

OPENNESS Collaboration platform manual

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1 Introduction

In order to provide NEM consortium members with an operational environment to work together, a collaboration platform supported by the VITAL MEDIA project has been implemented. This platform is a workspace used by NEM consortium since September 2016 (three months after the project started available at <http://vitalmedia-project.eng.it>).

The NEM collaboration platform has been implemented during the Task 2.1 Implementation of a web-based collaborative platform in order to engage the convergence and social community (R&D centres, universities, policy makers and regulators, clusters and other business accelerators, SMEs, large companies). The platform allows users to upload profiles and information, interact with other participants, share documents and whitepapers, publish events, propose project ideas, find matches and create working groups. Additionally, the platform supports co-creation of new emerging knowledge thanks to the collaboration processes.

This document represents an official manual to using the platform and it is released by Engineering Ingegneria Informatica S.p.A., according to the project milestone MS2.2.

2 Overview

The NEM Collaboration platform is based on OPENNESS (Open Networked Enterprise Social Software), an open source framework developed by Engineering Ingegneria Informatica S.p.A. (ENG), partner of the VITAL MEDIA project. The NEM Collaboration platform acts as a hub for communications and for the interchange of documents and multimedia contents supporting the NEM Initiative.

As described in D2.1 VITAL MEDIA online collaboration platform, one of the objectives of NEM Collaboration platform is to support users in carrying out part of their daily activities and their work. The advantages of online collaborative commissioning procedures are not limited to the facilitation and optimization of what happens in the traditional way; the results obtained are much larger, since these models are taking advantage of the constructive mechanisms beliefs inferred from the component "social" web, which works as a catalyst for the birth of ideas and combinations collaborative unpredictable.

All the people joining the NEM collaboration platform will belong to the operational environment called network. The NEM collaboration platform is formed by the whole NEM collaboration platform, the network that is the main operational environment, the workspaces to which people belong to arrange others activities beyond the network.

2.1 How to join the NEM collaboration platform

All project participants joining to the NEM collaboration platform are granted to access the NEM network: they can upload and download documents, create and invite others to a calendar event, read and write wiki pages to share information and to organize the activities.

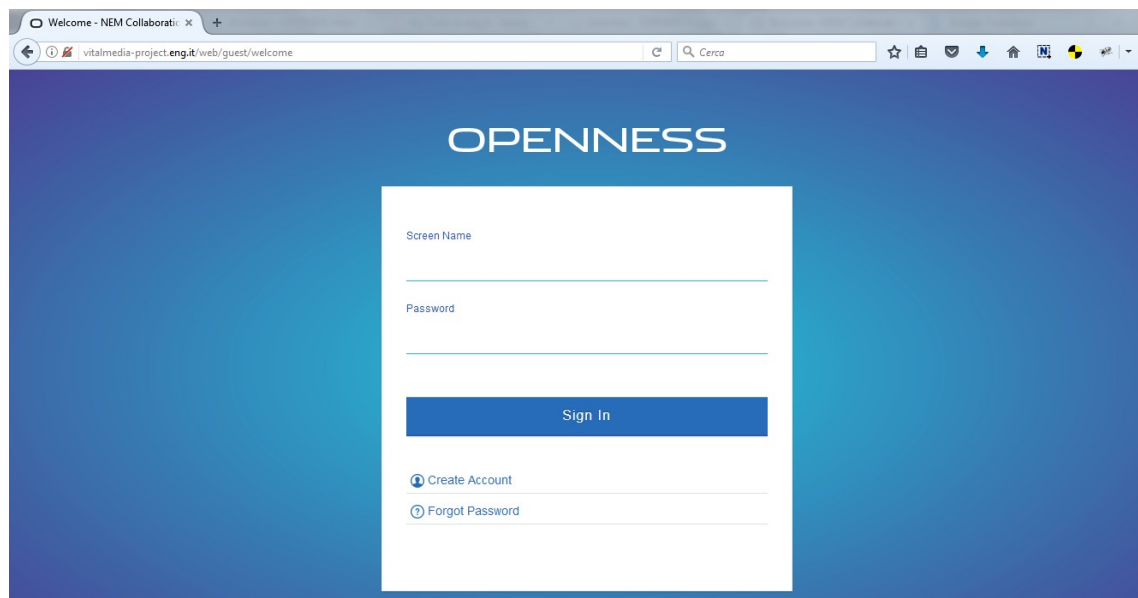


Figure 1 NEM collaboration platform login mask

Access to the platform is controlled by an username and a password of personal user accounts, which are assigned by the platform administrator.

2.2 How to request the access to the platform

2.2.1 Basic process

The basic process for requesting the access is the following:

1. The partner’s main contact sends a request to the ENG administrator via email or using the community portal. In the request the partner must include:
 - a. Name and surname of the person to add;
 - b. Email address of the person to add.
2. The person that is requested to be added should be in CC in the request email.
3. The email has to be sent to vitalmedia-admin@eng.it .

2.2.2 Invite users

One of the main goals of the VITAL MEDIA project is to enlarge the community in the social media area at the European level, at level of the national and regional clusters, through collaboration amongst the NEM Initiative and the clusters. Accordingly, the VITAL MEDIA platform offers a specific service to invite other users outside the consortium (Figure 2).



Figure 2 Invitation tool

The registered users can invite others to sign up typing their email addresses in the form provided to send invitations. It is possible to send 20 invitations at a time (Figure 3).

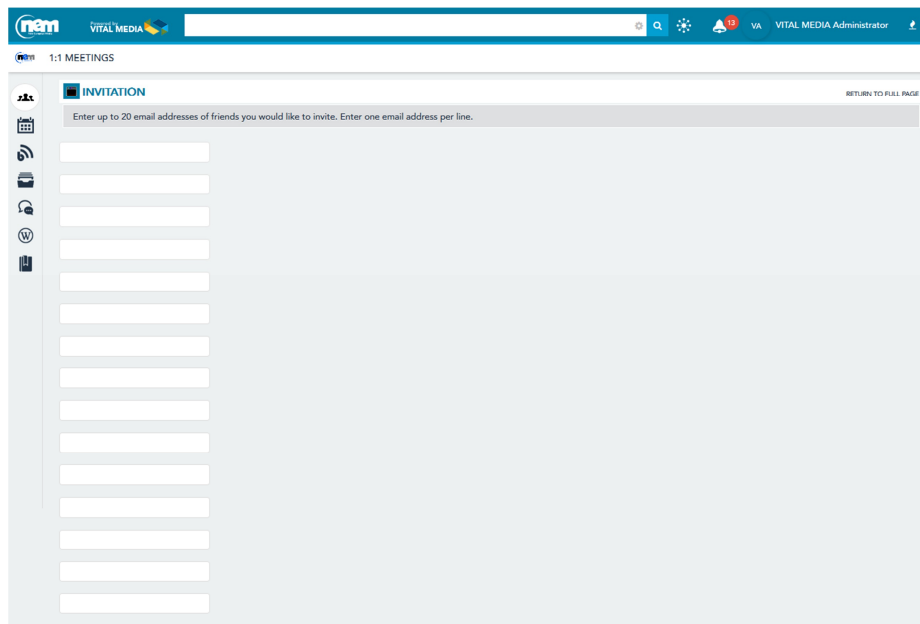


Figure 3 Invitation form

Invited users will receive an e-mail notification with the link for registration into the portal (Figure 4).

Invitation from VITAL MEDIA Administrator

1 messaggio

VITAL MEDIA Administrator <vitalmedia-admin@eng.it>
A: mariagiuseppa.guella@gmail.com

Hello,

Come and register on the [NEM collaboration platform](#)

Sincerely,
VITAL MEDIA Administrator
vitalmedia-admin@eng.it
<http://vitalmedia-project.eng.it>

Figure 4 E-mail to come and register into the platform

2.2.3 Create account

The registration form (Figure 5) requires some personal data:

- First name (required)
- Middle Name
- Last Name (required)
- Job Title (required)
- Screen Name (required)
- Email Address (required)
- Text verification (required)

After user submits her data, she will receive a notification email with the confirmation of account creation and the credentials for the access (Figure 6). The password is temporary.

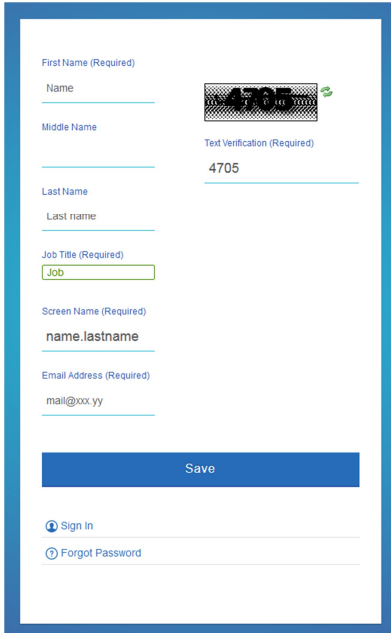


Figure 5 Form to create a new account on NEM Collaboration platform

<http://vitalmedia-project.eng.it>: Your New Account

Da: Vital Media Admin (vitalmedia-admin@eng.it) +

A: "Name Last name" <mail@xxx.yy> +

Dear Name Last name,

Welcome! We've recently created an account for you at <http://vitalmedia-project.eng.it>

Your screen name is name.lastname

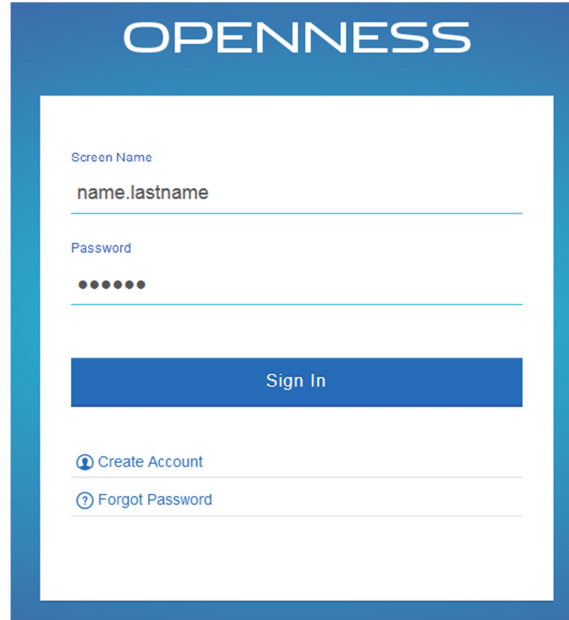
Your password is 1LY2hK

Enjoy the platform!

Sincerely,
Vital Media Admin
vitalmedia-admin@eng.it
<http://vitalmedia-project.eng.it>

Figure 6 E-mail notification for new account created

The user can then login into the platform (Figure 7) using the credentials sent.



The screenshot shows a login interface for 'OPENNESS'. At the top, the word 'OPENNESS' is displayed in white on a blue background. Below this, there is a white form area. The first field is labeled 'Screen Name' and contains the text 'name.lastname'. The second field is labeled 'Password' and contains five black dots. Below the password field is a blue 'Sign In' button. At the bottom of the form, there are two links: 'Create Account' with a plus icon and 'Forgot Password' with a question mark icon.

Figure 7 Login into the platform

At first, the user must:

1. agree to the terms of use (Figure 8);
2. change the password (Figure 9);
3. choose a password reminder (Figure 10).

nem VITAL MEDIA
Name Last name

1:1 MEETINGS

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 - (b) A description of the copyrighted work that you claim has been infringed;
 - (c) A description of where the material that you claim is infringing is located on the Site;
 - (d) Your address, telephone number, and email address;
 - (e) A statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; and
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Figure 8 Acceptance Terms of Use

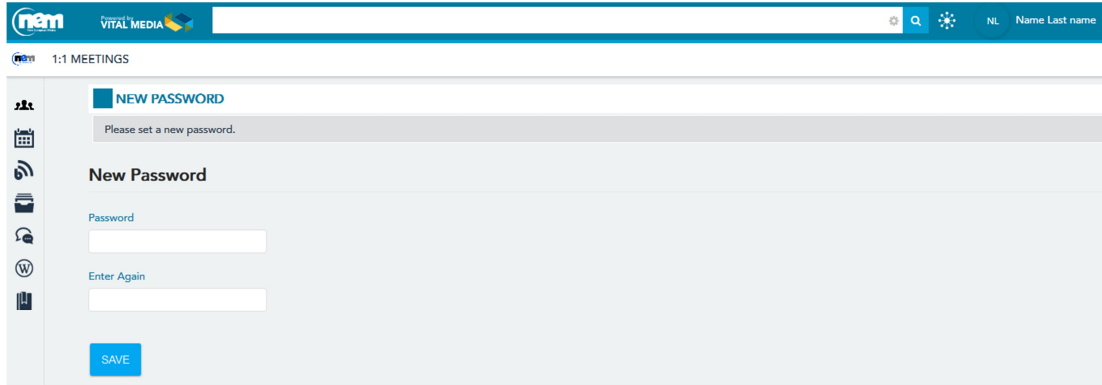


Figure 9 Change the password

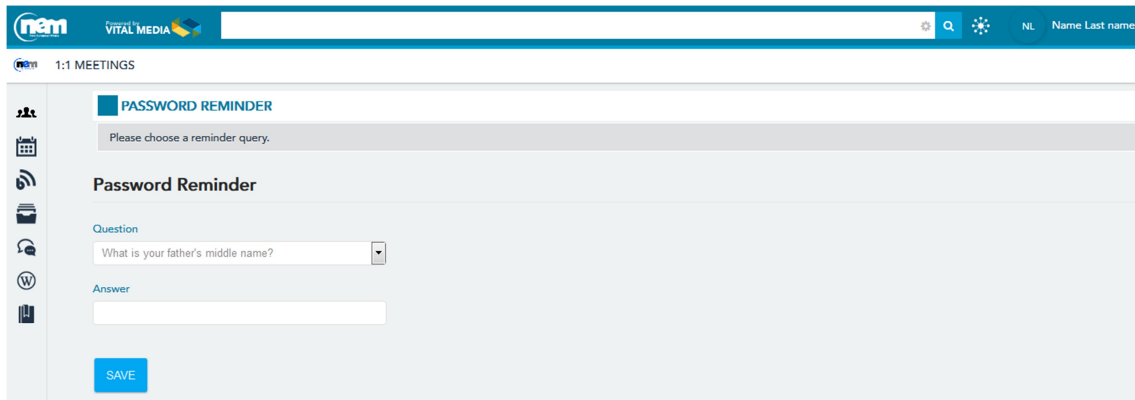


Figure 10 Password reminder

The enrolment now is complete. Automatically, the OPENNESS system will start a short tour of the main features offered by the NEM network:

- People: displays all networks, teams and groups who user belong to. It allows user to create and manage a new team or custom group.

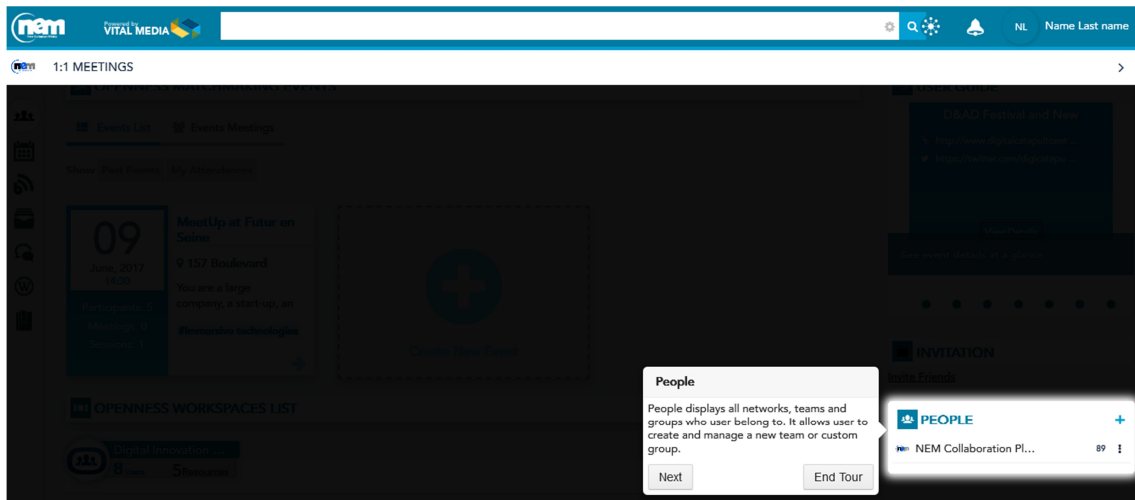


Figure 11 Start Tour - People

- Team: a group of people organized to work together within own workspace.

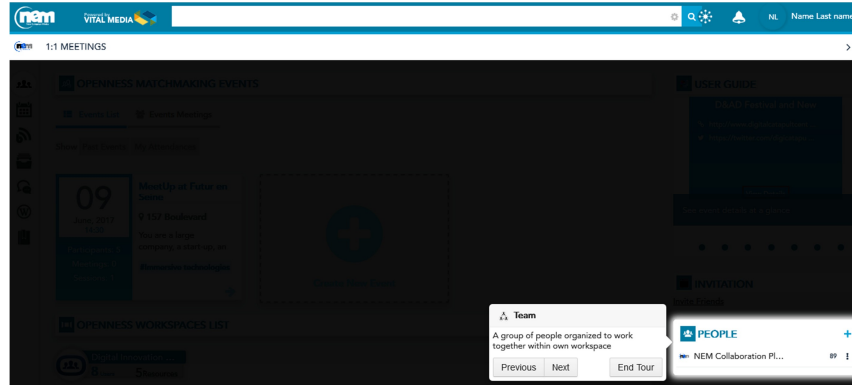


Figure 12 Start tour - Team

- Circle: a personal user grouping that allows user to follow activities of belonging members or create a resource folder. It is visible only to the owner and it does not generate any notification to other members.

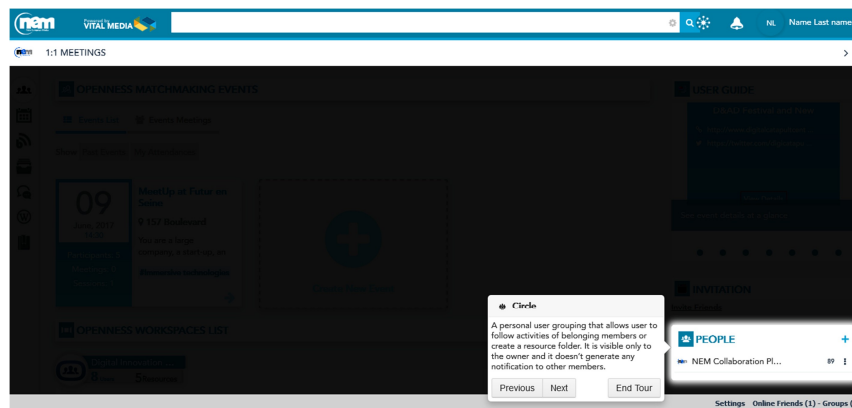


Figure 13 Start tour - Circle

- Chat: it is possible to communicate with other users in real time and setting the chat status.

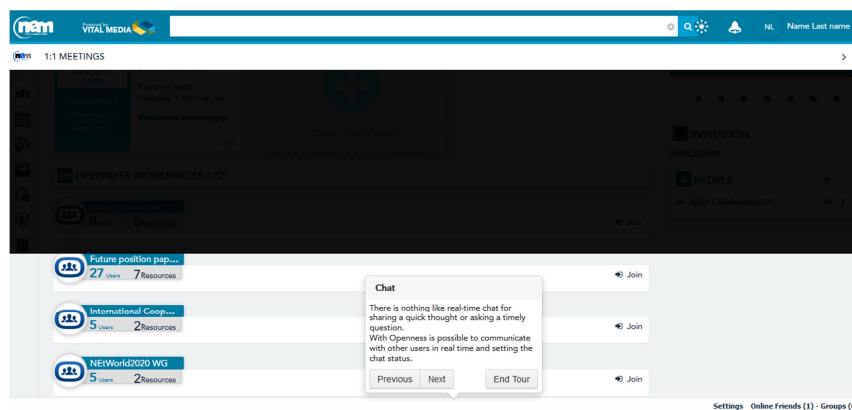


Figure 14 Start tour - Chat

- OPENNESS menu: it provides easy access to all workspace pages.

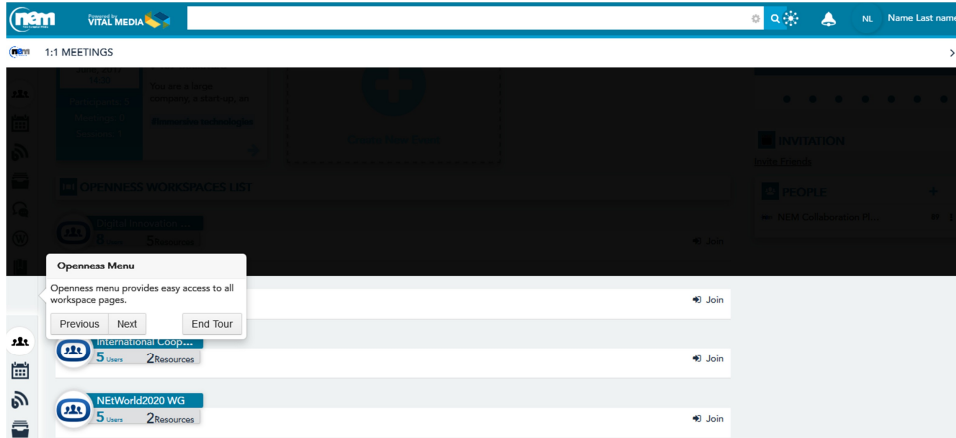


Figure 15 Start tour - Openness Menu

- OPENNESS Semantic Search: Allows user to configure custom search finding content by attribution such as by its category and domain. The search result displays an abstract of the resources with the social bar that allows user to easily interact with comments, rating, likes and markers. It is possible to save one, a few or all search results in a pinned folder accessible from the resources portlet.

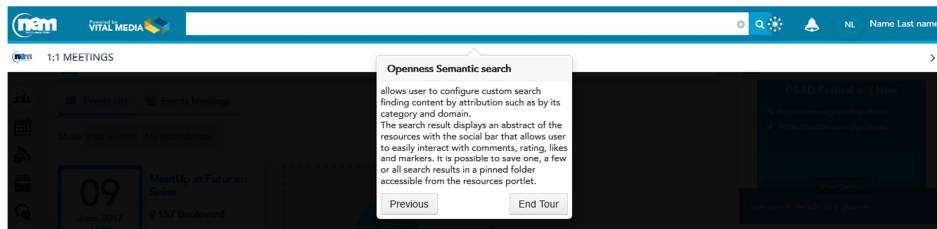


Figure 16 End of tour – Openness Semantic Search

In Figure 17, the NEM collaboration platform home page.

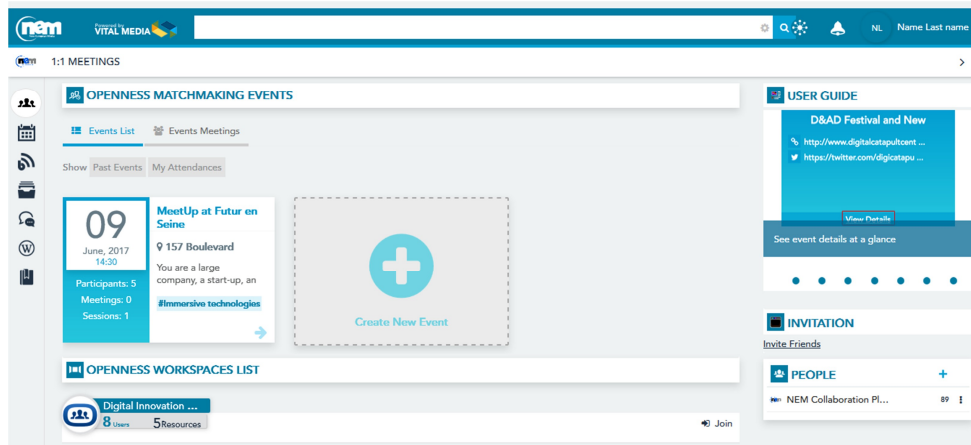


Figure 17 NEM collaboration platform Home page

3 How to use the network

The network is managed by Engineering and offers a collaborative working environment, equipped with useful tools and functionalities, in order to support collaboration and collective knowledge management.

The platform allows users to be constantly informed about platform activities: each member can follow the evolution of the activities of interest and actively participate on results to carry out. One of the most important characteristics of the platform is the possibility to reference the content throughout the network, allowing a coherent maintenance of project knowledge and information. In Figure 18, the main parts of the network are highlighted, while the focus on section below (paragraphs 3.1, 3.2, 3.3) provides a detailed explanation of all the functionalities displayed around the main content area, where the detail of the selected application or content (calendar overview, event detail, list of files, file detail etc.) is visible. Moreover, paragraph 5 details about the portal social features provided by platform: the mentions and the social bar. The Invitation Application has been described at paragraph 2.2.2.

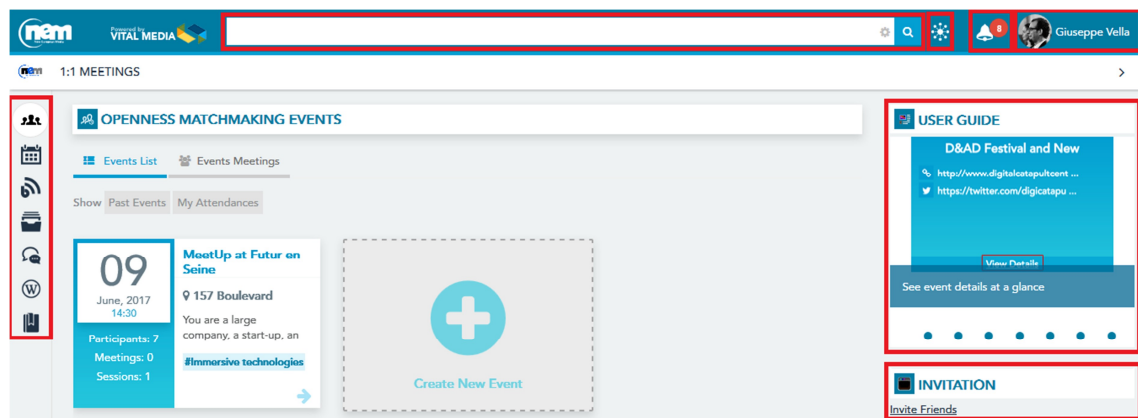


Figure 18 The operational network of the NEM collaboration platform

In the next sections of the deliverable it is further clarified how to use each of the applications above to carry out project specific activities like, for instance, the communication with other project partner, the organisation of a meeting, the creation of a deliverable, etc.

3.1 Dock bar

The functionalities available in the Dockbar, the bar on the top, are the following:

- **Semantic Search**, where workspace participants can find all the portal content and people;
- **Around me**, through this functionality, workspace participants can get an overview of what is happening in real time in the activity stream (Timeline, see paragraph 4.4);
- **Inbox notification**, workspace participants are alerted every time they receive a message or a notification;
- **Personal profile**, by clicking on the icon, workspace participants can access their profile, start the introduction tour and sign out from the platform.

3.1.1 Semantic search

The NEM collaboration platform includes several search features to help she quickly find what she's looking for, or just to browse through content, people, and teams.



Figure 19 Semantic search

The users can search for specific words simply enter the search terms to see content containing all the specified words in any order (Figure 20). They can find resources by person, title and content also benefit from the suggestions shown in real-time in the search box when typing the query if they decide to search for a resource from a term.

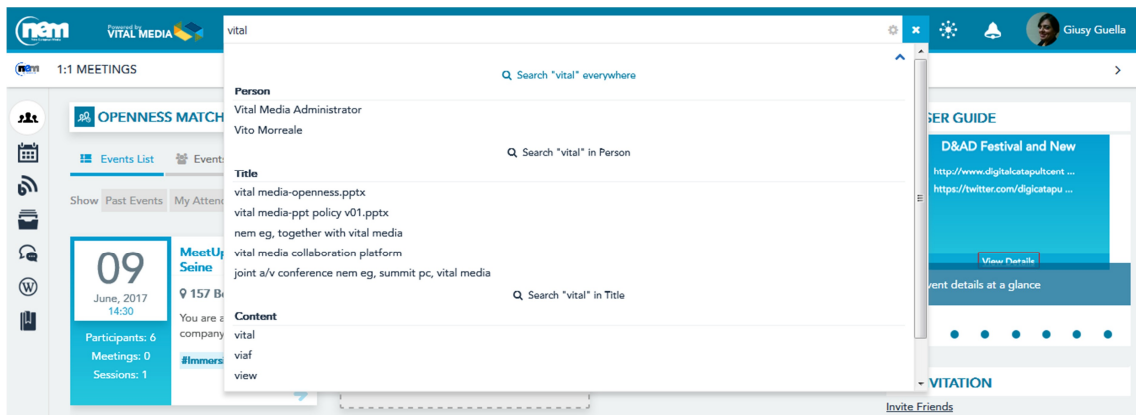


Figure 20 Search for specific words

The search results are displayed in a default order by content, person, and title (Figure 21). Every result has identified by its specific icon type, the title, the initial description, the author and the creation date.

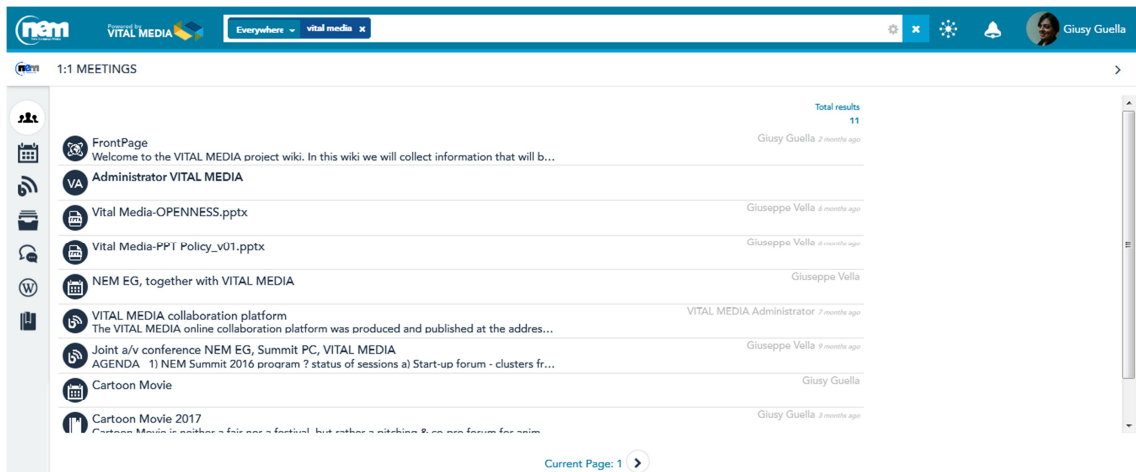


Figure 21 Search results

It is also possible to act several social actions (Figure 22) on the results (i.e. follow, like, pin, share and link).

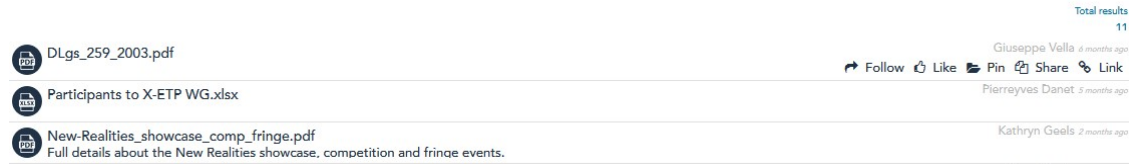


Figure 22 Social bar for search results

The users can setting up some search criteria (Figure 23):

- Number of results for page in a range of 5 to 50 (default value: 10);
- List/Card view (default value: Card);
- Show/Hide the social bar for the social actions in the results (default value: Show).

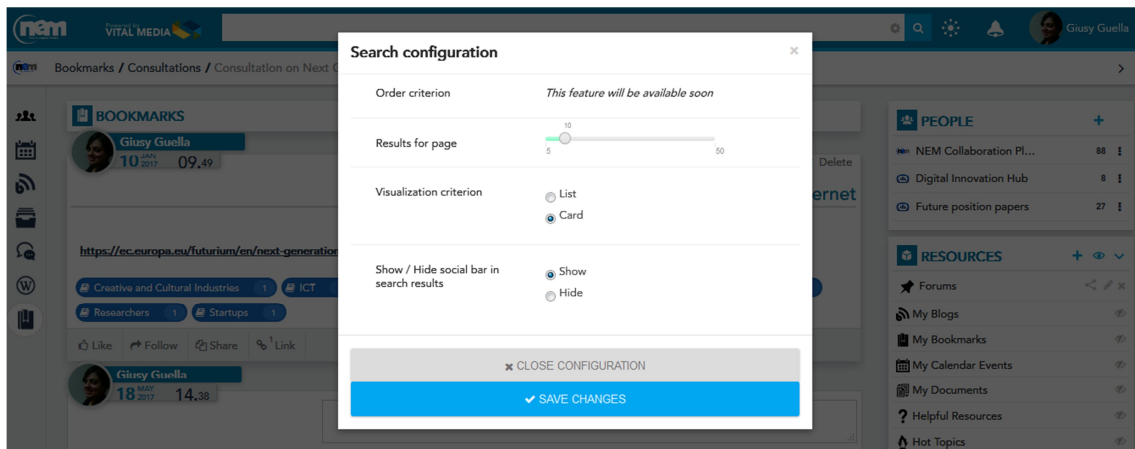


Figure 23 Search configuration

The query of the search is saved in the search history that will dynamically create a visible and available menu from the Search Application that will automatically be powered up and updated each time the users start to use the search application (Figure 24).

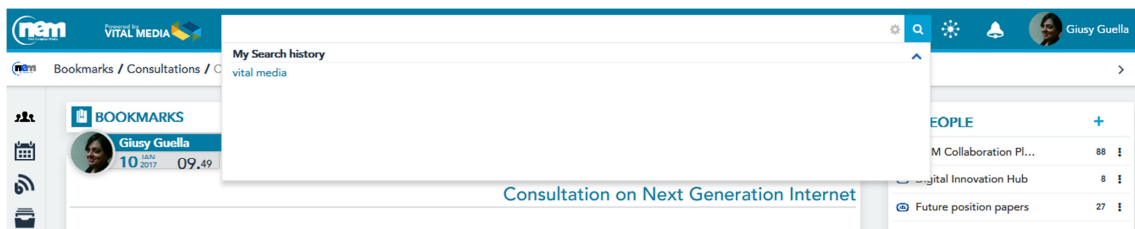


Figure 24 Search History

3.1.2 Around me

From the Around me application, the user can preview and interact with activity that flows through her community. The "Around me" app shows all public and real-time up-to-date updates about the

interactions between users and resources / users / teams that occurred within the platform's workspace and to which the user in question belongs.



Figure 25 Around Me icon

The activities are showed in a descending chronological order and hide a link to the resource object of the action (Figure 26).

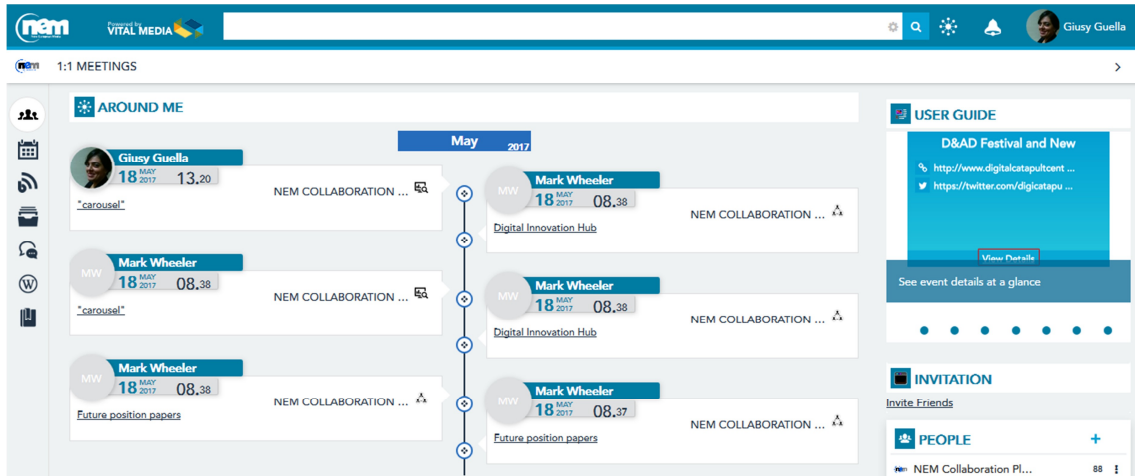


Figure 26 Around Me view

3.1.3 Inbox notification

The Inbox Notification application shows the activity that's most user centric allowing users to receive in real time all notifications that are in some way related to them and their activities within the platform.



Figure 27 Inbox icon

From the notification, the users will be able to reach the resource in question if necessary. The notification details show (Figure 28): (i) Who sent the notification; (ii) The resource in question; (iii) The timestamp of the notification.

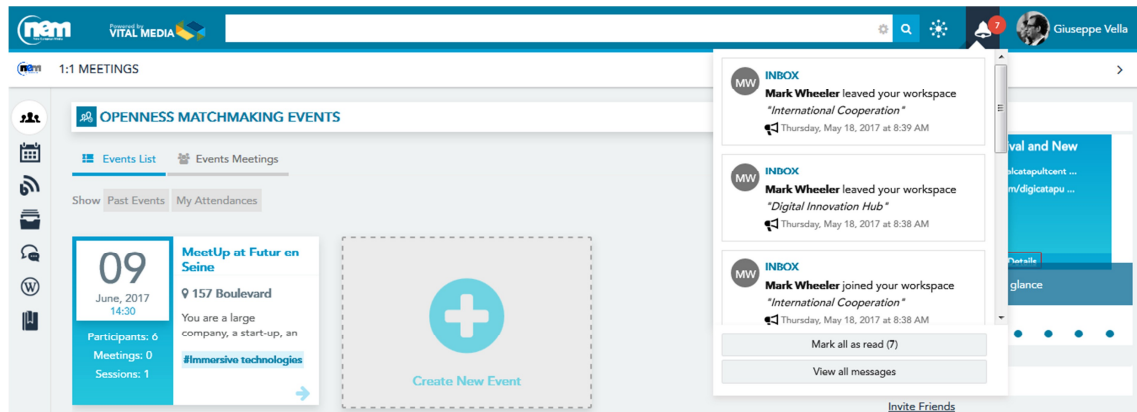


Figure 28 Inbox Notification

The NEM user receives a notification when:

- Inbox
 - Workspace owner receive a notification when someone JOIN membership
 - Workspace owner receive a notification when someone LEAVE membership
 - Receive a notification when she is ADDED to workspace
 - Receive a notification when she is REMOVED from workspace
 - Receive a notification when someone FOLLOW her resource
 - Receive a notification when someone UNFOLLOW her resource
 - Receive a notification when someone LIKE her resource
 - Receive a notification when someone UNLIKE her resource
 - Receive a notification when someone MARK her resource
 - Receive a notification when someone UNMARK her resource
 - Receive a notification when someone NOTIFY to her a resource
 - Receive a notification when someone NOTIFIED her resource (and not already notified her)
 - Receive a notification when someone SHARE with her a pinned folder
 - Receive a notification when someone ADD A COMMENT on her resource
 - Receive a notification when someone ADD A COMMENT on a commented resource and This resource is not her own
 - Receive a notification when someone MENTIONED her
 - Receive a notification when someone MENTIONED her resource
- Workspaces List
 - Receive a notification when someone request membership on her restricted workspace
 - Receive a notification when someone reply on her membership request
- Events Matchmaking
 - Send a notification to the people invited to a new event
 - Send a notification to the guest when a meeting invitation is deleted
 - Send a notification when a meeting is deleted
 - Send a notification to the user host when someone refuse a meeting invitation
 - Send a notification to the host when someone accept a meeting

The channels used for the notification are generally three: the internet website (in this case the Inbox), mail and mobile using the OPENNESS Mobile Apps. The management and use of these

channels is given to the user himself through the "Notification Manager" section of the In Box (Figure 29).

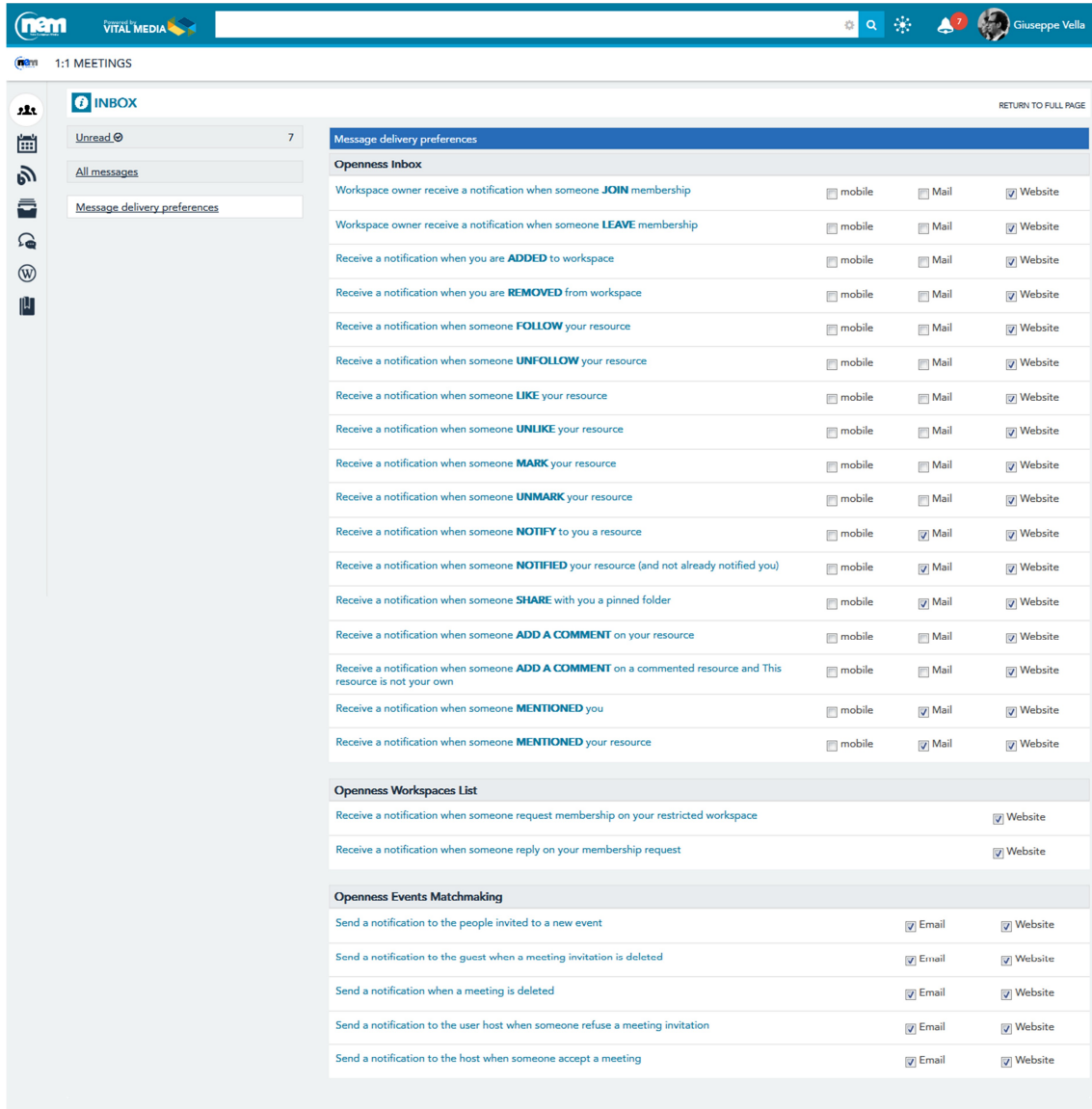


Figure 29 Manage notifications

3.1.4 User Profile

The management of the User Profile is an important step for participating in the community because it allows the members of the community to get to know interests, experiences and professional skills of the others.



Figure 30 User Profile icon

To access the profile, the users have to click on their own avatar in the top bar and select “My Profile” (Figure 31).

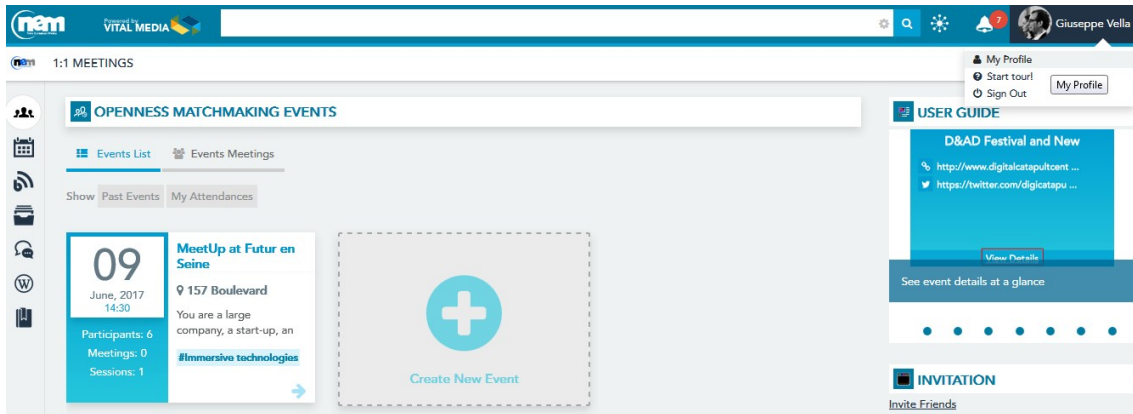


Figure 31 Access to the User Profile

The User Profile shows the basic user info, the contact information (skype, facebook, twitter, linkedin), skills, latest contents and subscriptions (Figure 33). It also an overview on the user activities in terms of resources created, following and followers.

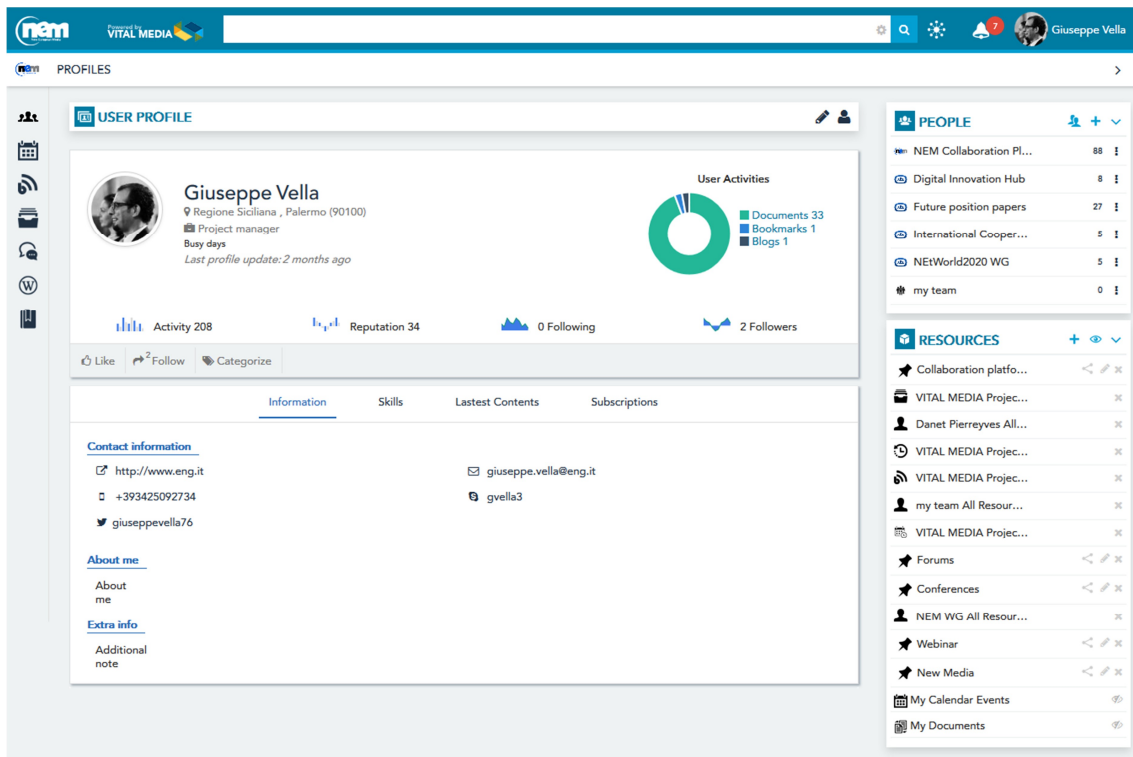


Figure 32 User Profile

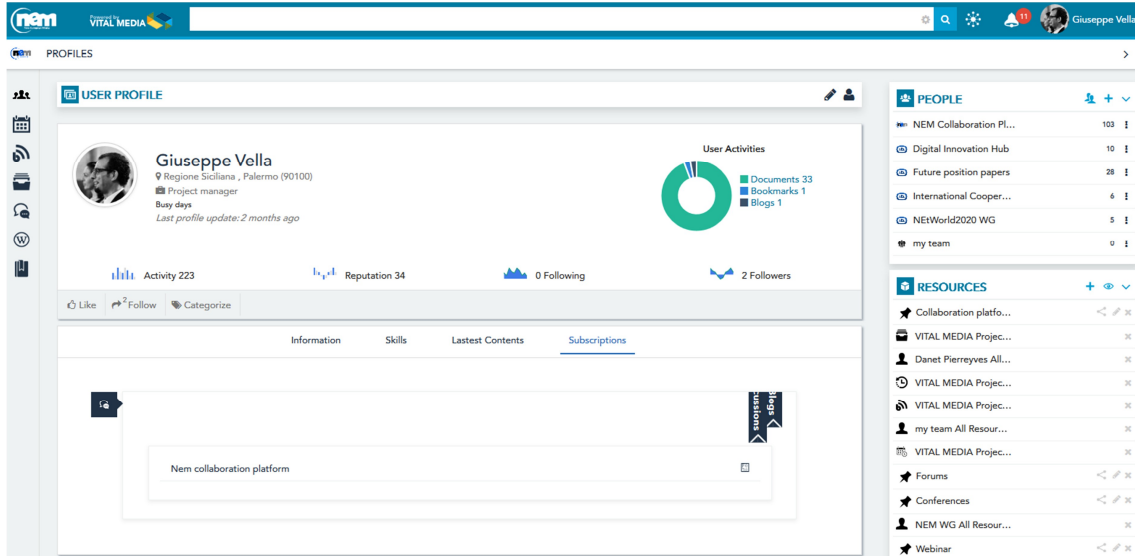


Figure 33 Subscriptions

To update the profile click on "Edit" (Figure 32) and manage it (Figure 34).

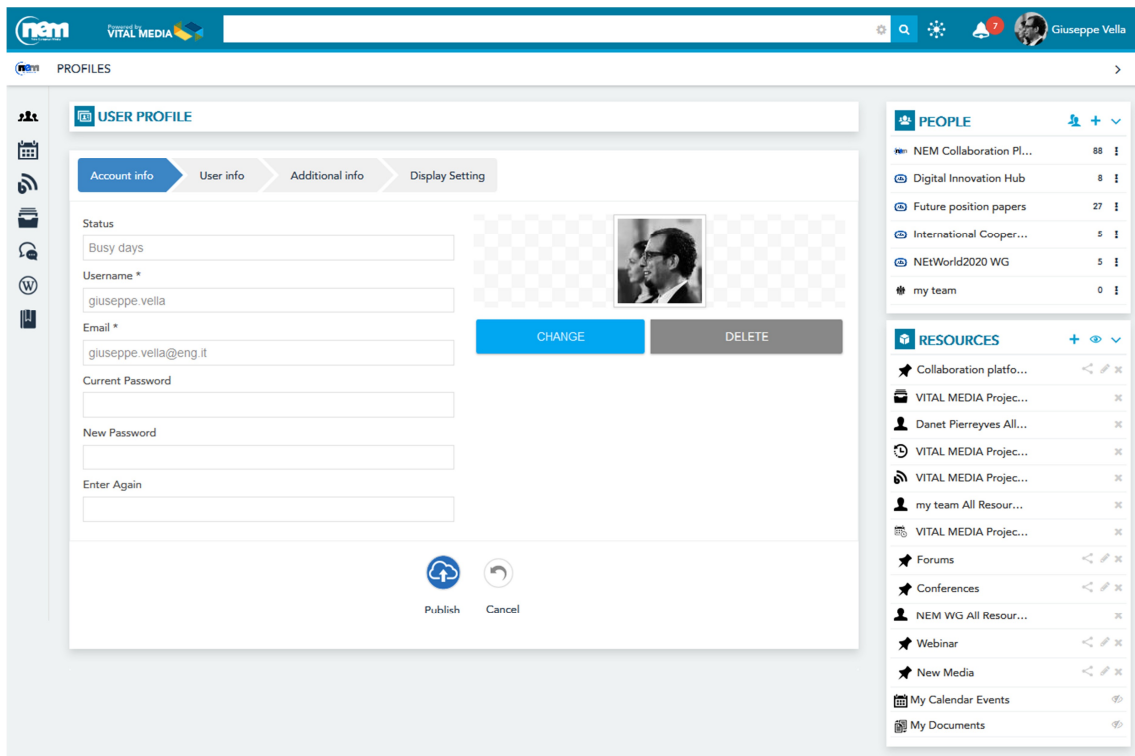


Figure 34 Update the User Profile

The user can manage her skills clicking on “My Account” (Figure 32): selecting the section “Categorization” in the tab Account Settings (Figure 35), everyone is able to search through the existing vocabularies (i.e. Audience, Market Sector, Topic) and select the categories that identify her

competences (Figure 36). It is also possible add new personal tags, select the existing or suggested ones (Figure 37).

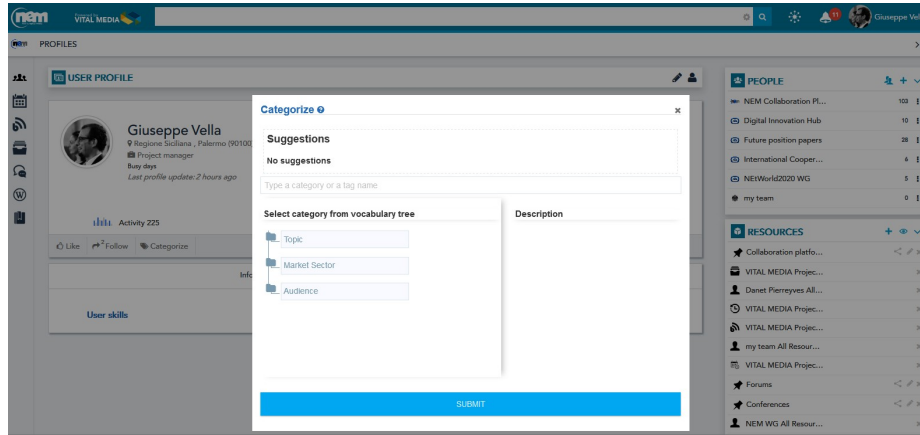


Figure 35 Add skills with the Categorize button

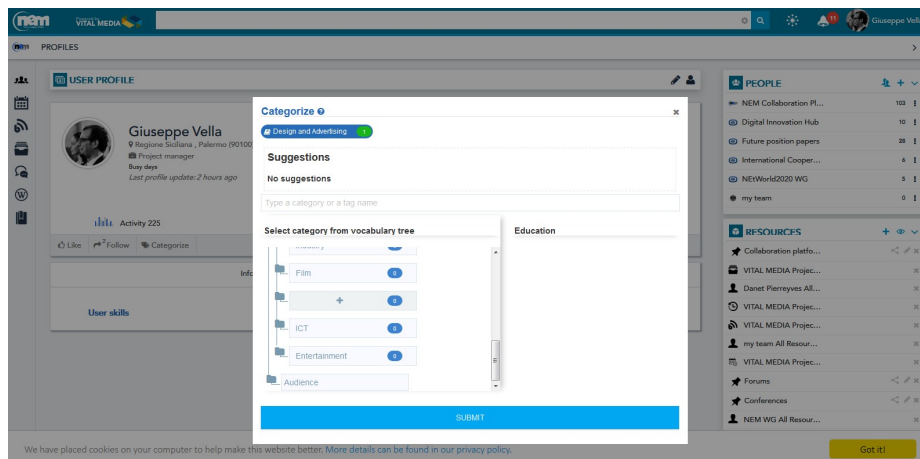


Figure 36 Search and select categories

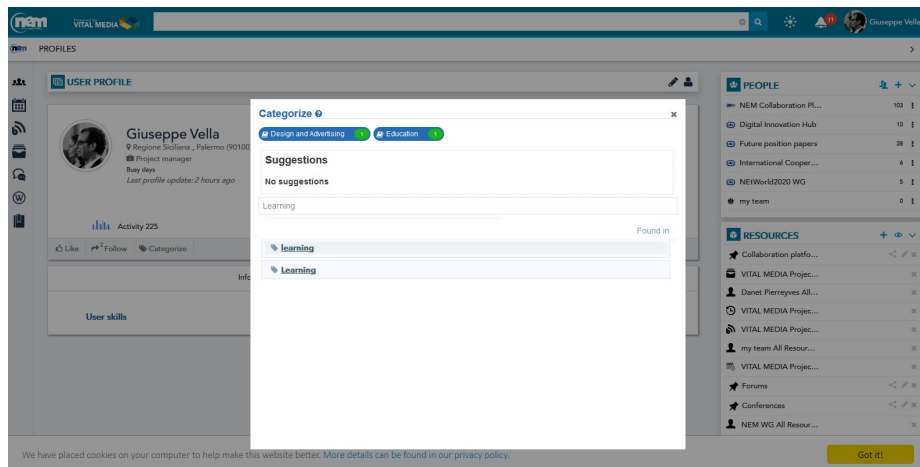


Figure 37 Add tag to the User Profile

In such a way, the User Profile is constantly aligned with the actual interests and skills of the user (Figure 38).

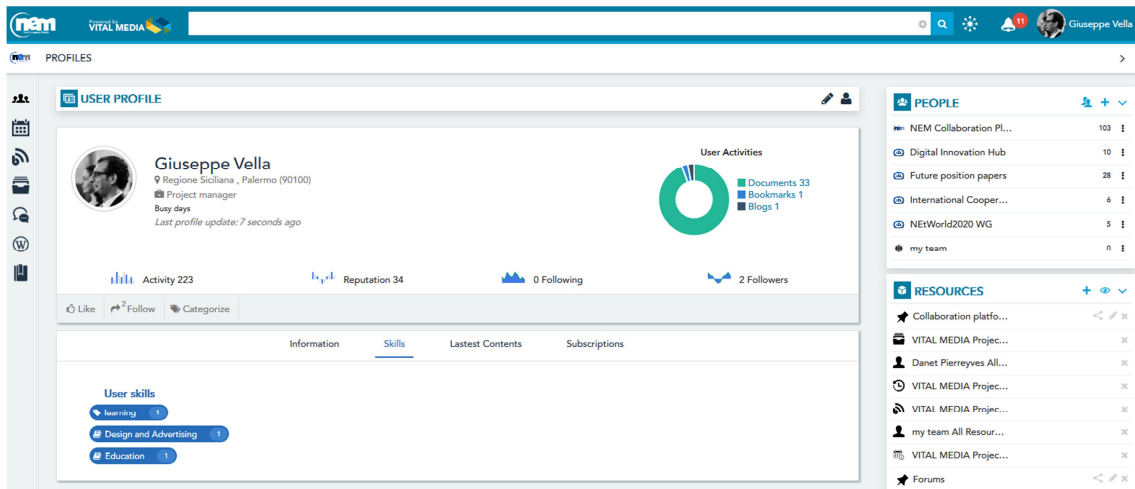


Figure 38 User skills

3.1.5 Quick tour

The NEM collaboration platform offers a fast tour that give an overview of the major applications present.



Figure 39 Quick Tour icon

The Quick Tour application is accessible from the avatar clicking on the “Start tour!” button (Figure 40).

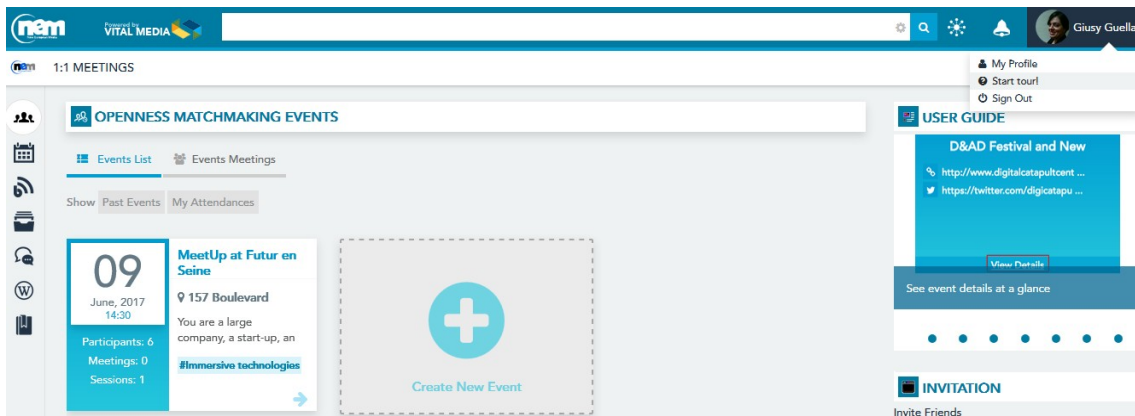


Figure 40 Start the Quick Tour

The Quick Tour consists of 12 steps that show the different functionalities of a workspace: Timeline, People, Team, Circle, Chat, Menu, Resources, Pinned Folder, Smart Folder, Create Pinned Folder,

Show Smart Folder, Semantic Search. Some of these steps have been described at paragraph 2.2.3. The user can end the tour at any time (Figure 41).

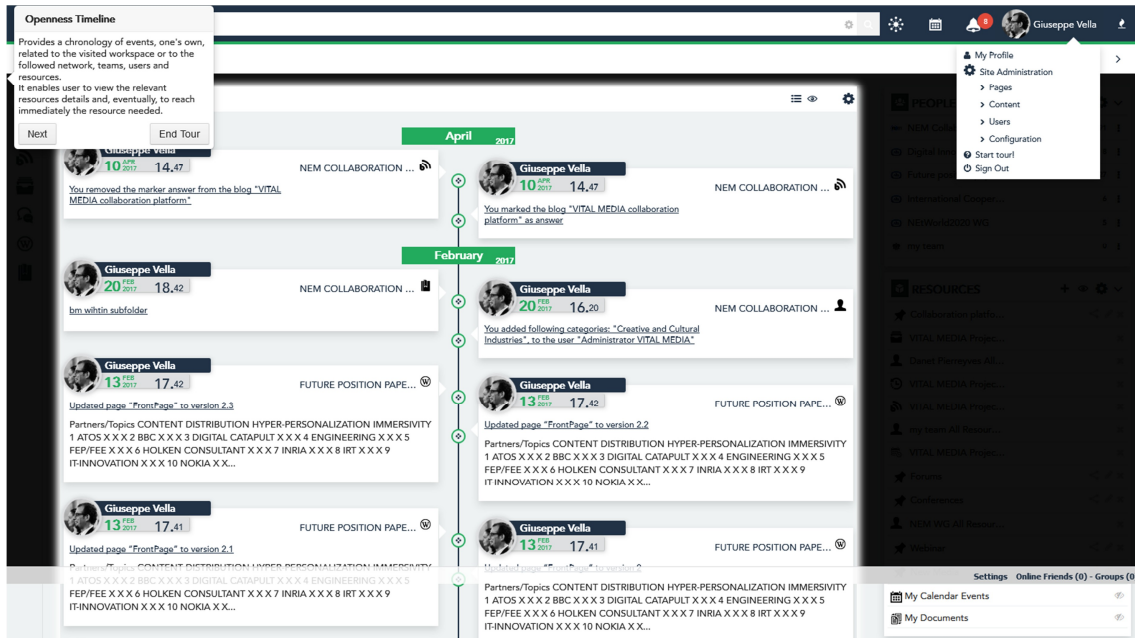


Figure 41 Quick Tour view

3.1.6 Logout

The users can leave the platform through the Sign Out button.



Figure 42 Sign Out icon

This functionality is accessible from the avatar (Figure 43).

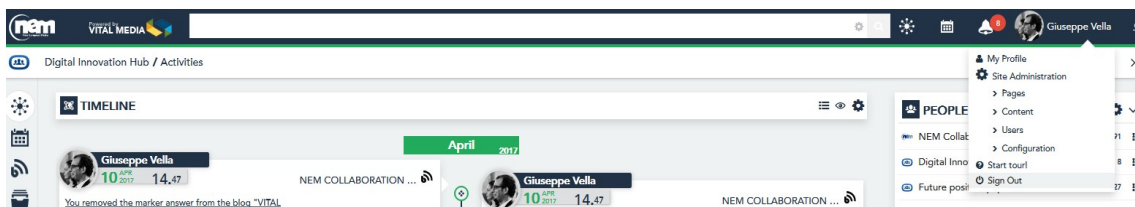


Figure 43 Logout

3.2 Main menu

On the left-hand side bar (Figure 18) is available the menu with the applications available in the network (Figure 44):

- 1:1 Meetings
- Calendars, to manage calendar events in a workspace;
- Blogs, it contains all the articles that members will want to share with the team;

- Documents, the environment where all the deliverables, papers, images and other files can be stored;
- Wiki, pages related to guidelines and explanations of interest to the VITAL MEDIA users;
- Bookmarks, allows creating list of user-created and freely shared bookmarks.



Figure 44 Menu bar

3.2.1 1:1 Meetings

The Matchmaking Events application is a specialized brokerage event tool, capable of fully managing a networking event. This tool enable users to create events and invite or share them with others users of the platform. It is possible to get an overview of all participants’ competences such as their availability to arrange Face-to-Face meetings. The brokerage event tool assists the clusters to organize various working groups to animate the community and collect requirements and feedbacks according to the impacts identified by VITAL MEDIA activities and will be available with the next release of the collaboration platform.

The Matchmaking Event tool provides these macrofunctionalities:

- Dashboard
- Event subscription
- Meeting management
- Meeting agenda
- Event creation

3.2.1.1 Events overview

The Dashboard shows the list of the available events in a card view (Figure 45). Every card presents a preview of the event details, such as the event title, the date and the location where it will take place, a brief description and the principal arguments that will be discussed. It is also available the number of sessions defined during the event, the participants joined and the meetings just confirmed (Figure 46).

The back of the card is dedicated to the social info (i.e. website, e-mail and phone contacts, Twitter and Facebook accounts) (Figure 47).

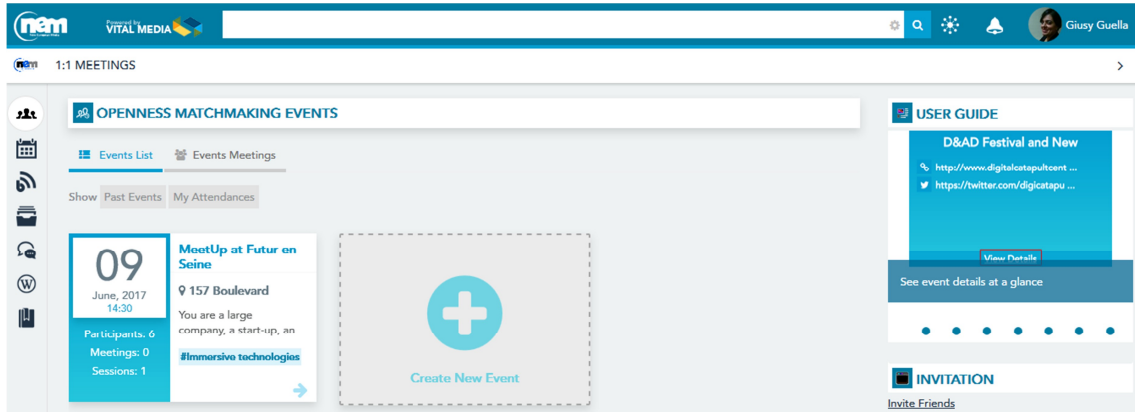


Figure 45 Matchmaking Dashboard



Figure 46 Event card



Figure 47 Back event card

The list of the closed events is showed clicking on the Past Events filter (Figure 48). The My Attendances filter shows instead the list of the events in which the user in question subscribed (Figure 49). The user can differentiate his open or closed attendances just deactivate/activate the past events filter.

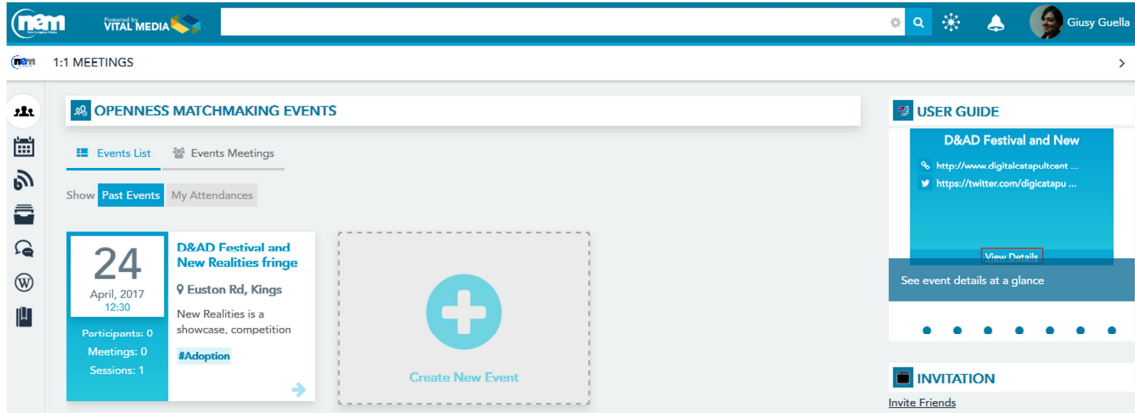


Figure 48 Past Events

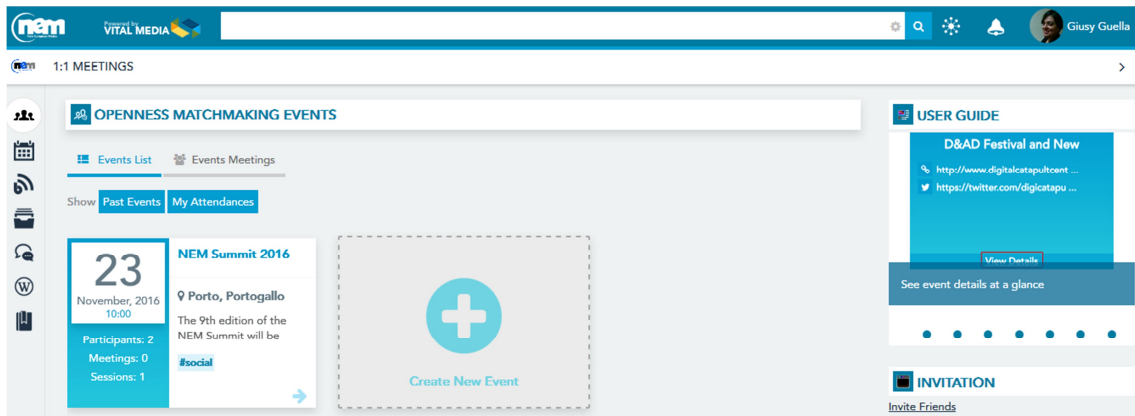
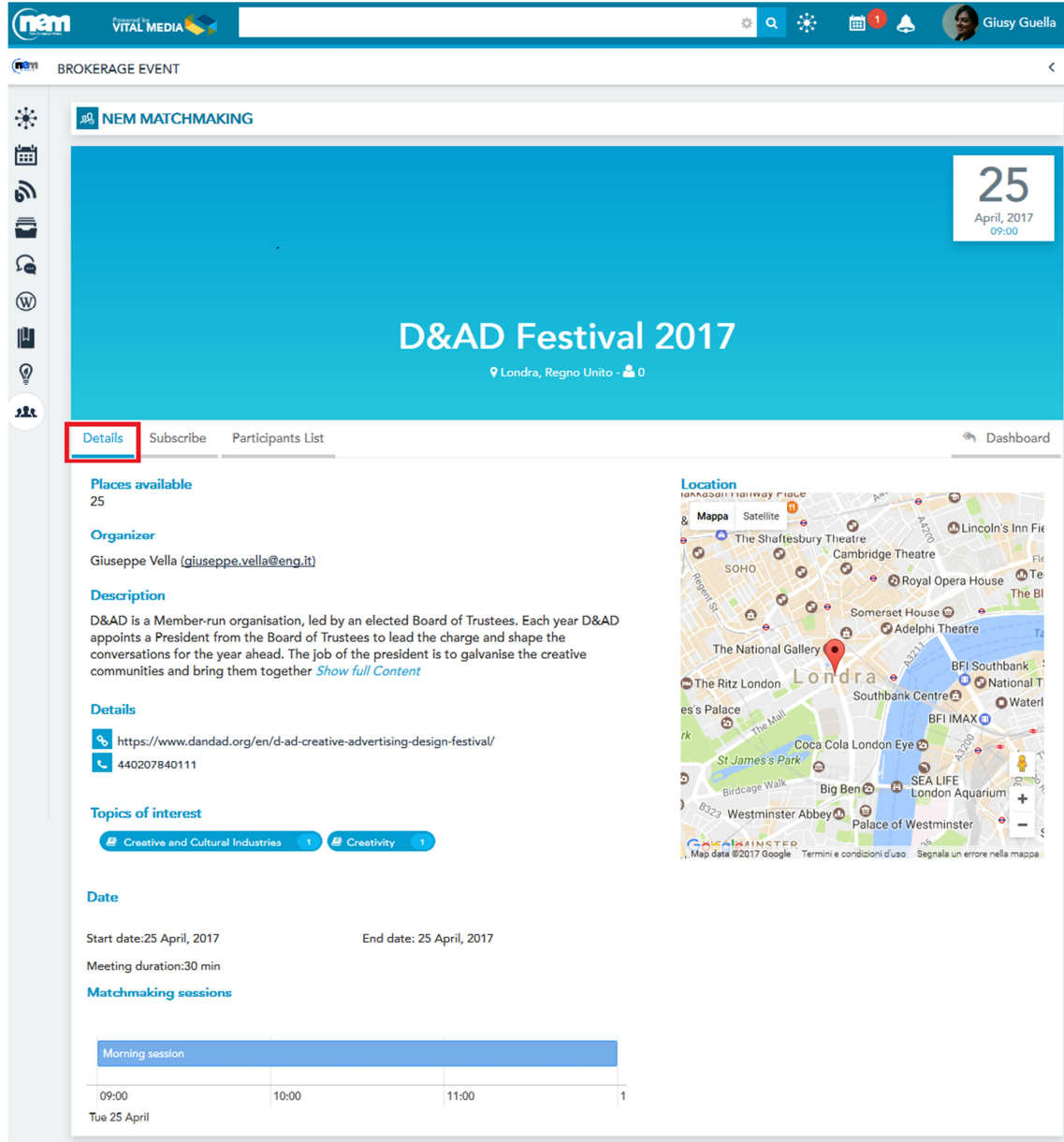


Figure 49 Attendances

3.2.1.2 Explore an event

For each event, pushing the View Details button (Figure 47), it is possible to view all the event details (Figure 50):

- The organizer;
- The description;
- The contacts (url, mail, twitter, facebook, others);
- The start/end date;
- The matchmaking sessions;
- The location.



NEM MATCHMAKING

25
April, 2017
09:00

D&AD Festival 2017

Londra, Regno Unito · 0

Details | [Subscribe](#) | [Participants List](#) | [Dashboard](#)

Places available
25

Organizer
Giuseppe Vella (giuseppe.vella@eng.it)

Description
D&AD is a Member-run organisation, led by an elected Board of Trustees. Each year D&AD appoints a President from the Board of Trustees to lead the charge and shape the conversations for the year ahead. The job of the president is to galvanise the creative communities and bring them together [Show full Content](#)

Details
<https://www.dandad.org/en/d-ad-creative-advertising-design-festival/>
 440207840111

Topics of interest
[Creative and Cultural Industries](#) 1 | [Creativity](#) 1

Date
 Start date: 25 April, 2017 End date: 25 April, 2017
 Meeting duration: 30 min

Matchmaking sessions

Session	Start	End	Participants
Morning session	09:00	11:00	1

Location
 Map of London showing the event location near the National Gallery and Southbank Centre.

Figure 50 Event details

From the Event details page (Figure 50), the users can (Figure 51):

1. subscribe to the event
2. see the participant list

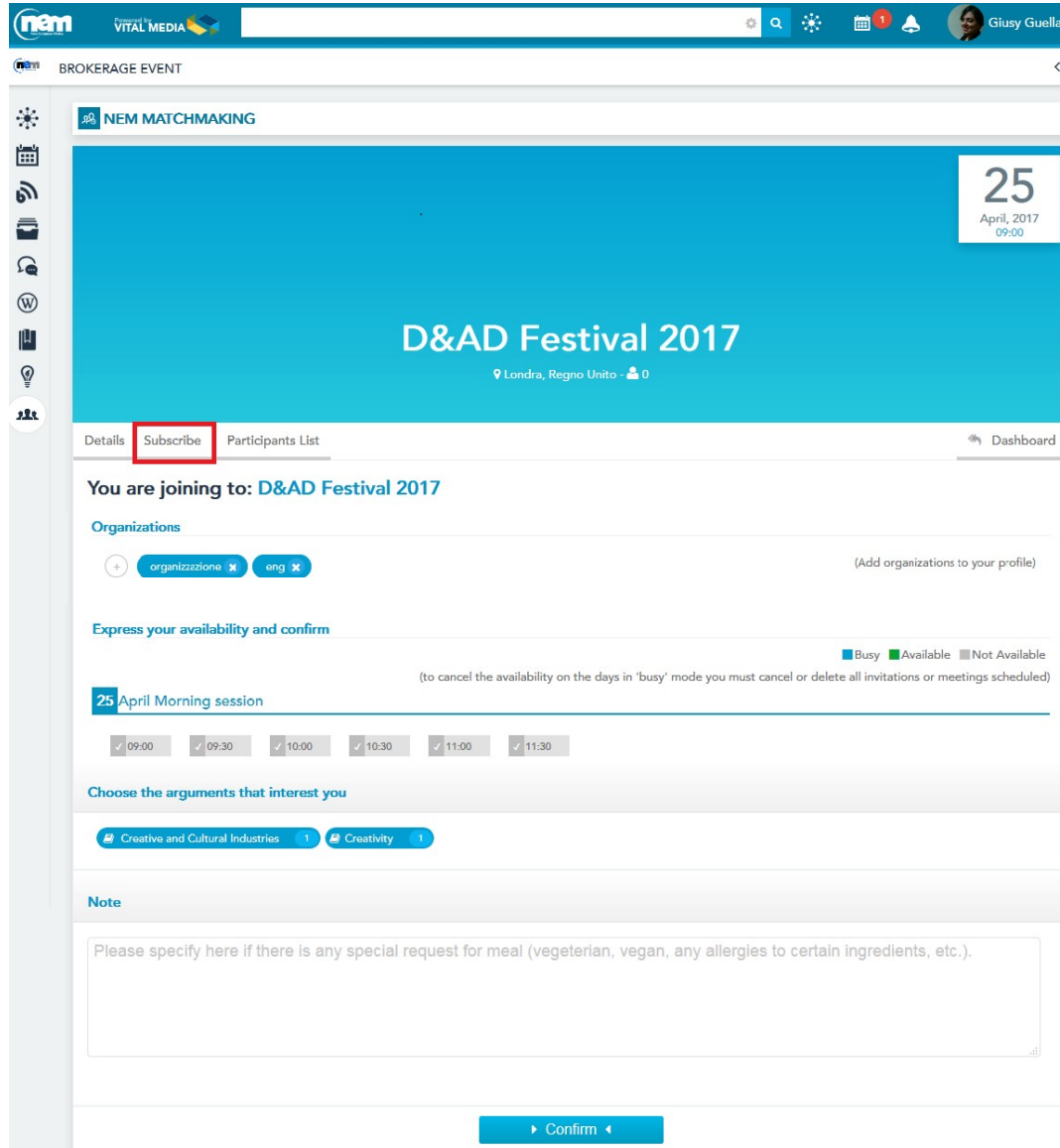


Figure 51 Subscribe to an event

The event subscription (Figure 52) requires to define own availability selecting the time slots according to the sessions defined by the event’s creator. The free slots are identified by green colour, the blue colour for busy ones, in other words slots that are already used for one to one meetings with the other participants. The grey colour is for the slots in which the user has not given his availability.

After the subscription, everyone can change her availability taking care to cancel or delete all invitations for meetings scheduled in the busy slots. Moreover the user can select her interest, and insert dietary needs.

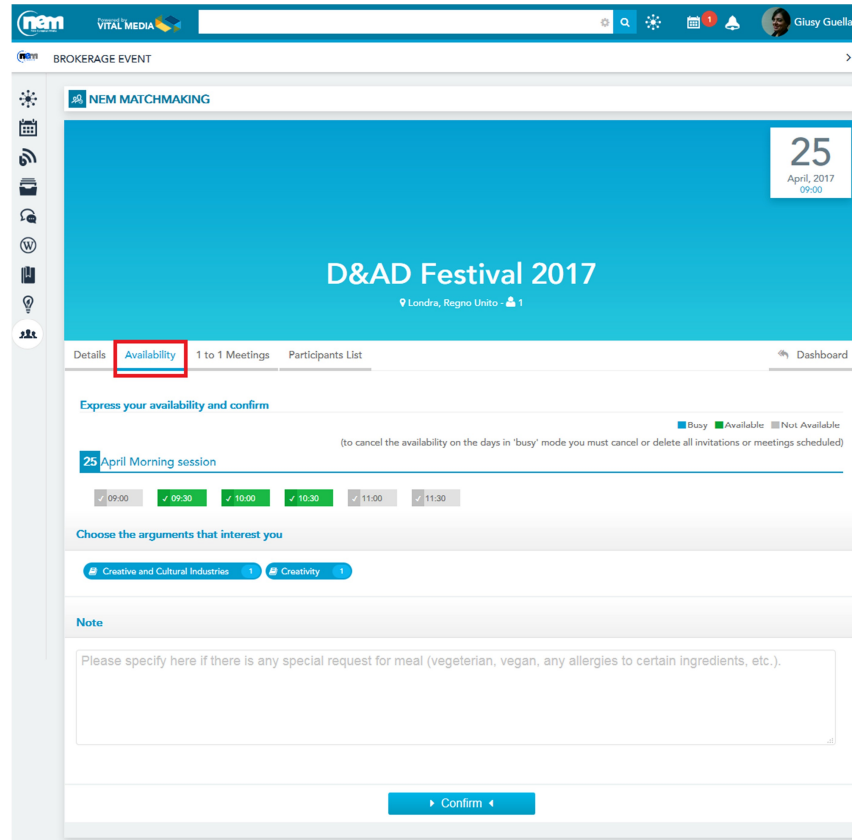


Figure 52 Availability

The Participants List page (Figure 53) shows the users subscribed to the event, their status and notes added.

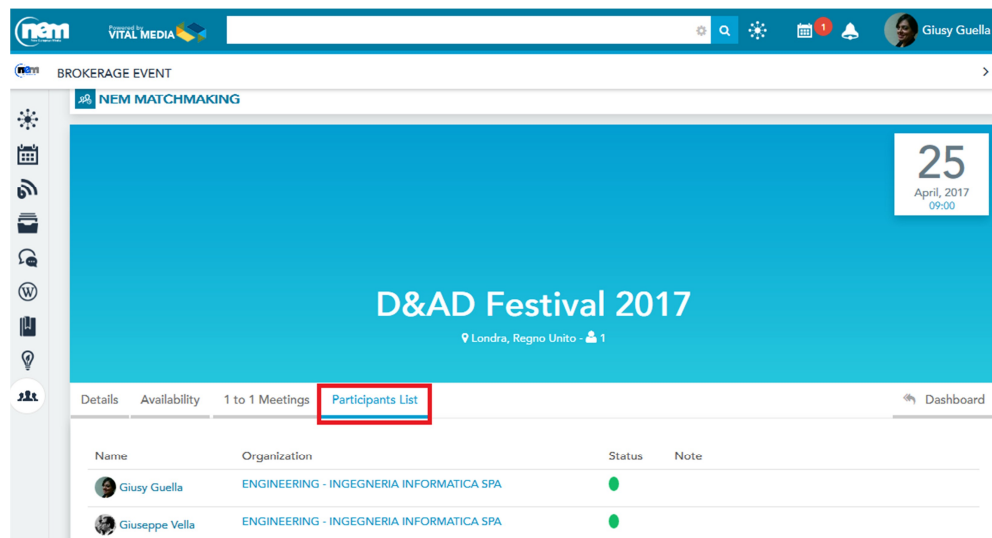


Figure 53 Participants list

3.2.1.3 Define a meeting

After registering at the event and showing their availability, the user can invite others to a 1:1 meeting (Figure 54).

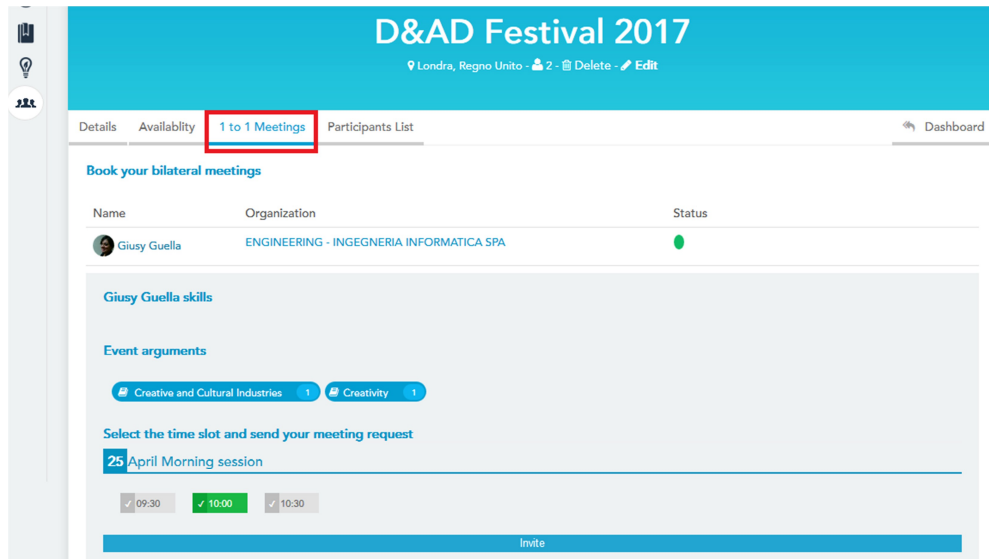


Figure 54 Look for a meeting with others participants

Once an invitation has been sent to another registered user in a common time slot, the user can cancel his request (Figure 55).

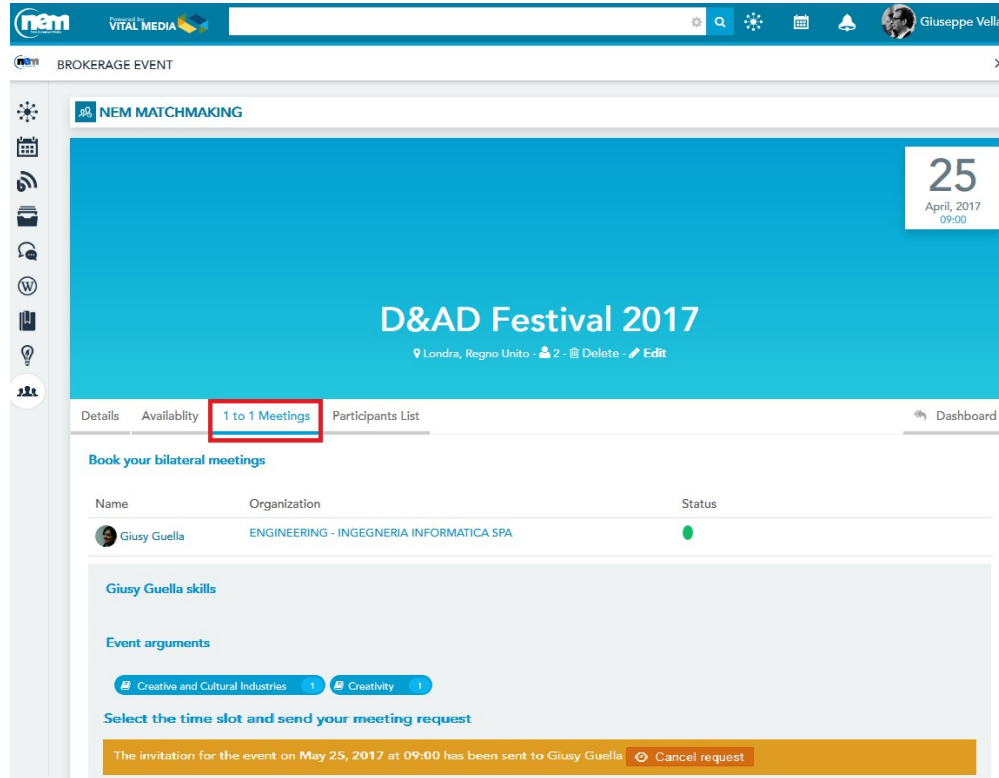


Figure 55 Invite a user to a 1 to 1 meeting

The invited user will receive an inbox notification (Figure 56) and she can decide to confirm or decline the invitation. In both cases, refusing (Figure 57) or confirmation (Figure 58), a notification will be sent to the user who invited her. Each user can check the status of her meetings at any time for that event (Figure 59) and can decide to decline them (Figure 60).

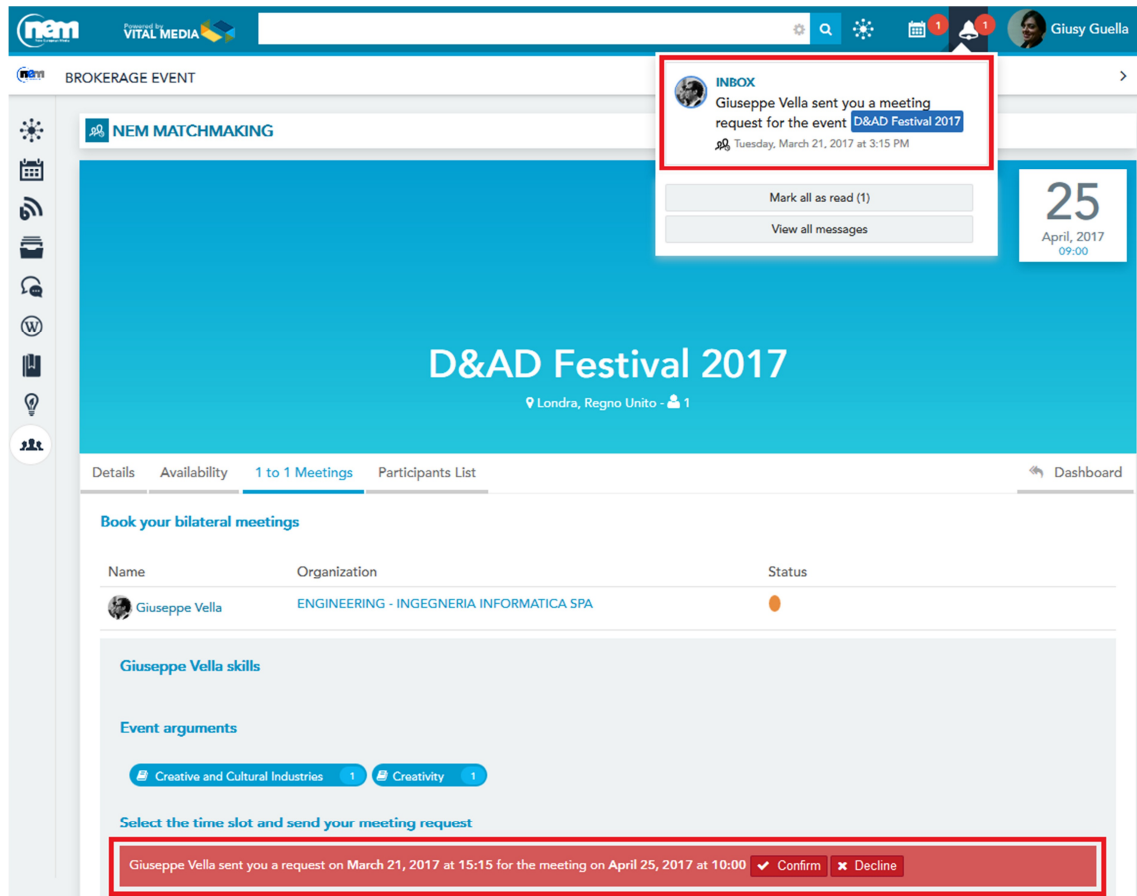


Figure 56 Meeting request notifications

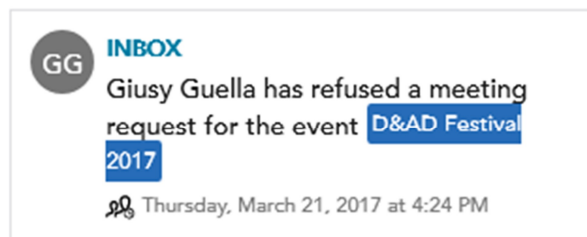


Figure 57 Notification of a refused meeting

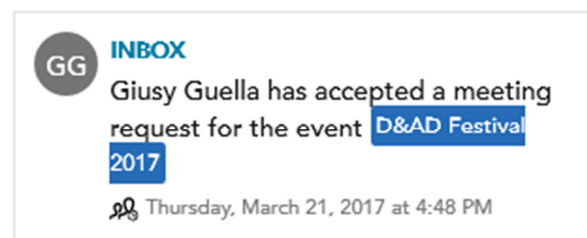


Figure 58 Notification of accepted meeting

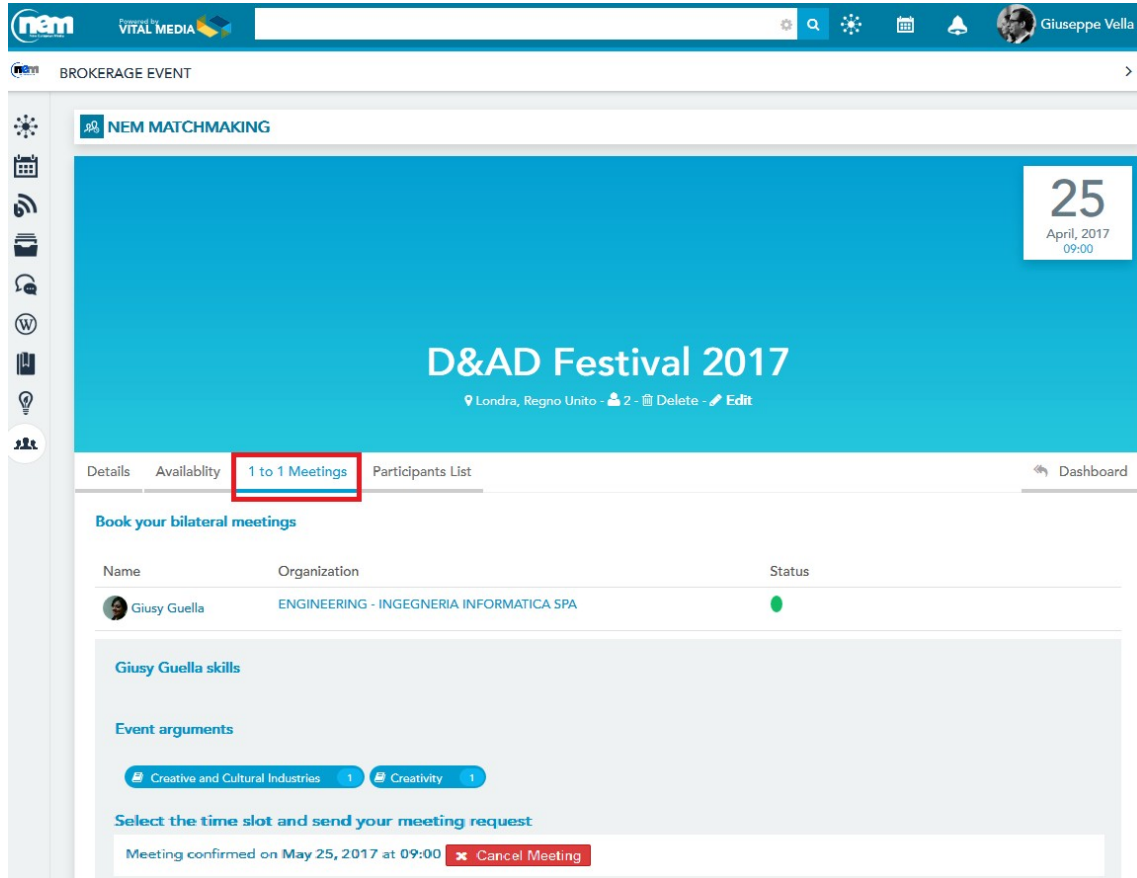


Figure 59 Status of a 1:1 meeting

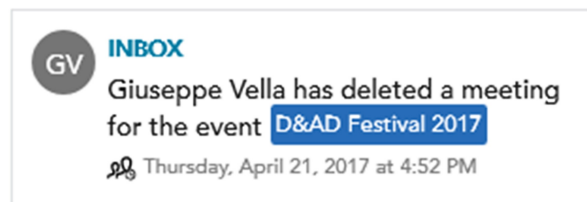


Figure 60 Notification for the deletion of an already scheduled meeting

3.2.1.4 1 to 1 Meetings for Events

The Dashboard offers the access to the list of the events meetings of the user in question (Figure 61). By default, the system shows the list of all meetings that involve the user. She can choose to highlight all the meetings existing in the events that she created by clicking on the “All meetings in my events” button.

The user can filter all the meetings by:

- Confirmed meetings (Figure 62)
- Pending meetings (Figure 63)
- Past meetings (Figure 64)

These filters are not exclusive.

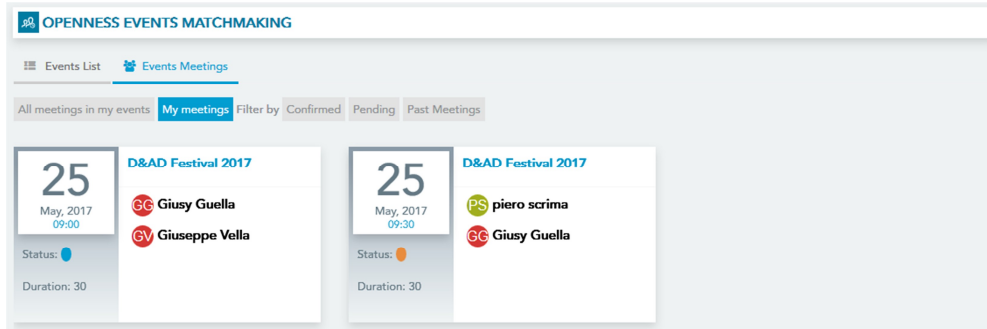


Figure 61 My 1 to 1 meetings

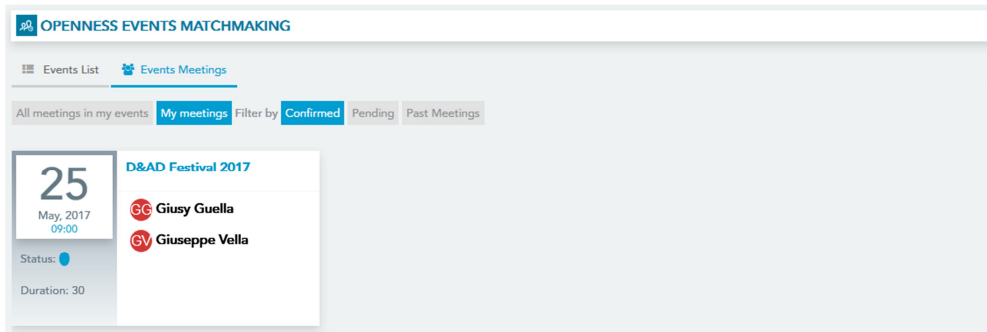


Figure 62 Confirmed meetings

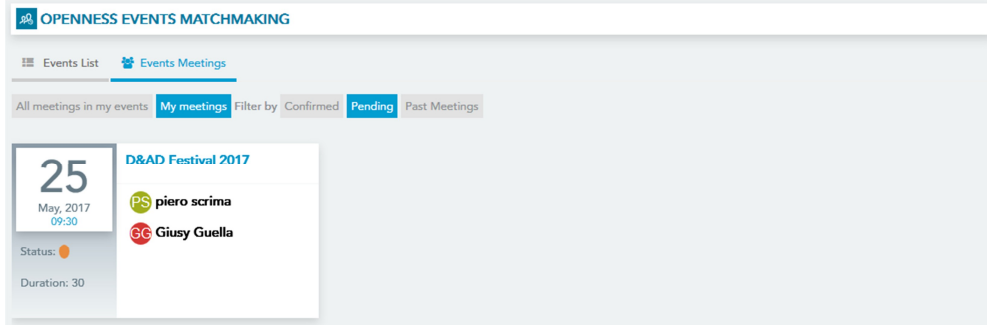


Figure 63 Pending meetings

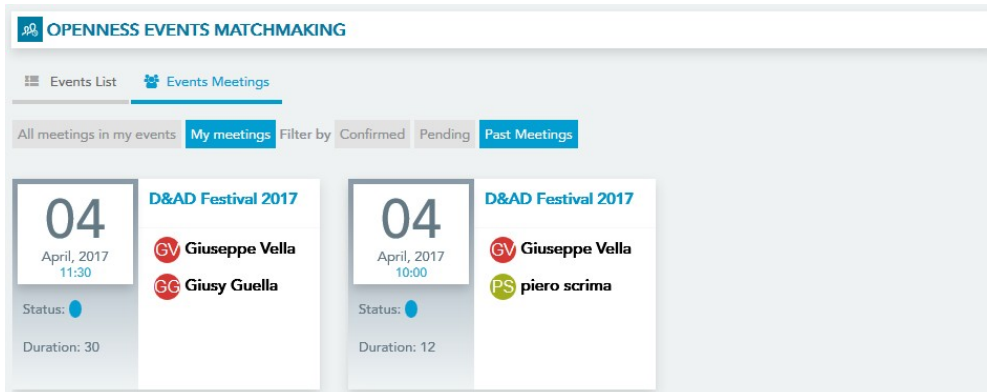


Figure 64 My past meetings

3.2.1.5 Add an event

The event creation process is divided into 5 steps:

1. General information
2. Event topics
3. Location
4. Event timeline
5. Contacts

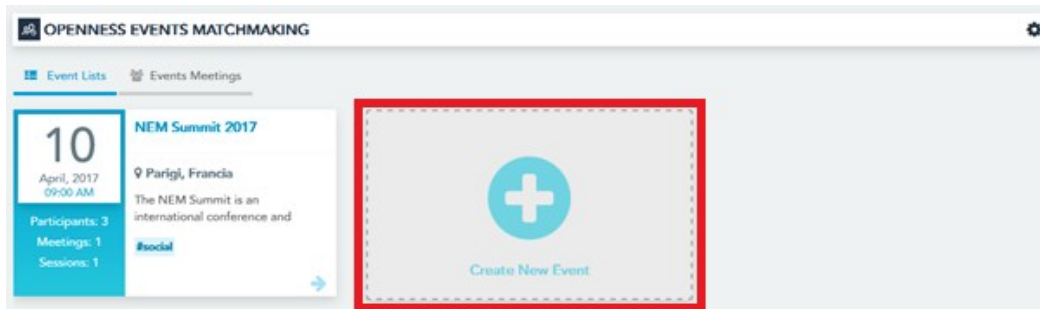
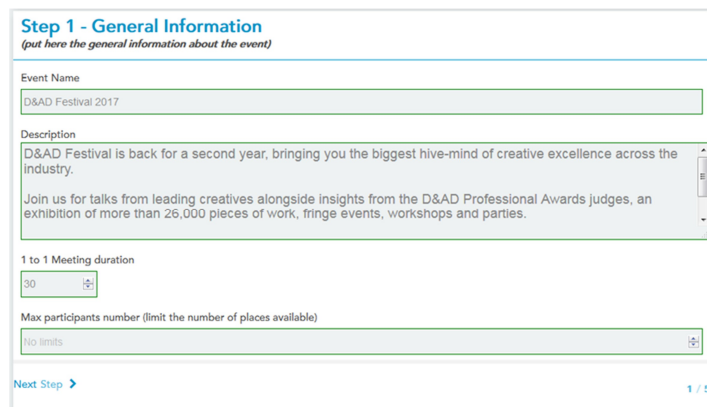


Figure 65 Create a new event

The Step 1 – General Information (Figure 66) requires inserting the event name, the long description, the 1 to 1 meeting duration (in minutes) and the maximum number of participants admitted.



The screenshot shows a form titled 'Step 1 - General Information' with the instruction '(put here the general information about the event)'. The form contains the following fields:

- Event Name:** D&AD Festival 2017
- Description:** D&AD Festival is back for a second year, bringing you the biggest hive-mind of creative excellence across the industry. Join us for talks from leading creatives alongside insights from the D&AD Professional Awards judges, an exhibition of more than 26,000 pieces of work, fringe events, workshops and parties.
- 1 to 1 Meeting duration:** 30
- Max participants number (limit the number of places available):** No limits

At the bottom left, there is a 'Next Step >' button, and at the bottom right, it shows '1 / 5'.

Figure 66 General Information

In the Step 2 – Event topics, the user has to define the event arguments selecting at least one category from the vocabulary tree showed in the wizard (Figure 67).

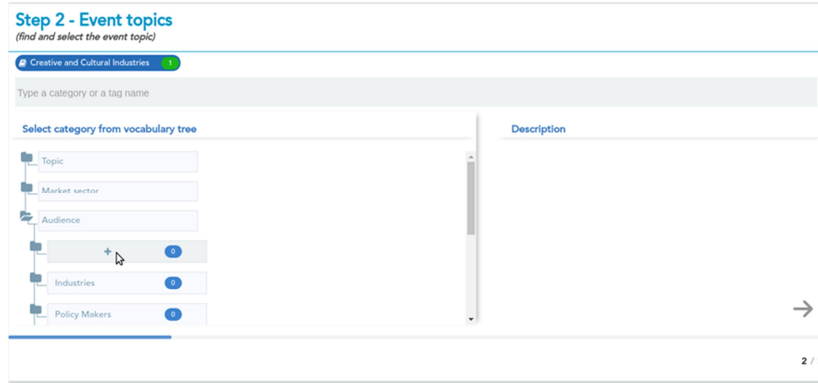


Figure 67 Event topics

The Step 3 – Location requires to identify the address where the event will take place (Figure 68).

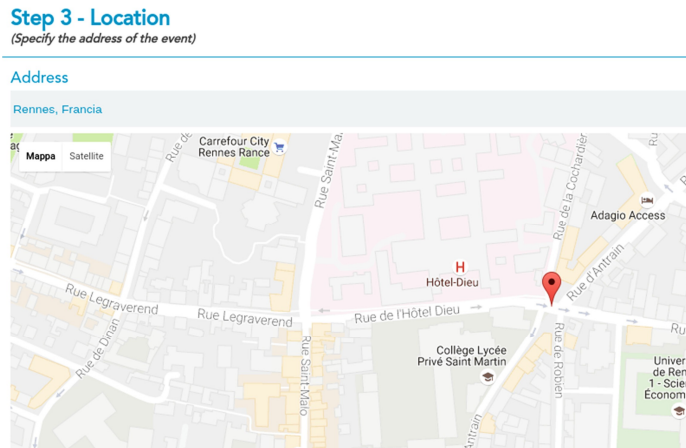


Figure 68 Location

In the Step 4 – Event timeline (Figure 69), the user can insert one or more event sessions, giving a title (Figure 70). It is possible to zoom in/zoom out the timeline in order to define the session in a defined month and daytime (Figure 71).

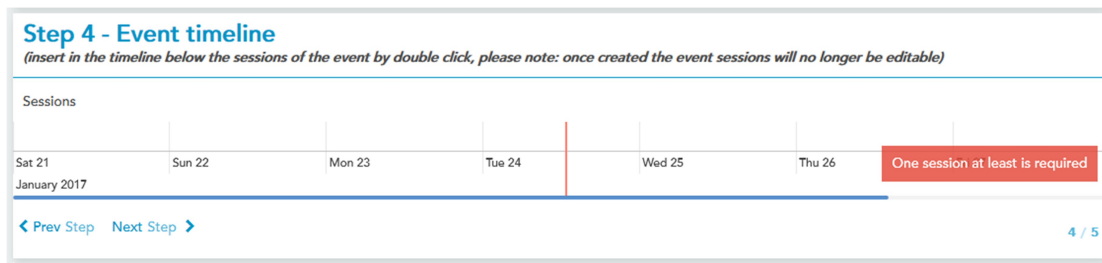


Figure 69 Event timeline

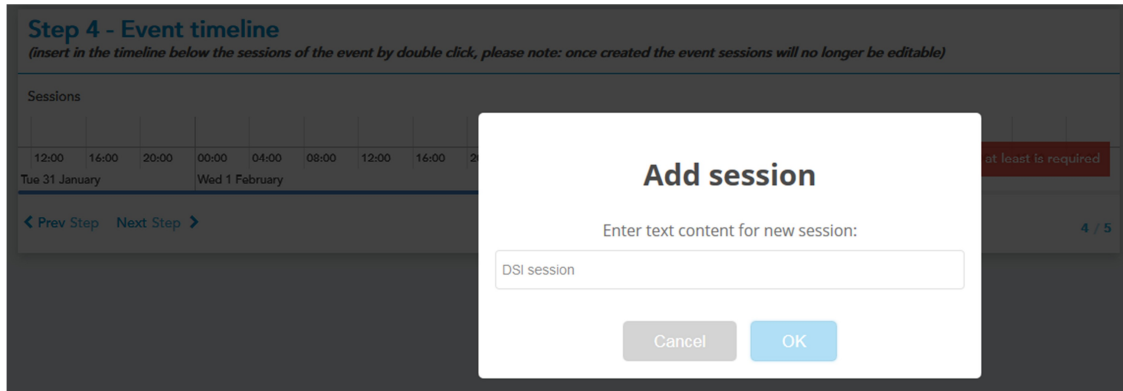


Figure 70 Add session

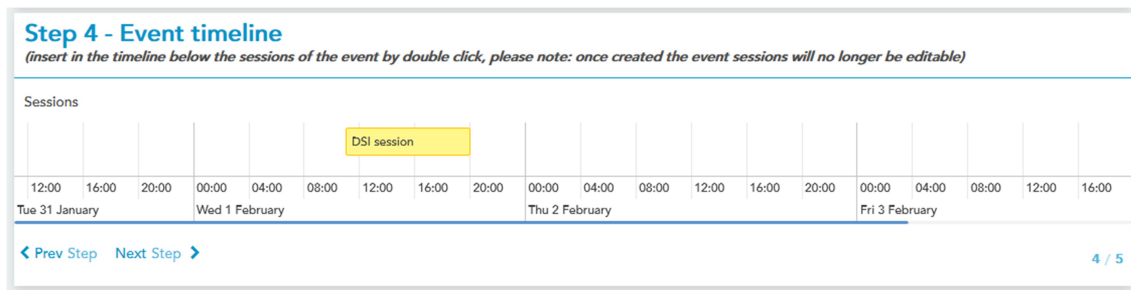


Figure 71 Zoom in/out in the timeline

The Final step – Event Contacts is dedicated to the social information. The user can publish the web site url, an email address, a phone number, the Twitter and Facebook event pages (Figure 72).

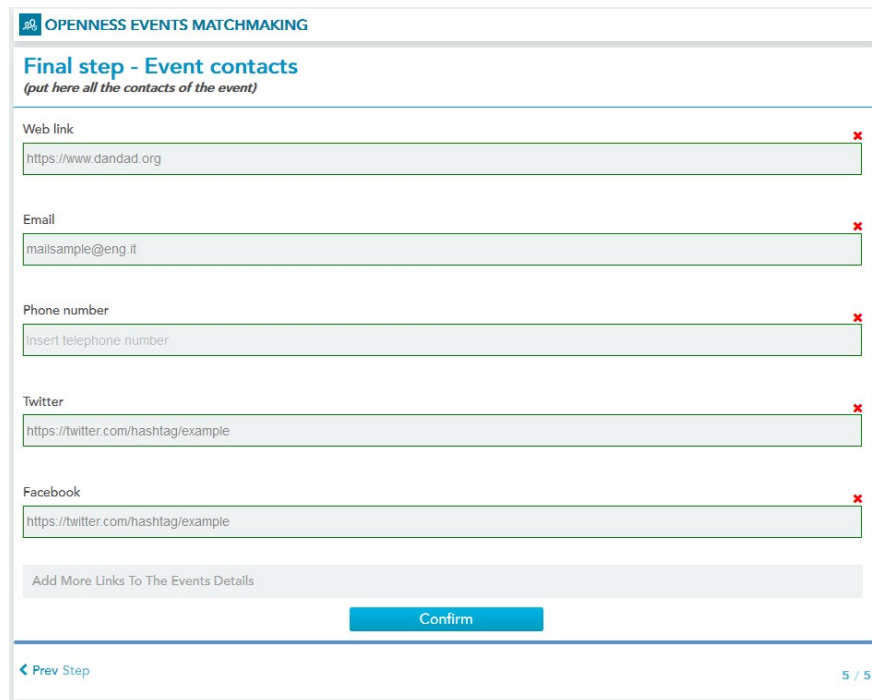


Figure 72 Event contacts

After this step, the brokerage event will be added in the dashboard list (Figure 73). Every user of the platform will view the new event, its details, and decide to join it, as previously described. The event can be edited or deleted in every moment only from its creator.

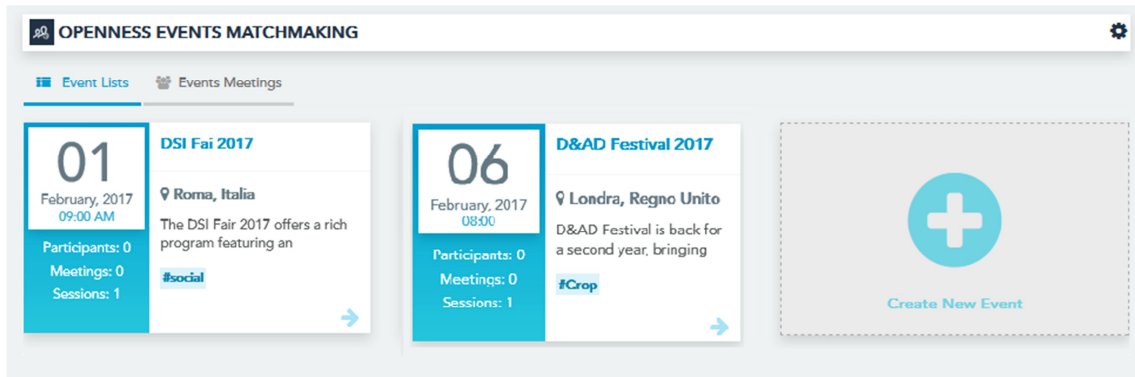


Figure 73 New event in the dashboard

3.2.2 Calendars

The Calendar application is a service that allows users to define shared calendars at community level, in addition to staff, allowing the management of events through the incorporation, the association of a date of beginning and end, the assignment of a lifetime, an indication of a location, the tag association and sending invitations and reminders. The application allows to view events by day, week, month and year.



Figure 74 Calendar menu

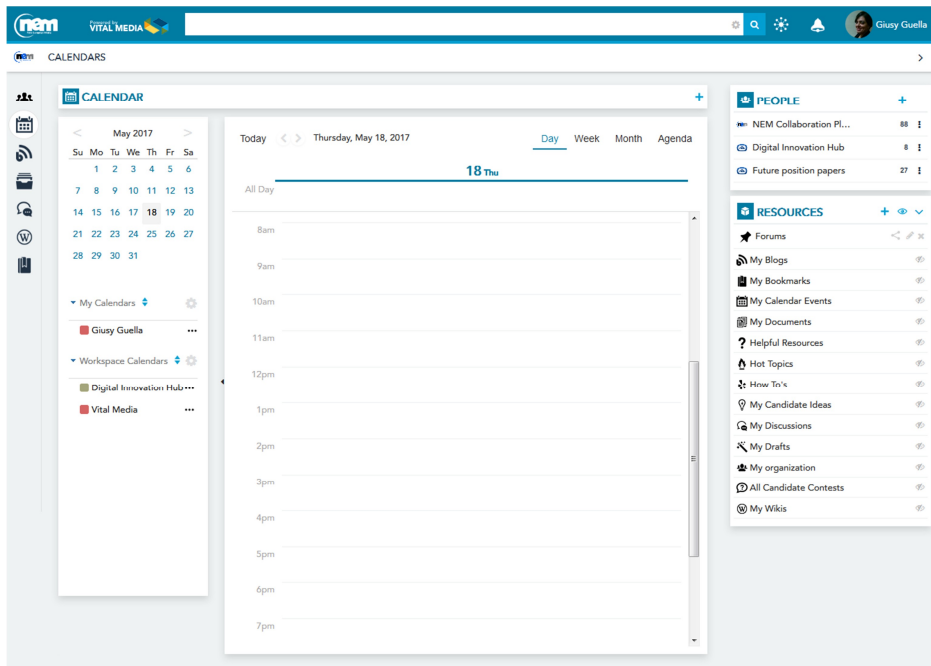


Figure 75 Calendar application

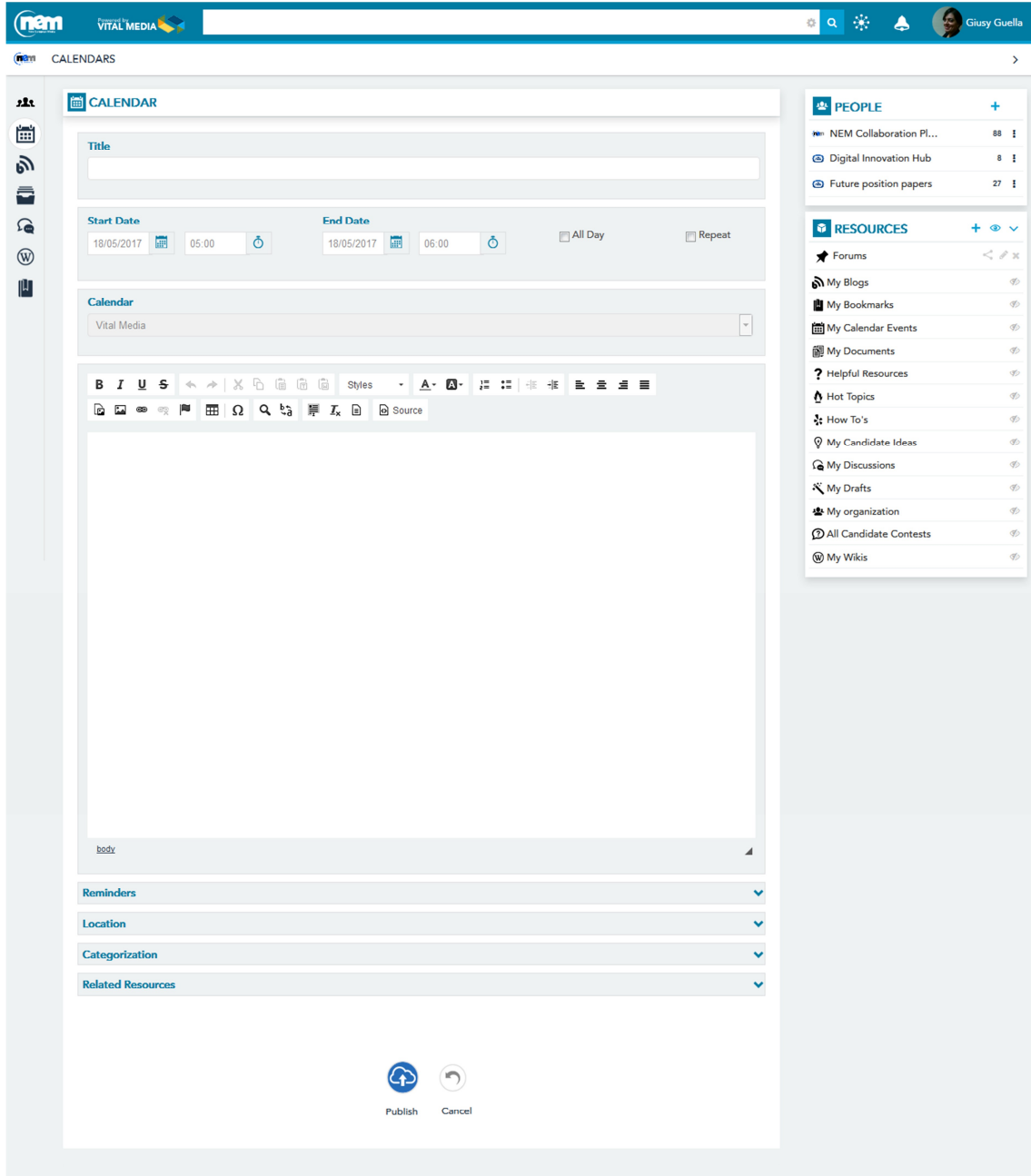


Figure 76 Calendar - Add an event

3.2.3 Blogs

The Blogs application is a service that allows members of a group to share thoughts and ideas through articles. They are also an excellent way to bring out the widespread tacit knowledge in the organization on strategic issues. Still, the corporate blog for internal communications of a general nature are very used, including events, new product launches. Interesting then are the possible uses of blogs for training, for example in support of traditional courses or e-learning.



Figure 77 Blogs menu

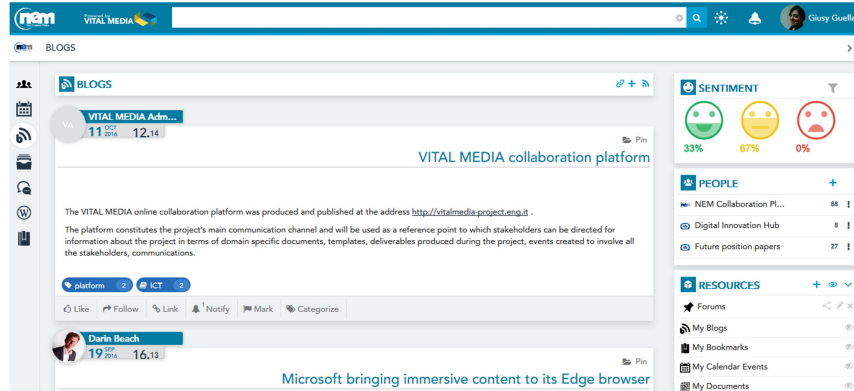


Figure 78 Blogs overview

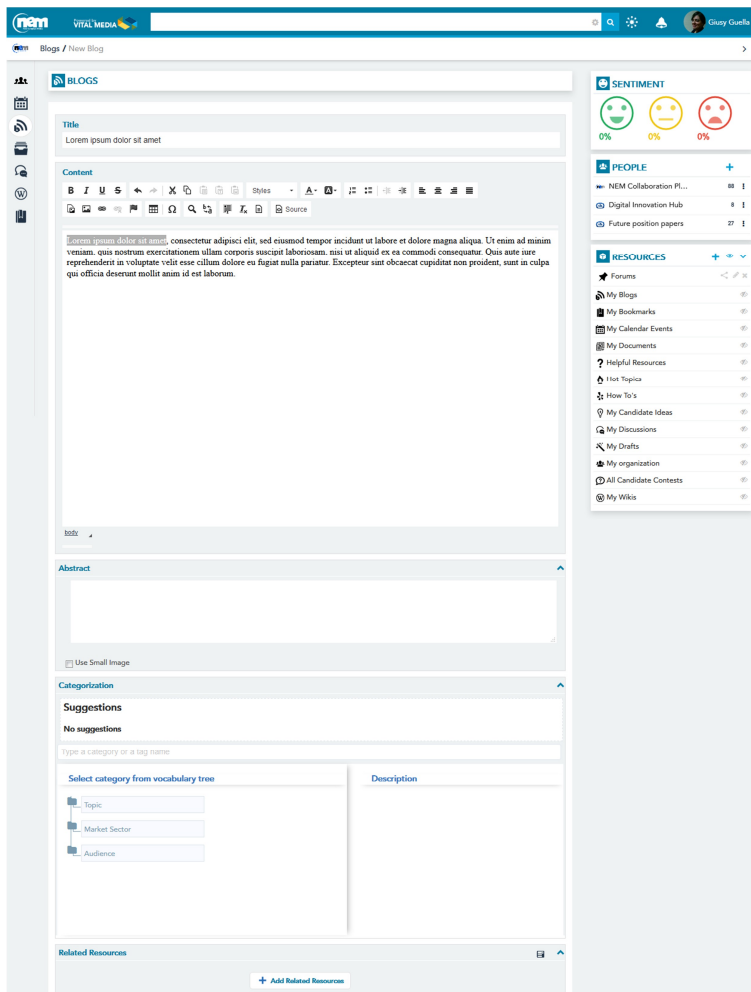


Figure 79 Add a new blog

3.2.4 Documents

The Documents application supports document management among members of the group that can upload files, view and download those ones of the others members.



Figure 80 Documents menu

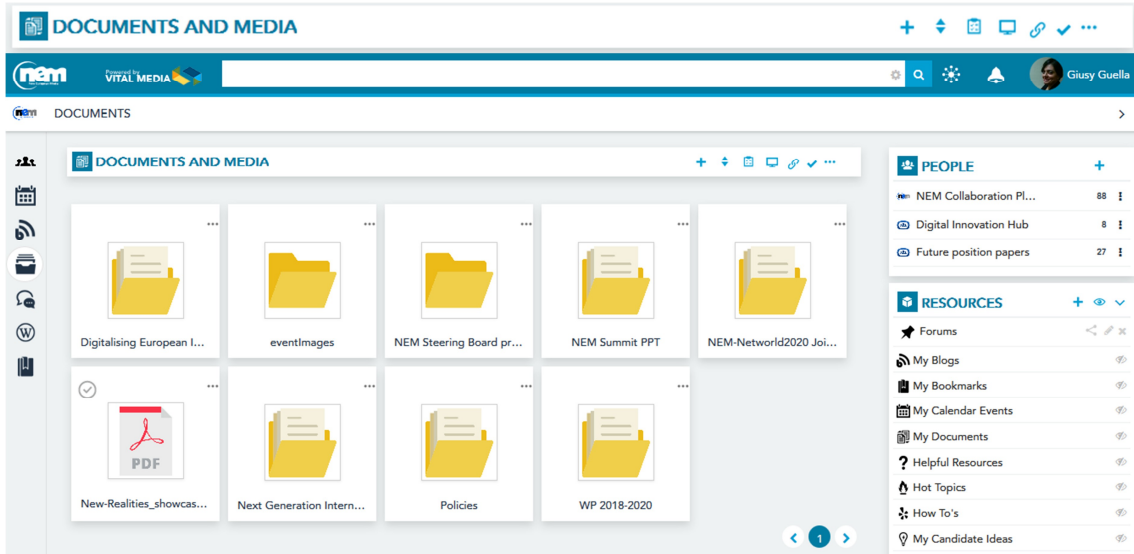


Figure 81 Documents icon view

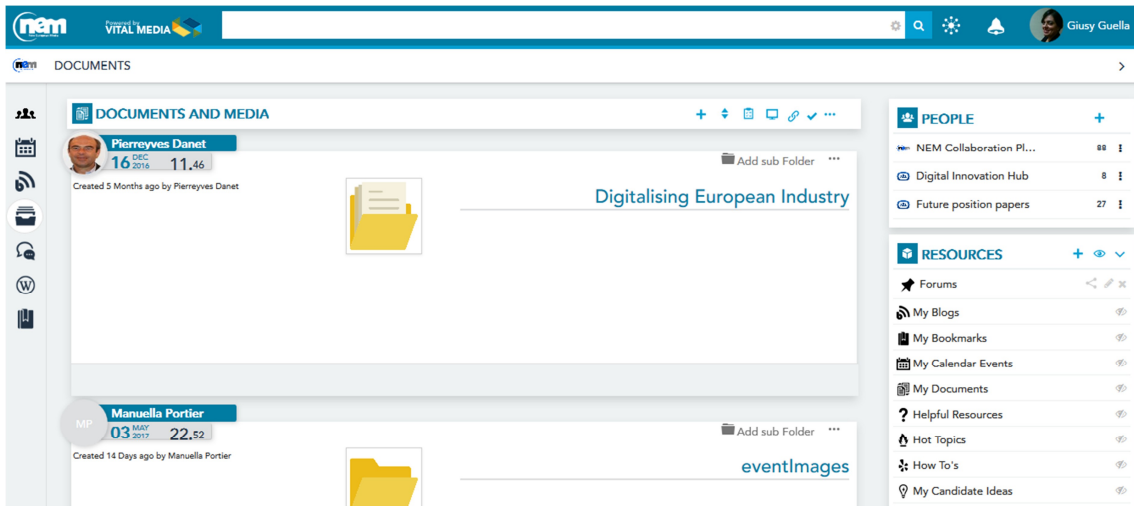


Figure 82 Documents descriptive view

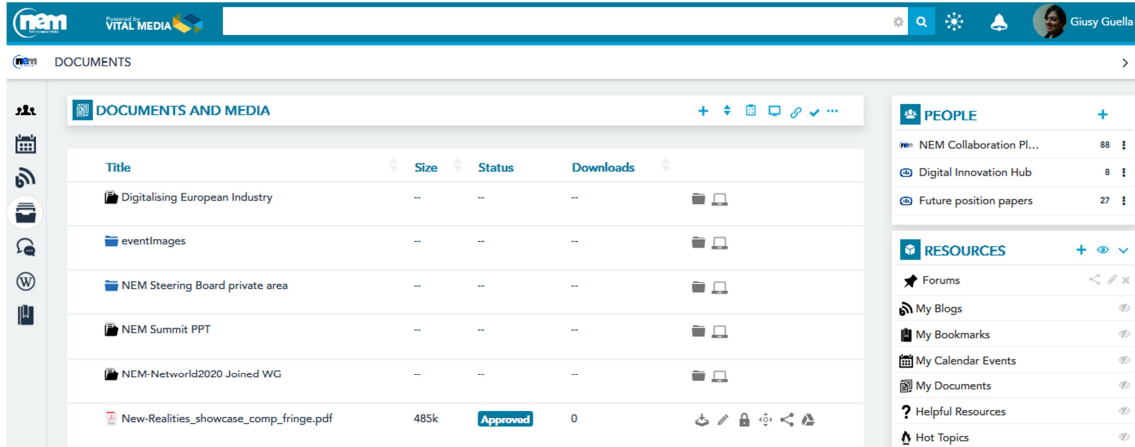


Figure 83 Documents list view

3.2.5 Discussions

The Discussions application is a useful service to manage online discussions on topics of community interest. NEM collaboration platform is inspired by many integrated platforms that enable employees to create threads starting from their personal profiles for different reasons: to put questions to get qualified answers from colleagues and internal experts, develop new ideas, discuss the pros and cons of new products and services, for example.



Figure 84 Discussions menu

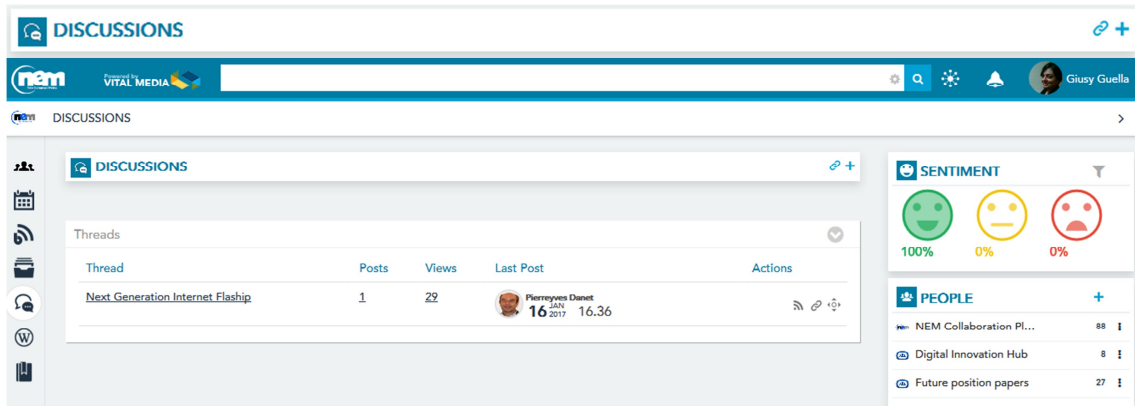


Figure 85 Discussions overview

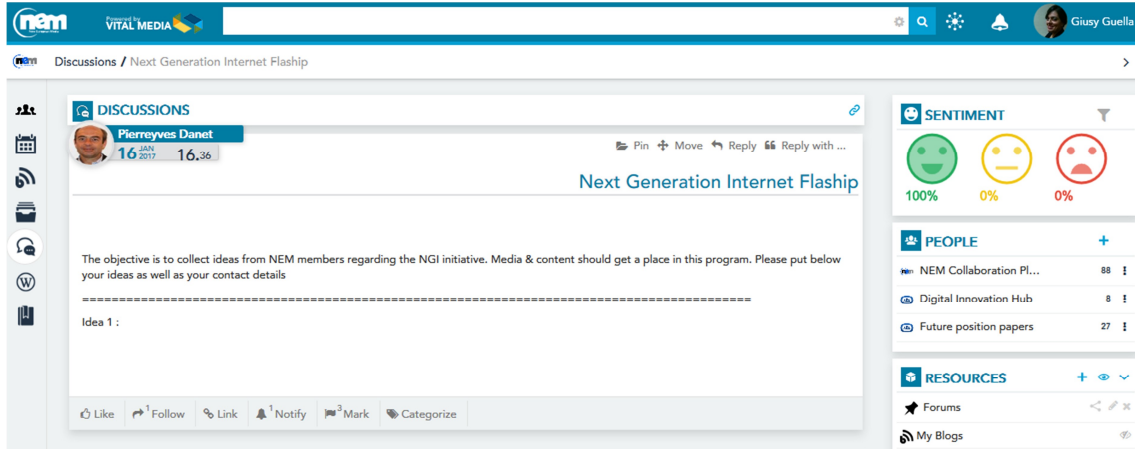


Figure 86 Discussion in details

3.2.6 Wiki

The Wiki application allows users to enter and edit in real time the content of the pages they face. The most important example is Wikipedia, the free encyclopaedia that has experienced an extraordinary development, but which in recent times has entered a crisis from which those involved in knowledge management within organizations should take several insights. The usage of the wiki will allow the members of the platform to consolidate emerging knowledge from users in order to share a common point of view on media and convergence information.

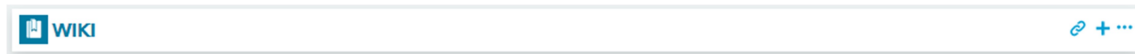


Figure 87 Wiki menu

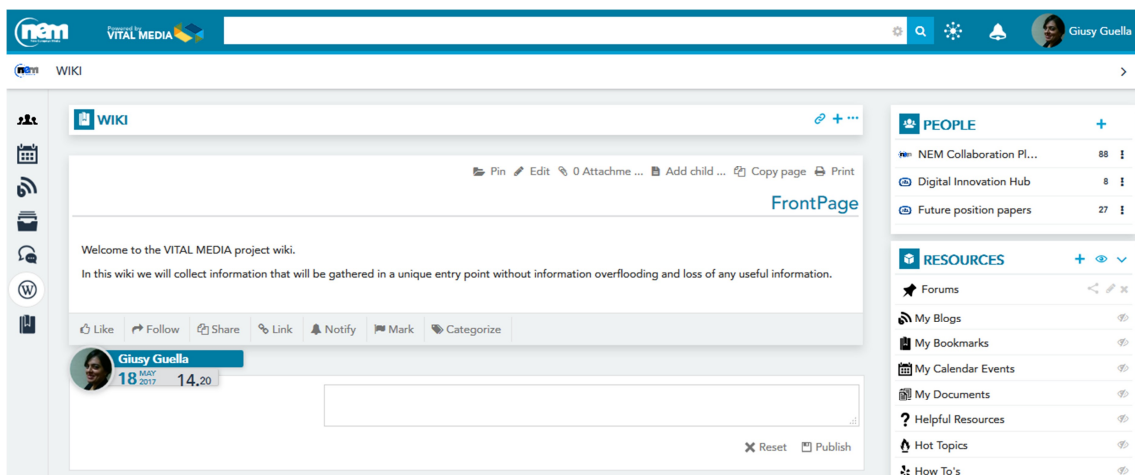


Figure 88 Wiki overview

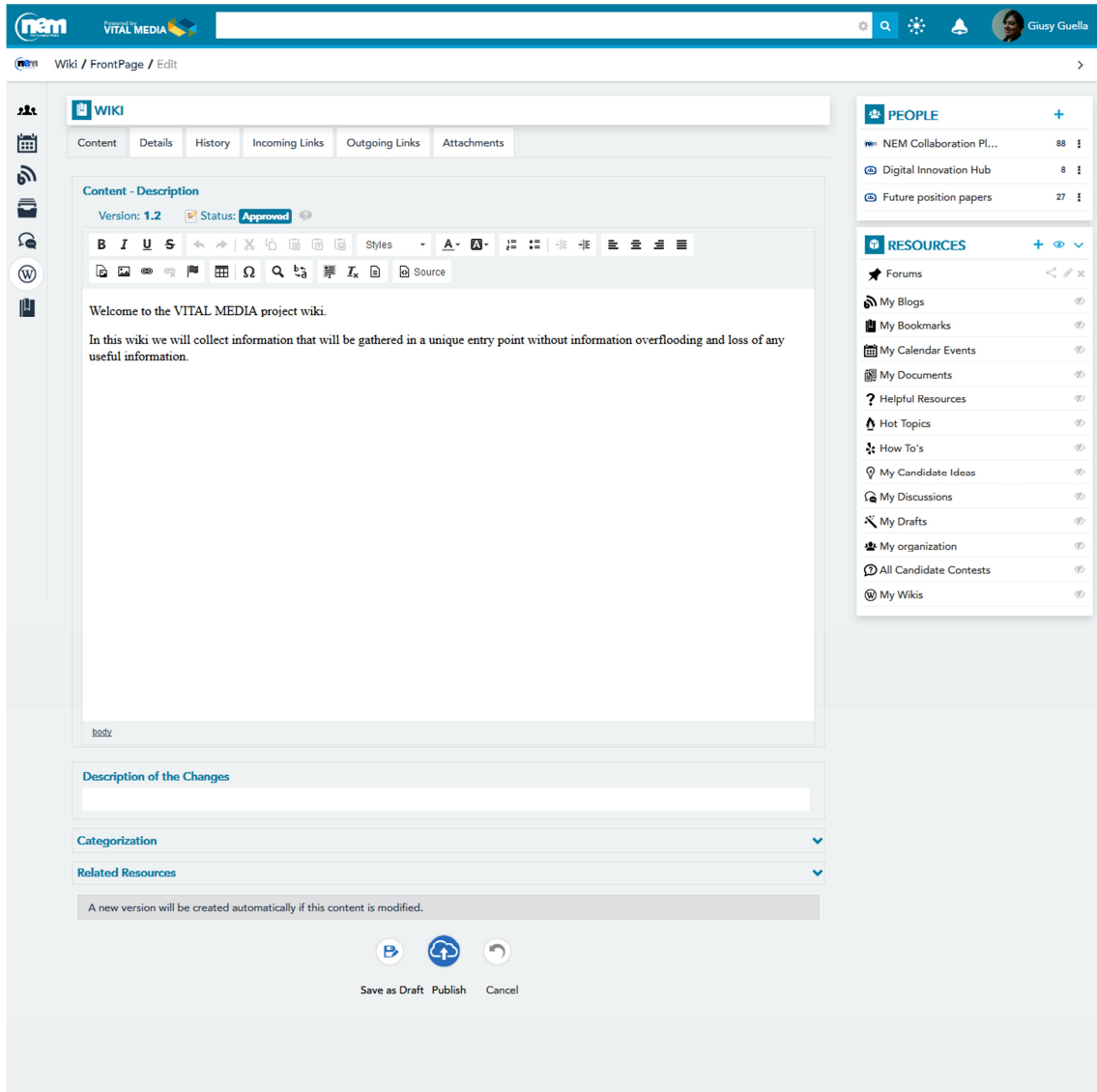


Figure 89 Add a new wiki

3.2.7 Bookmarks

The Bookmarks application allows users to store and share Internet bookmarks.



Figure 90 Bookmarks menu

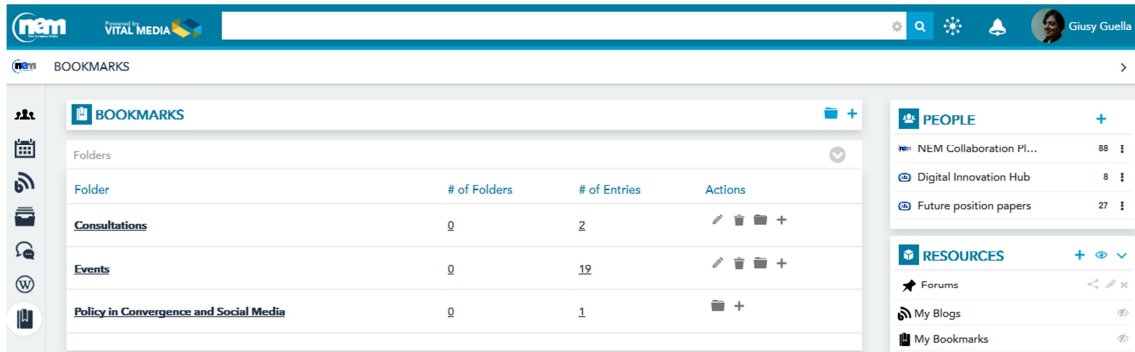


Figure 91 Bookmarks overview

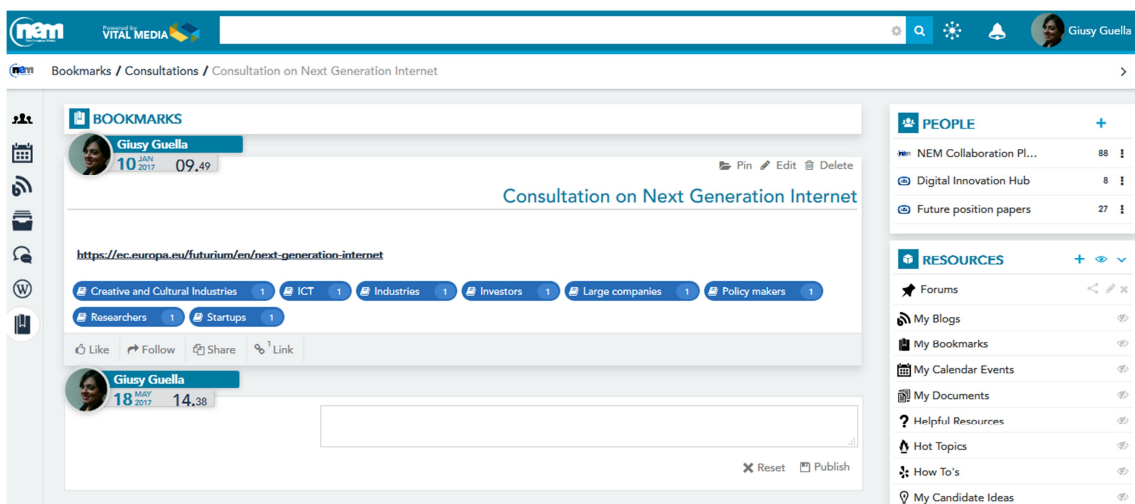


Figure 92 Bookmark details

3.3 User Guide

In support of the use of the 1:1 meeting application (paragraph 3.2.1), an interactive user guide was created as a carousel of images showing the most significant steps (Figure 93). In particular, the user can:

1. See event details at a glance
2. Join an event as an attendee
3. Choose her availability to arrange a 1 to 1 meeting
4. Invite someone else to 1 to 1 meeting
5. Check notifications for meetings
6. Explore the participants to the event
7. Explore all the meetings arranged

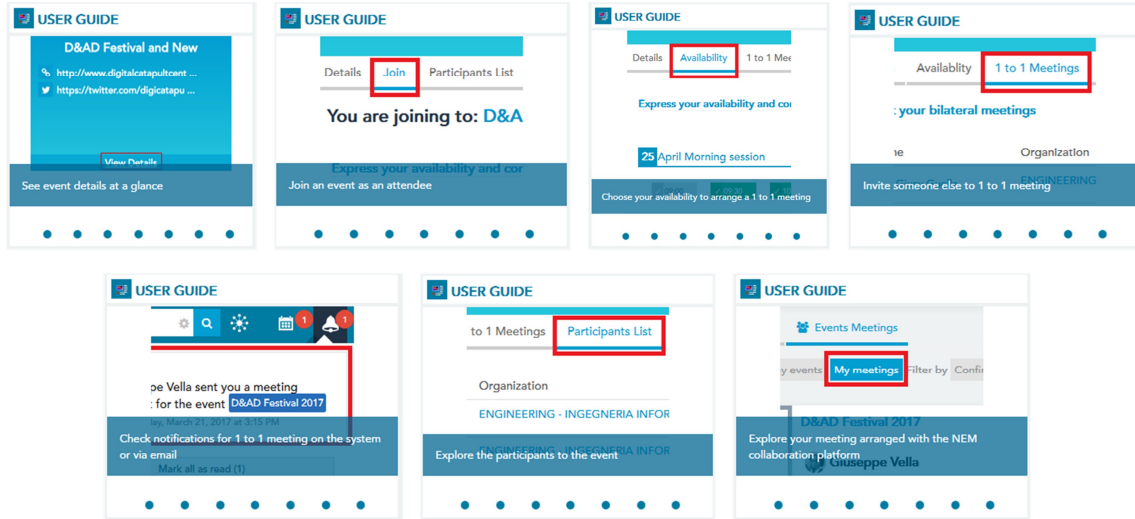


Figure 93 User Guide carousel

4 OPENNESS Support applications

All the tools described in How to use the network (paragraph 3) are used within workspaces, working areas where users share the knowledge, participate to discussions and decisions, annotate resources and contents to find better and follow the live evolution of the knowledge.

The Figure 94 highlights the main parts of a workspace.

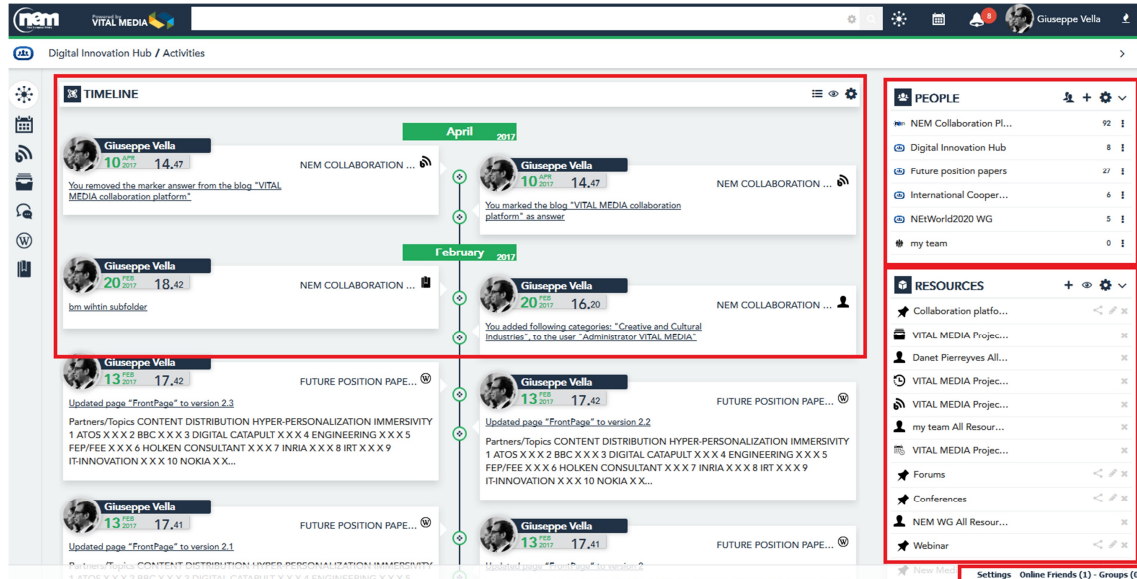


Figure 94 Workspace overview

4.1 People

The People application aims to provide the full list of workspace participants. For each individual it is possible to start actions like getting the view of his/her profile and starting to follow. This application shows all the teams for which she have membership and enables her to create new teams and circles.

The Add Team functionality (Figure 95) allows user to create a new team with her own workspace and enter the desired members.

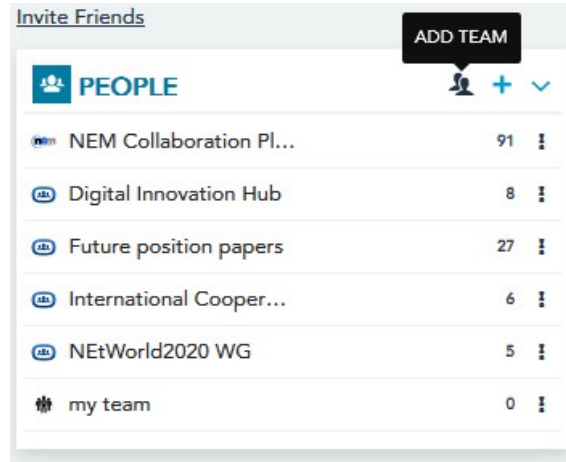


Figure 95 Add Team

The modal opening allows to give the team a name, enter a description that identifies the workspace goal, associate this with a layout, a set of pages and predefined applications that will allow to create a suitable workspace to the needs of users, to choose the type of access to the workspace, select the users to associate with the team and assign a team an identifying image to the team (Figure 97). Once created, the user owner becomes an administrator and will be the only one to manage the team through the feature made available to her through the people service (Figure 96).

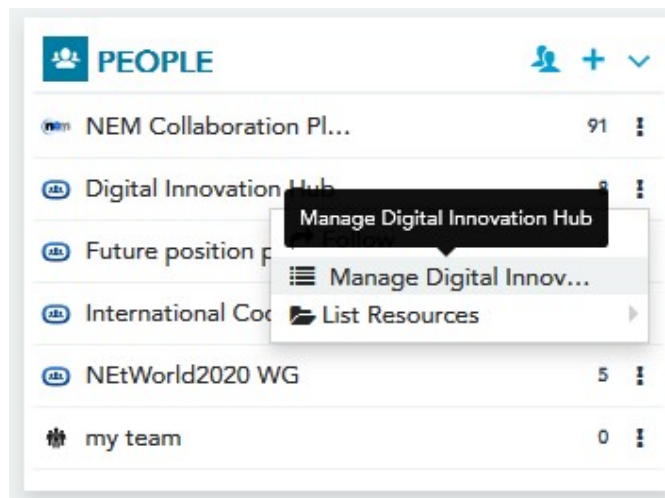


Figure 96 Manage Team

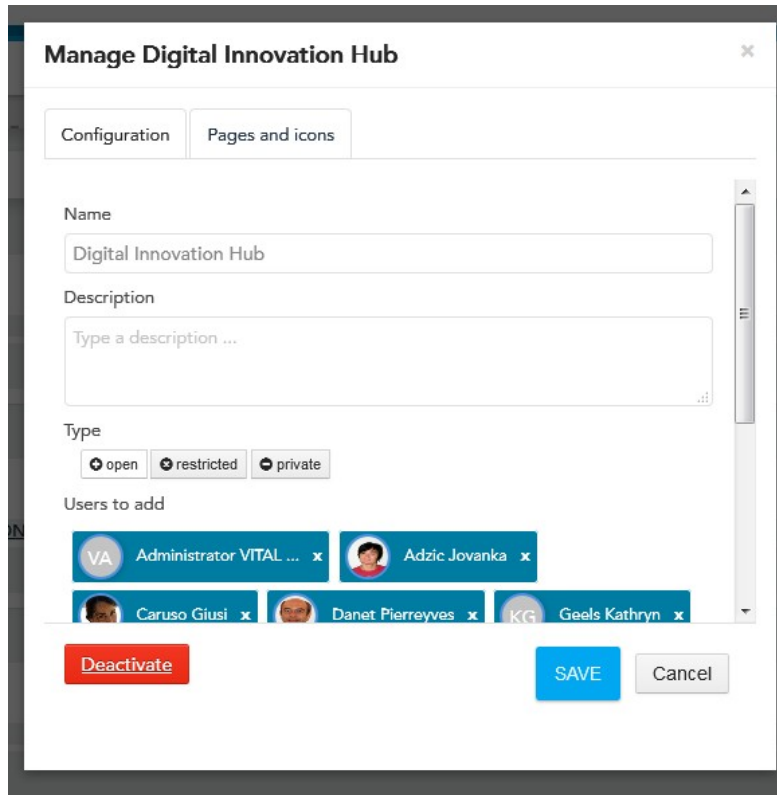


Figure 97 Manage team details

Additionally, as the site administrator visits the workspace, the user will be able to access the site's control panel from the drop-down menu at the top right, and administer pages, applications, users, and site configurations (Figure 98).

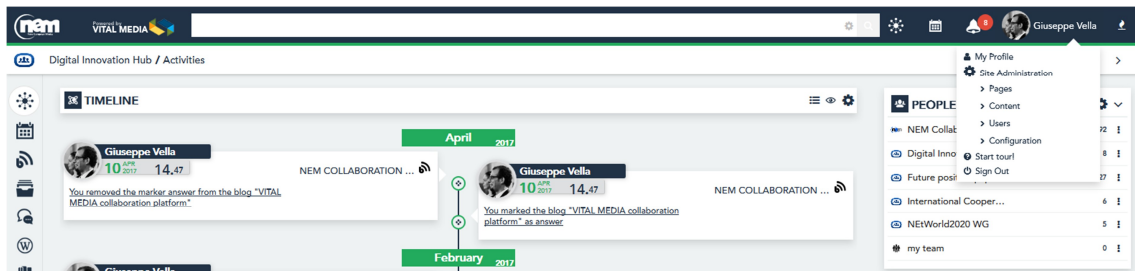


Figure 98 Manage workspace

The Add Circle feature (Figure 99) allows users to create a Custom Group without their own workspace, visible only to the creator of the group and not to the constituent members, representing a sort of view on some of the users in a particular site and deserving attention. On these groups, user can perform all follow-up activities and create resource folders associated with these. It is also possible to give the group and therefore her members additional permissions on their resources.

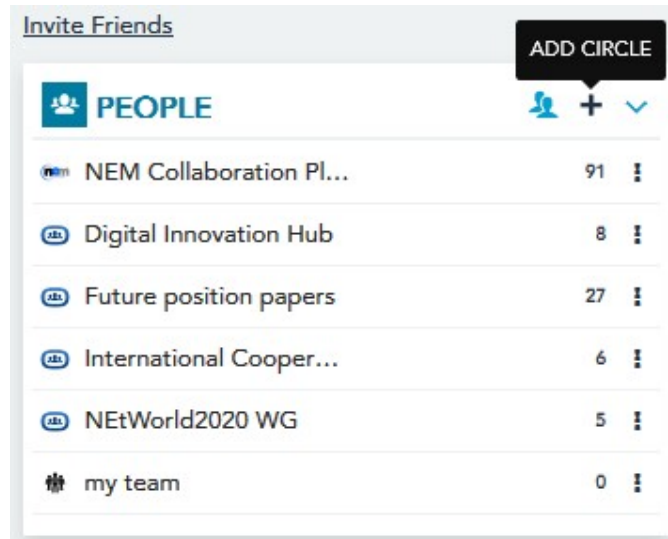


Figure 99 Add circle

The menu located on the right of each team allows users to perform various activities on the reference workspace (Figure 100):

- **Visit** allows to reach the workspace
- **Follow** a group allows to have all the activities performed within the workspace always present in the timeline activity stream
- **Manage Group** is available to user only when she created the team
- **List Resources** allows to create a folder that contains all the resources or a particular type of resource related to that team, visible between the user resource boxes.

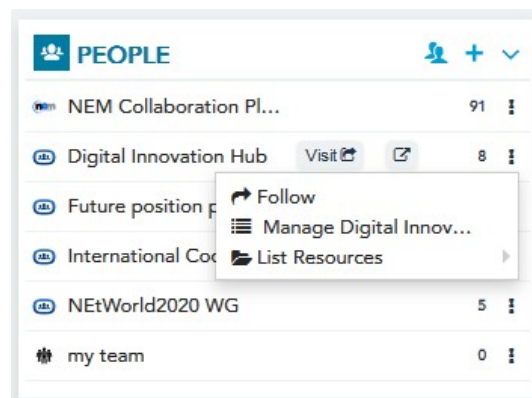


Figure 100 Manage teams and circles

Also on each individual user, she can perform operations from the People application. By clicking on the menu on the right of the user she will be able to (Figure 101):

- **View** the user profile
- **Follow** all the activities that are done within the platform by adding the stream of these activities to the Timeline / List
- **Modify** the user's Memberships within the Team and Circle that she own / administrator

- **Create** dedicated **Folders** that contain all or a specific type of resource owned by the user in question

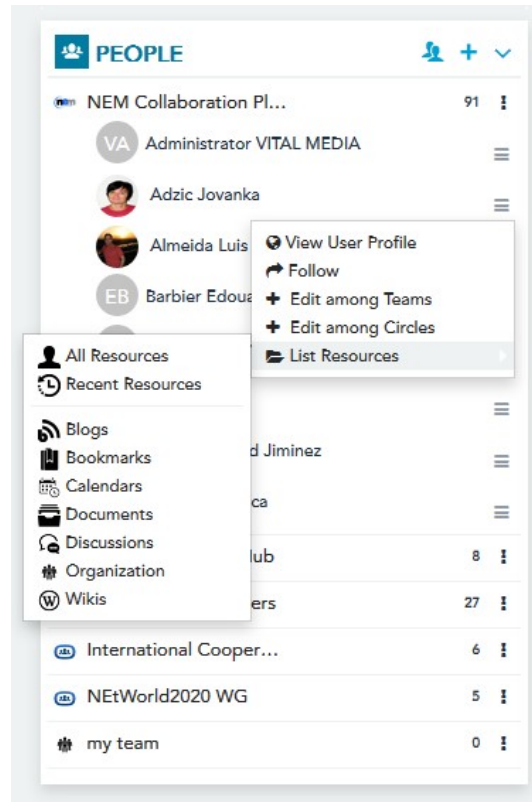


Figure 101 Manage people

4.2 Resources

Resource application (Figure 102) is used to provide a quick link to resources (wiki pages, files, events, etc.) created or pinned by the user. In this section she will be able to view her own resources and those of her choice, broken down by type. She can also view the folders that she are looking for a search box (query folder) or all the personal folders she can create by embedding various resources she choose from within the sharing service that she can share with others Platform users.

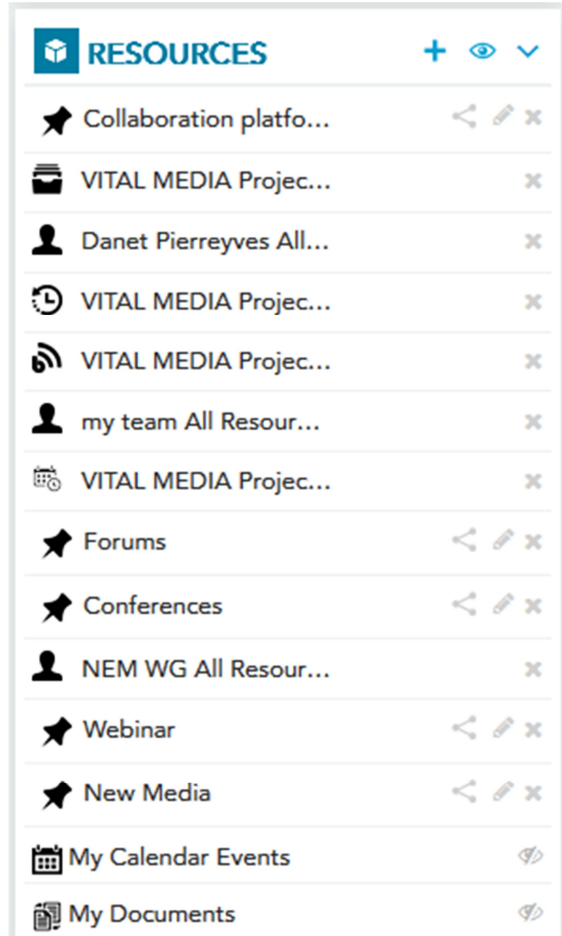


Figure 102 Resources application

The “Create pinned folder” feature allows users to create new folders only visible to her, that will contain all the resources of the platform she choose with the goal of having these always at hand and easily accessible (Figure 103).

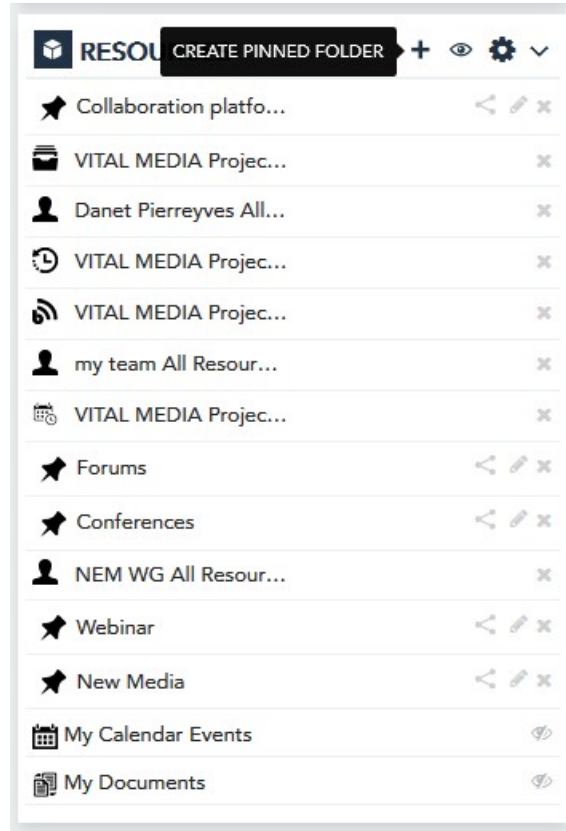


Figure 103 Create a pinned folder

As previously mentioned, pinned folders can be renamed and shared with other platform users through the sharing mechanism provided by the platform (Figure 104).

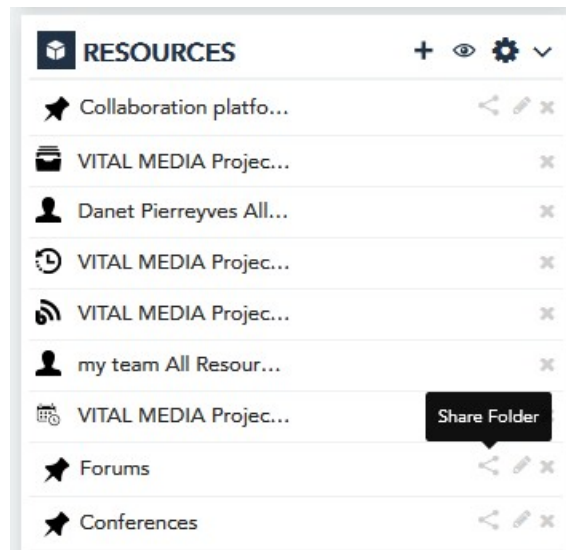


Figure 104 Share folder

The Show Smart Folder feature allows user to set the visibility of all resource sets. In the list she will find all those resources that the site administrator has decided to make available to the user (Figure 105). Through this feature, the user can decide which ones to always be visible.

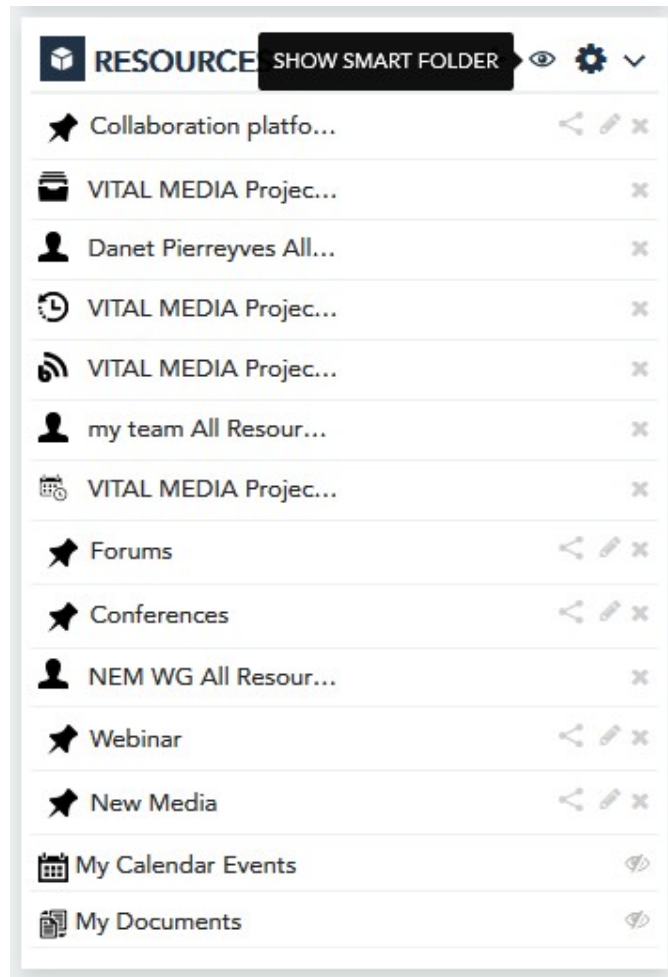


Figure 105 Show Smart Folder

In the list of available resource drawers she can also have those related to all those resources that have been marked as "helpful", "hot topics", "How to" etc.

Displaying these resources by markers will allow user an easier and quicker identification of how the exchange of knowledge is transforming into successful collaborative work.

Below are the possible resource sets available from the "Resources" application (Figure 106):

- Helpful Resources: The drawer feeds all resources created within the workspaces that the user belongs to have been marked as "Helpful".
- Hot Topics: It will contain all resources visible to the user as marked as related to important trends for team work.
- How To's: The drawer will contain all those resources marked as useful suggestions or procedures to follow in order to efficiently and efficiently work the team's work.
- My Draft: The drawer will contain all of resources inside the platform and have been tagged by she or other users with the "Need Editing" mark and then report as incomplete or revised.

- All Candidate Contests: The drawer will contain all the resources that have been marked with the "Problem" marker.
- My Candidate Ideas: The drawer will contain all of her resources inside the platform and be marked as "Idea".

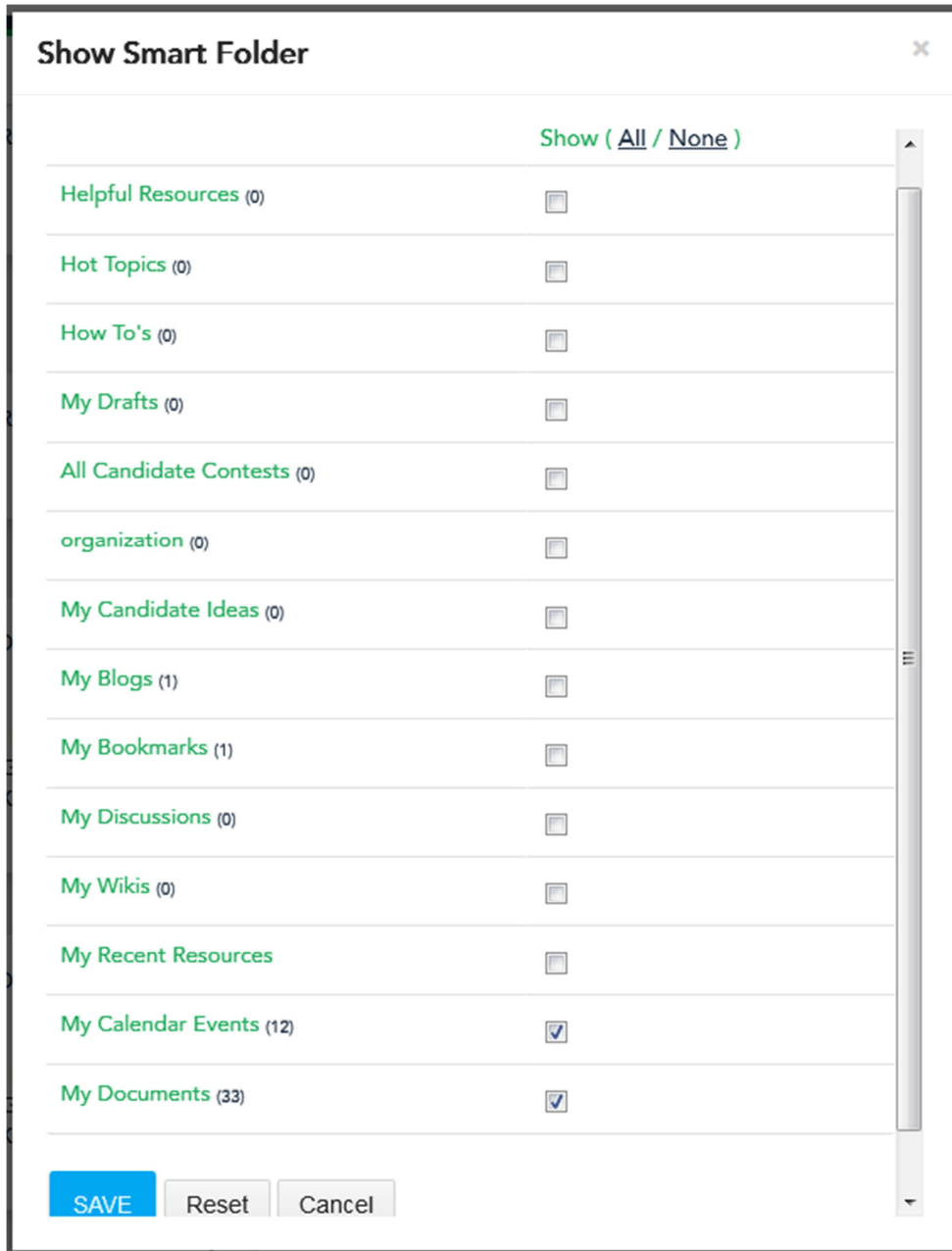


Figure 106 Smart folder available

4.3 Chat

OPENNESS Instant Messaging allows users to communicate with users in real time and set their status (Figure 107).

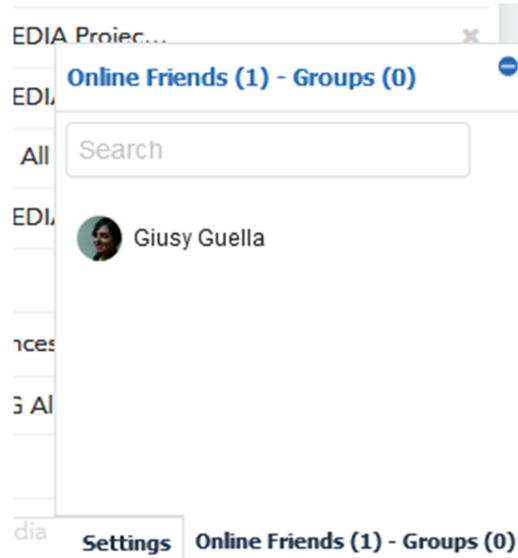


Figure 107 Chat

In the Settings tab she can insert a status, choose to show she as online, and enable sounds and desktop notifications when she receive a new message (Figure 108).

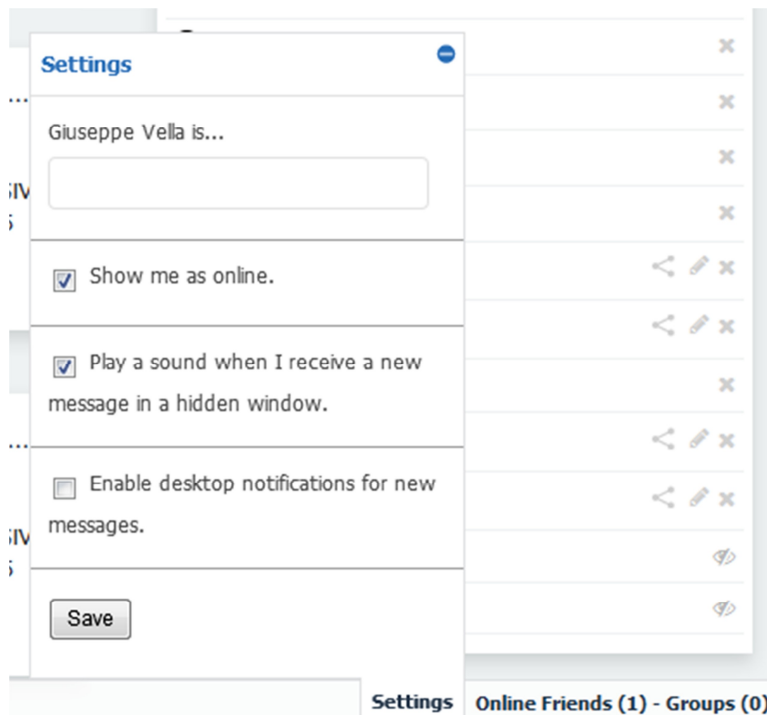


Figure 108 Chat settings

4.4 Timeline

The Timeline allows activities monitoring to provide chronological view of actions within user’s circle. All activities are performed within the workspace that she are browsing and her activities are performed across the entire platform (Figure 109). The stream of activities is also powered by the connections made by each user. Each time a user decides to follow a team, a user or resource in particular, the timeline will show all activities to these entities related as the attentive user. By default, the visibility of the stream displayed by default can be disabled/enabled at any time by clicking on the top right icon.

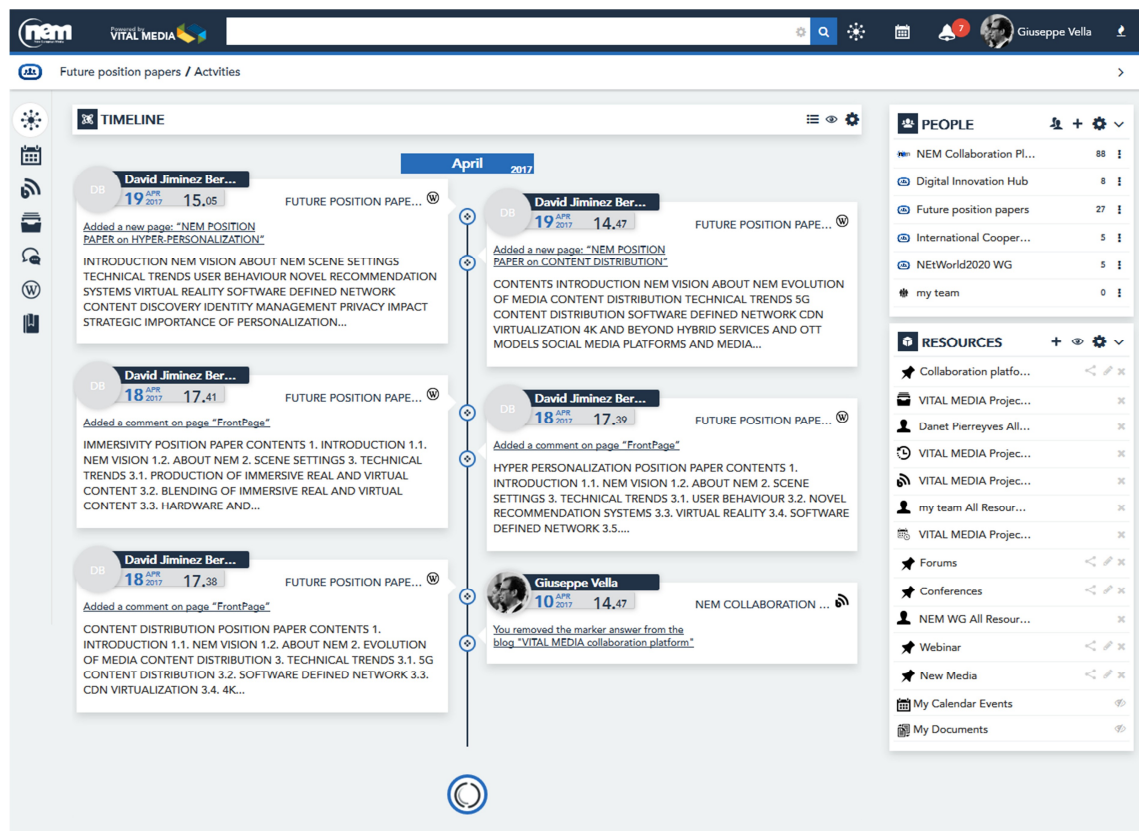


Figure 109 Timeline

The user can change the activity stream display in "list" by clicking on the icon (Figure 110).

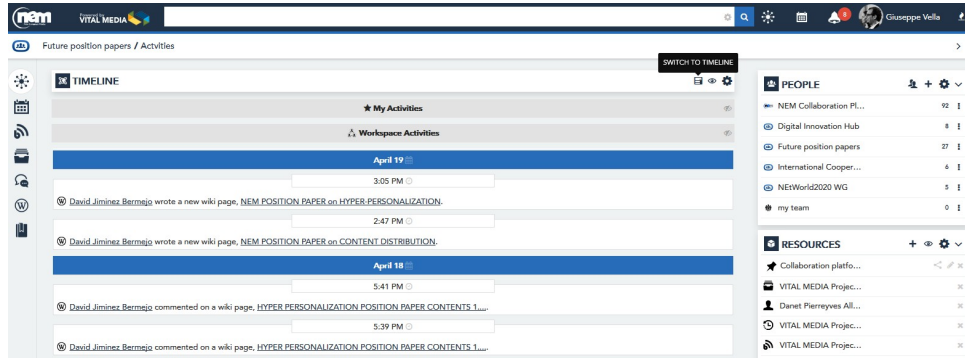


Figure 110 Timeline display settings

The user can also choose to show/hide her own activities and/or the workspace activities (Figure 111).

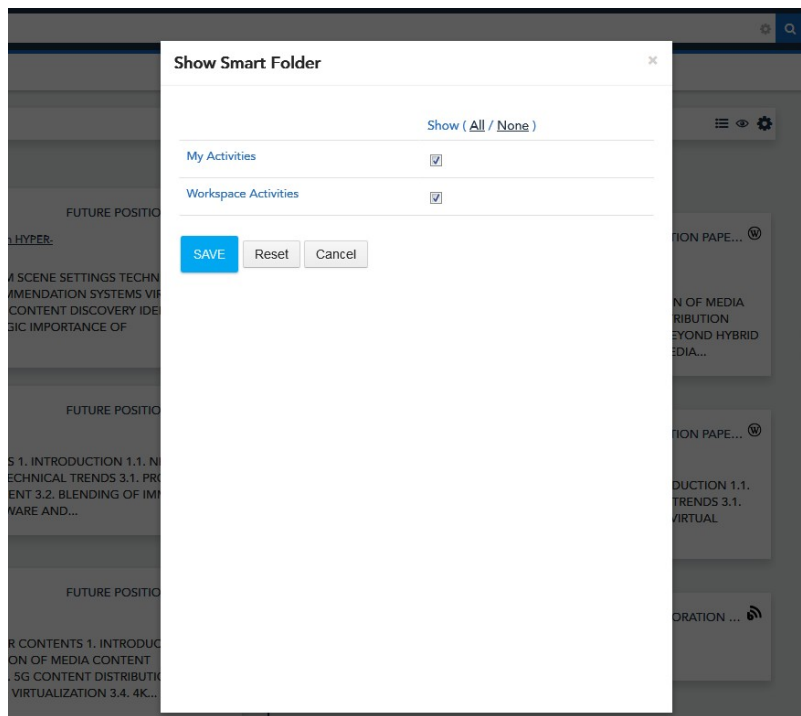


Figure 111 Timeline activities settings

4.5 Sentiment

The Sentiment application indicates how well content resonates with the audience. Content can achieve Happy, Neutral, or Sad sentiment based on content analysis and social action (Figure 112).

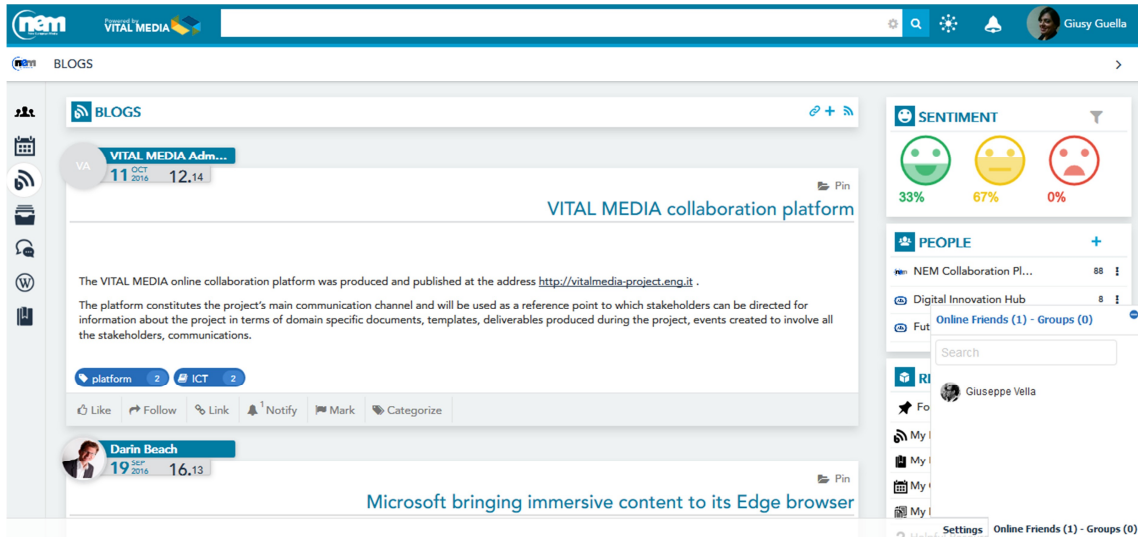


Figure 112 Sentiment application overview

There are two views of Sentiment Metrics: summary (Figure 113) related to the whole application and detailed (Figure 114) related to one blog article and all its comments.

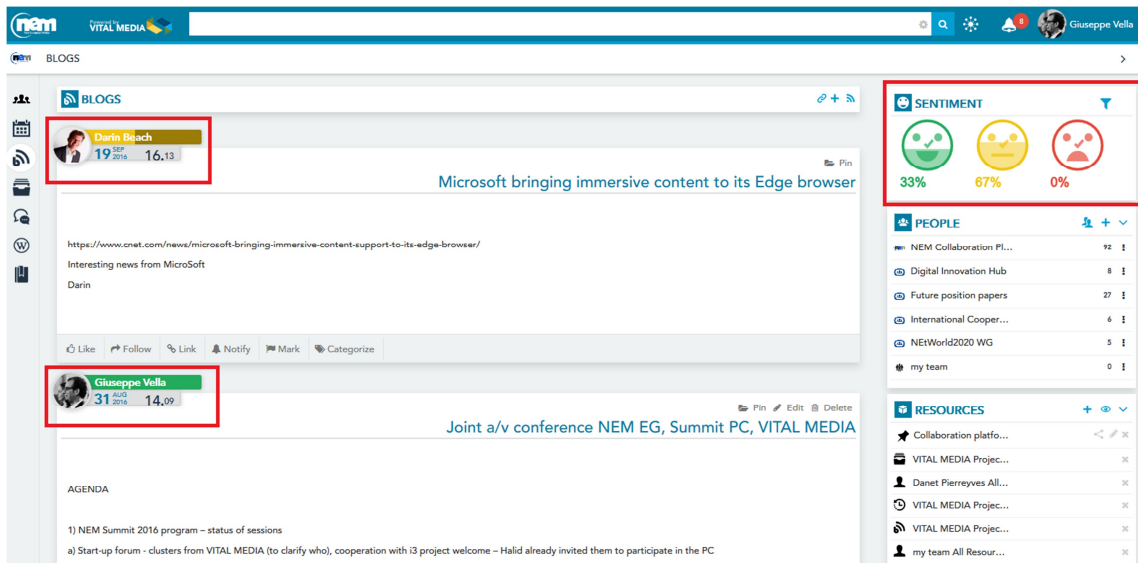


Figure 113 Summary Sentiment

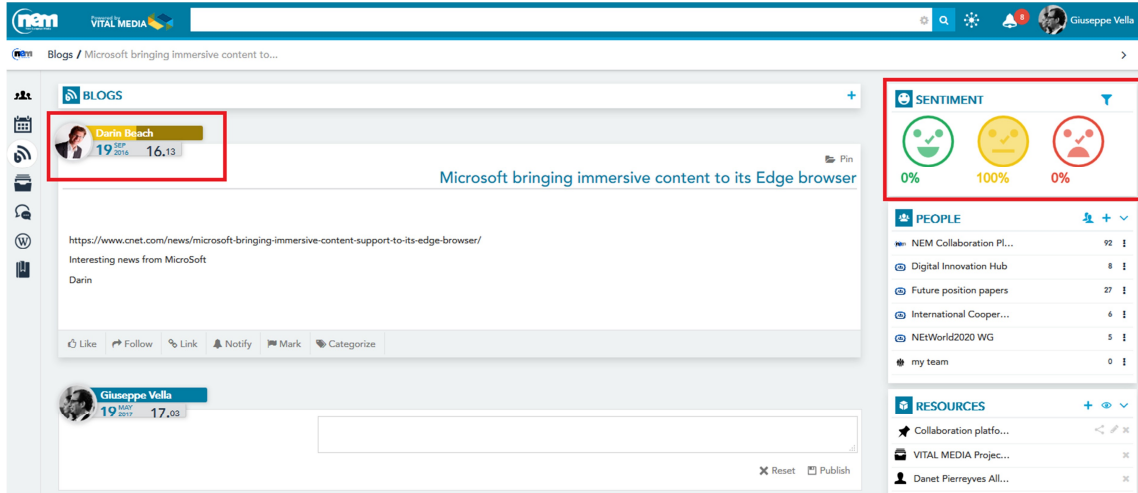


Figure 114 Detailed sentiment

5 Social services

5.1 Social bar

Along with services associated with the management of the community, there are a number of additional features found in the Social Bar that allows easy and immediate sharing of information (Figure 115). The social bar constitutes the live point of view of each resource. The resource has a social life nourished by users interactions.

The Social bar provides users with the possibility to express their Like about content, as well as start to Follow it, to be notified in their timeline about changes in the contents they are following. They can also Notify the content to other users, or all workspace participants, that could be interested in reading it (who in turn could start following it). Notifications take place by email, by SMS, or in the portal itself, depending on the recipient notification settings. Selected users will visualize the notification on the Inbox Notification and they will receive an e-mail notification.



Figure 115 Social bar and social actions

The social bar is made up of a set of features that allow user to make the most of the resources used, and specifically:

- **Like**, to express appreciation to the resource just click "like". Clicking on the counter placed next user know who, among others, expressed appreciation to the resource.
- **Follow**, to follow all the changes that will be made on the resource and the interactions that arise click on "follow". The counter placed next displays the names of all other users of the platform who expressed the same interest.
- **Link**, to connect a resource to others within the same site or to global assets.
- **Notify**, to notify the resource to other users of the platform. User can add the users to whom she want to target notification, and she can write a message to send. The selected users will see a notification in the "Notification Portlet" and will receive an email with the notification.
- **Mark**, to turn a conversation into a real "business decision" or in a collaborative successful work. The forms of collaboration are free within the platform but the decisions and official versions must be clearly marked. The marking feature allows to mark the turning resources into "success", "decisions", "official versions" using the markers that the community manager has decided to make available to the community. To "mark" the resource just click "Add Marker" and select the appropriate marker.

Categorize, to assign categories to a resource it means to classify them by means of "keywords" default administrator based on vocabularies created according to predefined criteria.

Through the Social Bar, the user can therefore enhance the popularity of a blog, a thread, a document or any other type of content, expressing appreciation, properly labelling the resource, which shall be notified to other users in order to add to this semantics social context. Additionally, content can be also Marked (Figure 116) and Categorized (Figure 117) with a set of predefined marker and vocabularies, or with free-texted tags added by users. Categories and tags are also used in the portal search functionalities to improve results of search queries.

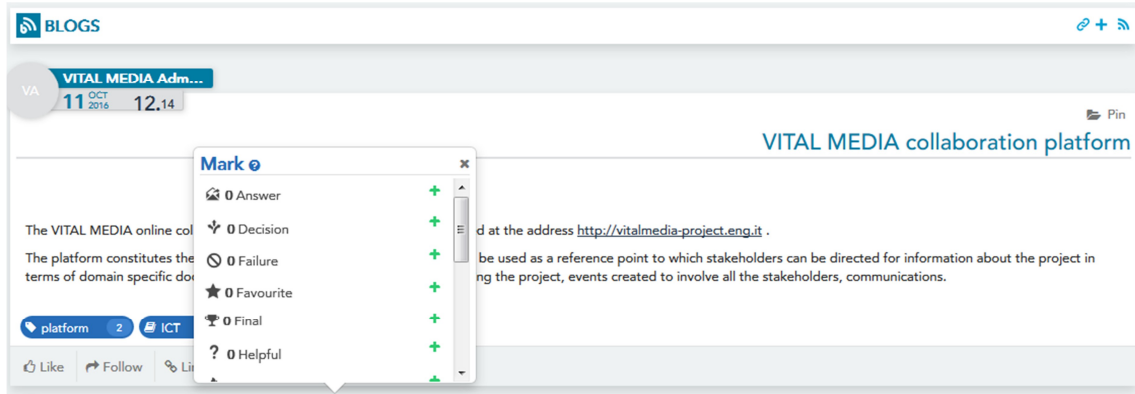


Figure 116 Mark a resource

Associating content categories allows to associate keywords that will allow to search more easily later.

The categories are nothing more than words or phrases prefixed by the administrator within a specific workspace with the purpose of grouping resources by following specific parameters. To assign one or more categories to her existing and / or new content:

- Open the editing resource and go to the "Category" section
- Or interact with the resource from the "Manage Categories" of the social bar

From here she can select the categories that have been divided into several vocabularies. Each vocabulary can contain various categories and subcategories. It is also possible to make use of the search for suggestions made available by the system.

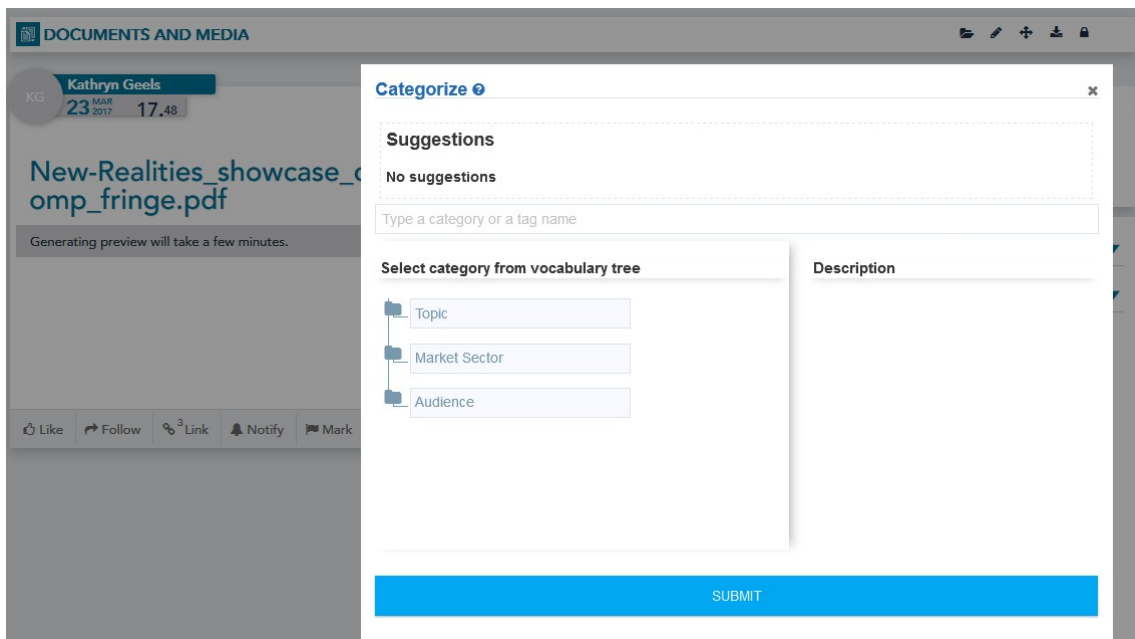


Figure 117 Add a category or tag

5.2 Pinned folder

It is often useful for the user to collect some of the resources within the platform into a personal folder that will always be visible between the resource lists that the user has decided to view. A pinned folder or a drawer containing all favourites resources, can be created directly from the "RESOURCES" application using the button on the top right of the application (Create Pinned Folder, see paragraph 5.2). At the time of creation, the user will assign a name and, once created, this can be later powered (Figure 103). It is also possible to create one each time the user, in front of any resource, decides to save this to an existing folder or inside a new one (Figure 118).

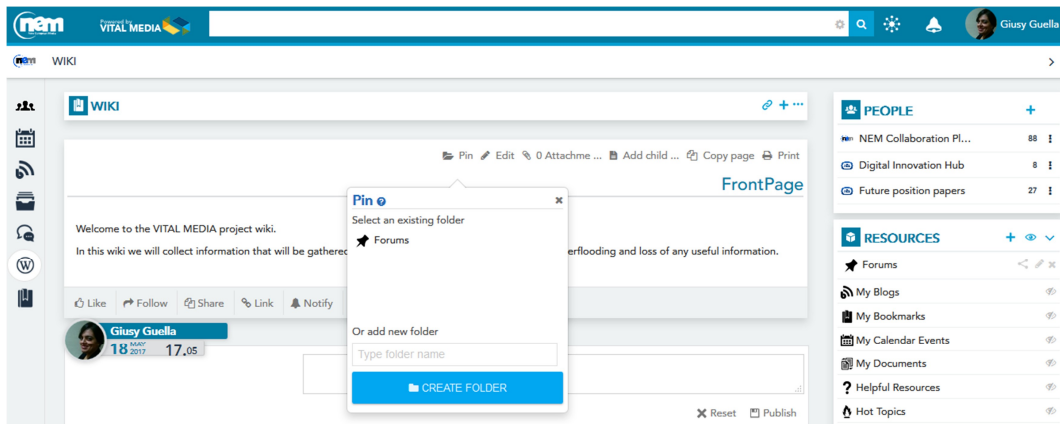


Figure 118 Pinned folder

5.3 Related resources

Linking and linking the workspace resources is the best way to create a logical link between the resources used by the work team and to end the target goals. The "Related Resources" feature will make it possible to create links between the resources and give the user the feeling of completeness of the information being circulated. When creating any content, then the user has the feature in question.

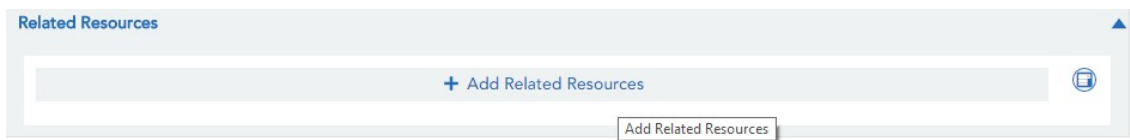


Figure 119 Add related resources

The feature allows users to link the asset to an existing asset within the workspace where the resource will be created, and also to those that have "global" as scope, that is, all those resources made available to all members of the platform Regardless of the single workspace.

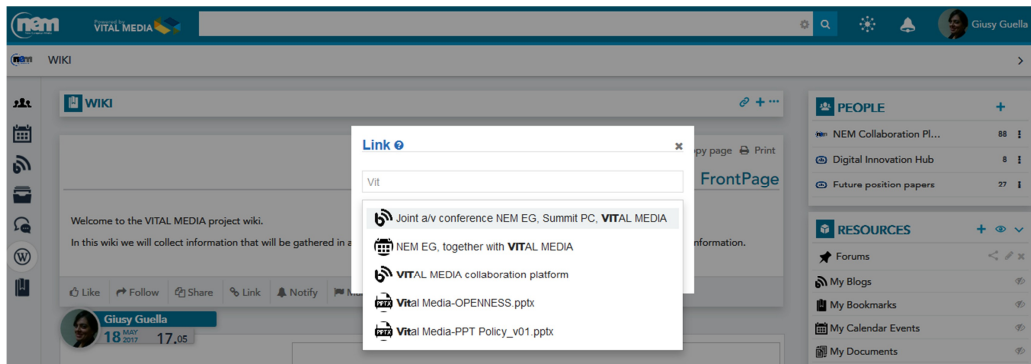


Figure 120 Link a resource

5.4 Mention

When creating a resource within the portal, specifically a page in the Wiki area, or when editing the agenda or content related to an event in the calendar, users have the opportunity to reference (linking) other contents and users of the portal, thus creating relations that bring additional consistency to the information shared in the platform.

This happens using the Mention feature (@name_of_the_resource_mentioned).

Mentioned users are informed of the new (or updated) content where they are cited through a notification (by email or in the portal itself, depending on the channel they set for notifications).

By using @mention, she can report to users and groups of users who are talking about them or their resources.

When she create a resource within the community, she have the opportunity to mention users and resources. This is a way to talk about someone or something by capturing or passing on it / their attention.

When someone or something is mentioned / comes the mentioned or mentioned resource owner mentioned a notification in his Inbox. In OPENNESS, @mention also becomes a link to the resource mentioned.

To mention someone / something type "@", type the name / title of the entity and the third syllable opens a dialogue box and suggests possible matches.

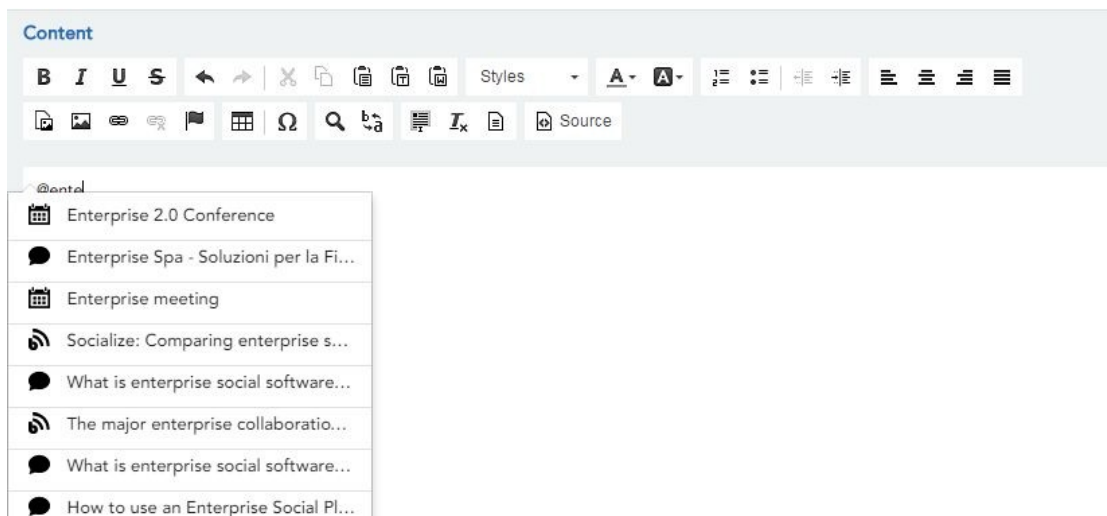


Figure 121 Mention feature

6 Anywhere applications

6.1 Mobile apps

A full suite of smart, elegant mobile apps that keep users connected wherever they go. Each app has a great consumer-style experience and is purpose-built to solve a specific need with just a few taps.

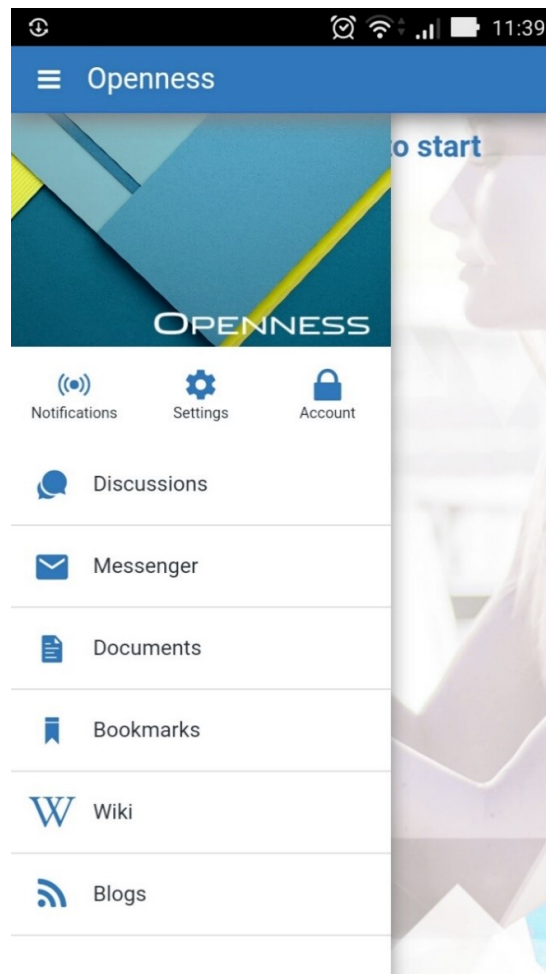


Figure 122 OPENNESS Mobile Apps

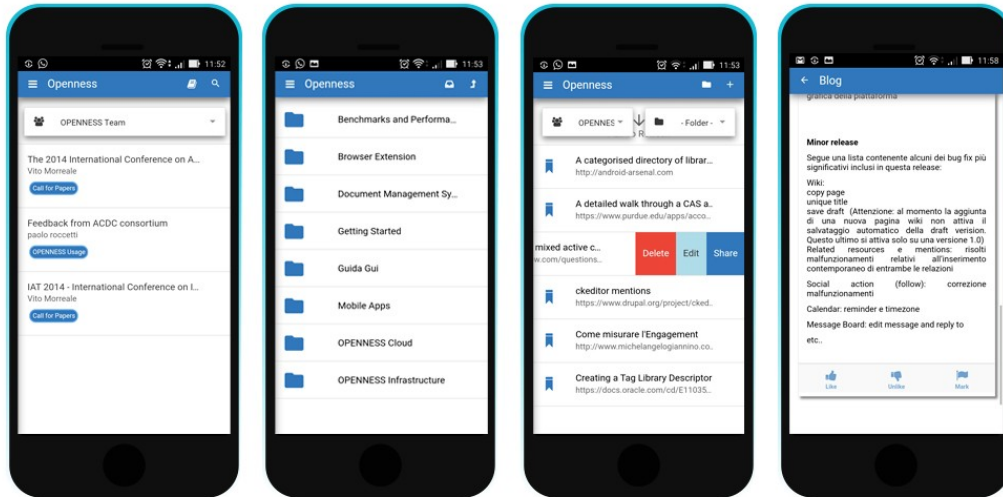


Figure 123 Mobile apps design

6.2 OPEN-S

The Software further enriches the OPENNESS Collaboration Product family, reaching a further goal: to make the experience of using the platform even easier, allowing a user to add a Discussion or Bookmark, a Wiki, or a Blog on an OPENNESS platform simply surfing the web. Below are the various steps to take advantage of the new extension:

1. Look for extensions within the Chrome Web Store and add it to existing ones

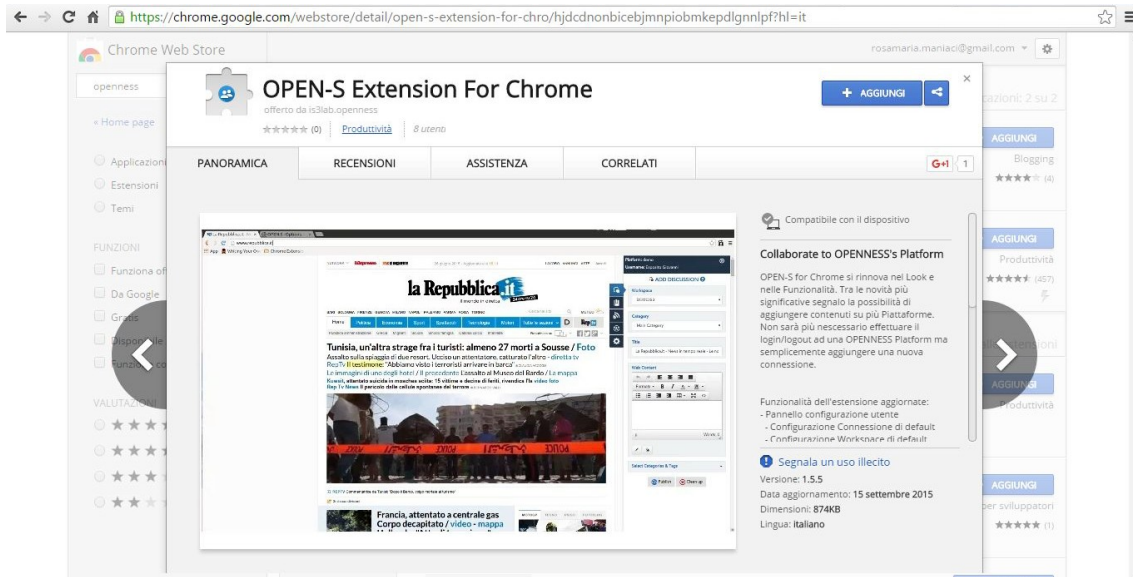


Figure 124 OPEN-S

2. Reach the extension control panel via the "Options" button

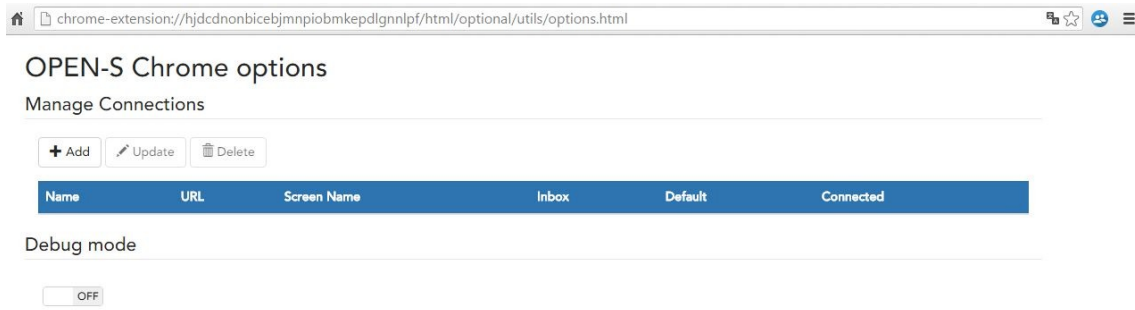


Figure 125 Add the OPEN-S extension

3. Add the connection to the desired environments

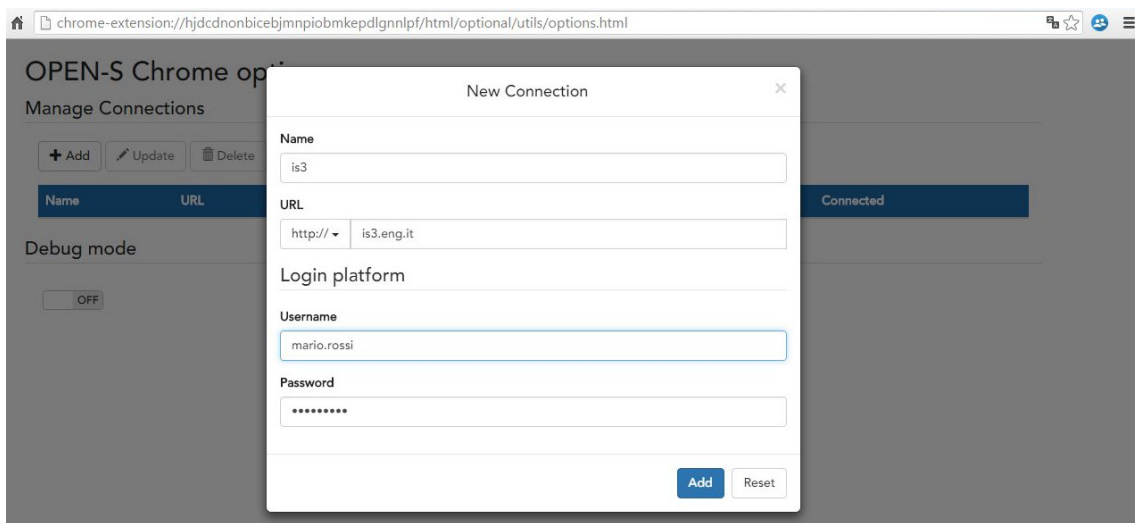


Figure 126 OPEN-S settings

4. Enable Connection to Server and, if desired, the Inbox flag allows OPEN-S to hook up to OPENNESS push notifications system, activate it on a connection, and receive them through the Chrome Browser.

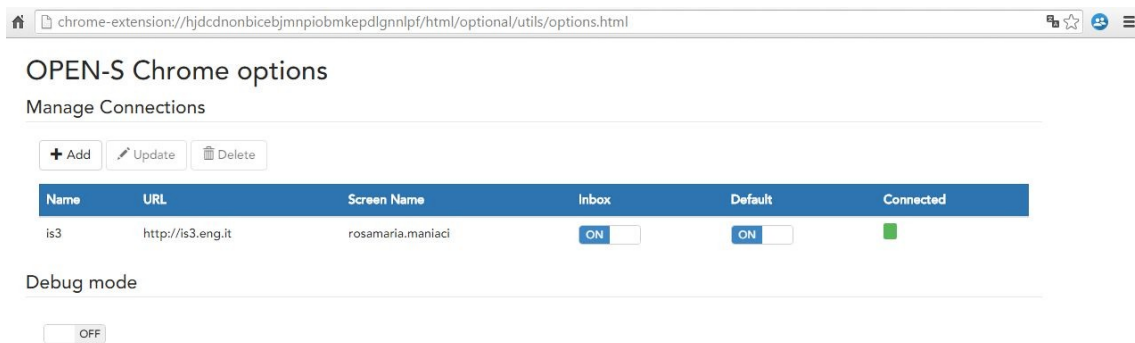


Figure 127 OPEN-S mange connections

5. Once the configuration / activation is complete, the extension can be immediately activated.

Resources can be added in the following ways:

1. Clicking on the icon next to the address bar
2. Selecting the text and clicking on the right mouse button "add to OPEN-S"

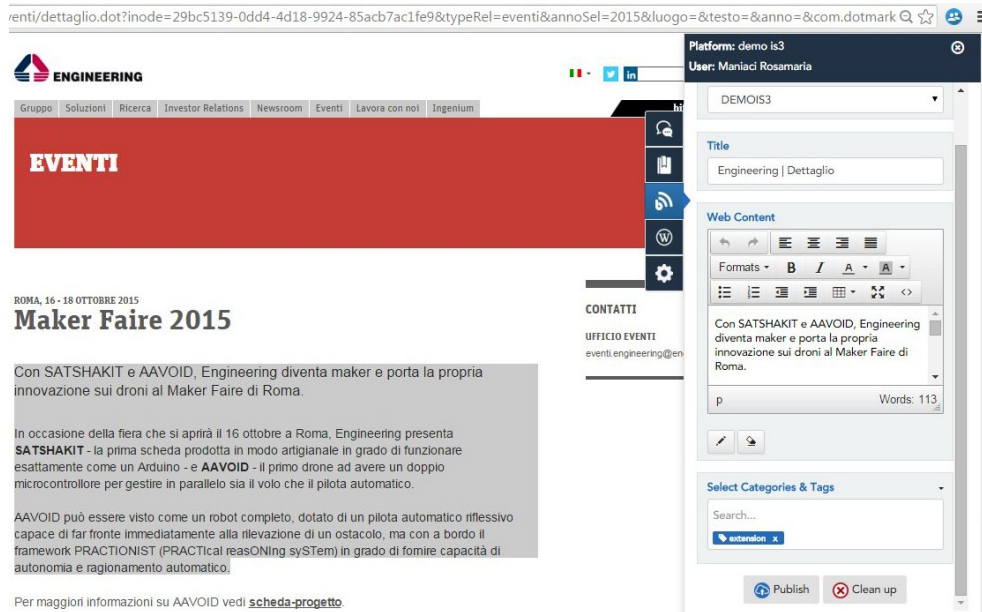


Figure 128 OPEN-S using

7 Conclusions

The NEM collaboration platform was produced and published at the address <http://vitalmedia-project.eng.it> prior to month 3 (as stipulated in the DoW).

The platform constitutes the project's main communication channel and will be used as a reference point to which stakeholders can be directed for information about the project in terms of domain specific documents, events created to involve all the stakeholders, communications.

The platform enabled users will be able to create events and invite or share them with others users of the platform. It will be possible to get an overview of all participants' competences such as their availability to arrange Face-to-Face meetings. The brokerage event tool will assist the clusters to organize various working groups to animate the community and all the networking events organized by the New media Clusters.