Digital tools: from Collaboration to Co-creation

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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

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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

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シュナイダー・ジェリー
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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

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

Benevolence

Openness

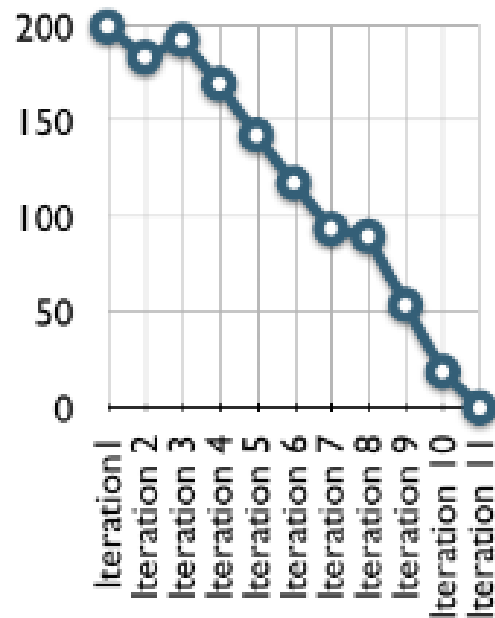**Professionalism**

© 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

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
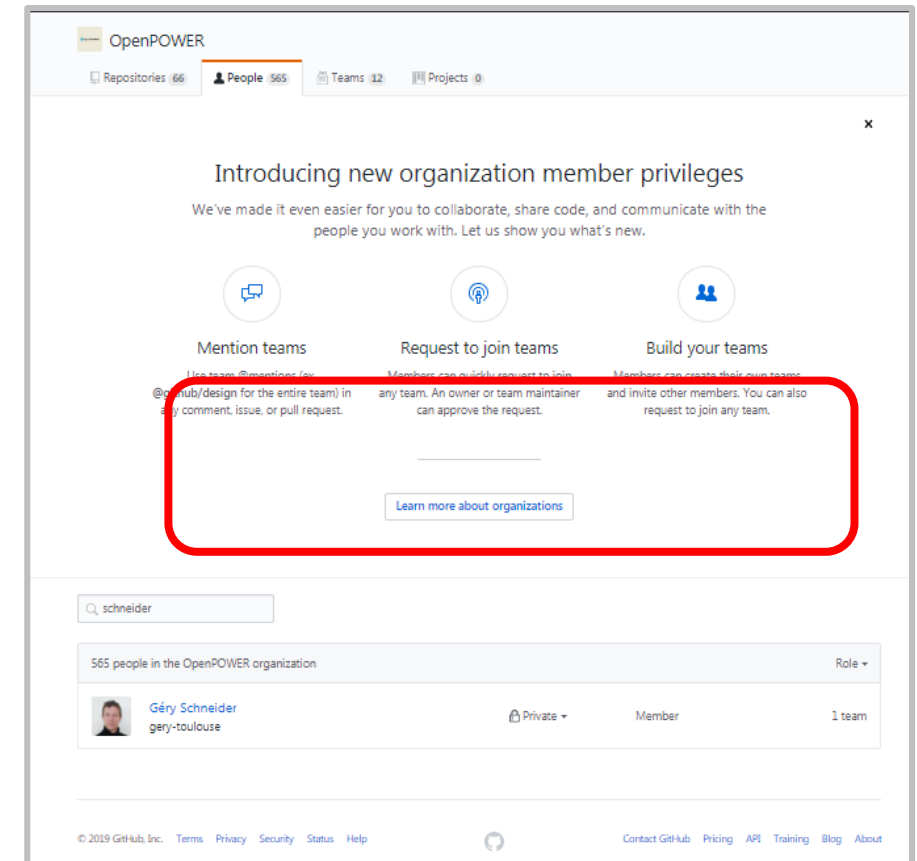
One idea = one sticker

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)
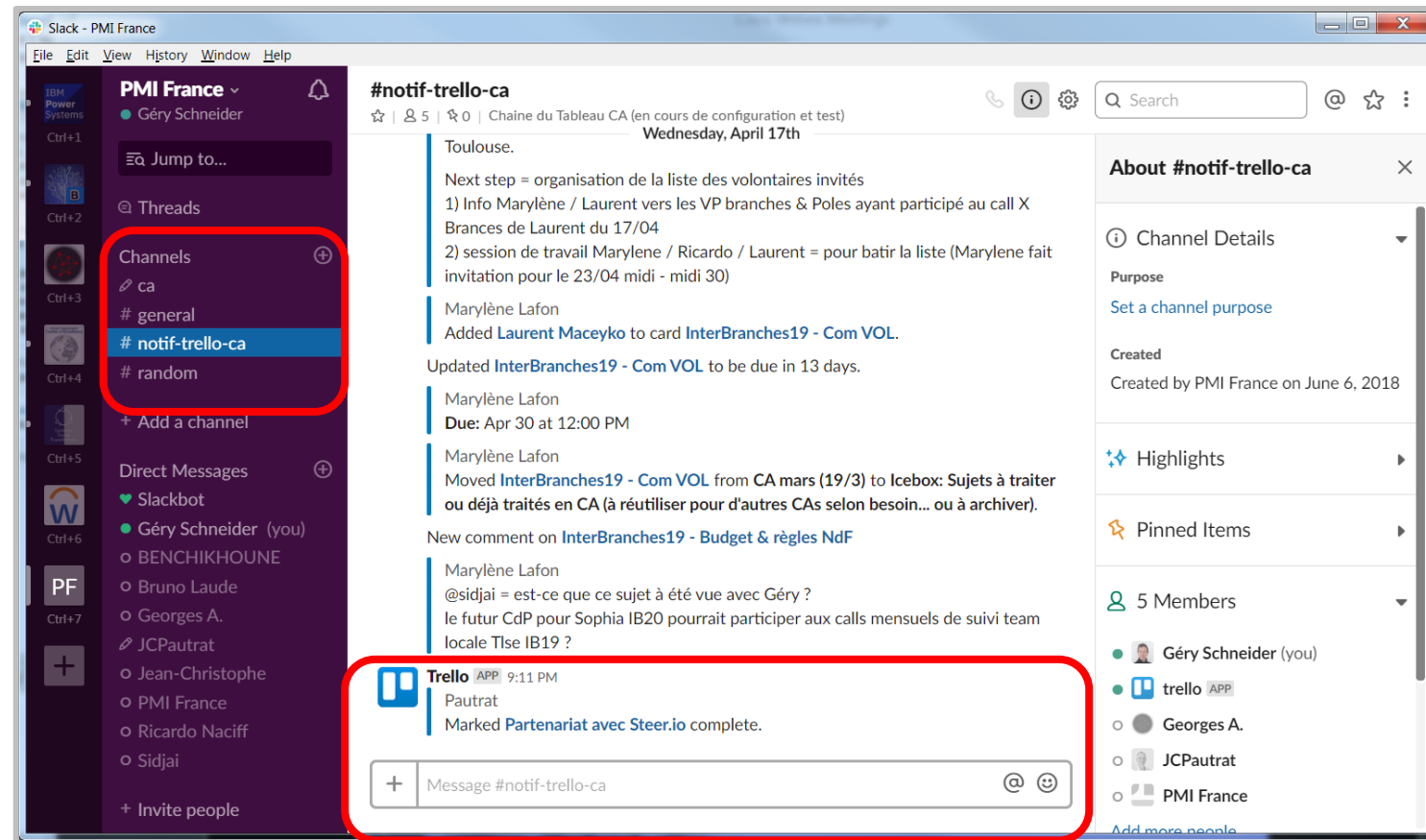
My tools and features (e.g. 2)

- 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)

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)
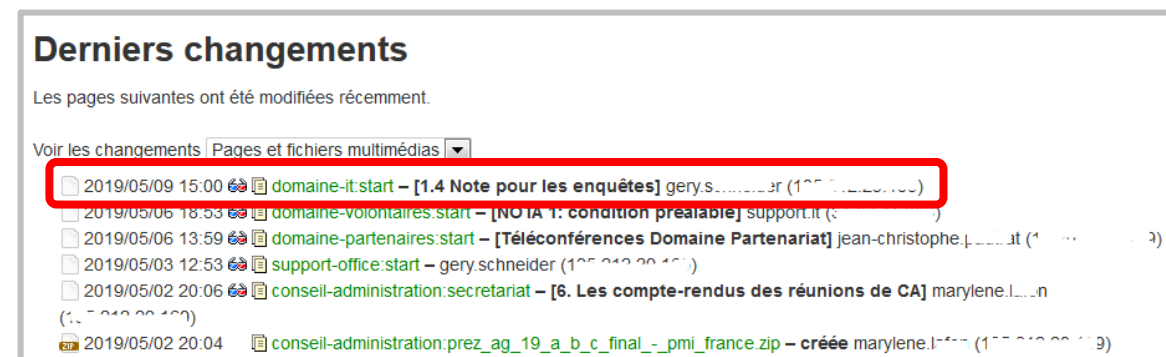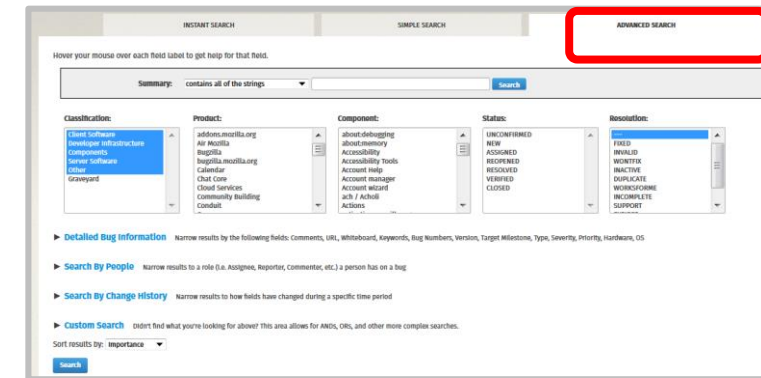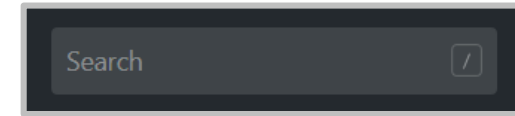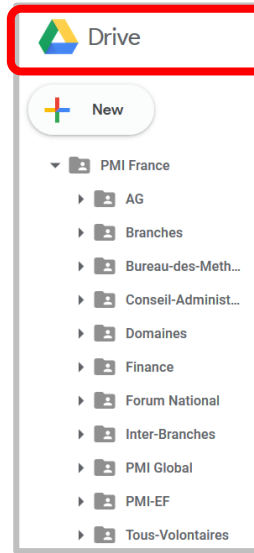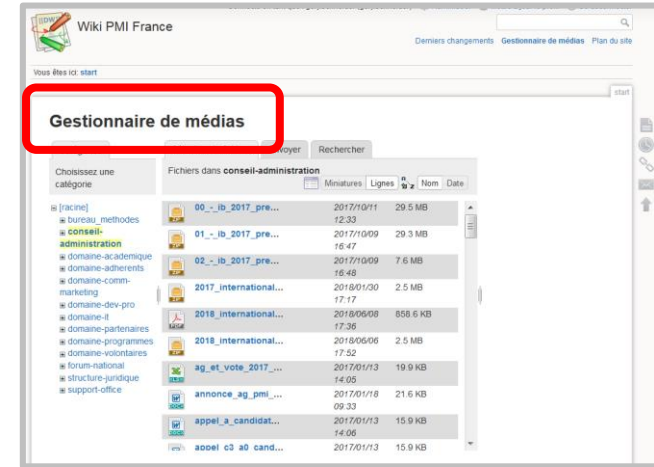
My tools and features (e.g. 4)

- 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
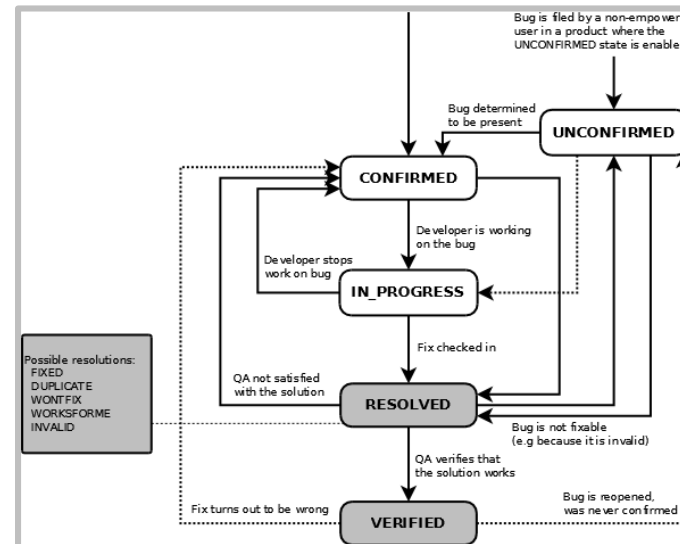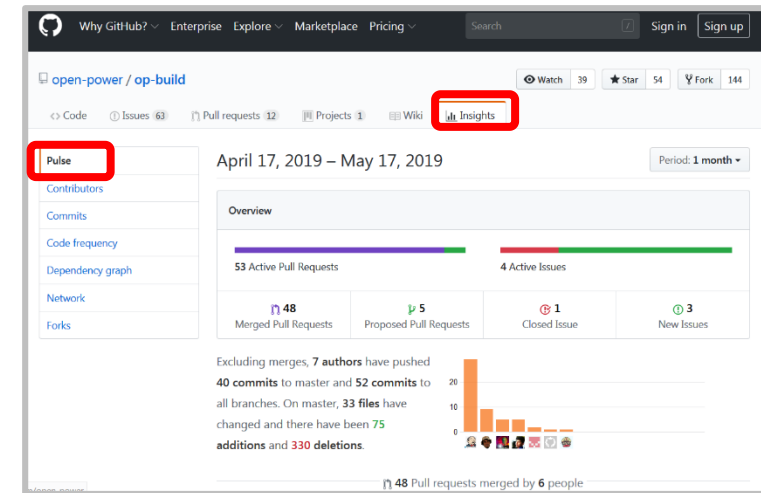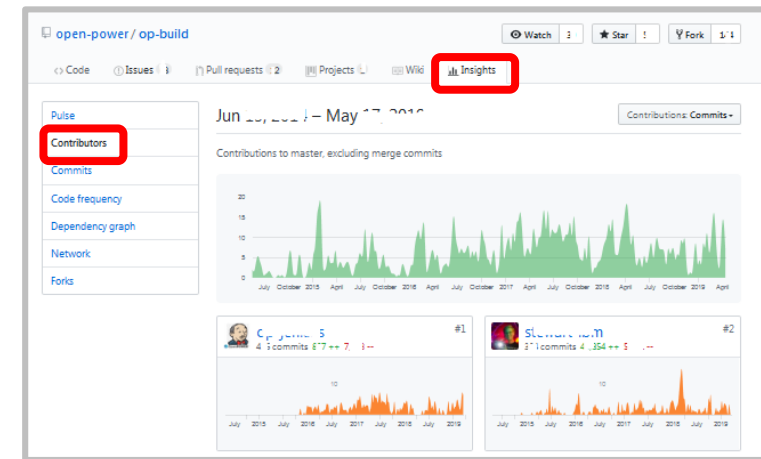
Source: bugzilla.org
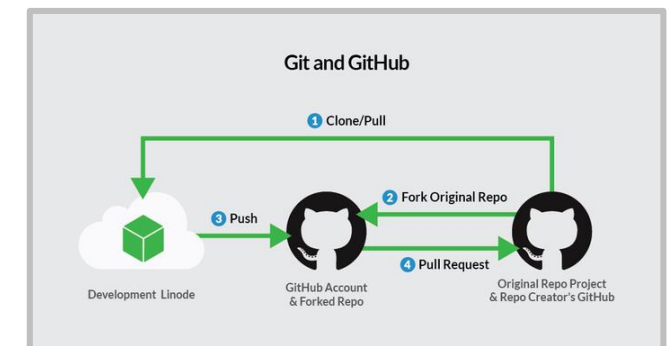
Source: github.com

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!
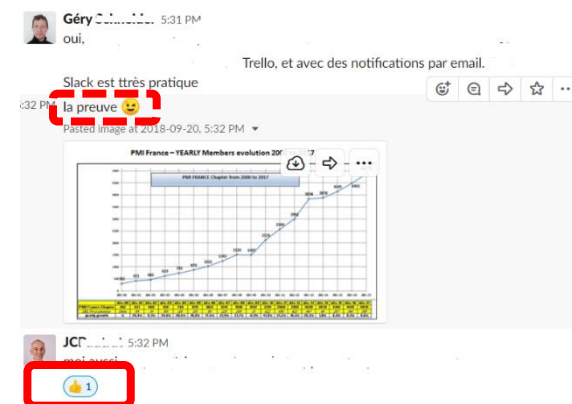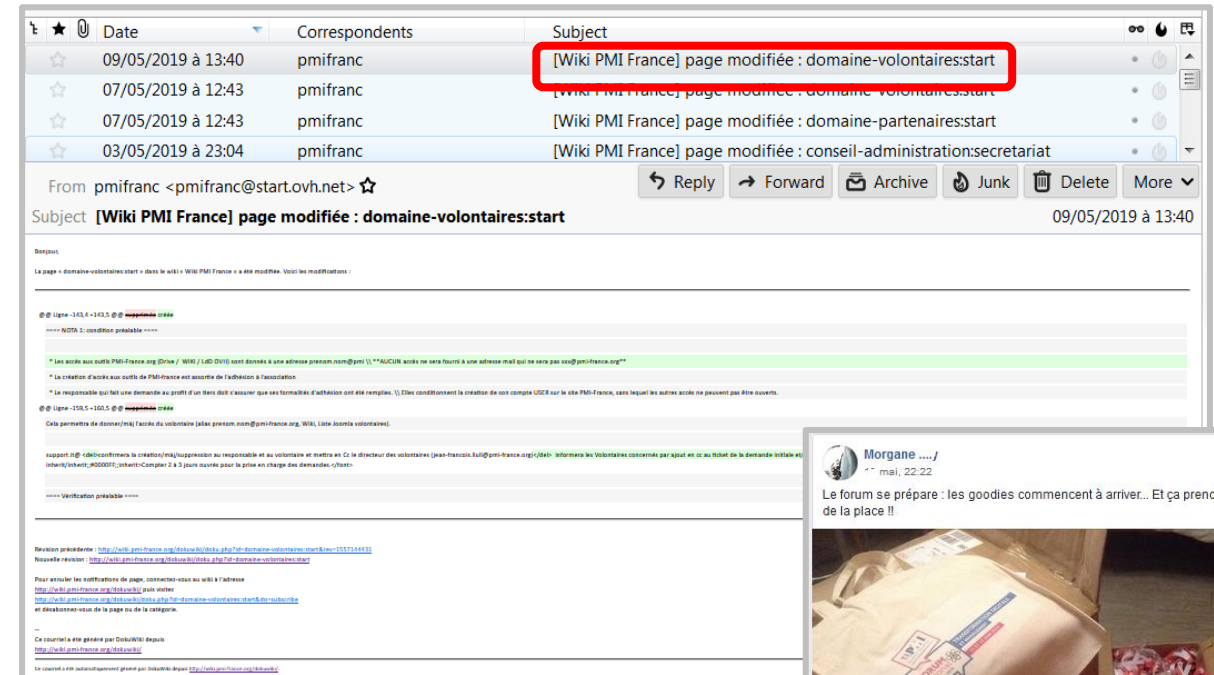
Case study: the Wiki of PMI-France

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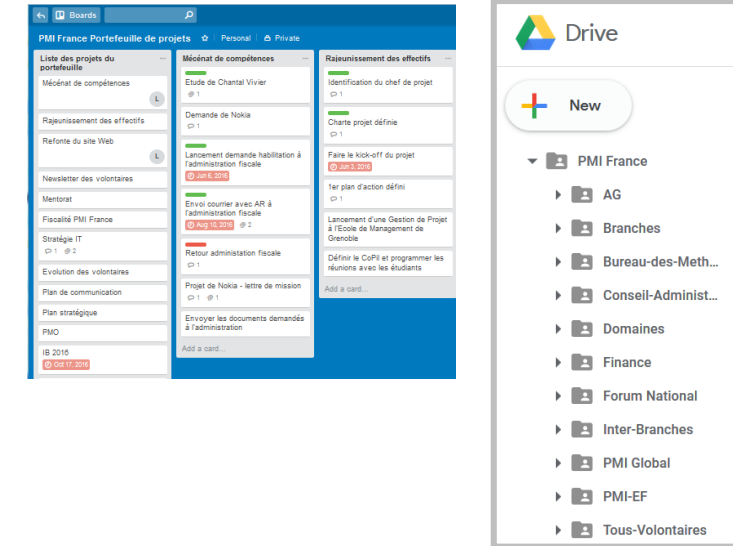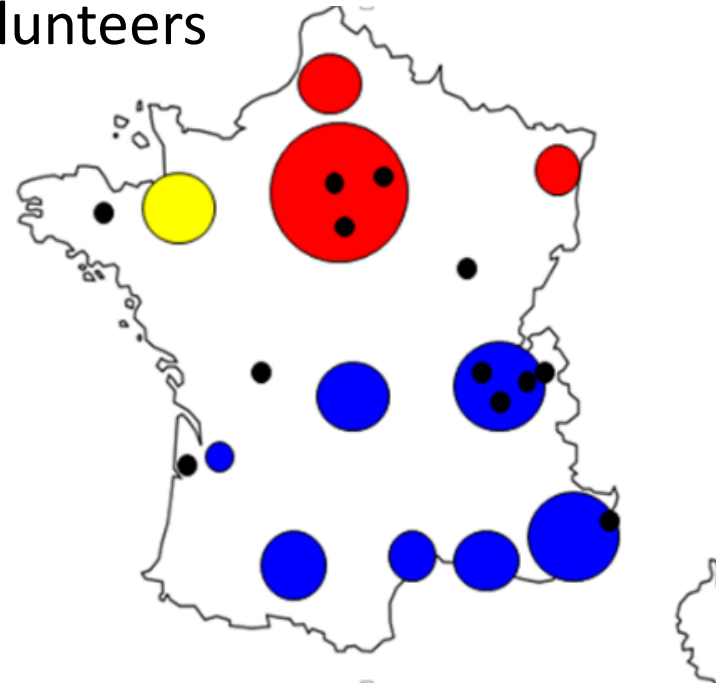
many teams ➔ many tools

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

Wiki = WYGIWYP
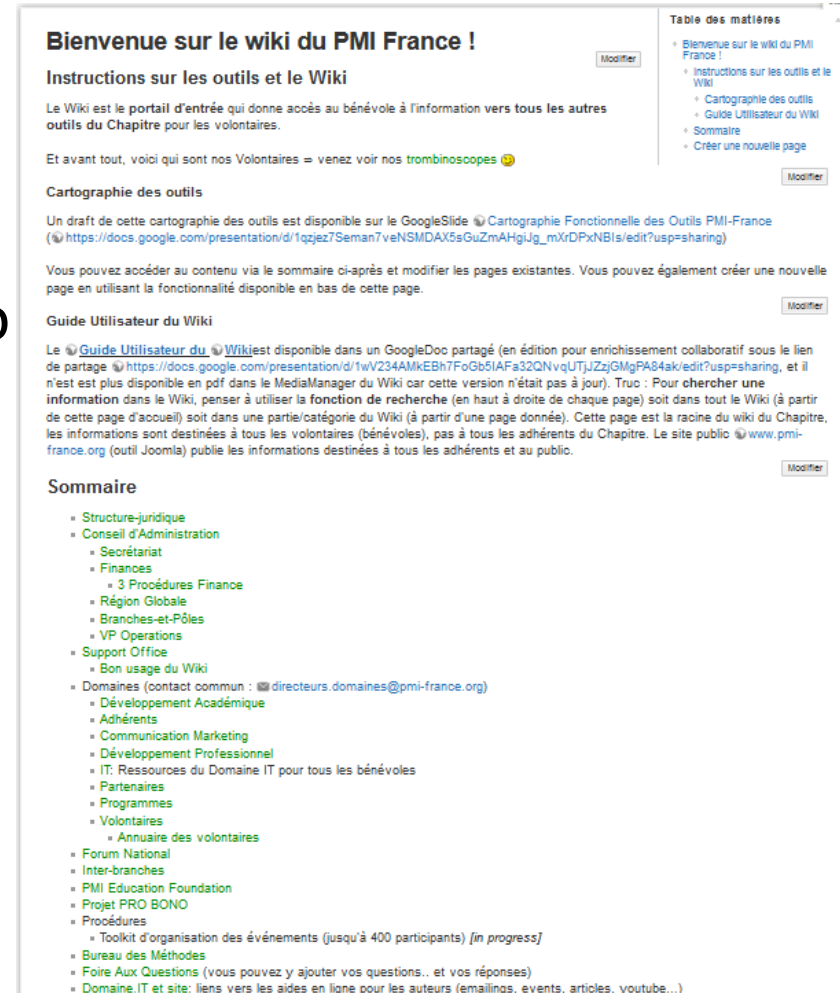
- A famous Wiki: wikipedia.org

- a Hawaiian word meaning "quick" = easy *concurrent* **editing**
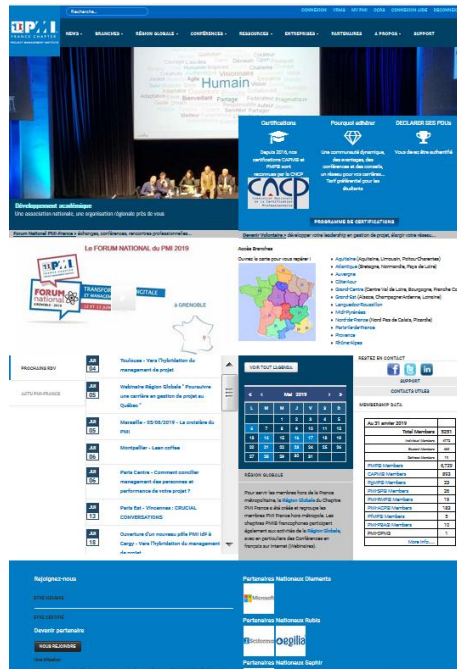
- WYGIWYP (**What You - all - Get Is What You -all- Put**) = the truly simple collaborative approach (give & take)

- *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)
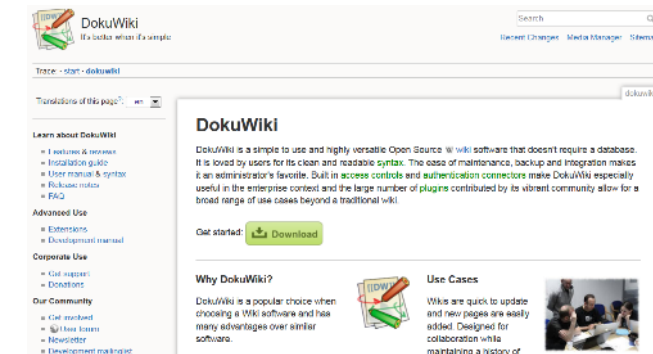
Flexible Structuring

- 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

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*)
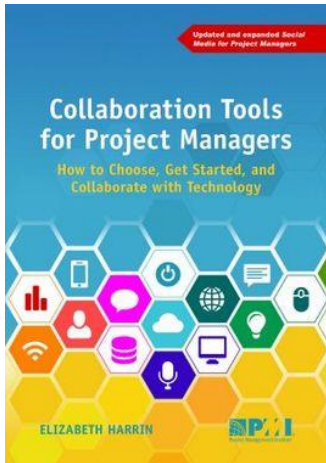
13th State of Agile ™ Report

- 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 managment 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%

Source: stateofagile.com

Questions?

Some references
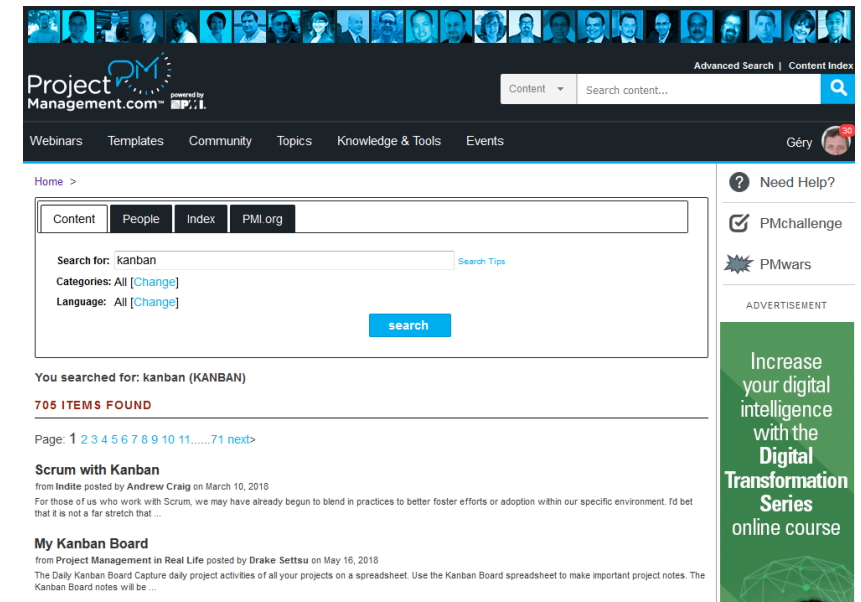
Collaboration Tools for Project Managers

Elizabeth Harrin (pmi.org)

13th State of Agile ™ Report

stateofagile.com
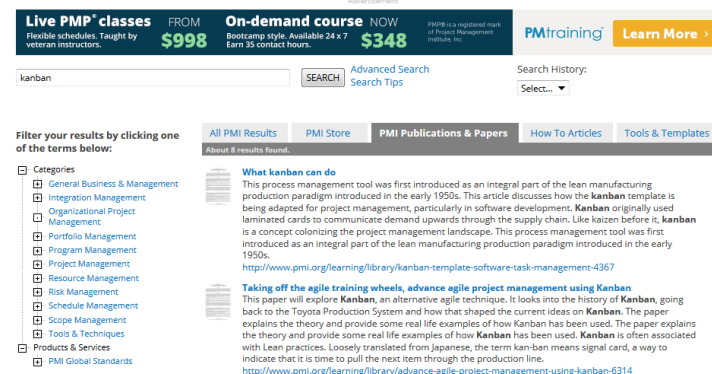
[pmi.org](pmi.org) / Learning

projectmanagement.com

Thank you!