

Digital tools: from Collaboration to Co-creation

Géry Schneider



Agenda

Who I am

Objective of the workshop

Social Contract

The emergence of digital tools

Examples: My tools and features

Case study: the Wiki of PMI-France



Géry Schneider

IBM Certified senior Project Manager PMP®

IBM

September 2005 – Present

Currently PM of OpenPOWER Coherent Accelerator Processor Interface (CAPI)



PMI France Chapter Vice-president Operations

PMI France Chapter

2008 – Present

I am coordinating the directors of thematic domains (membership, volunteers, IT, etc.) and their relations with the board and with the branches



Quality Assurance Manager

Meiosys SA

July 2001 – September 2005



Customer Support Manager

Daikin Industries LTD

1997 – 2001



Géry Schneider

シュナイダー・ジェリー

Past President of French-Japanese Association in Toulouse

トゥールーズ日仏協会会長



A.F.J.T



[Contact me](#) on [LinkedIn](#)

Objective of the workshop

- To move from collaboratively creating value to co-creating value:
 - Analyze tools and features
 - Change the way we use them
- Example: attendees take the minutes during the meeting simultaneously on the same document

Appendix A - Charter in a nutshell (agile)

For:	Leaders and active volunteers of the PMI-France Chapter
Who:	Want to share best practices, learn more about the Chapter, better know each other, and build relationship in a friendly but result-oriented environment
The:	"Réunion inter-branche"
Is a:	Two-day on site meeting
That:	Provides them with a program with plenary sessions, workshops, networking breakouts, and a social evening.
Unlike:	Other virtual or partial meetings (board meeting webconf, functional domains webconf or local branches meetings), that offer only limited interactions or function/geography focused discussions,
We:	bring together many volunteers, enhance the sense of belonging, and maximize the outcome of exchanges.

► February 22, 1:20 PM

Current version

● Gery Schneider

February 19, 7:01 PM

● Jean-Christophe Pautrat

JANUARY

► January 31, 6:33 PM

● Gery Schneider

► January 31, 12:04 PM

● Mary Lp

● Gery Schneider

Social Contract

PMI-France values

- ➔ Support your team
- ➔ Share with others
- ➔ Respect privacy (people, organizations, places)
- ➔ Listen to instructions... and follow them

All what is said in the room
remains in the room



© dilbert.com, 1993!

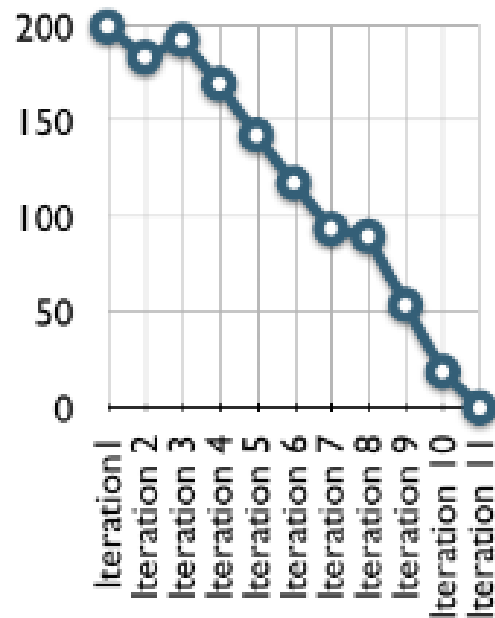
Action (step 1): create your teams

- Walk in the room and greet *ungreeted* people
- Group with the 3-to-4 closest neighbors (preferably people you don't know)
- Identify 2 common points (not PMI / project Management... or nationality)

The emergence of digital tools

- Easy access (SaaS): MS Office 365, Google Suite, Trello, etc.
- Knowledge economy (Time to Market, ROI)
- Increased amount of knowledge (internet + intranet)
- Increased access speed to knowledge
 - “I’m feeling lucky”
 - Instant dashboard (burndown chart, kanban)
- Increased community sharing
 - (Virtual) Project team (with millennials / Gen Z... and then Alpha ;-)
 - Transparency (vs ownership/retention) ➔ Trust

The emergence of digital tools - Examples

Source [Wikipedia](#)

Pool of Ideas	Feature Preparation	Feature Selected	User Story Identified	User Story Preparation	User Story Development	Feature Acceptance	Deployment	Delivered
<div> <div>Task 4.1.1</div> <div>Task 4.1.2</div> <div>Task 4.1.3</div> <div>Task 4.1.4</div> <div>Task 4.1.5</div> <div>Task 4.1.6</div> <div>Task 4.1.7</div> <div>Task 4.1.8</div> <div>Task 4.1.9</div> </div>	<div> <div>2-20</div> <div>Progress</div> <div>Ready</div> </div>	<div> <div>2-5</div> <div>Task 4.1.1</div> <div>Task 4.1.2</div> <div>Task 4.1.3</div> <div>Task 4.1.4</div> <div>Task 4.1.5</div> <div>Task 4.1.6</div> <div>Task 4.1.7</div> <div>Task 4.1.8</div> <div>Task 4.1.9</div> </div>	<div> <div>30</div> <div>Task 4.1.1</div> <div>Task 4.1.2</div> <div>Task 4.1.3</div> <div>Task 4.1.4</div> <div>Task 4.1.5</div> <div>Task 4.1.6</div> <div>Task 4.1.7</div> <div>Task 4.1.8</div> <div>Task 4.1.9</div> </div>	<div> <div>15</div> <div>Progress</div> <div>Ready</div> </div>	<div> <div>15</div> <div>Progress</div> <div>Ready</div> </div>	<div> <div>8</div> <div>Progress</div> <div>Ready</div> </div>	<div> <div>5</div> <div>Task 4.1.1</div> <div>Task 4.1.2</div> <div>Task 4.1.3</div> <div>Task 4.1.4</div> <div>Task 4.1.5</div> <div>Task 4.1.6</div> <div>Task 4.1.7</div> <div>Task 4.1.8</div> <div>Task 4.1.9</div> </div>	<div> <div>Task 4.1.1</div> <div>Task 4.1.2</div> <div>Task 4.1.3</div> <div>Task 4.1.4</div> <div>Task 4.1.5</div> <div>Task 4.1.6</div> <div>Task 4.1.7</div> <div>Task 4.1.8</div> <div>Task 4.1.9</div> </div>

Source [Wikipedia](#)

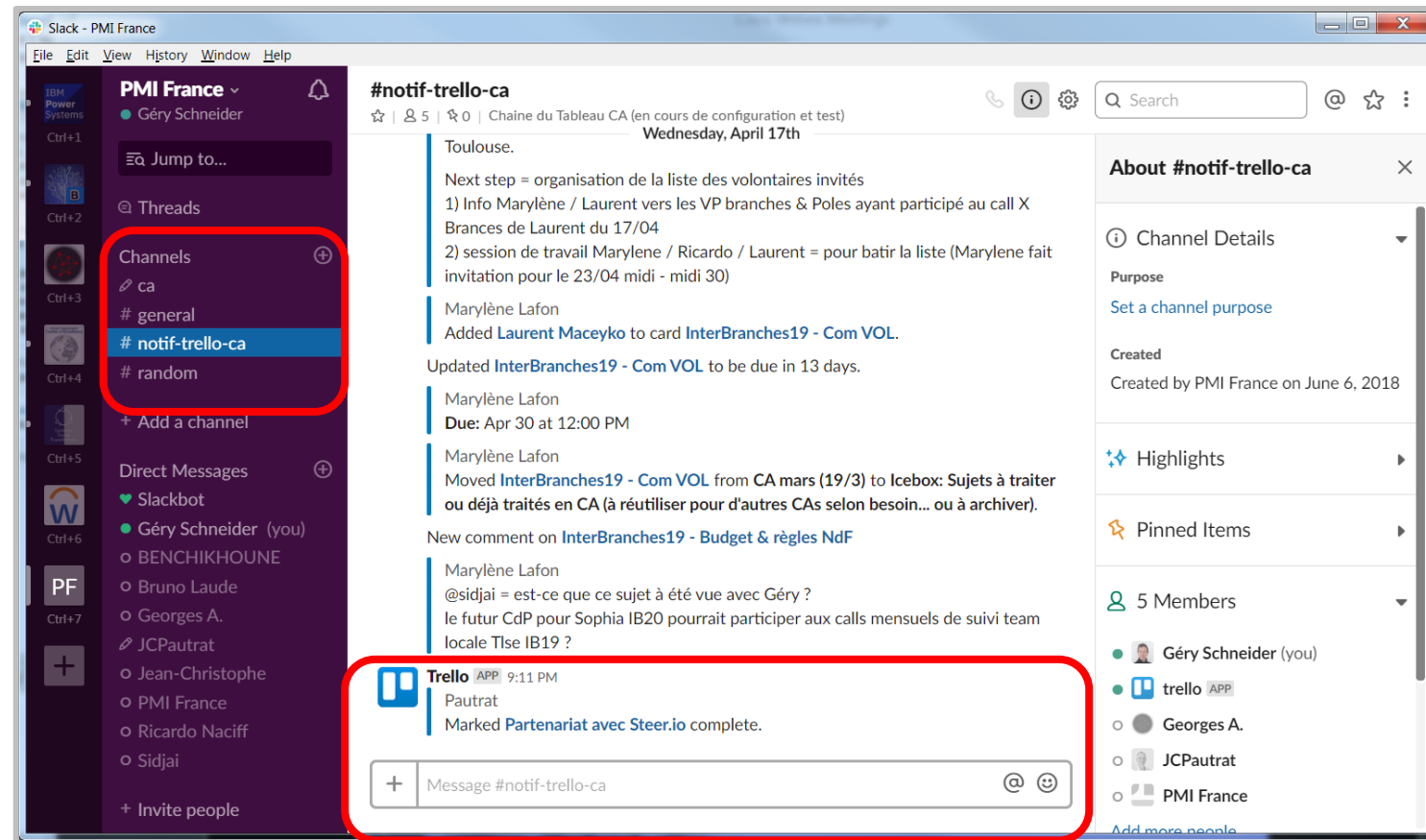
Action (step 2): select your tools

- List 3-4 collaboration tools
 - Indicate if you use them, know them, or have just heard of them
- Select 2 tools you at least know... and want to use better
 - **List the key features** and benefits... for you
- Each group:
 - Share your finding with other groups

One idea = one sticker

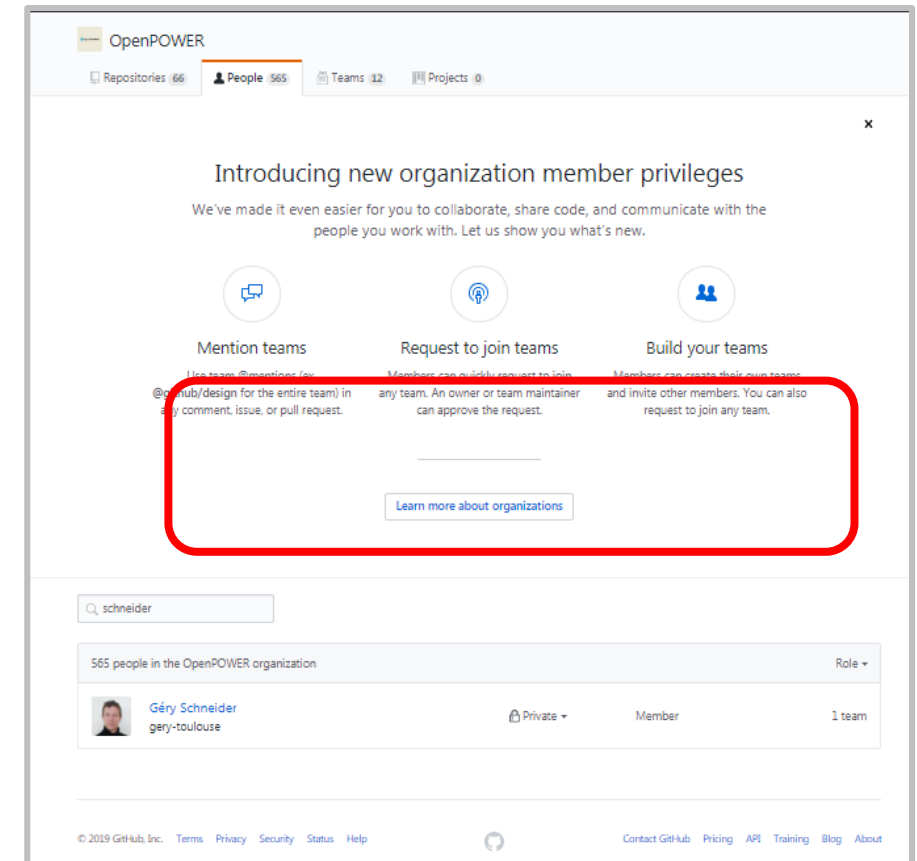
My tools and features (e.g. 1)

- Instant messaging (Slack)
 - Smooth Q&A
 - Flow (*not* a repository)
 - Structured in P2P or Channels (chat rooms)
 - Permanent / Temporary (Topic oriented, ...)
 - Cross-teams / Team-centered
- Beware of distraction (Notifications → Social Contract)



My tools and features (e.g. 2)

- Groups & Teams (Github, Wiki)
 - Creates sense of belonging (profile with pictures)
 - Restrict access to resources, focus messaging topic
 - Beware of granularity (balance openness and focus)



Gestion des utilisateurs

Liste des utilisateurs

Affichage des utilisateurs 1-1 parmi 1 trouvés. 283 utilisateurs au total.

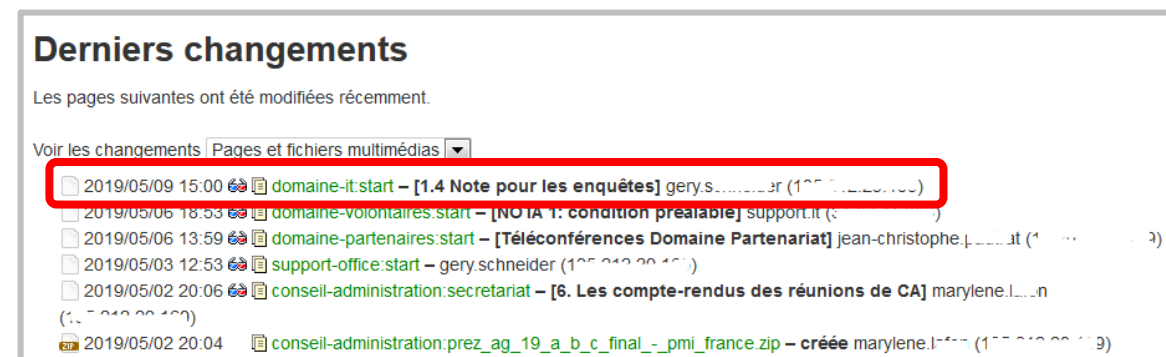
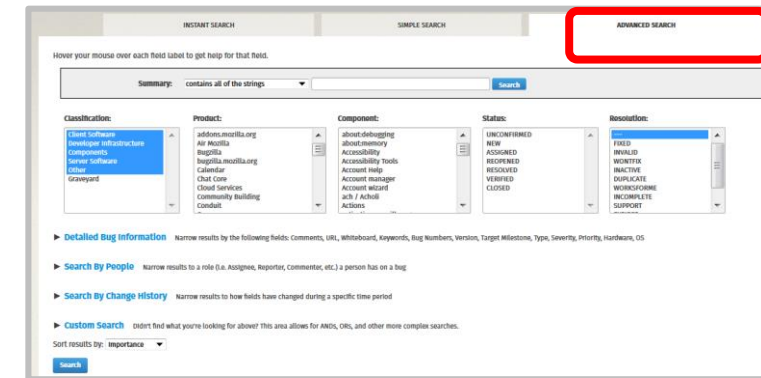
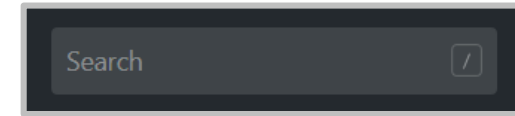
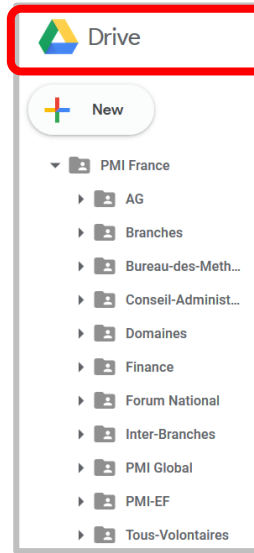
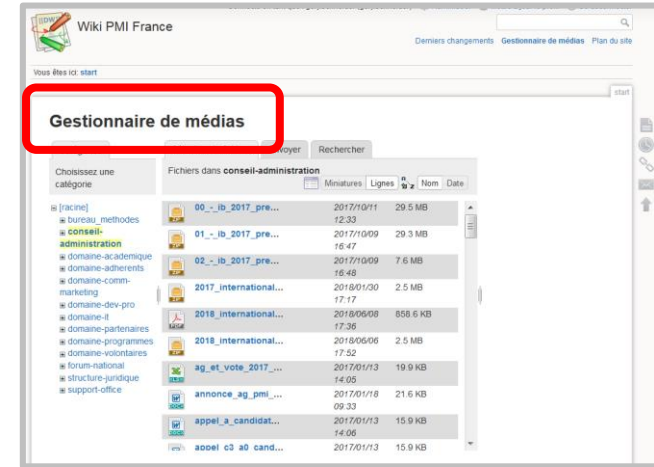
	Identifiant	Nom	Courriel	Groupes
	<input type="text" value="ger-y"/>	<input type="text"/>	<input type="text" value="ger-y"/>	<input type="text"/>
	ger-y.schneider	ger-y.schneider	ger-y.schneider@pmi-france.org	admin, user, gr-interbranche-2019, conseil-admin, domaine-it, forum2018

Action (step 3): Your features

- Look back at your features of step 2
- Consider the objective of co-creating
- Select the top features for co-creativity... and consider how to use them for co-creation
 - Example: Slack = create a channel for team idea sharing
- Share your findings with other teams

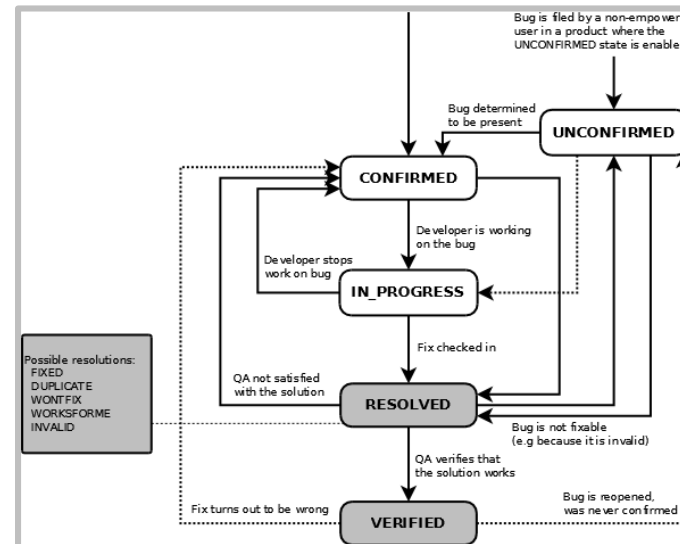
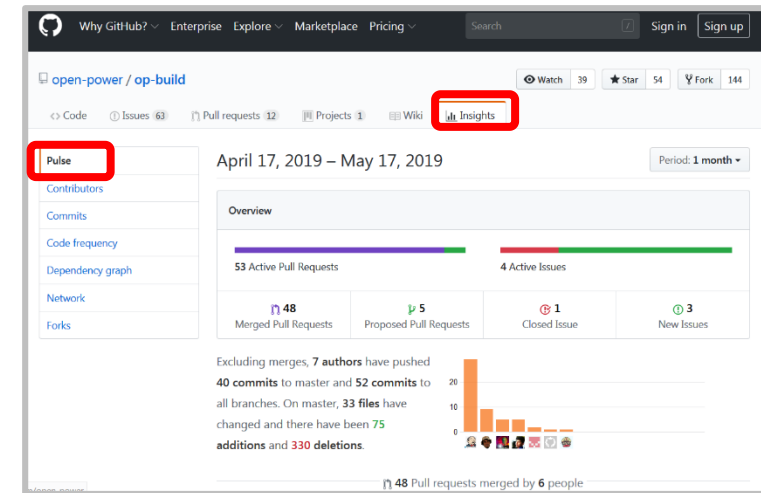
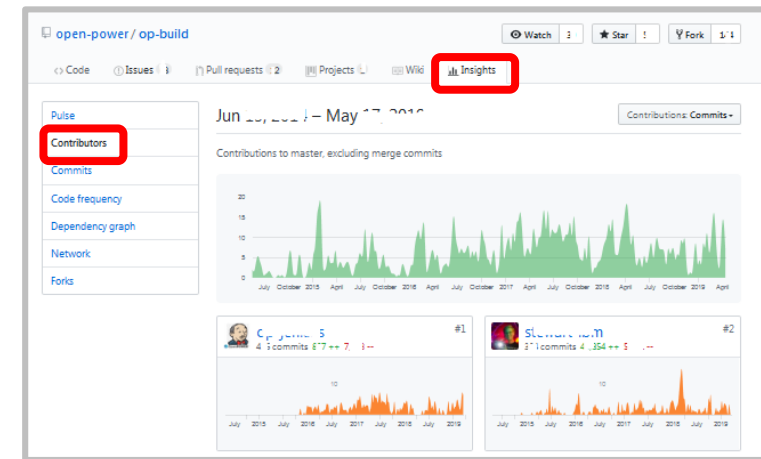
My tools and features (e.g. 3)

- File sharing (Wiki, Google Docs)
 - Team members know where the documents are!
 - Versioning (a bonus... for those who master it)
 - Beware of confusion (still only a list of folders & files)
- Search (Slack, Github)
 - Go to the point (people, documents... or content)
 - Mess is the price of success (e.g. Wiki)
- Updates (Wiki)
 - Keep communication active
 - Monitor activity
 - Beware: Poll only (*not* a notification)

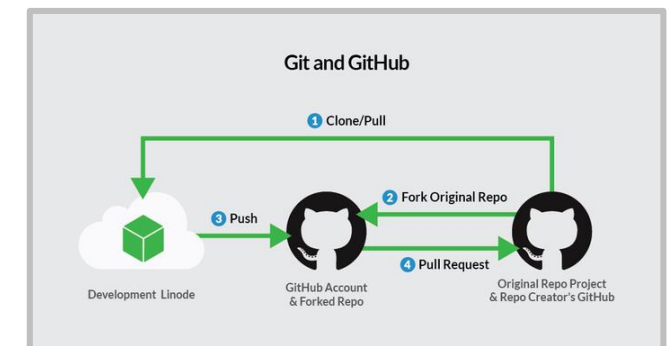


My tools and features (e.g. 4)

- Reports (Github)
 - Shows activity... and pinpoints areas for improvement
 - Beware: do not rely too much on metrics to measure the success of a tool
- Workflows (Bugzilla, github)
 - Build-in procedures
 - Beware: must be adjusted to your needs
➔ admin overhead



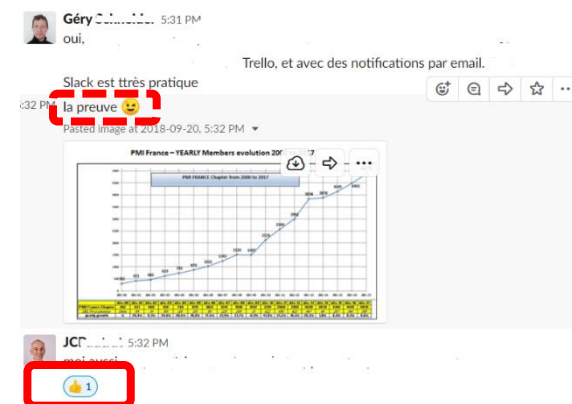
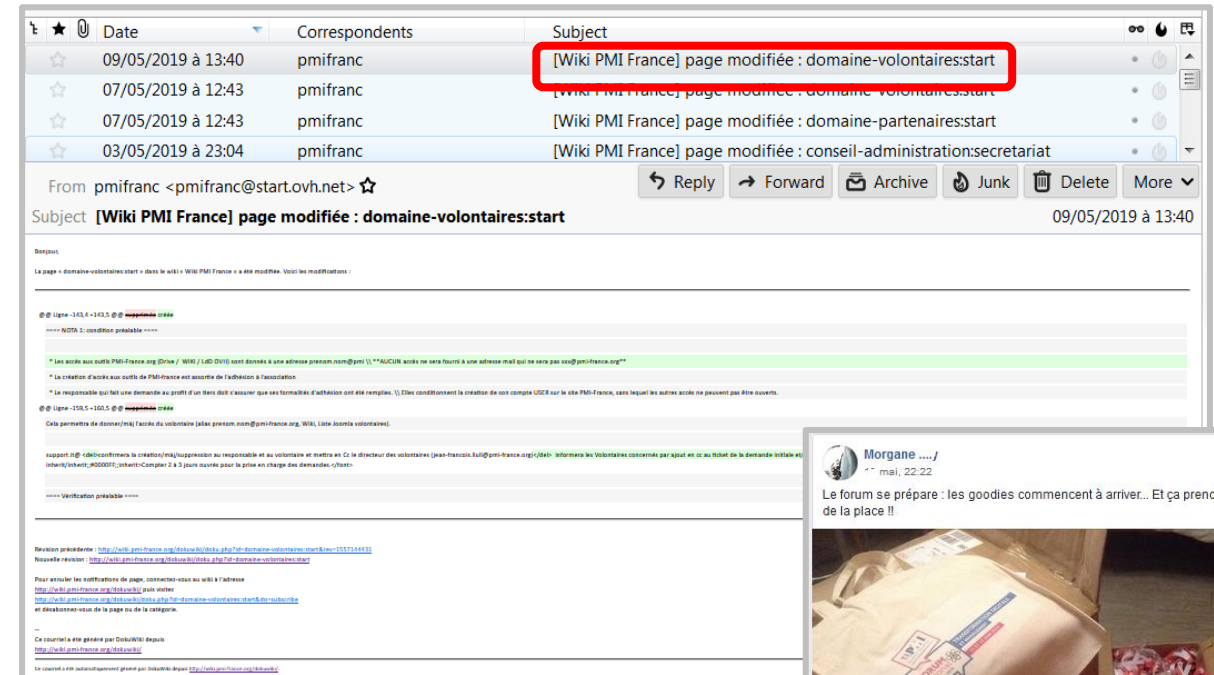
Source: bugzilla.org



Source: github.com

My tools and features (e.g. 5)

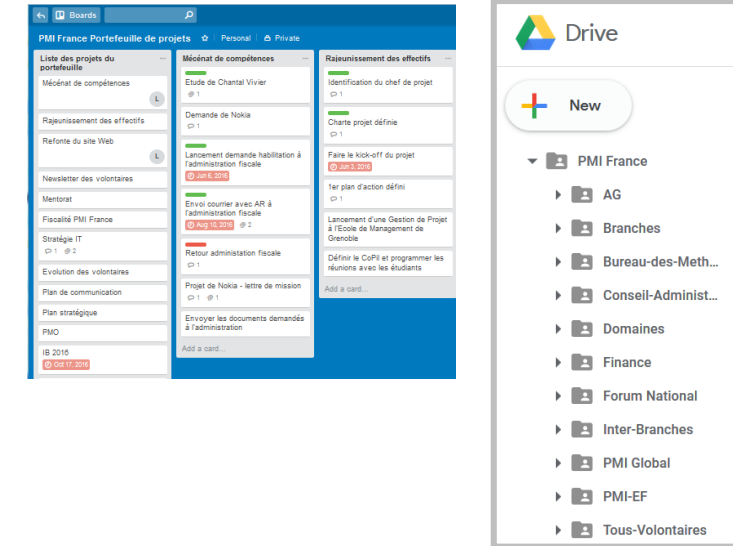
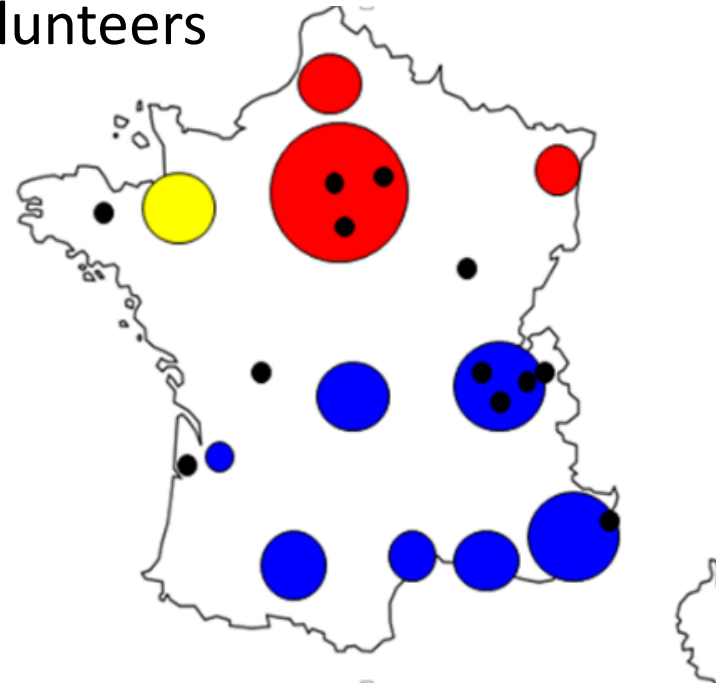
- Notifications
 - Keep updated → prompt for action
 - Transition phase for email addicts
 - Beware of distraction
- Liking (Facebook, Slack)
 - Team building
 - Easy feedback
 - Beware of addiction!



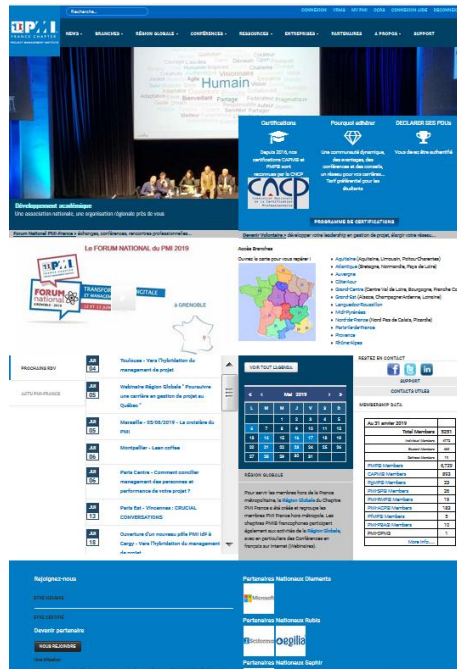
Case study: the Wiki of PMI-France



- 20+ branches... and sub-branches
➔ 30+ teams with 150+ volunteers
- 100+ events yearly nationwide
... for 5000+ members



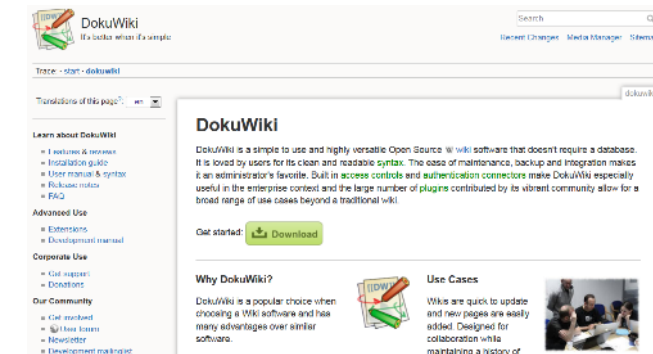
many teams ➔ many tools



How to share **within volunteers** consistently... and easily?

Wiki = WYGIWYP

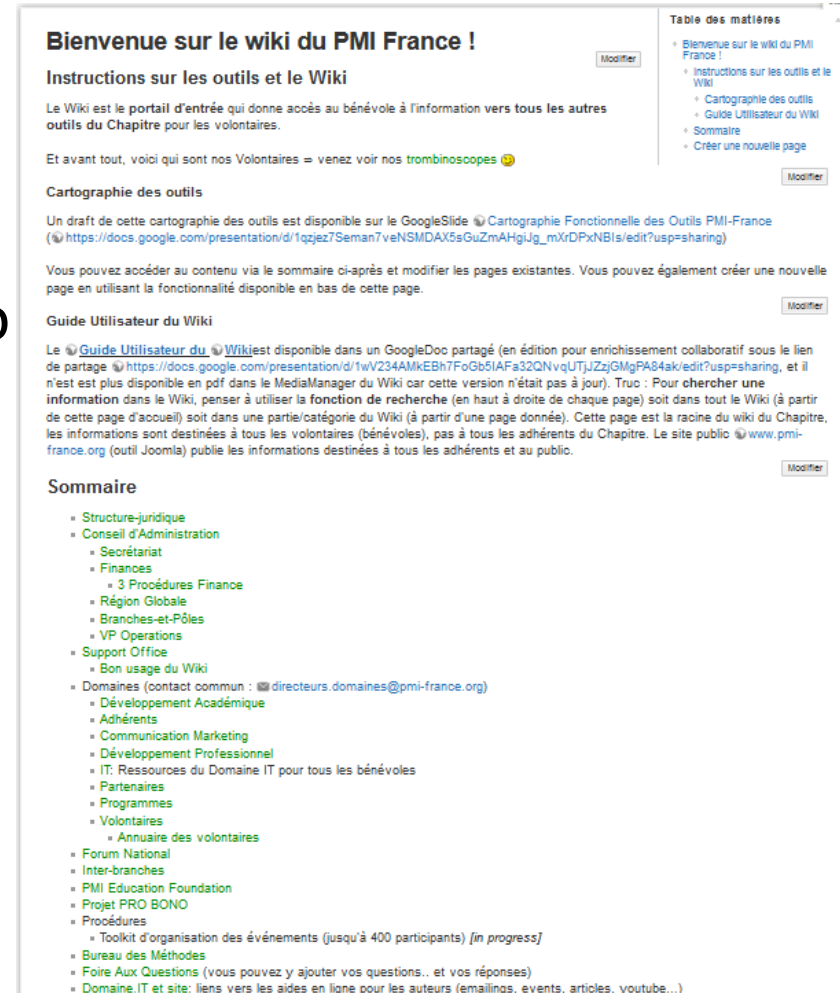
- A famous Wiki: wikipedia.org
- a Hawaiian word meaning "quick" = easy **concurrent editing**
- WYGIWYP (**What You - all - Get Is What You -all- Put**) = the truly simple collaborative approach (give & take)
- **Common portal**: no Restricted Area (edit access to **all volunteers**): trust = simplified administration
 - Confidential documents in external repositories (GoogleFolder, etc.)
- Simple & robust... and free (<http://dokuwiki.org>)
- Fully owned by the Chapter (not blocked by firewalls)



Flexible Structuring

- One entry page per functional domain or project (this page is the entrance to **their kingdom**)
- Content can be **Wiki text** (basic editor) and **links** to documents (Integrated Media Manager) or **external tools** (GoogleDocs, Trello, etc.):
 - *The contact for the function/project is...*
 - *For doing this, the User Guide is there...*
 - *Here are the artifacts of our team (feel free to reuse)*
- Spreading information, not confusion

All users have edit access everywhere... and SHOULD edit



The screenshot shows the homepage of the PMI France Wiki. The main heading is "Bienvenue sur le wiki du PMI France !" with a "Modifier" button. Below it is the section "Instructions sur les outils et le Wiki", which explains that the wiki is a portal for volunteers and provides a link to a Google Slide cartography of tools. The "Cartographie des outils" section mentions a draft available on Google Slide. The "Guide Utilisateur du Wiki" section explains that the wiki is a collaborative Google Doc and provides a link to the user guide. The "Sommaire" (Table of Contents) section lists various topics such as "Structure-juridique", "Conseil d'Administration", "Secrétariat", "Finances", "Région Globale", "Branches-et-Pôles", "VP Operations", "Support Office", "Bon usage du Wiki", "Domaines (contact commun)", "Développement Académique", "Adhérents", "Communication Marketing", "Développement Professionnel", "IT: Ressources du Domaine IT", "Partenaires", "Programmes", "Volontaires", "Forum National", "Inter-branches", "PMI Education Foundation", "Projet PRO BONO", "Procédures", "Bureau des Méthodes", "Foire Aux Questions", and "Domaine.IT et site". A "Table des matières" (Table of Contents) is also visible on the right side of the page.

Wiki = entry point to other tools

- Mostly structured pages (**automated ToC**) of links **with descriptions** of who/what/why...where
- Easy to find: **search** (all Wiki / below current page)
- What is needed/missing? ➔ **FAQ** (still WYGIWYP)
 - Where is the template for...?
 - What is the process for... ?
- Question by email/FB, in Trello/GDoc ➔ **Wiki link!**
- No miracle: adoption has been progressive (**now 50+ pages**)



QED (*quod erat demonstrandum*)

13th State of Agile TM Report

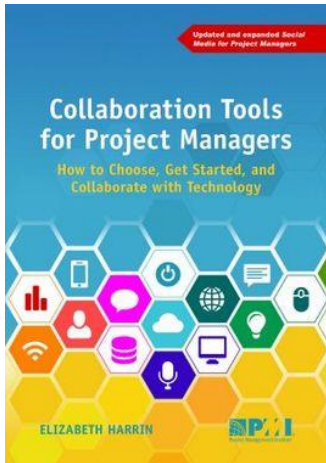
- Impacts on working methods (retaining & controlling no longer sustainable)
- The resistance of old habits = Pretended collaboration (sharing, but still owning)
- Overcoming resistance (the magic of stickers!)
- Breaking free = co-editing the same doc... simultaneously

Wiki: from none in 2010 to 3rd in 2015 (68%)

	CURRENT TOOL USAGE		FUTURE TOOL USAGE	
	2018	2017	2018	2017
Kanban board	75%	74%	9%	7%
Taskboard	70%	71%	10%	7%
Bug tracker	67%	72%	12%	10%
Spreadsheet	66%	65%	6%	4%
Agile project management tool	65%	67%	12%	9%
Wiki	62%	62%	12%	11%
Automated build tool	59%	60%	20%	20%
Unit test tool	54%	57%	17%	15%
Continuous integration tool	51%	52%	26%	24%
Wireframes	51%		13%	
Product Roadmapping	50%		27%	
Traditional project management tool	46%	43%	6%	5%
Requirements management tool	44%	46%	17%	13%
Release/deployment automation tool	44%	44%	25%	29%
Automated acceptance tool	39%	36%	25%	29%
Static Analysis	38%		14%	
Project & portfolio management (PPM) tool	36%	40%	24%	18%
Story mapping tool	29%	29%	21%	19%
Timecards	29%		9%	
Index cards	28%	29%	9%	7%
Refactoring tool	22%	19%	18%	15%
Customer idea management tool	18%	16%	18%	15%

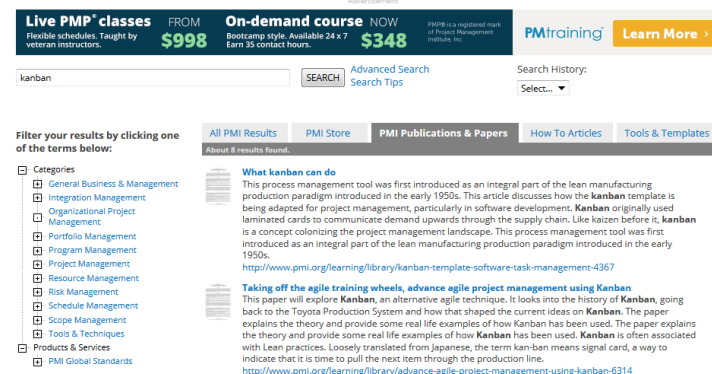
Questions?

Some references

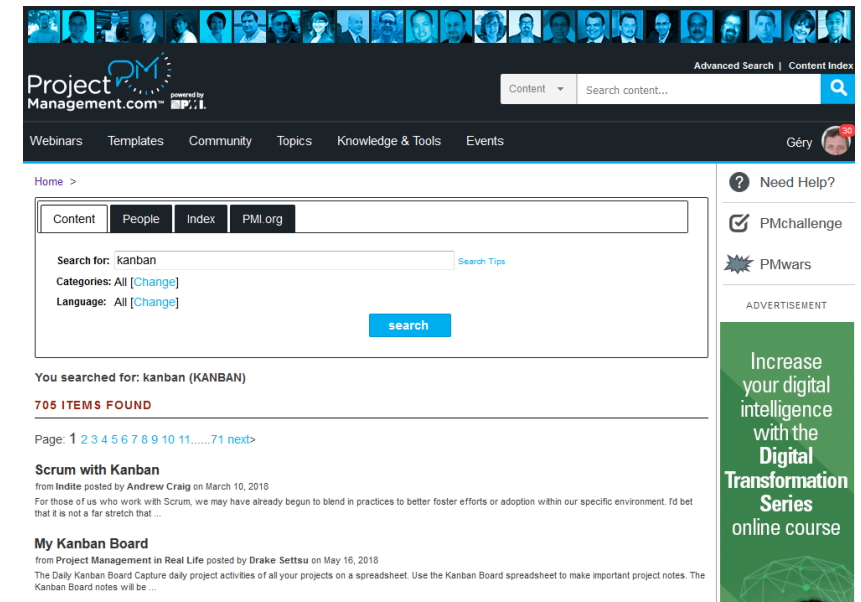


Collaboration Tools for Project Managers
Elizabeth Harrin (pmi.org)

13th State of Agile™ Report
stateofagile.com



pmi.org / [Learning](http://pmi.org/learning)



projectmanagement.com

Thank you!

