with a 'Close More Deals' button. There are also sections for 'Sales' and 'Share Your Content'.

You can also share your web browser so if you are talking about a website, you can come in and do that right away. For example, here's a nice little video; there's a Notre Dame touchdown and about to come up with another one. So, anyway, you can see there that you can share all these kinds of things on the video. I won't go to the next play because I think it's a bad one. And you can hear the sounds coming through as well on that. And I better shut it off or we'll have a problem.

Time elapsed: 0:14 Time left: 5:00

Time elapsed: 0:14 Time left: 5:00

1 Do you like this presentation?
 a. Yes
 b. No

2 Do you like WebEx?
 a. Yes
 b. No
 c. Not sure

3 My Favorite flavors of ice cream are:
 a. Vanilla
 b. Chocolate
 c. Strawberry
 d. rocky road

Submit

Your answer will not be anonymous

Polls on the fly to participants

Questions	Results	Bar Graph
1 Do you like this presentation?		
a. Yes	1/1 (100%)	<div style="width: 100%;"></div>
b. No	0/1 (0%)	<div style="width: 0%;"></div>
No Answer	0/1 (0%)	<div style="width: 0%;"></div>
2 Do you like WebEx?		
a. Yes	1/1 (100%)	<div style="width: 100%;"></div>
b. No	0/1 (0%)	<div style="width: 0%;"></div>
c. Not sure	0/1 (0%)	<div style="width: 0%;"></div>
No Answer	0/1 (0%)	<div style="width: 0%;"></div>
3 My Favorite flavors of ice cream...		
a. Vanilla	0/1 (0%)	<div style="width: 0%;"></div>
b. Chocolate	1/1 (100%)	<div style="width: 100%;"></div>
c. Strawberry	0/1 (0%)	<div style="width: 0%;"></div>
d. rocky road	0/1 (0%)	<div style="width: 0%;"></div>
No Answer	0/1 (0%)	<div style="width: 0%;"></div>
Polling status: 1 of 1 attendees has responded Remaining time: 3:44 Time left: 5:00		
Share with attendees: <input checked="" type="checkbox"/> Poll results		

Instant results - Share Poll with participants

Also there's a polling capability on this which is kind of interesting in that you can prepare a poll and at the end of the meeting, or even during the meeting, bring up this poll. People can then respond over a time period and then you get the results of the poll. One of the interesting features of the poll is then that you can either choose or choose not to share the poll with the other participants depending on what the outcome is if it doesn't suit your needs. I'm not sure who thought that one up, but it could come in handy. For example, I put a little poll in here already—multiple choice. It took me about a minute to do; not hard to do at all. "What do you think of WebEx? Greatest thing since sliced bread? It's okay but I'm a 20th Century man trapped in the 21st Century? It sucks pond scum?" "What did you think of this briefing: Mike Esper should get a raise right now. (I vote for that one.) It was okay, but I don't see how it applies." And finally, "Fire this clown now." And then we get all the results of that in and you could use that however you saw fit.



Record/Playback Meetings



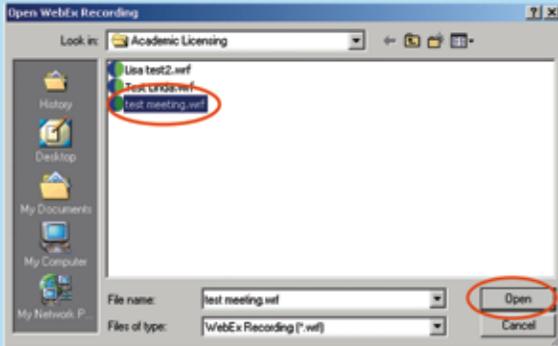
Record button



WebEx Player on desktop



Open saved meeting



- Plays back meeting
- Records all mouse movements/pen strokes
- Records all voice

Lastly, on the features of this, you can actually record and play back the entire meeting. Now, I'm not sure I'd recommend that to you because these are very large files. However, what you could do is record maybe the last ten minutes of the meeting which would be the conclusions and the wrap up and then you would be able to play that back and also send it to the other participants so they can play it back. But you could use that to get your transcripts, your recommendations, and then put them into a written document.

It can be a band width hog depending on how many of these features you're using. We did find that if you're doing just a flipping slides and then using the telephone itself for a voice conference, it does work over 56K modem which is what most people have on their computers. You can also just do audio if you want on your 56K modem. However, when you start to get into the other things such as sharing presentations, sharing applications, combining audio, etc, the web cam, you do need either a DSL line, cable modem or networks with a T1 lines that a lot of people have.



WebEx Bandwidth Analysis



- WebEx services create network traffic only when there is activity like slides changing, desktop sharing, video, etc. Otherwise, if there is no activity in the meeting (viewing a slide) then very little traffic is generated
- **Just flipping slides** – voice is though telephone conference
 - ❖ Presentation Share (after import) Avg. (kbps): 6.5, Max. (kbps): 7.5
 - ❖ Recommended bandwidth: 56k modem or higher.
- **Audio**
 - ❖ Full Duplex (2 people speaking) – Avg. 35, Max. (kbps) :42
 - ❖ Recommended bandwidth: 56k modem or higher.
- **Presenter desktop shared with PowerPoint presentation.**
 - ❖ Desktop Share - Avg. (kbps): 43.4 Max. (kbps): 618
 - ❖ Recommended bandwidth – DSL, cable modem or higher.
- **Audio combined with Presentation share or Desktop share**
 - ❖ Recommended bandwidth - DSL, cable modem or higher
- **Web Cam**
 - ❖ Avg. (kbps): 172 Max. (kbps): 298
 - ❖ Recommended bandwidth – DSL, cable modem or higher



What does it cost?



- Microphone
- Speakers or Headset
- Camera
- As inexpensive as \$50

What does it cost to you? Well, actually it would cost you a microphone, speakers or a headset, and if you wanted to participate through the video cam, you have to have one of those. And I've gone on the web just recently, looked at the prices and you can get all that for around \$50. You can get more expensive ones which we have. We bought a little bit more expensive ones to do this. Also a lot of the new web cams can fit right in your laptop. You can load the software and participate in these.

One other point I do want to make and I'm sorry I forgot it at the very beginning is that it is primarily browser based. The first time that you do come in there is a browser plug in that goes into your Windows Explorer that's called Meeting Manager. It needs to be installed. We're able to do it here and it doesn't violate the firewall or the putting on of new applications. However, if you can't get that loaded, you may have to talk to your network administrator in order to do that.

Question:

I one of those people, too, who are trapped in the 20th Century. What I'm wondering is, can you give me this presentation so I can give it to our IT guys?

Mike:

Yes, I can. I can put it on a CD for you if you'd like. If there are a lot of people that want this, I'll also include it on the CD that's going to come out probably next week sometime. Be mailed out next week with all the presentations on.

Question:

How is this WebEx different from the similar product that's being shopped by JFCOM that does web meetings?

Mike:

It's here and JFCOM's not. This is a pilot software on the Defense Information Support Agency. In that sense it's free. In that we don't have any costs. If you go on it, you don't have any costs. I'm not sure about the JFCOM product whether you have to have licenses to use that. There are other systems out there. This one has the feature of being free to it that we like this best.

PKSOI:

I do know that some of the JFCOM software that they are pursuing, you still need a camera and you still need microphone. Nothing in here in any way precludes you from using that software, and we're not trying to put a proprietary software out there. But what we are trying to tell you is that this is a software that the only cost eventually a camera and a microphone. And we can use it very easily. And there's no other cost to you and the microphone and camera you can use for other net meetings and other things as well. So, again, that's the only reason to push it. It's a technique that's out there that seemed very powerful and it doesn't cost you anything. People can use it for this kind of collaborations. It seems to be something that's talked about. So all we're trying to say is here is a method out there. And we're looking for some thoughts on how we could use that to have collaborative meetings with a small group of folks on a specific topic and move the ball forward so we don't have to be sitting in the same building, but we could continue to still work the ideas.

Mike:

One disadvantage, if you will, of this specific system is as we said real time. There are other collaboration work space systems out there that will allow you to post documents, leave them on there for periods of time; people can edit them, etc. This is really for an online meeting type of collaboration.

PKSOI:

I don't think anybody would accuse us of being digital natives; we're all kind of digital immigrants. We're all trying to figure out how to use technology. Show this to our kids and they go, oh, this is easy. And they'd be all over it. Again, it's a shot at how can we use technology. And folks know of other technology that's better or technology you can add to, again that's the other part of this. And that's an idea about how to use technology. So those who are more 21st Century people you can help us move along. But we thought we'd just through this out there as a technique that has some potential value that we could use.

Comment:

Thank you for sharing this. Not being exposed to IWS, workspace and e-rooms and other collaborative tools, you did put your finger on one real limitation, which is capturing that information so that if you want to go

back. And it seems to me that if we were to use this we would still need something else, like e-rooms or even something as simple as Yahoo Groups if we're going to operate entirely on unclassified environment to store shared documents.

Mike:

One of the things we are looking at and we're going through an approval process is for the product called Groove, which is an asynchronous or non-real time collaboration work space. Although I do believe Groove also some online capability as well. So we are working on that side of it.

Comment:

Just speaking from the State Department perspective, one bit issue is just the accreditation. I know some of those softwares have already been approved. Others haven't, and by the time you approve these and get these things through the accreditation sometimes, they're obsolete. And that is one difference in working with some of the latest gadgetry. It really combines multimedia in this fashion. It's wonderful to see, thought, I have to say.

Mike:

At least on the DOD side I can tell you that these products that I've mentioned, WebEx and Groove, have both gone through DISA or the computer folks out there, their procedures, they are also of or have completed the Army NETCOM approval as well. But we do have some capabilities here at the Institute with doing some pilot work on some of these things.

Question:

You mentioned that this was beta. But isn't it the same WebEx that's been out there, it's just beta to DISA?

Mike:

What it is, it's a pilot software on the DISA network, but it is actually a commercial product.

Comment:

And used heavily in the commercial world.

Mike:

In the commercial world. And I can tell you on the DISA site for this right now there's probably 50 meetings scheduled on it today. And anytime you go and look and you can see all the meetings that are ongoing. You can see there's anywhere from 30-50 meetings I've counted on any given day. One of the things I also failed to mention was, is that you also have the capability once you're in it, you all say, oh, I forgot GEN Cherry there in this meeting. You can actually invite him right then while you are in the middle of the meeting and have him come on. So there's that capability as well to bring into it.

Question:

Just a small technical question. When you have a number of people on the line, is it like a conference call where people can speak whenever they need to or do they have to ask permission?

Mike:

No. Let me show you here. I obviously didn't go into all the features on this. You can see these little microphones here. Well, there's a way that you can't see on this one, but the other folks that are in this conference, we're actually the MCR host right now. The other folks can raise their hand. In other words, I want to speak. And then what the host does or the meeting manager does, is goes to that and passes them the mike so that they actually have the microphone. And then you can go back and forth. Only two people can talk at a time on this. That's, I think, one of the beauty of this -- it's not like being in a real meeting. And frankly that's why we said it's important to maybe only keep one person or two up there on the cameras. Anyway, yes, it does have the capability for more than one person but only two can talk at the same time.