

Project Deliverable

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Abstract:

This deliverable includes the description of the actual online platform.

Keywords: Collaboration Services, Social Actions, Brokerage Events

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1 Introduction

The VITAL MEDIA platform engages 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. The platform OPENNESS (OPEN Networked Enterprise Social Software suite) has been developed during an Italian research project VINCENTE (A Virtual collective INTElligenCe ENvironment to develop sustainable Technology Entrepreneurship ecosystems) and it has been chosen as a starting point for the collaboration platform of the VITAL MEDIA project. The consortium has analyzed the state of the art of the Horizontal portals highlighting competitors main functionalities in order to take inspiration for further evolution of the OPENNESS platform as was already written in the DoA.

Requirements and recommendations from the 1st Intermediate review

The 1st Intermediate review took place on 27 July 2017 and covered the period from 01/06/2016 to 31/05/2017. The VITAL MEDIA project has achieved some of its objectives and milestones; however, corrective action has been required.

Recommendation R3 concerning the period under review related to *D2.1 VITAL MEDIA online collaboration platform* and comments in Annex 1 – List of deliverables provided and in Annex 2 – List of milestones in the Expert Review Report focused on six main elements:

- E1)** Market analysis to justify the adoption of the OPENNESS;
- E2)** Information about the customisation requested by NEM;
- E3)** List of requirements to assess adaptations made;
- E4)** User manual about the upgraded collaboration platform;
- E5)** Benefits for the different stakeholders and the data policy implemented by the platform;
- E6)** Strategy to reach the 3000 users.

Corrective measures have been proposed by adding specific sections and revising the existing ones:

- **Measure adopted for E1** - *Section 2* offers an Enterprise Portals comparison and a description of the strength points and the most important features concerning the requirements of the project for each mentioned product. The analysis shows how Liferay can be considered one of the most flexible and extendible enterprise portal suitable to develop the necessary functionalities, exploiting the knowledge that ENG has acquired in the past years on the OPENNESS platform that is based on Liferay.
- **Measures adopted for E2** - *Section 3* includes a bug fixing table that summarizes the patches implemented by Engineering to solve known issues and upgrade the basic functionalities. Furthermore, the added *Section 4* explains how the adopted collaboration platform enables collaboration and networking mechanisms to support the NEM initiatives through the preparation of public pages that provides, among others, an introduction to the benefits for the stakeholders by joining the NEM collaboration platform; a platform quick guide; and the data management allowed by a detailed Terms of Use. All these upgrades meet the customisation required by NEM.
- **Measure adopted for E3** - *Section 5* covers the milestone MS5 illustrating functional requirements and community feedback on Matchmaking Event tool providing realized mockups in order model the custom application to support the design evaluation for the

macro-functionalities and the User Interface realized starting from requirements and mockups.

- **Measures adopted for E4** - *Section 6* provides the implemented quick guide in order to explain the usage of the collaboration platform. This quick guide has been implemented as a carousel of images that offer a usage suggestion in the form of question/answer. The Tip of the Day app is correlated to the Quick Guide Platform because give users the possibility to be informed about the latest features. Carousel and the tips represent an improvement of the complete User Manual add as *Annex*.
- **Measure adopted for E5** - All the stakeholder benefits are available in the web page of the collaboration platform as shown in *Section 4* and listed in *Section 7*. These benefits are supported by a specific data policy implemented by the platform also included in *Section 7*.
- **Measure adopted for E6** – All the partners have jointly investigated how to increase the numbers of users on the NEM collaboration platform supported by VITAL MEDIA in section **8**.

2 Market analysis

According with VITAL MEDIA project objectives and Task 2.1 implementation, the project will establish an on-line collaboration platform to provide tools to support networking among all NEM relevant players. There are different products that enable to sharing ideas and knowledge between different company, partner and industries, providing tools like blogs, wikis, discussions and sites creation.

The word “portal” have a legacy definition regarding its history, in fact they were web pages used as a unified entry for other web pages. However, a most clear and practical definition could be the one of java specification Java Specification Requests (JSR) 168 and 286, which are “a standard to determine the development of Java portal components”. Essentially, they are web applications that provide personalized and secured aggregation platforms.

An important classification of portals are in Horizontal and Vertical, the latter are specialized in just one market or just one industry, while the horizontal portals are targeting to a variety of industry and organizations.

A horizontal portal covers many sectors. It focuses on social and collaborative purposes. More than one team in the same industry can also use it.

The enterprise portal, and in general, the web content management system, are the target of our analysis in order to pitch up a solution to provide social collaboration tools.

The VITAL MEDIA consortium has selected a list product, which are compliant with some of the project needs:

- Adobe Experience Manager
- Backbase
- Drupal
- EPiServer
- IBM WebSphere Portal
- Liferay Portal
- Microsoft SharePoint
- OpenText Portal
- Oracle WebCenter Portal
- Salesforce Community Cloud
- SAP Enterprise Portal
- Sitecore Experience Platform
- Squiz Matrix

Each one have its own pros and cons, below we give a brief description of each of these solutions.

Benchmarking of enterprise portals

Adobe Experience Manager

This product aims to be the platform by which share experiences and contents among the different devices and software the customers’ uses and is highly focus on the marketing and media assets. The solution contains tools to set up a site and manage the customers’ communities. It is bind tightly to the adobe cloud system and because of this it’s easy to share content across the platform.

Backbase

It is a reference point in the field of fintech, it uses a modern architecture approach combined with an effective user experience, and the same widget are shared between website and mobile application, offering a feeling of

homogeneity. Anyway, the specialization on banking and financial sector can be seen as a downside due to underestimation of all other sector requirements.

Drupal

This product is one of the most used in the website area, but it can be used to satisfy other requirements by adding plugins. A lot of applications are provided by its marketplace, there is plugin for almost all the sectors, it's a great pro. The drawback is the maintainability due to often such different products in the same portal, each one with its own update and maintenance requirements.

EPiServer

The advantage of this system is the highly integration of three important product: a customer management system, a marketing tool and an Ecommerce system. It is one of the few products which support this integration out of the box. Another distinguishing characteristic is the level of personalization of the contents with respect of the user profile. The drawback of the product is that its focus on marketing leaves a little room to the collaboration tool.

IBM WebSphere Portal

Ibm portal product is compliant with the JRS specification. Its strengths are stability and the performance as well as the usability. A downside can be considered the complexity of the infrastructure need to execute the products, this involve a bigger cost then the competitors.

Liferay

Liferay is open source portal framework, developers can easily extend or customize it for their organization, Liferay Portal provides a 60+ portlets, which implement the most important and common functionality need in collaboration tasks, and these portlets are available out of the box or by the plugins MarketPlace. Liferay has its own MarketPlace where contributors can publish their own portlet and make it available free or paid. Liferay Portal has proven to handle millions of page views and over 1.3 million users.

Microsoft SharePoint

Without a doubt the strong point of this solution is the highly integration with other Microsoft products, above all Microsoft office and outlook. It turn out one of the most powerful Team Collaboration Platform.

Besides this feature, SharePoint offers all the other basic feature of a social collaboration platform, like site creation or teams' management.

The downside with Microsoft is product customization. If you need a custom solution or develop and integrate sharepoint with your software, this can be very painful, as we all know Microsoft has a policy of protecting its product from modifications or extensions from other organizations.

OpenText Portal

It focuses on managing enterprise information, but thanks to a suite of products and cloud management: "OpenText's Customer Experience Management platform". It also supports customer communications management and provide collaboration tools. Portal makes easy to manage a site and its contents. Anyway this product is just a part of OpenText Enterprise Information Management and a potential customer have to own all the platform to manage all the enterprise collaboration needs, moreover the look and feel is't the best of the portal market.

Oracle WebCenter Portal

This was one of the first container portals on the market. It takes advantage of the experience gained over the years, and Oracle is a company that provides many services and products, so their container portal can leverage the integration with all of these services. Oracle portal is a container portal compliant to the JSR specification, and can therefore be integrated with custom portlets, highly customizable. By contrast, the importance of the brand has a cost, and the solution is expensive than many others.

Salesforce Community Cloud

Even this platform, like others already seen, relies on its offer on a cloud service system: In fact beyond the actual portal it is possible take advantage of additional related services. The system thanks to the cloud architecture offers a high scalability. Salesforce also allows customers to take advantage of third-party applications or to develop and integrate them. Customers, in any case, complain of a higher cost than the competitors, because the system without the other cloud services of the manufacturer is less appealing, so often the product is only bought by those who already use other cloud services.

SAP Enterprise Portal

The strength points of this solution are the renewed user experience in the latest versions, and the integration with the well-known business process services of which SAP is the leader. This solution is not used by anyone who only seeks out a portal because of the low availability of plugins than many of its competitors.

Sitecore Experience Platform

This product is highly end-user, product and marketing oriented. The organization seeks out a differentiation strategy by investing heavily in the concept of context marketing, and is therefore a product oriented to the generation of end-user content. In any case it always provides some of content management and communication services that allow the system to adapt to more closely related social collaboration, even though it is not its main goal.

Squiz Matrix

Squiz is a product that leverages its ability to automate content delivery, i.e. personalized content design based on the end user profile, and this product is therefore geared towards end user satisfaction. Out of the box provides some social collaboration tools but in general, the focus is the customer.

Products comparison

For each abovementioned product we will analyze in Table 1 the strength points and the most important features concerning of the requirements of the project.

Table 1 Collaboration platforms VS VITAL MEDIA objectives

Product	Compliance with VITAL MEDIA objectives
Adobe Experience Manager	<ul style="list-style-type: none"> ● Media and contents management ● Site and community creation ● Social media content aggregator
Backbase	<ul style="list-style-type: none"> ● Media and contents management ● site creation and templating
Drupal	<ul style="list-style-type: none"> ● Open source ● Content management system ● Integration with third-party software ● Collaboration solutions out of the box ● Big community ● Site creation and templating
EPiServer	<ul style="list-style-type: none"> ● Content management system ● Project collaboration for campaigns (tasks,discussion,reviews)
IBM WebSphere Portal	<ul style="list-style-type: none"> ● Compliant with JSR 168/v1 and JSR 286 ● Custom application creation and integration (portlet) ● Site creation and templating
Liferay Portal	<ul style="list-style-type: none"> ● Open source ● Content management system ● Site creation and templating ● Very high availability of pre built portlet

Product	Compliance with VITAL MEDIA objectives
	<ul style="list-style-type: none"> ● Complete set of out-of-the-box portlets for collaborations needs :wiki, blogs , commenting, ratings, discussions ecc.. ● Compliant with JSR 168/v1 and JSR 286 ● Custom application creation and integration (portlet) ● Big community ● Great availability of documentation
Microsoft SharePoint	<ul style="list-style-type: none"> ● Content Management System ● Very advanced collaboration features, like documentals workflow repository and collaborative editing solutions. ● Custom application creation and integration (portlet) ● Site creation and templating
OpenText Portal	<ul style="list-style-type: none"> ● Site creation and templating ● Compliant with JSR 286 ● Complete set of out-of-the-box portlets for collaborations needs ● Custom application creation and integration (portlet)
Oracle WebCenter Portal	<ul style="list-style-type: none"> ● Site creation and templating ● Compliant with JSR 286 ● Custom application creation and integration (portlet)
Salesforce Community Cloud	<ul style="list-style-type: none"> ● Very advanced collaboration features, like documentals workflow repository and collaborative editing solutions. ● Custom application creation and integration
SAP Enterprise Portal	<ul style="list-style-type: none"> ● Custom application creation and integration (portlet) ● Site creation
Sitecore Experience Platform	<ul style="list-style-type: none"> ● Site creation ● Media and contents managment
Squiz Matrix	<ul style="list-style-type: none"> ● Content management system ● Site creation

The above analysis shows that some products do not support out-of-the-box the features we needs, it is therefore necessary to purchase or develop some of the tools the project needs, causing a waste of resources in economic and time terms. Many of the products do not have an open license and you have to pay for it, while other products do not include the development of third-party applications.

The result of this analysis is that Liferay can be considered one of the most flexible and extendible enterprise portal suitable to develop the necessary functionalities, exploiting the knowledge that ENG has acquired in the past years on the OPENNESS platform that is based on Liferay. So choosing Liferay means not only save money to purchase the needed functionalities and extension but also save time for the customizations needed by the consortium to design new collaborative and networking processes..

Let us review some further strength points of this product:

- Liferay has the lowest Total Cost of Ownership (TCO) compared to its competitors starting. In addition, the savings continue through development costs, operational costs, and training/support costs.
- Liferay have the rich out-of-the-box (OOTB) functionalities: content management, collaboration, social, mobile, security and more;
- A mature Enterprise Open Source (fully supported) product – a variety of support options
- Liferay's open architecture and its open source nature help the developer avoid lock-in to a single proprietary vendor. Liferay adheres to several specifications including JSR-168 (Java Portlet Specification v1.0), JSR-286 (Java Portlet Specification v2.0), JSR-170 (Java Content Repository Specification), JSR-127 (JavaServer Faces), WSRP (Web Services for Remote Portlets – standard for enabling interoperability between multiple portal vendors where one portal provides a portlet and another

consumes that remote portlet) 1.0, WSRP 2.0, WebDAV (Web Distributed Authoring and Versioning), SAML (Security Assertion Markup Language for Federated SSO), and more.

- Liferay's hook and extension plugin model allows the developer to tailor product behavior to her needs without rewriting from scratch.
- Liferay offers the developer a full choice of application servers, databases, and operating systems to run on, thereby allowing her to leverage your infrastructure and skills investment.
- The Liferay community has experienced significant growth adding an average of 1300 members a month in 2011, reaching strength of 56,000 members. Additionally the community members are extremely active with increased contributions to forums, wiki posts, blogs, code contributions and activity in special projects teams. The community contributes greatly to the product functionality as well as product information/support.

For this reason and for the Liferay feature's correspondence between Vital Media and Liferay requirements, Liferay platform has been chosen to provide social collaboration tools.

3 OPENNESS Overview

The NEM online collaboration platform is based on OPENNESS (Open Networked Enterprise Social Software), built upon Liferay Portal 6.2 Community Edition, a cloud-based environment that provides access to the necessary infrastructure, applications, content and connectivity to deliver end-to-end services optimised for mobility and ease of participation. All the activities of evolutions and developed during the Vital Media project aims at supporting and enlarging the NEM community and all the related initiatives.

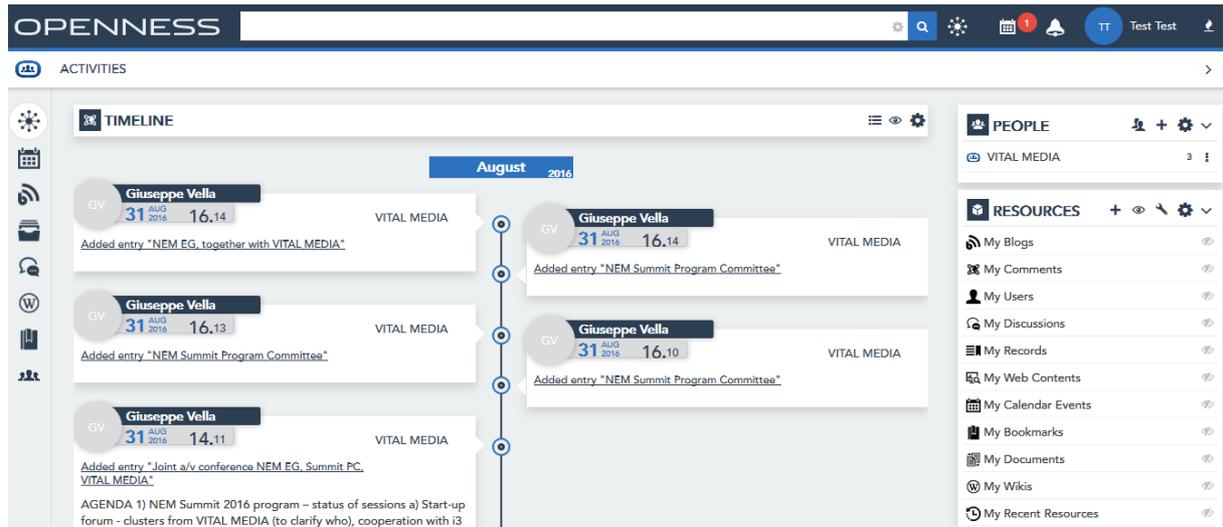


Figure 1 Welcome page

Collaborative Services

One of the objectives of VITAL MEDIA 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 priori.

The basic principle of collaborative work is the concept of the working group, a collection of individuals who interact with each other on a regular basis, in the knowledge that depend on each other and share the same goals and the same tasks, in which each plays a specific, recognized role, under the guidance of a leader, based on the circularity of communication, preserving the welfare of the individual (the climate of the group) and by pursuing parallel with the development of the individual members and the group itself.

Among the collaborative work tools, those implemented in VITAL MEDIA platform are the following:

- **Calendar**, a service that allows you 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 you to view events by day, week, month and year;
- **Blog**, 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, very used are the corporate blog for internal communications of a general nature, events, new product launches. Interesting then are the possible uses of blogs for training, for example in support of traditional courses or e-learning;
- **Documents** supports document management among members of the group that can upload files, view and download those ones of the others members;

- **Discussion** is a useful service to manage online discussions on topics of community interest. VITAL MEDIA 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;
- **Wiki** service 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.
- **Bookmarks**, service that allow users to store and share Internet bookmarks.

All these tools 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. At the moment the services populate with data are: Blogs and Events.

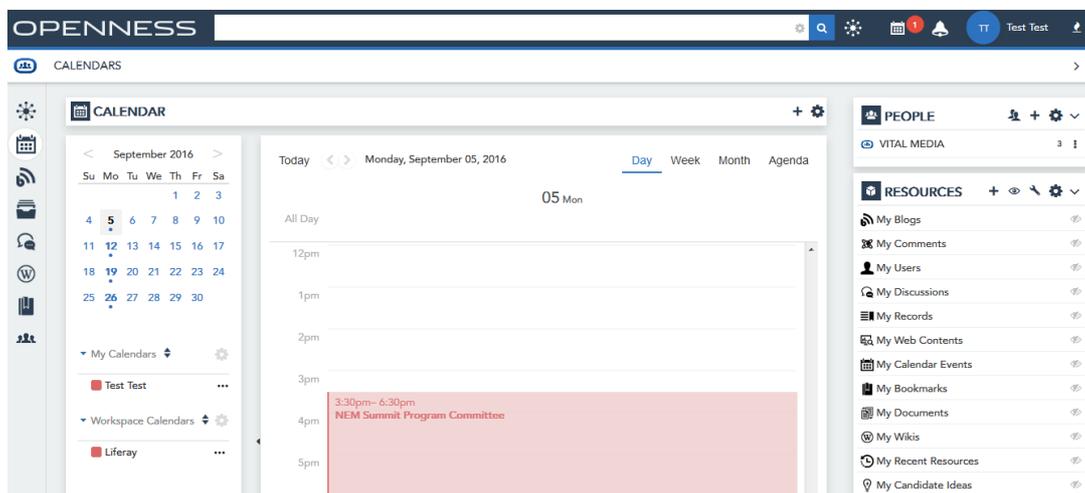


Figure 2 Calendar

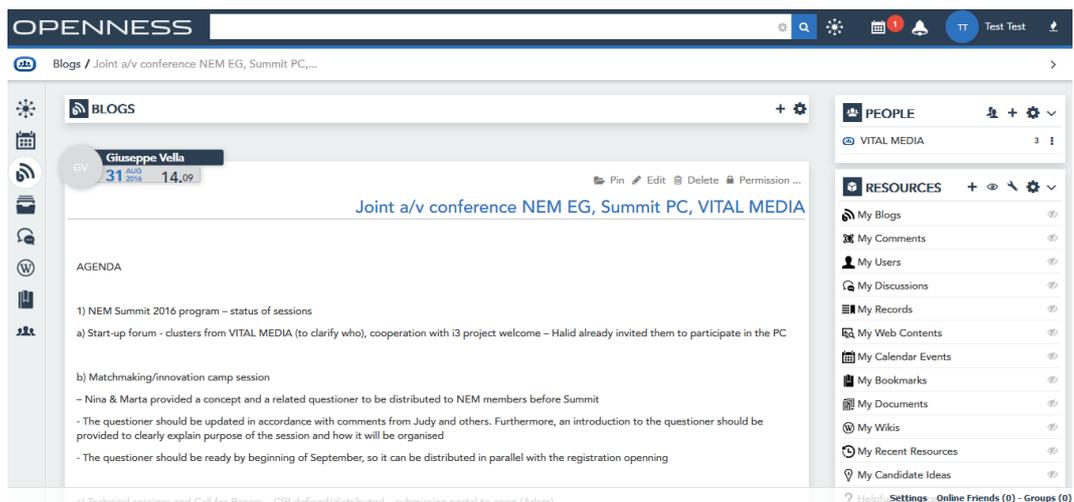


Figure 3 Blog

Social Actions

Along with services associated with the management of the community and which allow easy and immediate sharing of information there are a number of additional features found in the Social Bar that is the basis of each service. The social bar constitutes the live point of view of each resource. The resource has a social life nourished by users interactions. Below we report a series of examples that graphically illustrate the functionality associated with the social bar.



Figure 4 Social bar and social actions

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

- **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.
- **Like**, to express appreciation to the resource just click "like". Clicking on the counter placed next you know who, among others, expressed appreciation to the resource.
- **Share**, to share a copy of the resource with other workspaces.
- **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. You can add the users to whom you want to target notification, and you can also write a message to send. The selected users will see a notification in the "Notification Portlet" and will also 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 you 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 you 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.

Roles

There are different roles that have been created to manage users and resources on the platform. The table below a table that summarize the roles

Table 2 Roles description

Role Name	Role description	WorkSpace (WS)
Administrator	manage the configuration of the website roles of the users	All WS
Site Administrator	manage the whole WS in terms of users, roles of users in the WS and permissions of users for the resources	The workspace where she has the role
userOPENNESS	create WS	All WS
sitememberOPENNESS	can create resources and interact with them	All WS

A role is a collection of permissions on resources to define the possible operations on objects. The standard management of roles and permissions is carried out directly from the control panel where is possible change the definition of permissions on the roles provides by default, associate users to roles and create new ones. To enabling all users the proper use of the resources that the platform makes available and, if necessary, extend the use of some specific features according to the type of user, were created two custom roles: a Site role called SiteMemberOPENNESS, and a Regular role called UserOPENNESS.

UserOPENNESS

The UserOPENNESS is a Regular Role, and this permits have been defined at the portal level. Some of the functionality provided by the "People" application in fact provide for the possibility to create and manage new teams. The users associated with this role will thus permits linked to the said portal functionality.

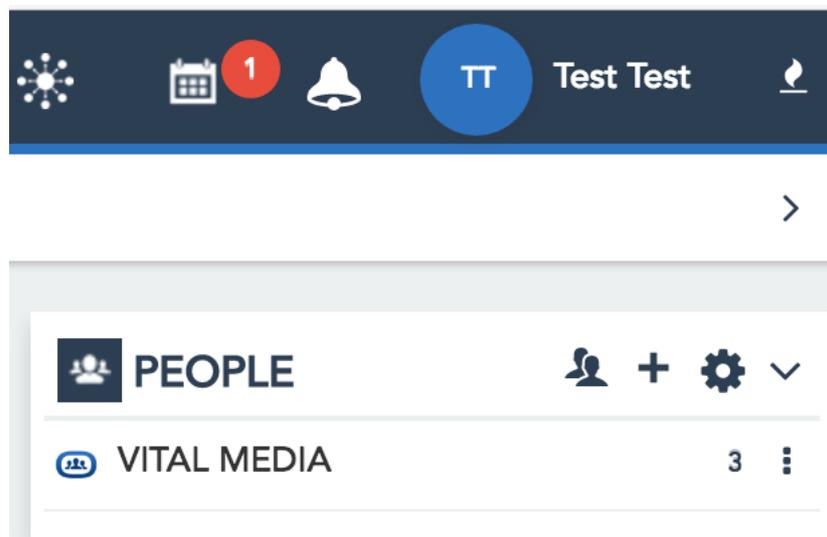


Figure 5 List of workspaces created for Vital Media

The whole set of permissions required that allow a user to create a team associated with a workspace and to control the whole set of functionalities of a newly created workspace are:

- Portal: Add Site
- Portal: Unlink Site Template
- Site Templates > Site Template: Update
- Site Templates > Site Template: View
- Sites > Site: Add Site All Sites
- Sites > Site: Assign Members All Sites
- Sites > Site: Update All Sites
- Users and Organizations > Organization: View
- Users and Organizations > Organization: View Members
- Users and Organizations > User: View

SiteMemberOPENNESS

For SiteMemberOPENNESS all permissions relating to the management and display of resources have been defined:

- Blogs > Blog Entries: Add Entry
- Blogs > Blog Entries: Subscribe

- Blogs > Blogs Entry: Add Discussion
- Blogs > Blogs Entry: Categorize
- Blogs > Blogs Entry: Follow
- Blogs > Blogs Entry: Like
- Blogs > Blogs Entry: Link
- Blogs > Blogs Entry: Mark
- Blogs > Blogs Entry: Notify
- Blogs > Blogs Entry: Pin
- Blogs > Blogs Entry: View
- Bookmarks > Bookmark Entries: Add Entry
- Bookmarks > Bookmark Entries: Add Folder
- Bookmarks > Bookmark Entries: Subscribe
- Bookmarks > Bookmark Entries: View
- Bookmarks > Bookmarks Entry: Follow
- Bookmarks > Bookmarks Entry: Like
- Bookmarks > Bookmarks Entry: Link
- Bookmarks > Bookmarks Entry: Pin
- Bookmarks > Bookmarks Entry: Subscribe
- Bookmarks > Bookmarks Entry: View
- Bookmarks > Bookmarks Folder: Access
- Bookmarks > Bookmarks Folder: Add Entry
- Bookmarks > Bookmarks Folder: Add Subfolder
- Bookmarks > Bookmarks Folder: Subscribe
- Bookmarks > Bookmarks Folder: View
- Calendar > Calendar: Manage Events
- Calendar > Calendar: View
- Calendar > Calendar: View Event Details
- Calendar > Calendar Event: Add Discussion
- Calendar > Calendar Event: Follow
- Calendar > Calendar Event: Like
- Calendar > Calendar Event: Link
- Calendar > Calendar Event: Pin
- Calendar > Calendar Event: View
- Calendar > Calendar Resource: Add Calendar
- Calendar > Calendar Resource: View
- Documents and Media > Document: Add Discussion
- Documents and Media > Document: Categorize
- Documents and Media > Document: Follow
- Documents and Media > Document: Like
- Documents and Media > Document: Link
- Documents and Media > Document: Mark
- Documents and Media > Document: Move
- Documents and Media > Document: Notify
- Documents and Media > Document: Pin
- Documents and Media > Document: Update
- Documents and Media > Document: View
- Documents and Media > Documents: Add Document
- Documents and Media > Documents: Add Folder
- Documents and Media > Documents: Subscribe
- Documents and Media > Documents: Update
- Documents and Media > Documents: View
- Documents and Media > Documents Folder: Access

Documents and Media > Documents Folder: Add Document
Documents and Media > Documents Folder: Add Subfolder
Documents and Media > Documents Folder: View
Message Boards > Discussion Entry: Categorize
Message Boards > Discussion Entry: Follow
Message Boards > Discussion Entry: Like
Message Boards > Discussion Entry: Link
Message Boards > Discussion Entry: Mark
Message Boards > Discussion Entry: Move
Message Boards > Discussion Entry: Move
Message Boards > Discussion Entry: Notify
Message Boards > Discussion Entry: Pin
Message Boards > Discussion Entry: Subscribe
Message Boards > Discussion Entry: View
Message Boards > Message Boards Category: Add File
Message Boards > Message Boards Category: Add Message
Message Boards > Message Boards Category: Add Subcategory
Message Boards > Message Boards Category: Move
Message Boards > Message Boards Category: Reply
Message Boards > Message Boards Category: Subscribe
Message Boards > Message Boards Category: View
Message Boards > Message Boards Thread: Subscribe
Message Boards > Message Boards Thread: View
Message Boards > Messages: Add File
Message Boards > Messages: Add Message
Message Boards > Messages: Move
Message Boards > Messages: Reply
Message Boards > Messages: View
Wiki > Wiki Node: Add Attachment
Wiki > Wiki Node: Add Page
Wiki > Wiki Node: Subscribe
Wiki > Wiki Node: Update
Wiki > Wiki Node: View
Wiki > Wiki Nodes: Add Node
Wiki > Wiki Page: Add Discussion
Wiki > Wiki Page: Add Page
Wiki > Wiki Page: Categorize
Wiki > Wiki Page: Copy page
Wiki > Wiki Page: Follow
Wiki > Wiki Page: Like
Wiki > Wiki Page: Link
Wiki > Wiki Page: Mark
Wiki > Wiki Page: Move
Wiki > Wiki Page: Notify
Wiki > Wiki Page: Pin
Wiki > Wiki Page: Print
Wiki > Wiki Page: Subscribe
Wiki > Wiki Page: Update
Wiki > Wiki Page: View
Wiki > Wiki Page: {0} Attachments

This role is associated by default to all users who become members of a site (Network and / or team). This ensures an inheritance of such automatic permissions and a homogeneity of the resources of the whole platform management.

InBox Notification

The InBox Notification allows you to receive real time all the notifications that, somehow, are linked to you and to your activities within the platform. From notification, you have the ability to reach, if necessary, the resource in question.

The user receives a notification when:

- Workspace owner receive a notification when someone JOIN membership
- Workspace owner receive a notification when someone LEAVE membership
- Receive a notification when you are ADDED to workspace
- Receive a notification when you are REMOVED from workspace
- Receive a notification when someone FOLLOW your resource
- Receive a notification when someone UNFOLLOW your resource
- Receive a notification when someone LIKE your resource
- Receive a notification when someone UNLIKE your resource
- Receive a notification when someone MARK your resource
- Receive a notification when someone UNMARK your resource
- Receive a notification when someone NOTIFY to you a resource
- Receive a notification when someone NOTIFIED your resource (and not already notified you)
- Receive a notification when someone SHARE with you a pinned folder
- Receive a notification when someone ADD A COMMENT on your resource
- Receive a notification when someone ADD A COMMENT on a commented resource and This resource is not your own
- Receive a notification when someone MENTIONED you
- Receive a notification when someone MENTIONED your resource
- Receive a notification when someone request membership on your restricted workspace
- Receive a notification when someone reply on your membership request

The channels used for notification are generally three: Web site (i.e. in this case the Inbox), email and mobile. The management and use of these channels is given to the user via the same "Managing Notifications".

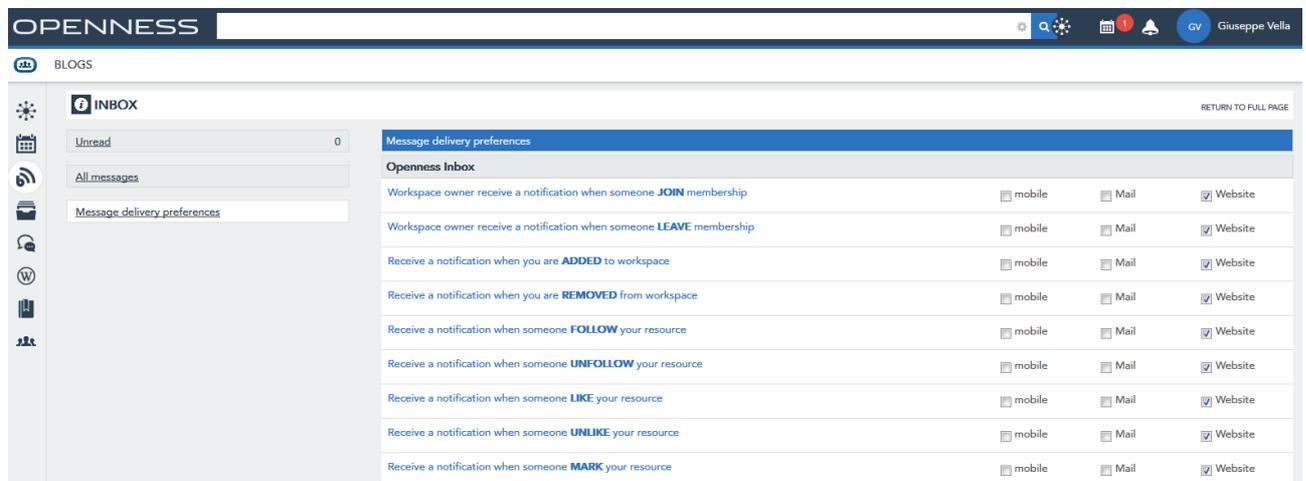


Figure 6 Manage notifications

Bug fixing

In parallel with the customization process on the Home Page of the NEM collaboration platform, Engineering implemented several patches to solve known issues and upgrade the basic functionalities. The table below summarizes the fixed bugs. Each bug fix has been identified by a bug fix number (i.e. BF_x), an explicative name, a short description of the issue repaired and a category that classifies the area where it was operated. All the BFs were released.

Table 3 OPENNESS bug fixing for VITAL MEDIA

Code	Name	Description	Category
BF_1	Resource markers	Corrected the visualization of the marker	OPENNESS Core
BF_2	Smartset	Corrected the impossibility of configuring the smartset	Framework portlet
BF_3	Category insertion	Corrected the insertion of tags and categories	OPENNESS Core
BF_4	Category management	Modified portal sources for introducing the new Tag and Category Management	OPENNESS Core
BF_5	Subscriptions	Added new subscription tab in the User Profile	User Profile portlet
BF_6	Edit Profile	Corrected client-side controls in the form of editing the User Profile	User Profile portlet
BF_7	Category compliance	Extend the compatibility of Tag and Category Manager functionality to environments that use Postgresql databases through a correct schema update	OPENNESS Core
BF_8	Similar Users	Added the graph representation of the users similar to the profile owner by features and behaviours.	User Profile portlet
BF_9	Reply by mail	Modified portal sources for html formatting mails sent by clients in response to mail received from a portal thread.	OPENNESS Anywhere
BF_10	Document Library	Added the possibility to receive a notification related to loading one or more documents on the platform.	Document Library portlet

4 OPENNESS public area for NEM

As described in Chapter 3, the OPENNESS platform composes of two major parts, which are the collaborative services and the social actions. These two set of applications can assist users carry out part of their daily activities and their work for the birth of ideas and combinations collaborative unpredictable.

ENG and all the VITAL MEDIA consortium has planned by means of bug fixing and requirements elicitation activities an easy customization and improvement process so as to adapt the collaboration platform chosen for the Convergence and Social Media area enabling collaboration and networking mechanisms to support the NEM initiatives.

The public area of NEM collaboration platform

One of the main goals of the VITAL MEDIA project is to enlarge the community in the social media area through collaboration amongst the NEM Initiative and the national and regional clusters. The NEM Initiative – New European Media Initiative – is a European Technology Platform, fostering the convergence among Media, Content, Creative industries, Social Media, Broadcasting and Telecom sectors, as well as Consumer electronics to develop a common innovation environment for the new European media landscape.

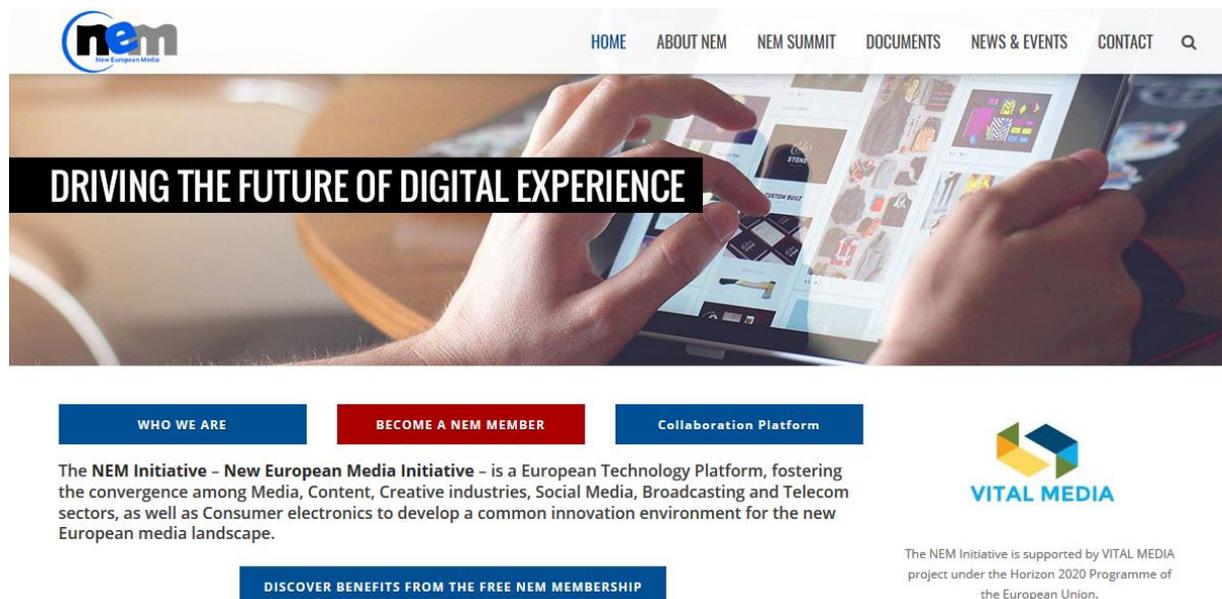


Figure 7 NEM website

In the NEM website home page is available a link to the public pages of the collaboration platform that satisfy all the customisations requested by NEM in order to provide:

1. An introduction to the benefits allowed by joining the NEM collaboration platform;
2. A clear platform quick guide;
3. A detailed conditions with the Terms of Use;
4. A short summary of the policy-maker actions and their expected impact;
5. An overview of the specialized brokerage event tool developed;
6. A list with the logo and official website of all the VITAL MEDIA partners;
7. A footer including the full links and useful contacts.

The Join section offers the possibility to sign in or join the platform. It also highlights the benefits of using the NEM collaboration platform. For any further information it is also possible to contact the VITAL MEDIA Support Group (vitalmedia-admin@eng.it).

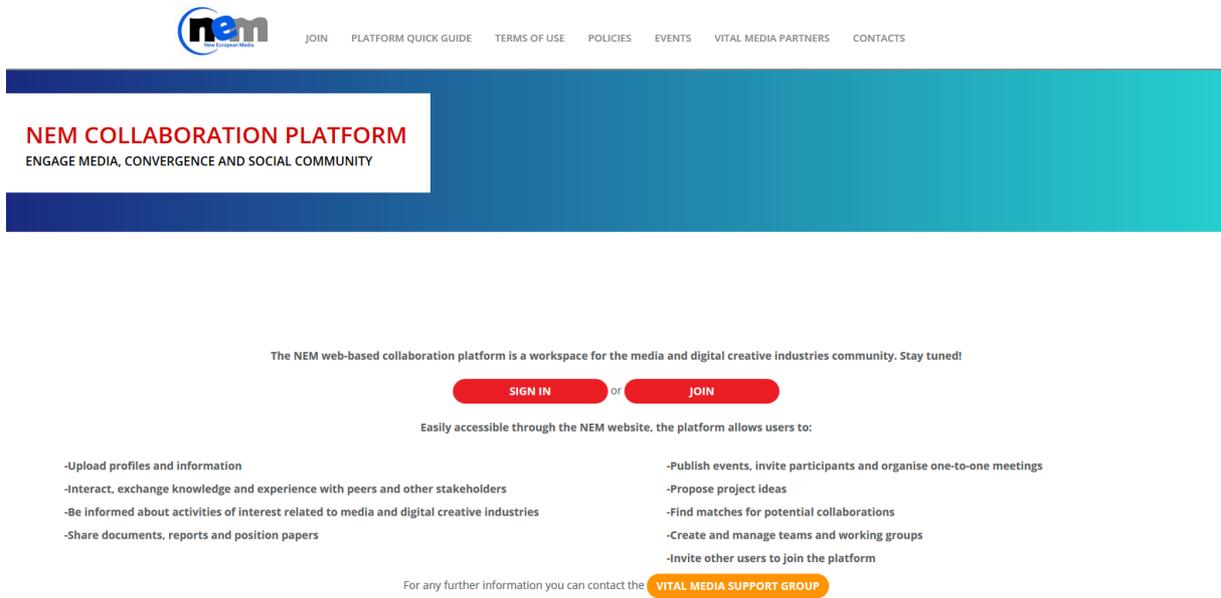


Figure 8 Join section

The second section is dedicated to a Platform Quick Guide that allows users to discover some of the principles functionalities of the platform. A detailed description of the guides provided is available in Chapter 6.

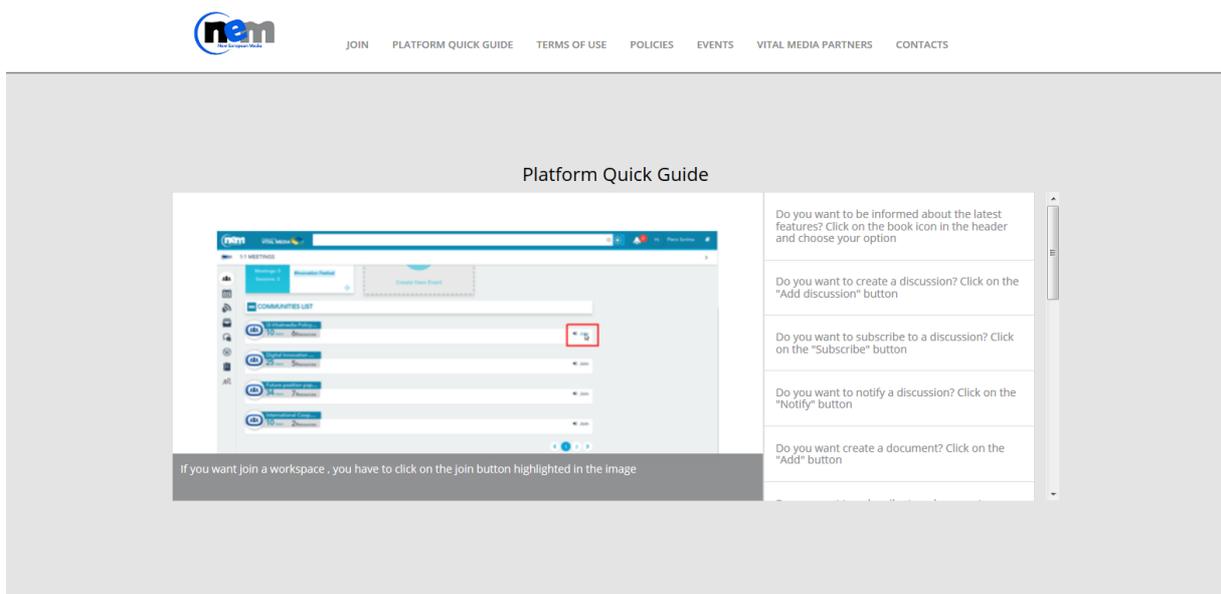


Figure 9 Platform quick Guide section

The Terms of Use explain the conditions to use and maintain the site with a particular attention to the copyright, right of use, disclaimer and limits, and use of information. For more details see Chapter 7

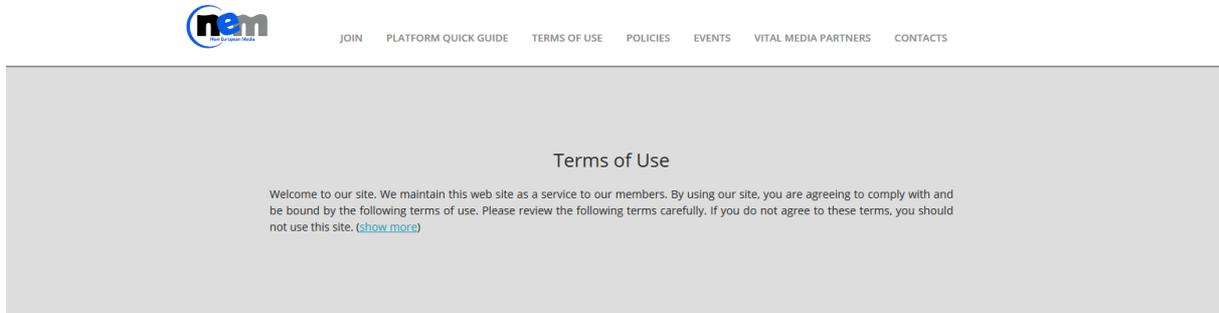


Figure 10 Terms of Use section

The Policies section includes the strategy defined for convergence and social media by using the collaboration platform to:

- collect policies and regulations on Convergence and social media at national and European level
- launch open discussions
- foster the dialogue between Policy makers and the Convergence and Social Media sector increase awareness on:
 - current status and trends on policy, regulations, principles and rights protected
 - the technologies opportunities and risks



Figure 11 Policies section

The Events section shows an overview of the functionalities designed for the specialized brokerage event tool. This tool allows the community players to create event in which schedule meeting in person, exchange ideas, knowledge and expertise, and to showcase project results.

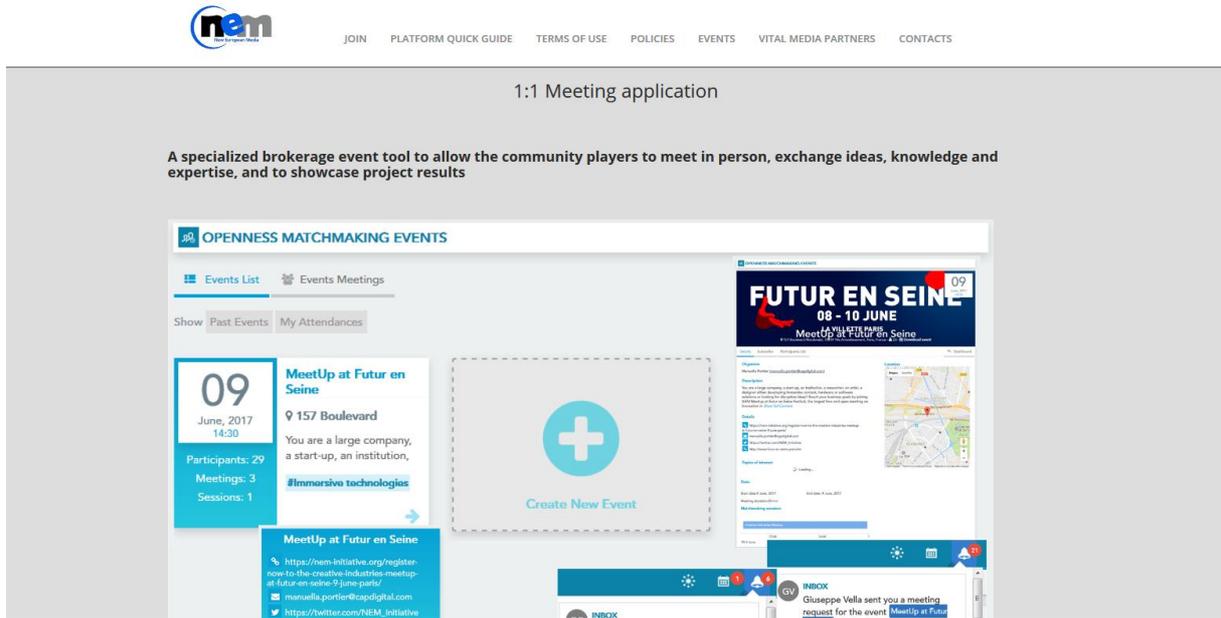


Figure 12 Events section

All the VITAL MEDIA consortium members are available in the VITAL MEDIA Partners section that offers the direct link to the official website of each partner.

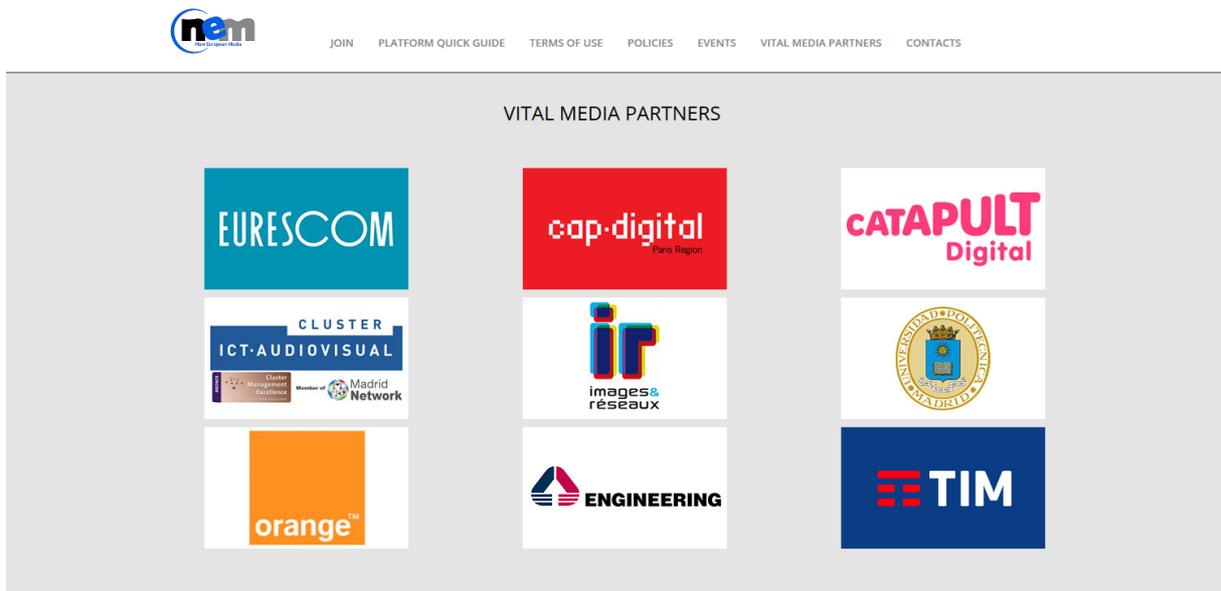


Figure 13 VITAL MEDIA partners section

The last section in the footer collects the main links and contacts for a correct navigation of both the platform and its public information.

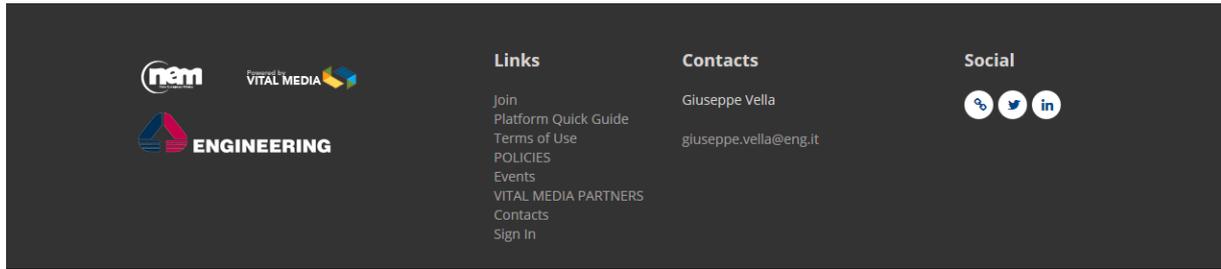


Figure 14 Contacts section

5 Matchmaking Event tool

A matchmaking event is an event where organisations who are interested in similar fields or in the same industry and offer different skills, products and services come together to network and find the perfect match for their organisation and what they want to do or are doing. This is also known as brokerage events.

Matchmaking events are considered as one of the most effective methods of making new business contacts and networking. In fact it also allows organisations to present and sell themselves showing what they do and why they believe they are the perfect match for whatever it is you are looking for.

Matchmaking events in pure meaning are events organised with the purpose of meeting possible business partners in a sequence of short arranged meetings, enabling the participants to introduce themselves and look for possible areas of cooperation.

In most of cases such events are connected with organised larger conferences, using the opportunity of having experts from one market, sector or industry gathered in one place over a number of days.

The model used for preparation of the brokerage event tool for VITAL MEDIA consists of a series of actions designed for building strategic linkages between users and organizations. There are three main phases with a number of subsequent tasks in each of the phases presented in the diagram below. The entire activity related to event search, schedule meetings and meetings exploration will be linked to the matchmaking functionalities.

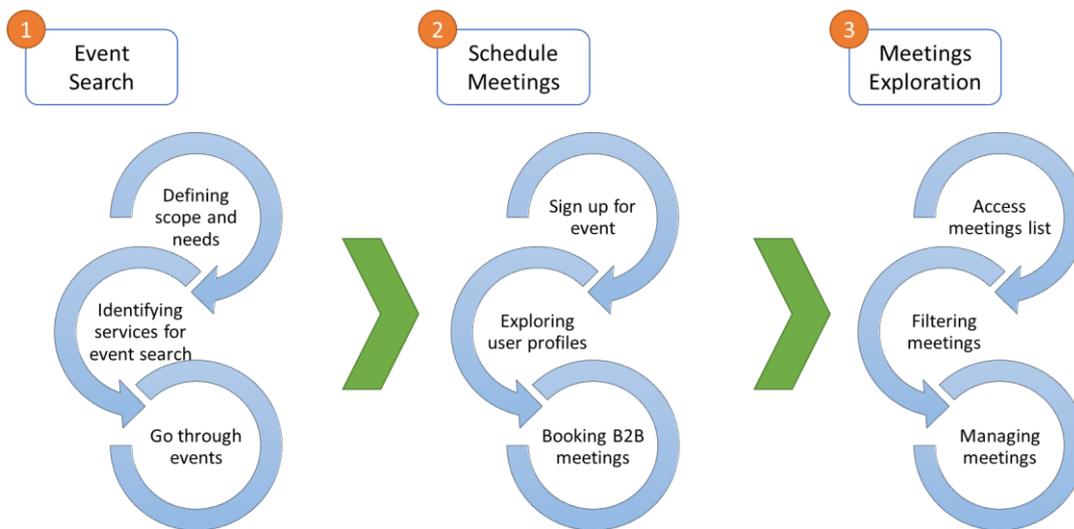


Figure 15 Brokerage events model for VITAL MEDIA

Enrichments for NEM initiative

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. In order to achieve the highest possible impact, the VITAL MEDIA project fully support the NEM Initiative (New European Media Initiative)¹, a Horizon 2020 European Technology Platforms (ETP) dedicated to Content and dealing with Connected, Converging and Interactive Media & Creative Industries and driving the future of digital experience.

This enlarged community can be animated through a number of discussions at workshops to be organised at all mentioned levels and through the cooperation within the NEM collaboration platform hosted and technologically supported by Vital Media (<http://vitalmedia-project.eng.it>).

¹ www.nem-initiative.org

One of the main tool to enlarge the NEM community is the Matchmaking Event tool that facilitates exchanges and discussions within the community at dedicated events: media convergence conferences (NEM Summits), brokerage events organized by the clusters and various working groups to animate the community and collect requirements and feedbacks. This tool mixes media actors competences, including in other sectors than the media industry, develop new collaborative projects between SMEs, researchers and large companies and create new tools to enhance users experience and tackle the challenges of immersivity. The clusters partners can organize brokerage events to allow the community players to meet in person and exchange ideas, knowledge and expertise, and to highlight project results.

General Features

For organizers

Prior to the event:

- easy and intuitive creation and maintenance of the event
- creation of entire event
- creation of meetings schedule
- editing and deletion of an event
- easy creation of the whole event with a Wizard
- association of the event with social networking platforms like Twitter and Facebook

During the event:

- Communication with participants through predefined messages (for scheduling new meetings, information about new meetings, information about cancelled meetings etc.)
- No need for technical knowledge in order to use the platform

After the event:

- Feedback after the event in the form of discussions

For participants

Before the event:

- easy online registration and completing profile
- filtering features
- online system for meeting request
- real-time messages

During the event:

- information about all potential people are centralized
- availability of the list of event participants is available

After the event:

- downloadable list of event participants is available after the event
- feedback after the event in the form of discussions

Functional requirement analysis

The design activities of the Matchmaking Event tool developed by Engineering for the VITAL MEDIA project started from the functional requirements collection. The functional requirements describe what the tool has to accomplish to enable the user's work. They aim at capturing what the NEM collaboration platform must do as opposed to how it will do it and, as such, are expressed independently of the technology used for implementation. The table below summarizes the functional requirements collected. Each functional requirement is identified by a number (i.e. FR_x), an explicative name, a short description of the functionality needed and a category that classifies the area where it operates. The functional requirements refer to:

- User, person interested in the NEM collaboration platform;
- Members, users subscribed to the collaboration platform;
- Event participant, member of the platform that has subscribed herself to an event;
- Meeting participant, event participant that has organized a face-to-face meeting with another event participant.

All FRs were implemented, tested and released.

Table 4 Matchmaking Event functional requirements

Code	Name	Description	Category
FR_1	Platform credentials	As user, I want to specify my username and password to get my platform credential	Registration
FR_2	Registration personal data	As user, I want to specify my personal data to become member of the platform	Registration
FR_3	Registration optional data	As a user, I want to add my job title and the organization during the registration process	Registration
FR_4	Personal skills	As a user, I want to specify my to define my profile in the system	User profile
FR_5	Personal organization	As a user, I want to select the company I work for from a list so a can improve my profile	User profile
FR_6	Suggest organization	As a user, I want to suggest the company name which the administrator should insert in the system in order to see it in the company list and can add it to my profile	User profile
FR_7	Event details	As a member, when I create an event, I want to define a name, description, meeting duration, maximum number of participants	Event management
FR_8	Event duration	As a member, I want to define the event dates and the slots duration	Event management
FR_9	Event topics	As a member, I want to define the event topics to improve the information about the event	Event management
FR_10	Event location	As a member, I want to define event location	Event management
FR_11	Event contacts	As a member, I want to define the event web contacts	Event management
FR_12	Event subscription	As a member, I want to subscribe to an event	Event participation

Code	Name	Description	Category
FR_13	Personal interests	As a member, I want to indicate my interest topics among the events ones so that I can indicate my interest to the other participants	Event participation
FR_14	Event availability	As an event participant, I want to select the time slots in which I am available so the other participants can set up a meeting	Event participation
FR_15	Event note	As an event participant, I want to insert a note to my event subscription so that the other participants and the event administrator can read it.	Event participation
FR_16	Modify availability	As an event participant, I want to modify my event availability	Event participation
FR_17	Arrange meeting	As an event participant, I want to propose a meeting to another event participant	Meeting management
FR_18	Accept meeting	As an event participant, I want to accept a meeting propose sent by another event participant so I can get busy the relevant time slot.	Meeting management
FR_19	Refuse meeting	As an event participant, I want to deny a meeting propose sent by another event participant so I can keep on be available in the relevant slot	Meeting management
FR_20	Delete meeting	As a meeting participant, I want to cancel a meeting so I can get the relevant time slot available	Meeting management
FR_21	Events list	As a member, I want to display the events list so that I can find the event I am interested in	Dashboard
FR_22	Filter events	As an event participant, I want to filter the events list so that I can select all the event I'm interested in	Dashboard
FR_23	Event details	As a member, I want to display a detail of a certain event	Event detail
FR_24	User events	As a member, I want to export the events list where I will participate	Event detail
FR_25	Export event	As a member, I want to export the event data including meetings and participants	Event detail
FR_26	Export meeting	As a member, I want to export the meetings list so that i can display them in others systems	Event detail
FR_27	Event participants	As an event participant, I want to see all the participants in an event and their availability	Event navigation
FR_28	Participant profile	As an event participant ,I want to see a certain user profile page	Event navigation
FR_29	My meetings	As a member, I want to see an overview of all meetings	Event dashboard
FR_30	Filter meetings	As a member, I want to filter all meetings by status and date	Event dashboard

Code	Name	Description	Category
FR_31	Event notifications	<p>As a member, I want to receive notification when:</p> <ul style="list-style-type: none"> Someone send me a meeting invitation A scheduled meeting is deleted An invitation for a meeting is deleted An invitation for a meeting I sent is deny An invitation for a meeting I sent is accept 	Notification

Mockups

According to the functional requirements analysis, Engineering realized several mockups that model the Matchmaking tool and support the design evaluation for the macro-functionalities:

- Event creation
- Events list
- Event subscribe
- Event details
- Event participations list

Create Event

name Topics

Creator Roles

Participants Meeting time

Location

Description

Events



Figure 16 Mockup for the event creation

Events

[create](#)

12 Oct 2016 16:00 pm	ABB Project Meeting to: 12 Oct 18 pm	15 Dic 2016 16:00 pm	ABB Conference to: 12 Oct 18 pm
12 Oct 2016 16:00 pm	ABB Project Meeting to: 12 Oct 18 pm	15 Dic 2016 16:00 pm	ABB Conference to: 12 Oct 18 pm
12 Oct 2016 16:00 pm	ABB Project Meeting to: 12 Oct 18 pm	15 Dic 2016 16:00 pm	ABB Conference to: 12 Oct 18 pm

Figure 17 Mockup for the management of the events list

Subscribe

ABB Project Meeting Event

Skills

Java
 MongoDB
 Spring
 Angular
 [profile page](#)

Organization

[profile page](#)

Java
 MongoDB
 Spring
 Angular

Event topics

Java
 MongoDB
 Spring
 Angular
 [profile page](#)

Availability

10 October

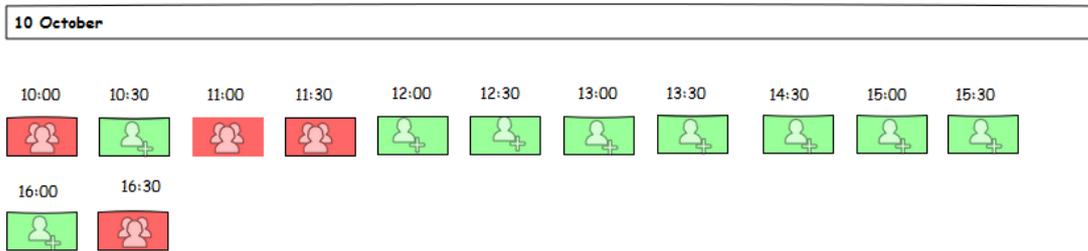
10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	10:00	10:30	11:00
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>					
11:30	12:00	12:30	13:00	13:30						
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						

Figure 18 Mockup for event subscription

Event ABB Project Meeting

Start 10 AM **Location** Ingegnosi via aabb 10 Palermo 90100
End 17 PM **Meeting time** 30 min
Creator Toni Oli **Topics** Big Data architecture
Participants 100 **Roles** Developer, Architect, Project Manager

Your schedule



Invite

Comments



Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor



Figure 19 Mockup for the event details

Events participations

Event name	Start date	End Date	Status	Participants
Project Meeting	10:00 AM 10 October	10:30 AM 10 October	Confirmed	Piero Scrima
Project Meeting	10:00 AM 10 October	10:30 AM 10 October	Confirmed	Piero Scrima
Project Meeting	10:00 AM 10 October	10:30 AM 10 October	Confirmed	Piero Scrima
Conference	12:00 AM 17 October	12:30 AM 17 October	Pending	Giusy Guella

Figure 20 Mockup for the event participants list

User Interface realized starting from requirements and mockups

The snapshots of the application are shown below. The Matchmaking Event tool provides these macrofunctionalities:

- Dashboard
- Event subscription
- Event creation

The **Dashboard** shows the list of the events in a card view. 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.

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

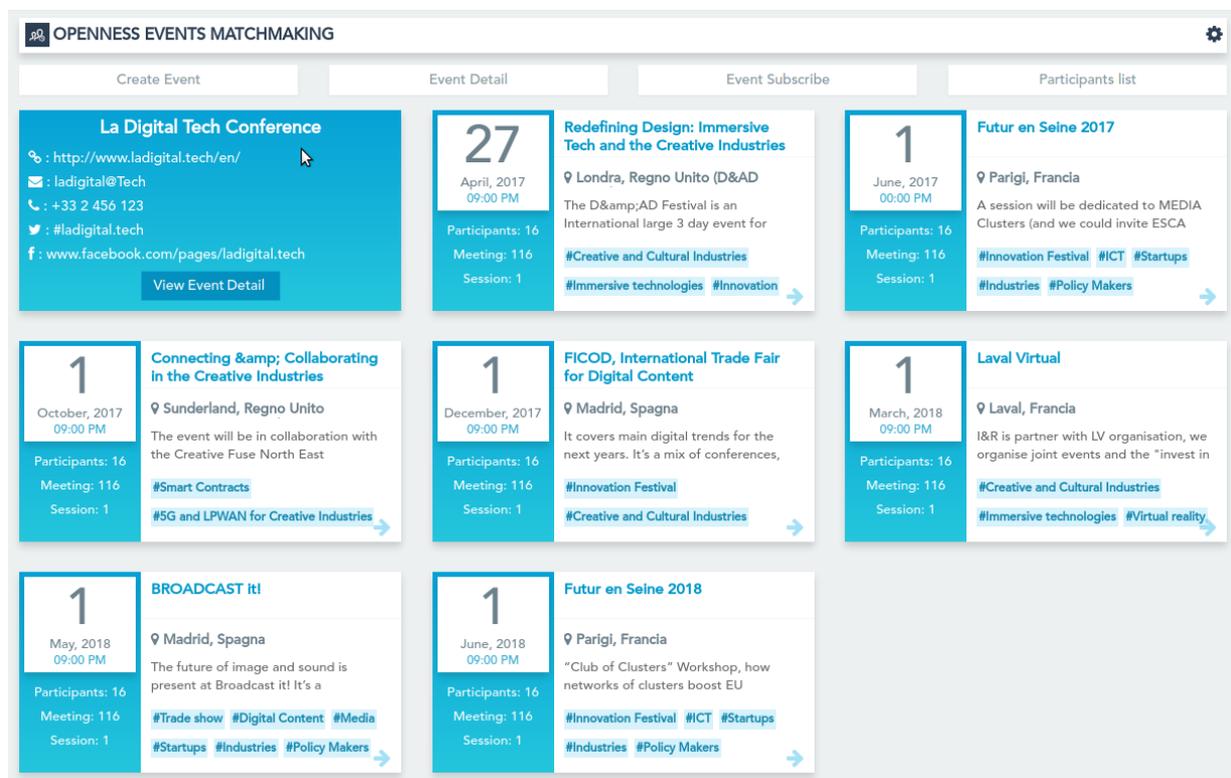


Figure 21 Matchmaking Dashboard

For each event, pushing the View Event Detail button (Figure 21), it is possible to view complete event details. From the Event details page (Figure 22), the platform users can join the event and define own availability.

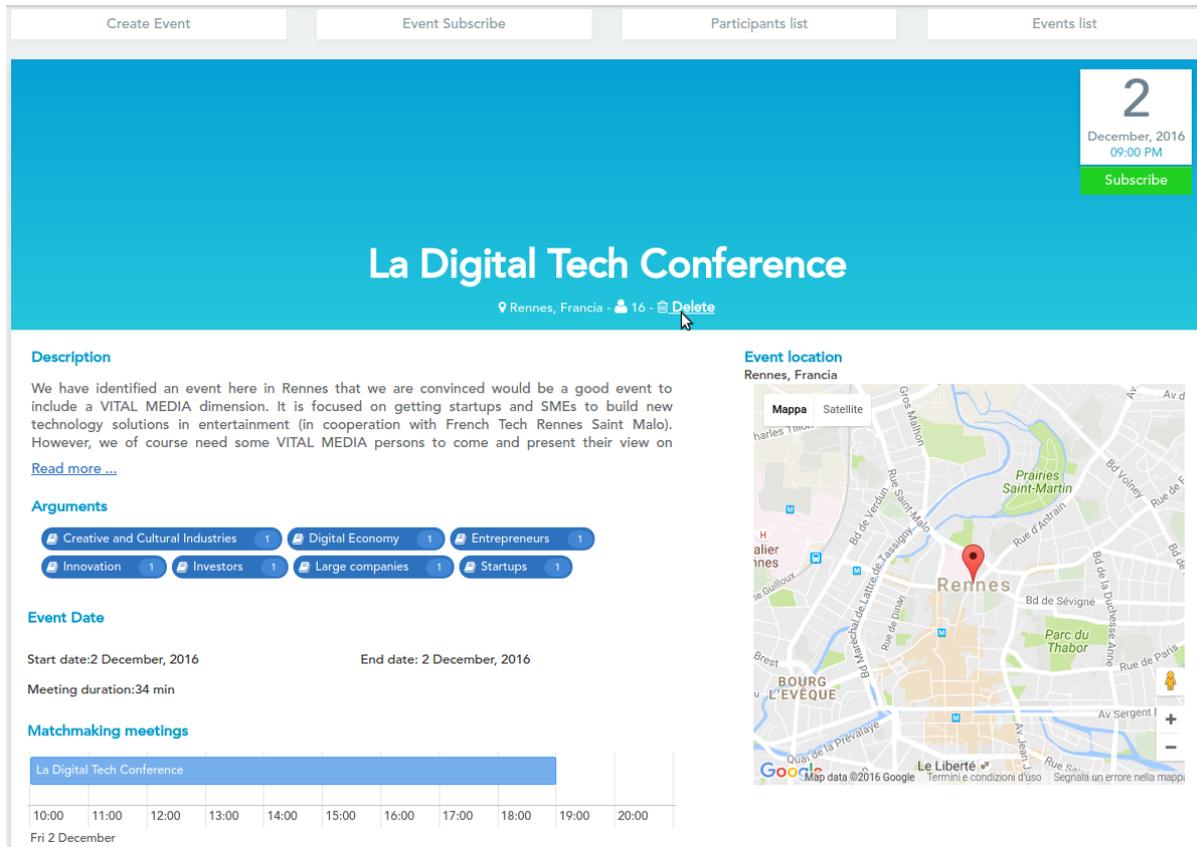


Figure 22 Event details page

The **event subscription** requires each user 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. The grey colour is for the slots in which the user has not given his availability. During the subscription, the user can also select the arguments in which she is interested. After the subscription, everyone can change its availability taking care to cancel or delete all invitations for meetings scheduled in the busy slots.

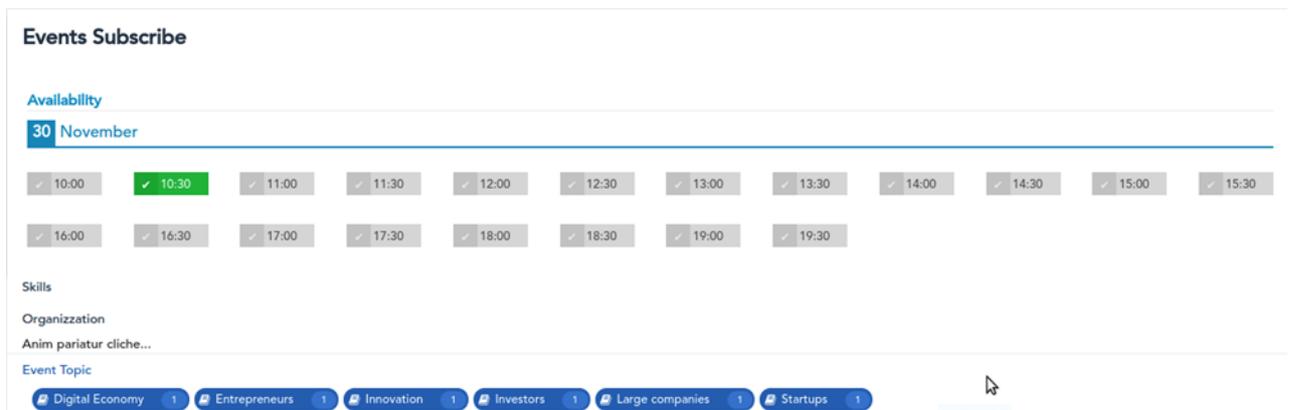


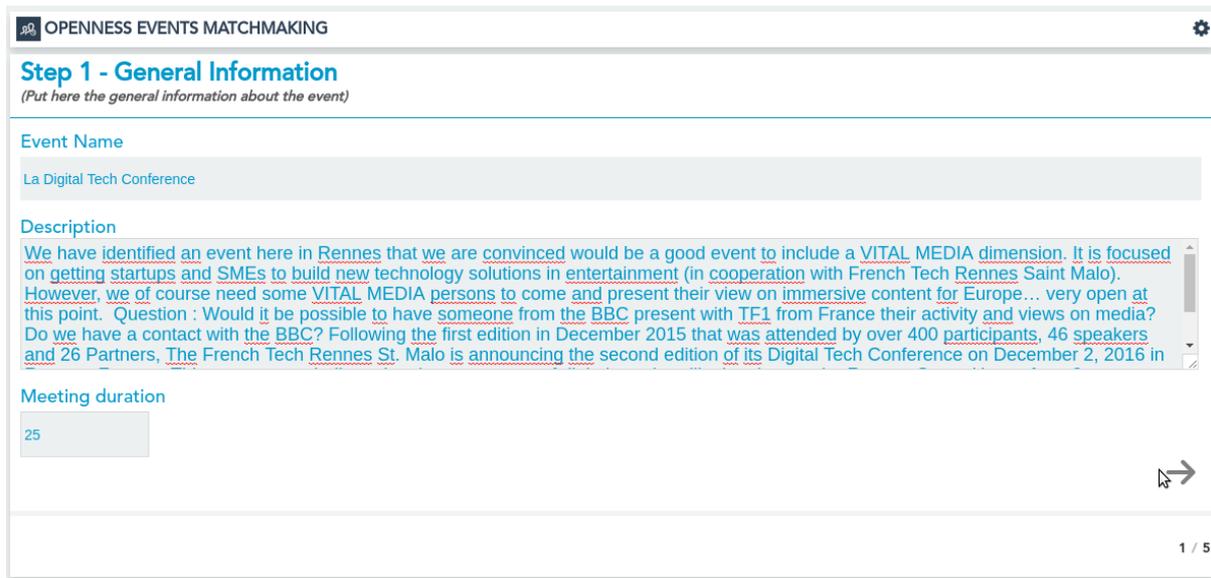
Figure 23 Event subscription

The **event creation** process is divided into 5 steps:

1. General information
2. Event topics

3. Location
4. Event timeline
5. Contacts

The **Step 1 – General Information** (Figure 24) requires inserting the event name, the long description and the meeting duration (expressed in minutes).



OPENNESS EVENTS MATCHMAKING

Step 1 - General Information

(Put here the general information about the event)

Event Name
La Digital Tech Conference

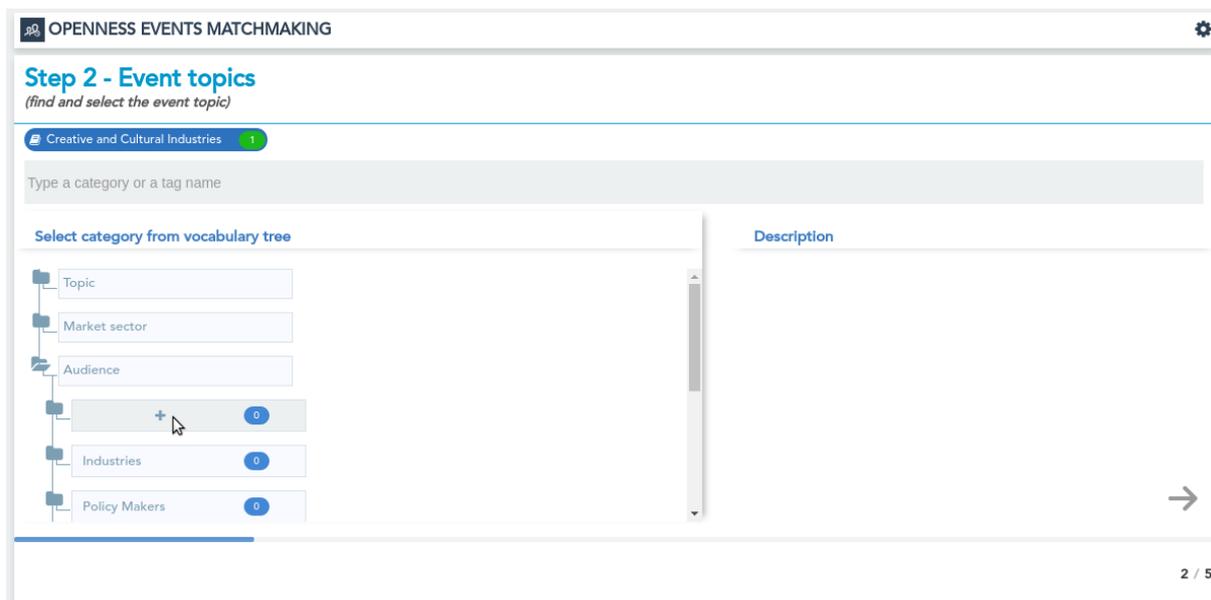
Description
We have identified an event here in Rennes that we are convinced would be a good event to include a VITAL MEDIA dimension. It is focused on getting startups and SMEs to build new technology solutions in entertainment (in cooperation with French Tech Rennes Saint Malo). However, we of course need some VITAL MEDIA persons to come and present their view on immersive content for Europe... very open at this point. Question : Would it be possible to have someone from the BBC present with TF1 from France their activity and views on media? Do we have a contact with the BBC? Following the first edition in December 2015 that was attended by over 400 participants, 46 speakers and 26 Partners, The French Tech Rennes St. Malo is announcing the second edition of its Digital Tech Conference on December 2, 2016 in

Meeting duration
25

1 / 5

Figure 24 Create event - Step 1

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 25).



OPENNESS EVENTS MATCHMAKING

Step 2 - Event topics

(find and select the event topic)

Creative and Cultural Industries 01

Type a category or a tag name

Select category from vocabulary tree

- Topic
- Market sector
- Audience
- Industries 0
- Policy Makers 0

Description

2 / 5

Figure 25 Create event - Step 2

The **Step 3 – Location** requires to identify the address where the event will take place (Figure 26).

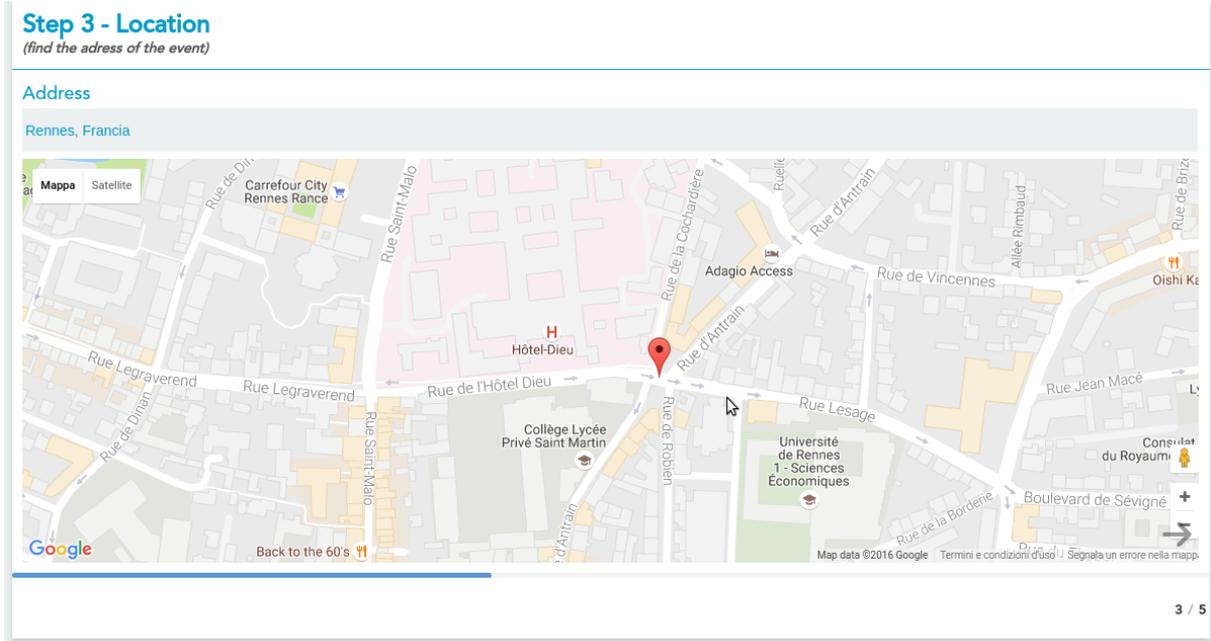


Figure 26 Create event - Step 3

In the **Step 4 – Event timeline**, the user can insert one or more event sessions, giving a title. It is possible to zoom in/zoom out the timeline (Figure 27) in order to define the session in a defined month and daytime.



Figure 27 Create event - Step 4

The **Final step – 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 28).

After this step, the brokerage event will be added in the dashboard list. 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.

OPENNESS EVENTS MATCHMAKING ⚙

Final step - Contacts
(put here all the contacts of the event)

Web Site

Email

Phone

Event Twitter page

Event Facebook page
 →

5 / 5

Figure 28 Create event - Step 5

Consortium feedback

The first version of the Matchmaking Event tool has been released on November 2016 and has been presented to public and open for general use at the NEM Summit 2016. The tool has been tested by the project partners and been tuned in accordance with feedbacks received from partners and NEM EG.

These feedbacks are listed in the table below. Each consortium feedback is identified by a number (i.e. CF_x), an explicative name, a short description of the goal achieved and a category that classifies the area where it was operated. For all the CFs is indicated if it was implemented.

Table 5 Consortium feedbacks on the VITAL MEDIA collaboration platform

Code	Name	Description	Category	Implemented
CF_1	Renaming	To rename the following labels <ul style="list-style-type: none"> • "Topics of interest" instead of "Arguments" • "Availability" instead of "Attendance" • "1 to 1 meetings" instead of "Meetings" • "Subscribe" instead of "Join" 	Label	Yes
CF_2	Choose an organization	To give the possibility to choose an organization during the registration to the event	Event registration	Yes
CF_3	Outlook calendar	To create an event on the Outlook calendar starting from the event details	Event details	Yes
CF_4	Job title	During the registration phase, to add a box "Job title" that should be mandatory/required	Event registration	Yes
CF_5	Redirect	To re-direct the participants (once they complete the registration form) to the "NEM Brokerage events" page, rather than the home page	Account creation	Yes
CF_6	Formatting	To have a minimum layout/font (line break, bold characters)	Event management	No because there is a plain

Code	Name	Description	Category	Implemented
				description of the event
CF_7	Links	To have the possibility to add more links (websites, mails, twitter)	Event management	Yes
CF_8	Personalization	To change the header image	Event management	Yes
CF_9	Special requirements	To give the user the possibility to add tick boxes / questions to the registration, where we can ask participants if they have special requirements. I.e. dietary or access.	Event registration	Yes
CF_10	Number of places	To limit the number of places available for each event	Event management	Yes
CF_11	Number of participants	To change the number of participants even when the event has been launched but only if the number the organizer wants to modify is higher than the current number of participants	Event management	Yes
CF_12	Carousel	To create a carousel of images to explain the usage of the brokerage event module	User Guide	Yes

6 Quick guide

Carousel

As illustrated in the Chapter 3, Engineering has provided a quick guide in order to explain the usage of the collaboration platform. This quick guide has been implemented as a carousel of images. For each image, a usage suggestion is provided in the form of question/answer.

The functionalities refer to the main menu of the Home Page.

On the left-hand the side bar (**Error! Reference source not found.**) is available the menu with the applications available:

- 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;
- Discussions, the functionality that allo the users to create an exchange of ideas area;
- 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 29 Menu bar

1. Do you want to be informed about the latest features? Click on the book icon in the header and choose your option

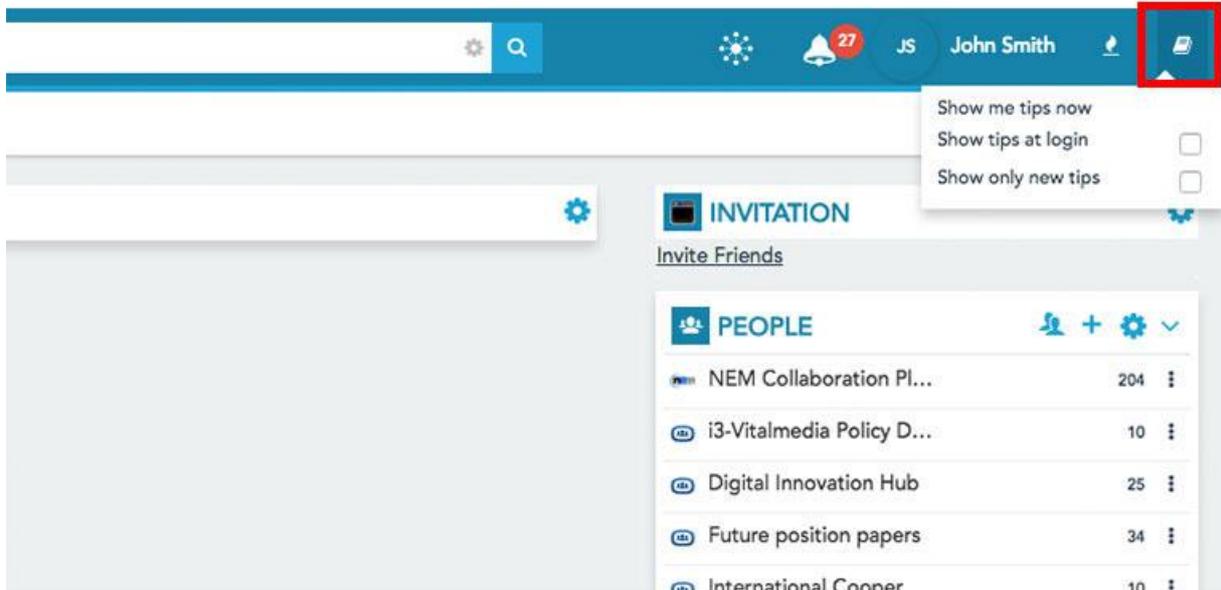


Figure 30 Quick Guide: Tip of the Day

2. Do you want to create a discussion? Click on the Add discussion button

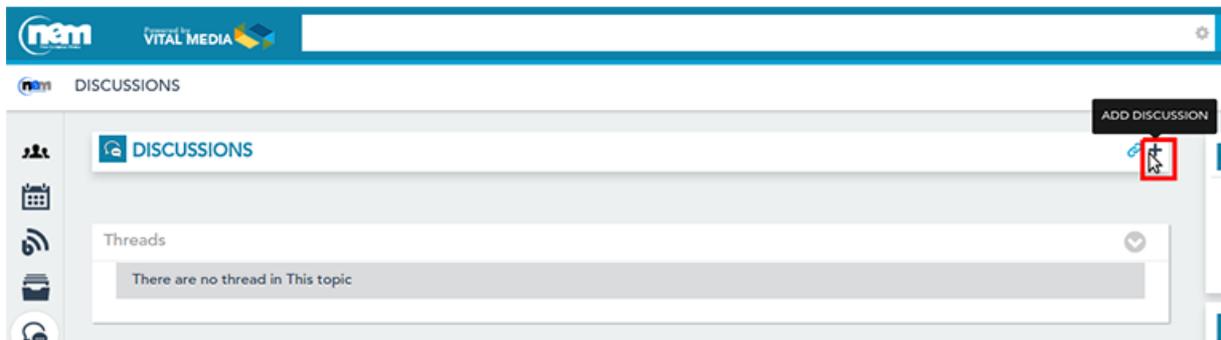


Figure 31 Quick Guide: Add Discussion

3. Do you want to subscribe to a discussion? Click on the Subscribe button

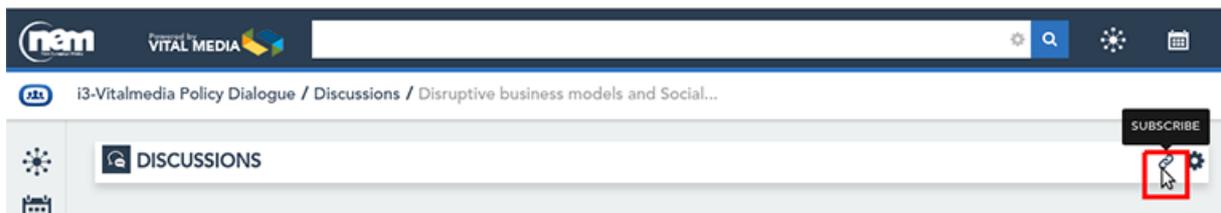


Figure 32 Quick Guide: Subscribe a Discussion

4. Do you want to notify a discussion? Click on the Notify button

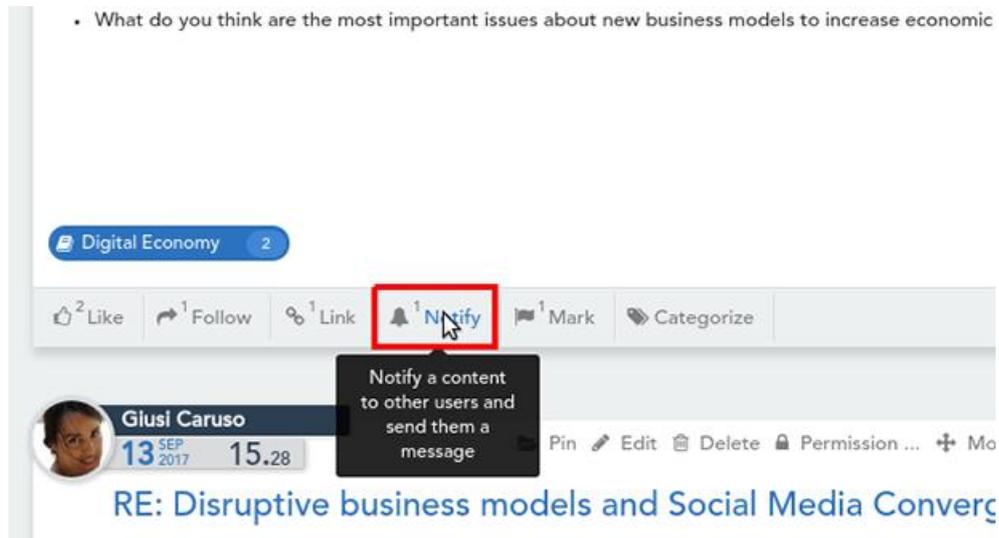


Figure 33 Quick Guide: Notify a Discussion

5. Do you want create a document? Click on the Add button



Figure 34 Quick Guide: Add a Document

6. Do you want to subscribe to a documents folder? Click on the Subscribe button

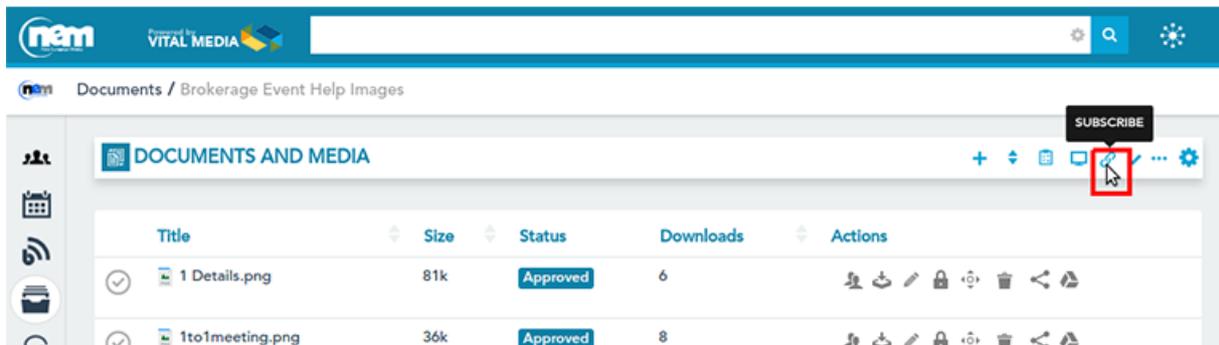


Figure 35 Quick Guide: Subscribe a Document folder

- Do you want to notify a document? click on the button highlighted in the image, search and add the users to whom you want to send the notification

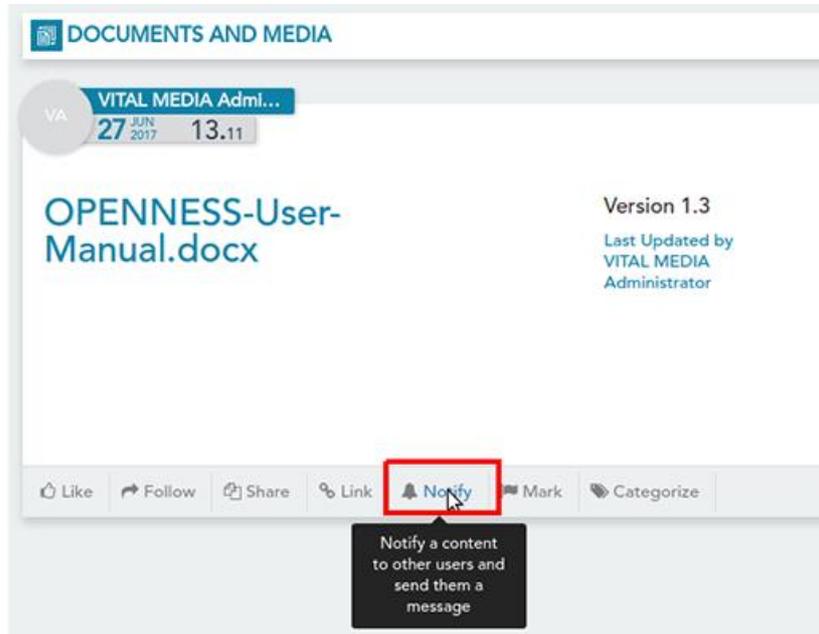


Figure 36 Quick Guide: Notify a Document

- If you want to create a restricted team to work with, you can do it by creating a workspace. You can create a workspace by clicking the highlighted button and then searching and adding the users you want in your team

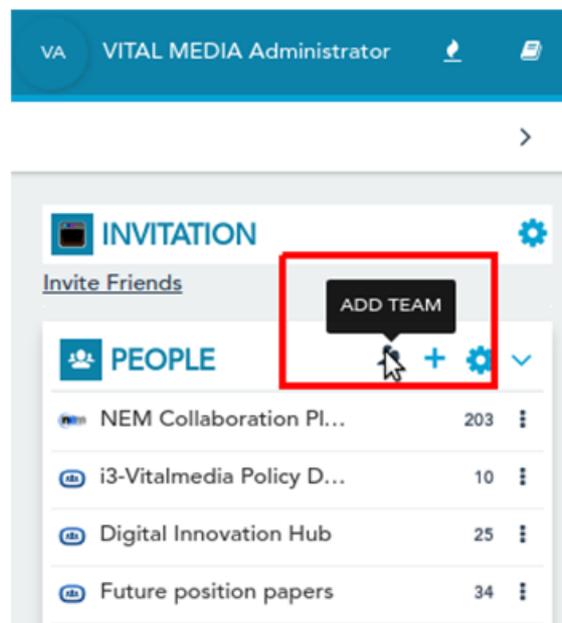


Figure 37 Quick Guide: Add a Team

- Do you want to create an event? Just click the button highlighted in the image and then follow the wizard to enter the event’s main information, such as start and end dates, locations, topics, and links

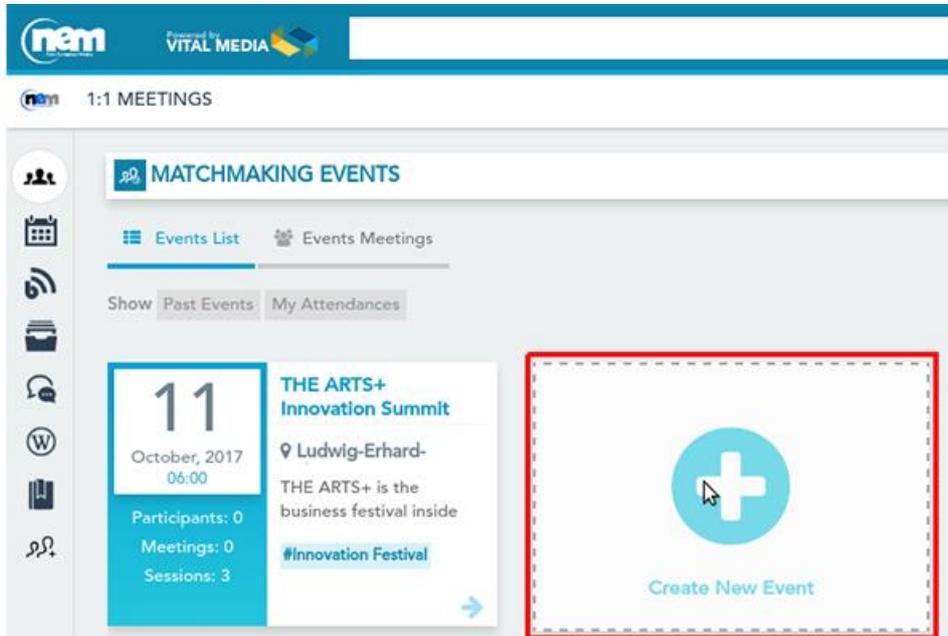


Figure 38 Quick Guide: Create a Brokerage Event

- If you want to participate to an event and send and receive 1 to 1 meetings invitations, you can provide availability in the event availability section, where you can schedule your timetable by enabling time boxes by clicking on them.

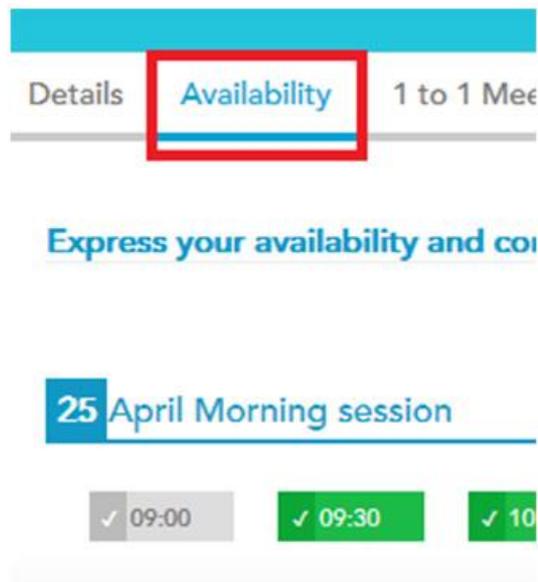


Figure 39 Quick Guide: Express your Availability

- If you want join a workspace , you have to click on the join button highlighted in the image

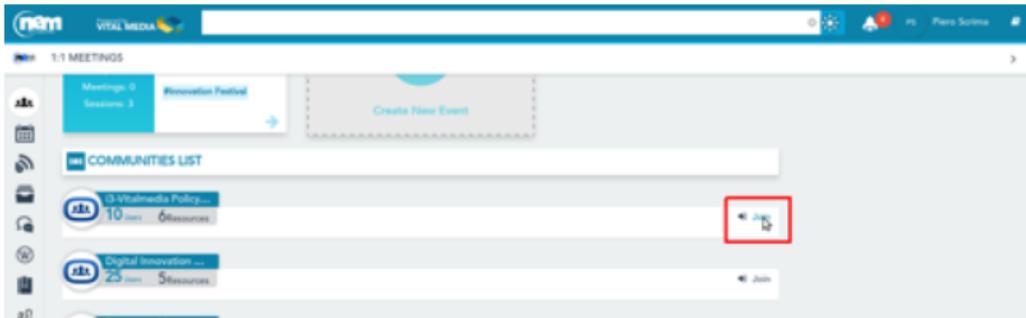


Figure 40 Quick Guide: Join a Workspace

12. Do you want to Invite friends? Click on the button highlighted in the image, then insert the emails and click invite friends button.

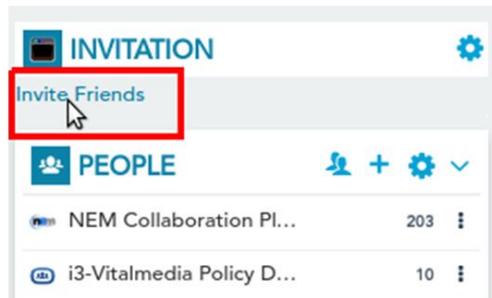


Figure 41 Quick Guide: Invite a Friend

Tip of the day

It is important to dedicate a focus on the first element described in the Quick Guide Platform that is the possibility to be informed about the latest features. For this purpose, Engineering has developed and customized the Tip of the Day app. This app allows the site administrator to categorize certain content as tips that will be shown to the user on a periodic basis. The app allows the users to turn on/off the display of those tips or launch them anytime from the dockbar.

In particular, the app displays categorized articles, allows the user to navigate back and forth between tips; automatically displays the tips on each login or every "x" days, as is established on the Tips of the Day configuration portlet.

In the user dockbar a help button is displayed, here the user is allowed to:

- Display the tips right away.
- Choose if she wants to see the tips.
- Choose if she wants to see only new tips.

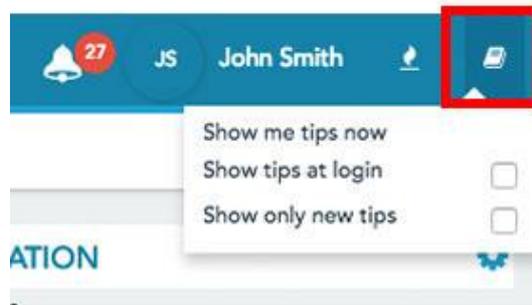


Figure 42 Tip of the Day overview

Actually, the Tip of the Day app shows contents related to two main topics:

1. Social Actions
2. Matchmaking Event tool

For what concern the Social Actions, the user is invited to focalize on the functionalities offered by the social bar (Figure 43). Through the social bar the user can interact with the resources clicking on the following buttons: Like, Follow, Share, Link, Notify, Mark and Categorize. For more details, see the dedicated paragraph in Chapter 2.

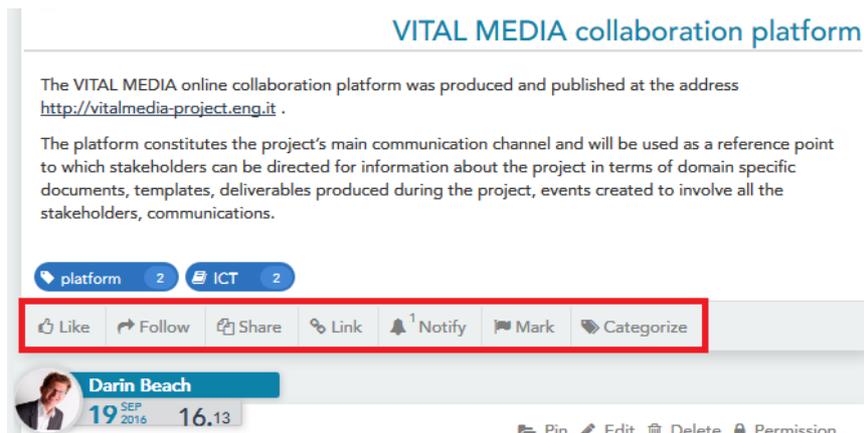


Figure 43 Tip: Social Bar

More than one tip is about the Matchmaking Event tool. In particular, the user is guided through the main functionalities of the application, starting from the correct icon from the menu that permit you to access the tool (Figure 44) to the event exploration (Figure 45), the event subscription (Figure 46), the event participants (Figure 47), the meeting definition (Figure 48), the meetings management (Figure 49), and the notifications configuration (Figure 50).

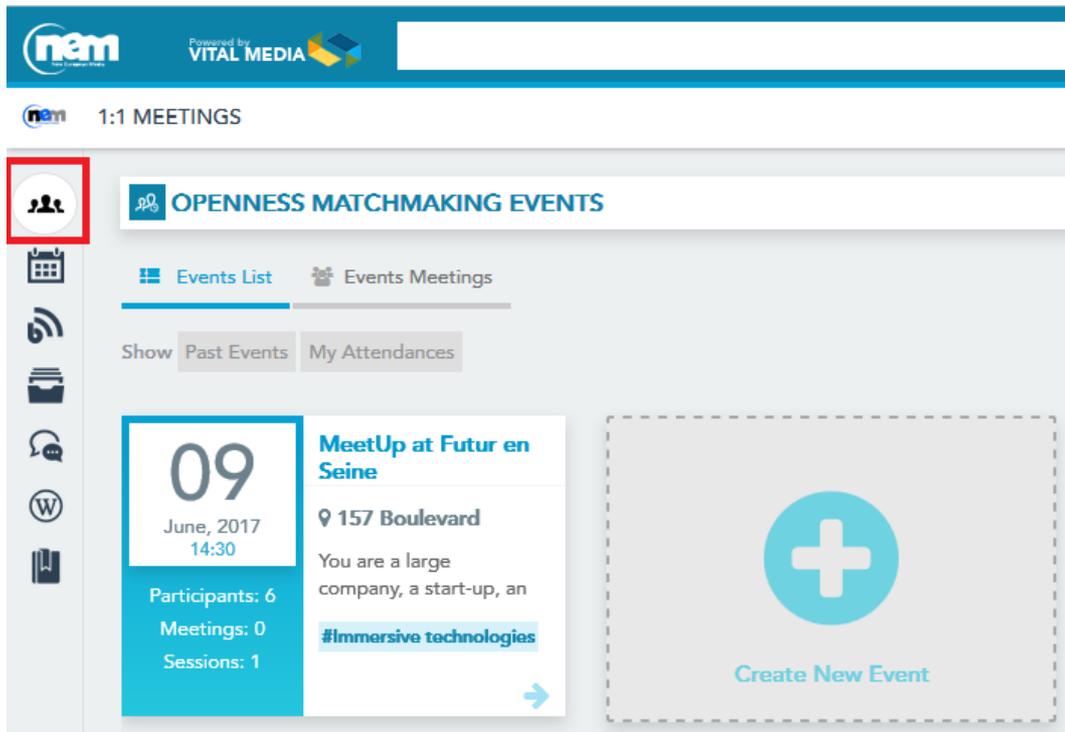


Figure 44 Tip: Matchmaking Event tool



Figure 45 Tip: View Event Details

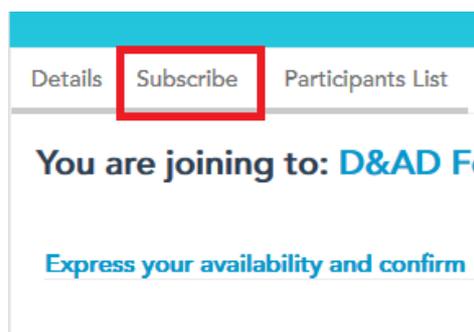


Figure 46 Tip: Subscribe an Event



Figure 47 Tip: View all the Participants to an Event

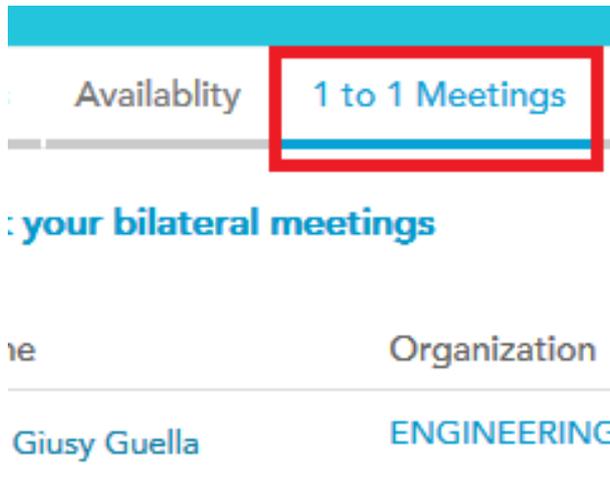


Figure 48 Tip: Organize a 1-to-1 Meeting

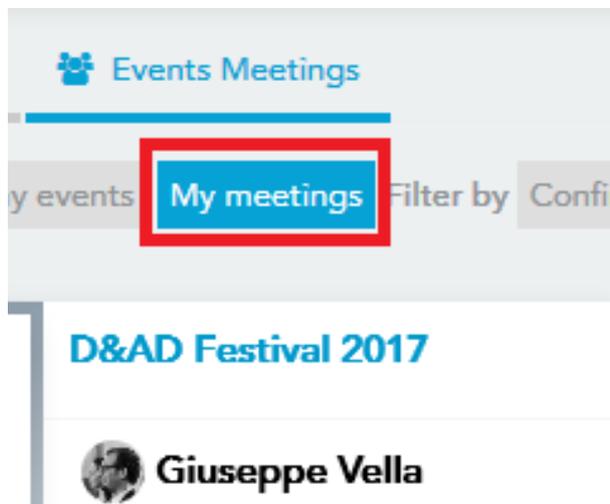


Figure 49 Tip: Have a look to your meetings

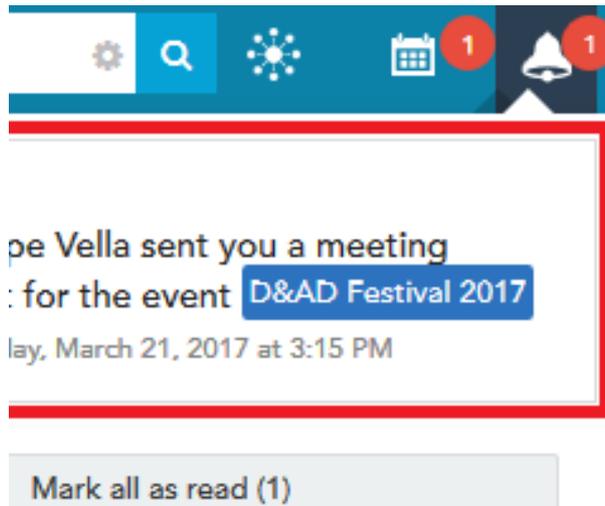


Figure 50 Tip: Receive Meeting Notifications

7 Stakeholder Benefits and data policy

The NEM web-based collaboration platform is a workspace for the media and digital creative industries community. Easily accessible through the NEM website, the platform allows users to:

- Upload profiles and information
- Interact, exchange knowledge and experience with peers and other stakeholders
- Be informed about activities of interest related to media and digital creative industries
- Share documents, reports and position papers
- Publish events, invite participants and organise one-to-one meetings
- Propose project ideas
- Find matches for potential collaborations
- Create and manage teams and working groups
- Invite other users to join the platform

All these benefits are supported by a specific data policy implemented by the platform. Below are listed the conditions that each user that would become a platform member has to expressly accept to complete the registration. The benefits for the stakeholders and the data management policy are available in the web page of the collaboration platform.

VITALMEDIA is under the responsibility of, and runs the OPENNESS platform owned by Engineering Ingegneria Informatica s.p.a. (hereinafter "ENG").

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The Legal Terms (hereinafter "terms") are a legal and binding agreement between **you** ("member", "you", meaning the person who represents the organization and exercise rights under these Terms with respect to VITALMEDIA, or who has received express permission from ENG to exercise rights under these Terms) and **ENG** ("ENG", "we", "our"), governing your use of VITALMEDIA at vitalmedia-project.eng.it

Please review the Terms carefully before you continue using VITALMEDIA. Your use constitutes your agreement to all such terms, conditions and notices. If you do not agree, please discontinue using VITALMEDIA. Even if you are using VITALMEDIA on behalf of the organisation, you are nevertheless individually bound by this Agreement even if your organisation has a separate agreement with ENG.

ENG reserves the right to update these Terms from time to time. Any changes will be notified to you via a suitable announcement on VITALMEDIA. The substantial changes regarding the rights and obligations of the parties will be presented in detail in the announcement, but it is also your responsibility to check for such changes. In the announcement it will be indicated the date when the changes will apply. If you do not wish to accept the new Terms, you should not continue to use it and you should ask the cancellation of your account (vitalmedia-project@eng.it). If you continue to use VITALMEDIA after the date on which the change comes into effect, your use of it indicates your agreement to be bound by the new Terms. **The Terms were last updated 01/09/2015.**

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As a registered representative to the Community Portal, you agree to:

- (a) provide true, accurate, current, and complete information about yourself and about the organisation you are representing as prompted by the Community Portal application form (such information hereinafter being the "Application Data"),
- (b) maintain and promptly update the Application Data to keep it true, accurate, current, and complete.

You are responsible for maintaining the confidentiality of the password and user name under which the account was created, and **you are fully responsible for all activities that occur under that account.**

You agree to:

- (a) immediately notify VITALMEDIA of any unauthorized use of your password or user name or any other breach of security;
- (b) exit from your account at the end of each session;
- (c) defend, indemnify, and hold harmless VITALMEDIA from any loss or damage arising from unauthorized use of your password or user name.

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If you believe that your work has been used in a way that might constitute a copyright infringement, please provide us with the following information:

- A short description of the copyrighted work that you claim has been infringed;
- A short description of where the allegedly infringing material is located on the website;
- Your address, phone number and e-mail address;
- Proof that you are the rights holder and a statement that, under penalty of perjury, you are the rights holder or are an authorised representative; and
- 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.

VITALMEDIA may be reached by email: ioana.cotoi@eng.it

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- Neither post nor transmit any unlawful Content, or Content that encourages conduct that would be considered a criminal offense, give rise to civil liability or violate any other law.
- Neither post nor transmit through VITALMEDIA any Member Content that constitutes advertising or solicitation with respect to any product or service;
- Not post anonymously or impersonate any other person; and

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computer software or hardware or telecommunications equipment, and (c) neither circumvent nor disable any security or data-protection measures implemented by ENG.

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You agree to indemnify, defend, and hold harmless ENG, its affiliates and partners and their respective officers, directors, employees, agents, members, representatives, and third party providers to VITALMEDIA from and against all losses, expenses, damages, and costs, including reasonable attorneys' fees, resulting from any violation of these Terms. ENG reserves the right to assume, at its sole expense, the exclusive defence and control of any matter subject to indemnification by you, in which event you will fully cooperate with ENG in asserting any available defences.

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You expressly acknowledge and agree that: (1) Your use of services are at your sole risk. The services are provided on an "as if" and "as available" basis. ENG expressly disclaims all warranties of any kind, whether express or implied, including, but not limited to, the implied warranties of merchantability, fitness for a particular purpose, and non-infringement. (2) ENG makes no warranty that (a) the service will meet your requirements; (b) the services will be uninterrupted, timely, unfailingly secure, or error-free; (c) the results that may be obtained from the use of the services will be accurate or reliable; (d) the quality of any products, services, information, or other material purchased and (e) any errors in the software will be corrected. (3) Any material downloaded or otherwise obtained through the use of the services is done at your own discretion and risk and that you will be solely responsible for any damage to your computer system or loss of data that results from the download of any

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No action of ENG may be construed as a waiver of any part of these Terms.

Should any of the above sections be unenforceable, the other paragraphs will remain in full force and effect.

These Terms shall be governed by and interpreted in accordance with the laws of Italy, excluding any rules of conflicts of laws that would apply the substantive laws of any other jurisdiction. Exclusive place of jurisdiction shall be Rome, Italy.

8 Strategy for increasing the NEM platform users.

The following measures have been adopted by the VITAL MEDIA team to increase the number of users and the activity of the platform:

- Access to the platform has been simplified and made possible in one click from the NEM website.
- A quick easy-to-use guide has been created to show the features of the platform.
- Online communities have been created to promote discussions and knowledge exchange within the four working groups currently active in the NEM initiative: 5G Phase 3 pilot, Digitalising European Industry, FP9 vision and Next Generation Internet.
- The cluster partners have agreed to send a mailing to their cluster members and committed participants to invite them to join the platform and to have access to the new whitepapers published by the VITAL MEDIA team on Immersivity, Hyper-personalization and Distribution of content. The following email will be sent to 3.000 cluster members across Europe:

Dear colleague,

We invite you to join the NEM online collaborative platform. A space where you will be able to interact with peers of the digital and creative fields working in large companies and SMEs, universities, research centres, clusters, associations, public bodies and institutions across Europe. A common workspace where you will find information and you will be able to participate in:

- **Upcoming events**
- **Reports and whitepapers on hot topics**
- **Latest technology trends**
- **European Strategic Research Agenda**

Stay tuned. Just click here and register.

If you need assistance please contact:

Giuseppe Vella and Maria Giuseppa Guella: giuseppe.vella@eng.it, mariagiuseppa.guella@eng.it

9 Conclusions and next steps

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

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 first version of the platform has been tested by the project partners and has been presented to public and open for general use at the NEM Summit 2016: the platform features has been tuned in accordance with feedbacks received from partners and NEM EG.

The next release of the collaboration platform has been provided for month 9, according to the milestone MS2.1 related to WP2. As defined in the User Interface prototype, the brokerage event is a specialized matchmaking tool, capable of fully managing a networking event. The platform members 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 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.

Based on the optimal combination of online and physical collaboration tools (web based platform, social media, events, etc.), the collaboration platform implemented achieves the specific project target to support networking among all relevant players, conducive to establishing working groups on specific issues and challenges.

10 Annex – User manual

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.

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.

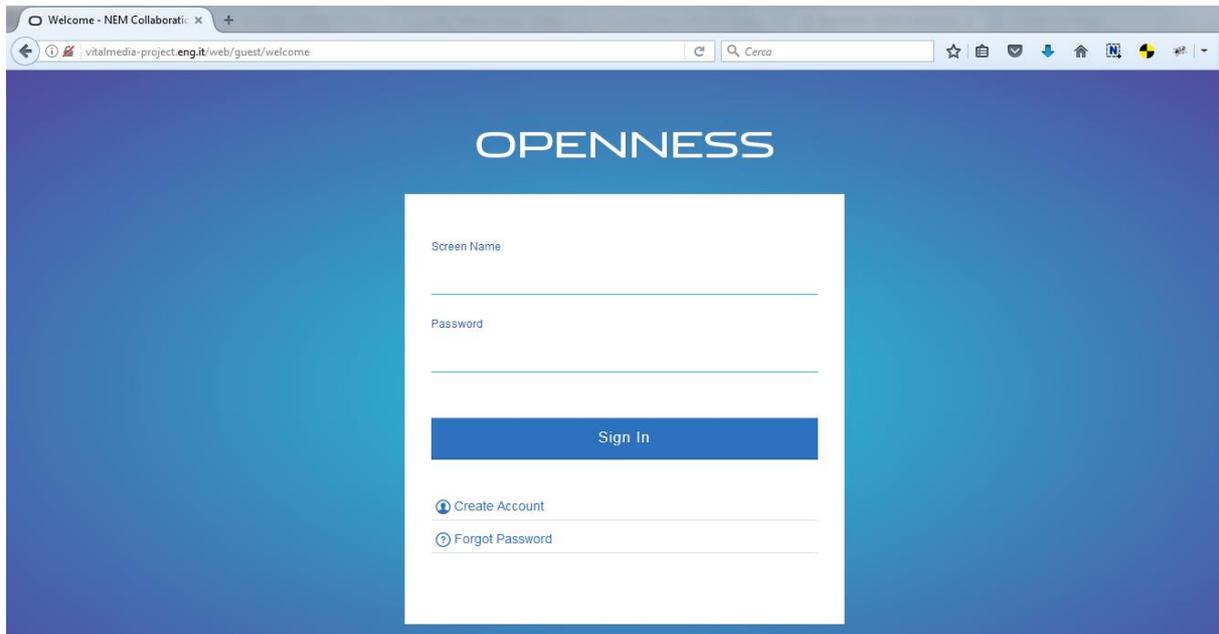


Figure 51 NEM collaboration platform login mask

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

1.1 How to request the access to the platform

1.1.1 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.

1.1.2 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 52).



Figure 52 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 53).

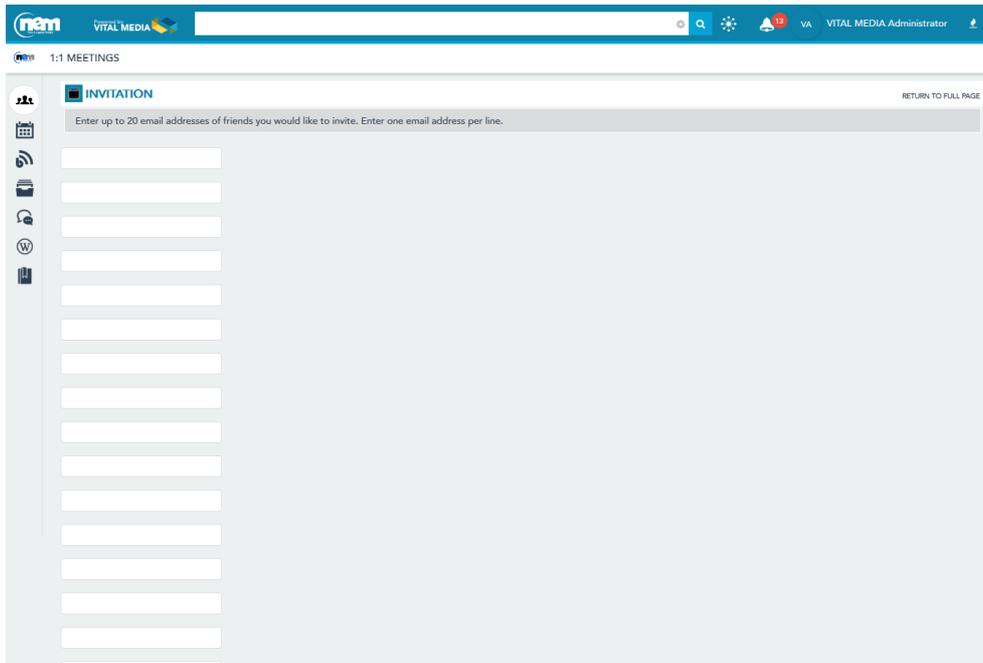


Figure 53 Invitation form

Invited users will receive an e-mail notification with the link for registration into the portal (Figure 54).

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 54 E-mail to come and register into the platform

1.1.3 Create account

The registration form (Figure 55) 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 its data, she will receive a notification email with the confirmation of account creation and the credentials for the access (Figure 56). The password is temporary.

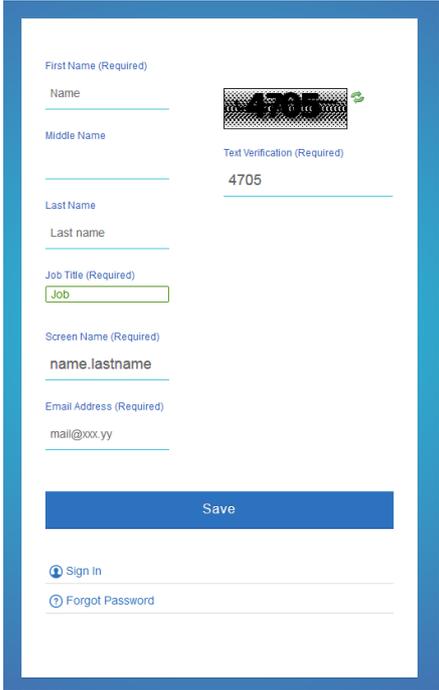


Figure 55 Form to create a new account on NEM Collaboration platform

<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 56 E-mail notification for new account created

The user can then login into the platform (Figure 57) using the credentials sent.

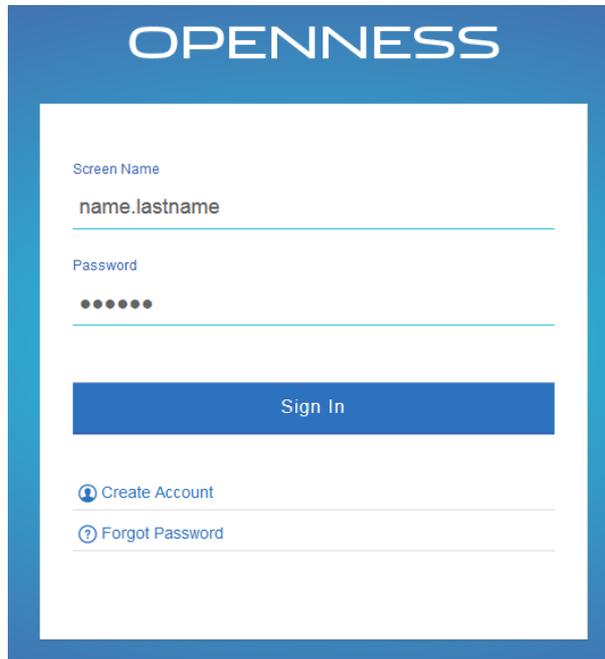


Figure 57 Login into the platform

At first, the user must:

1. agree to the terms of use (Figure 58);
2. change the password (Figure 59);
3. choose a password reminder (Figure 60).

nem
NL Name Last name

1:1 MEETINGS

TERMS OF USE

Welcome to our site. We maintain this web site as a service to our members. By using our site, you are agreeing to comply with and be bound by the following terms of use. Please review the following terms carefully. If you do not agree to these terms, you should not use this site.

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Figure 58 Acceptance Terms of Use

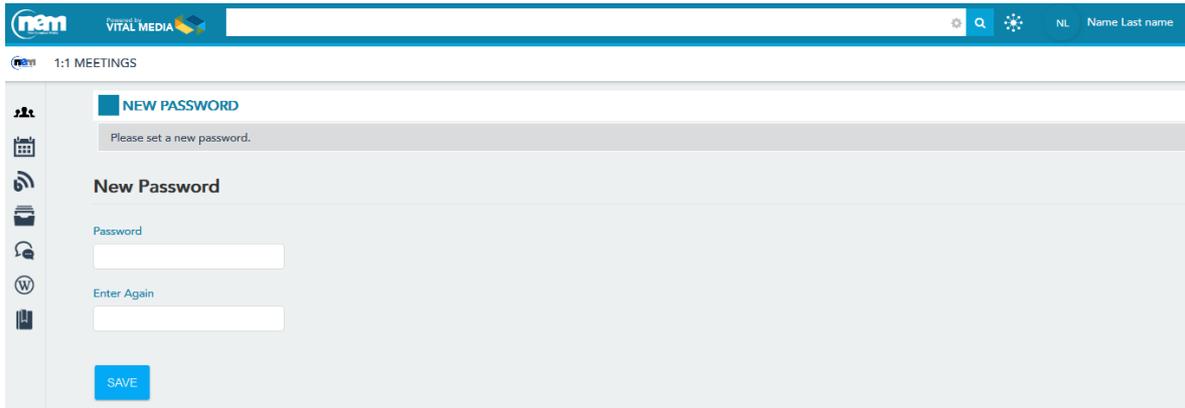


Figure 59 Change the password

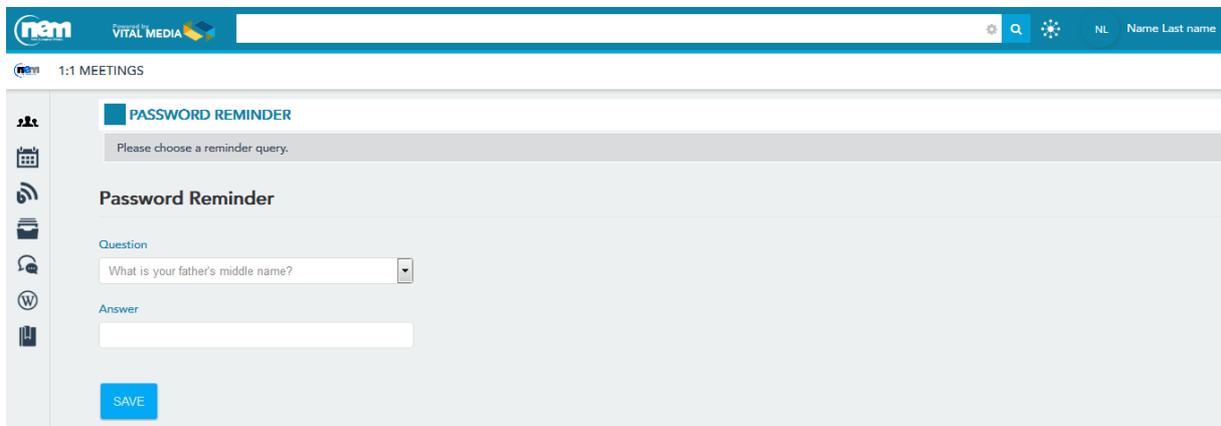


Figure 60 Password reminder

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.

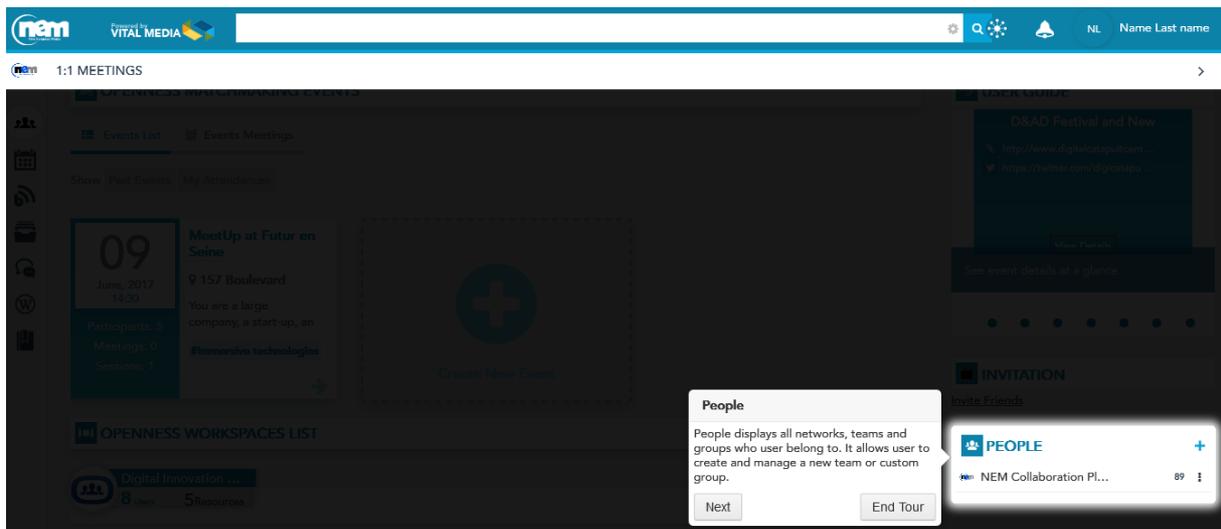


Figure 61 Start Tour - People

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

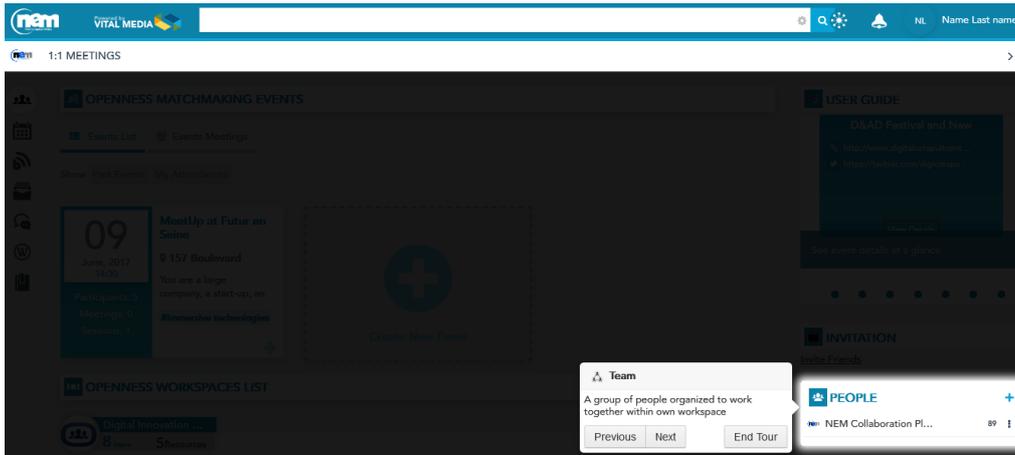


Figure 62 Start tour - Team

- 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.

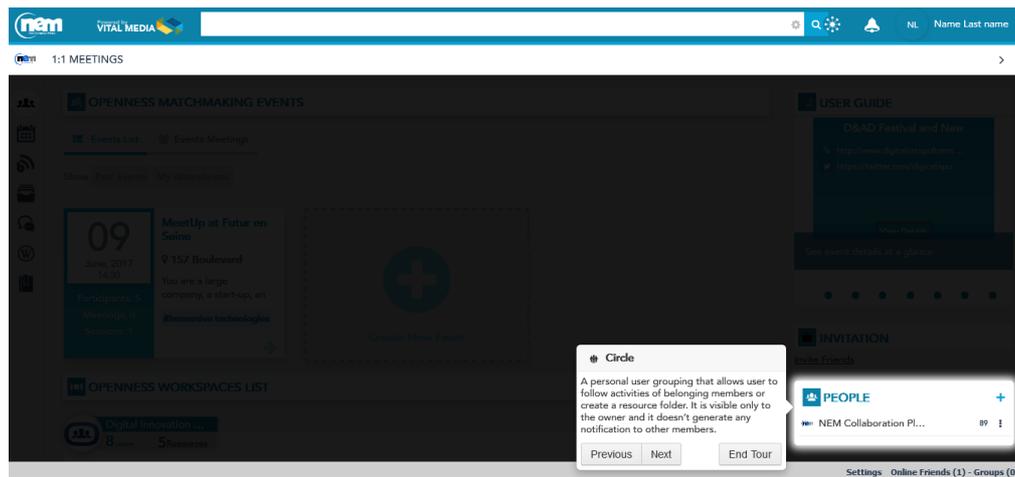


Figure 63 Start tour - Circle

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

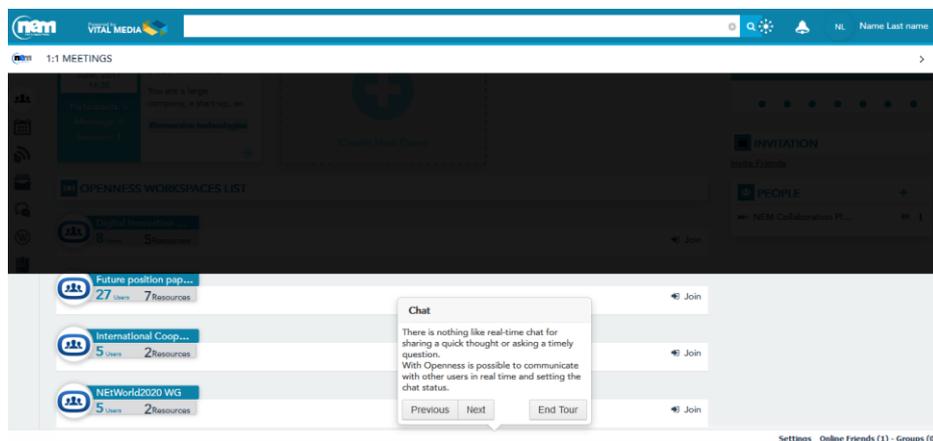


Figure 64 Start tour - Chat

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



Figure 65 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.

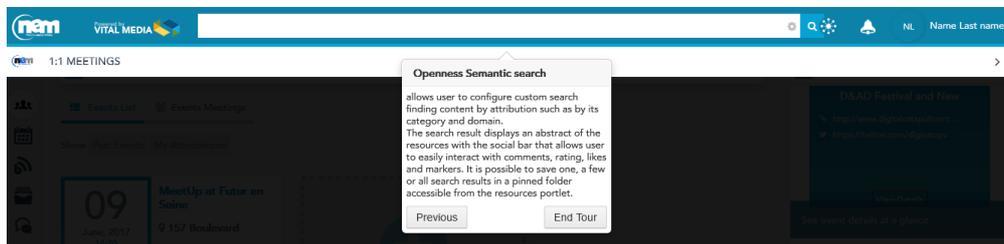


Figure 66 End of tour – Openness Semantic Search

In Figure 67, the NEM collaboration platform home page.

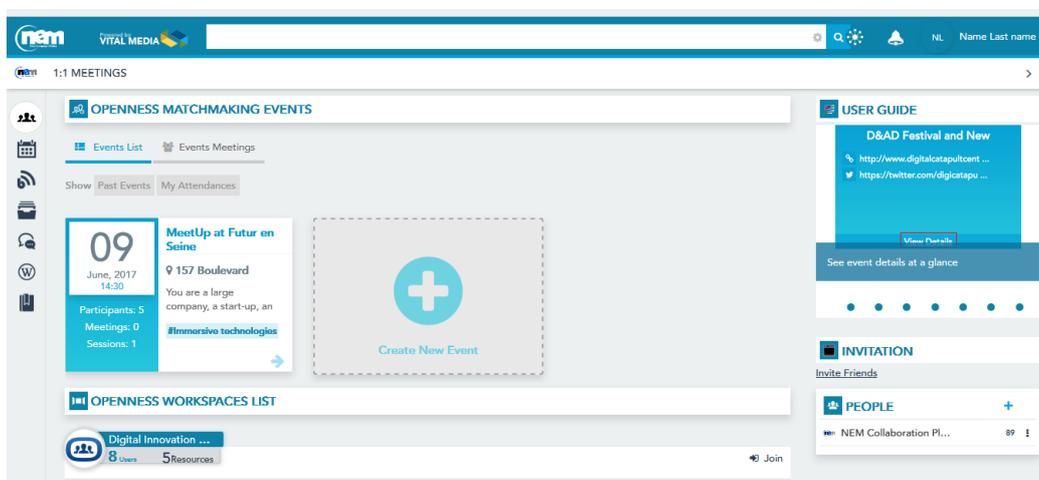


Figure 67 NEM collaboration platform Home page

2 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 68, the main parts of the network are highlighted, while the focus on section below (paragraphs 2.1, 2.2, 2.3) 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 4 details about the portal social features provided by platform: the mentions and the social bar. The Invitation Application has been described at paragraph 1.1.2.

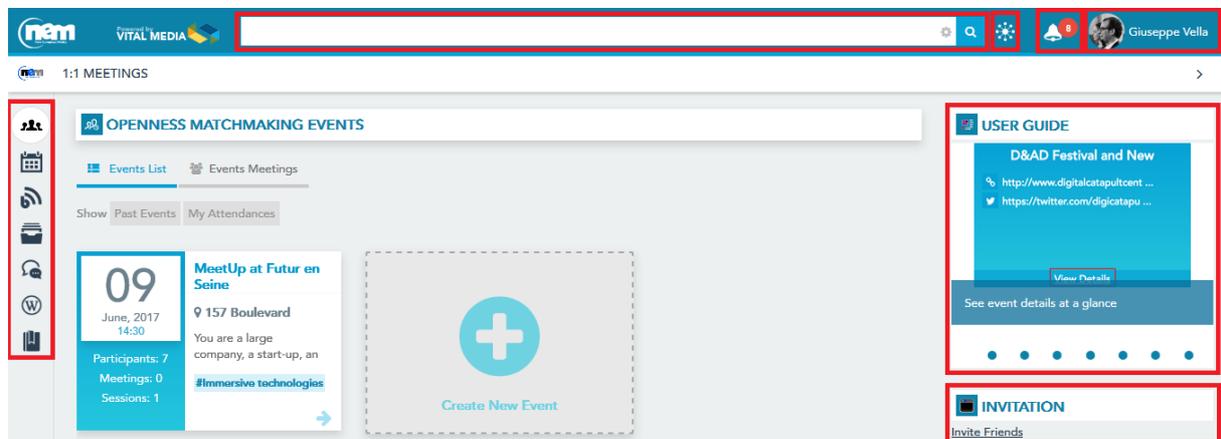


Figure 68 The operational network of the NEM collaboration platform

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.

2.1 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 3.4);
- **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.

2.1.1 Semantic search

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



Figure 69 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 70). 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.

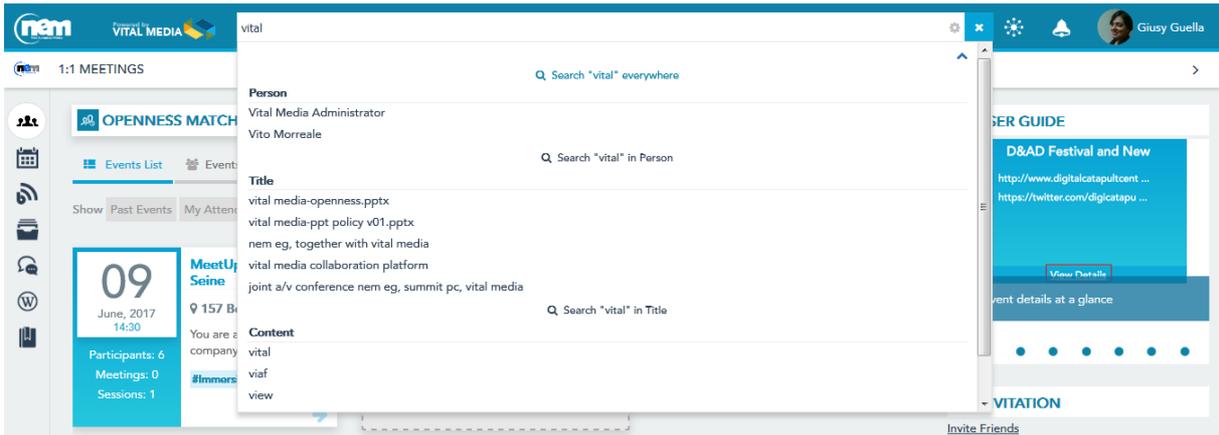


Figure 70 Search for specific words

The search results are displayed in a default order by content, person, and title (Figure 71). Every result has identified by its specific icon type, the title, the initial description, the author and the creation date.

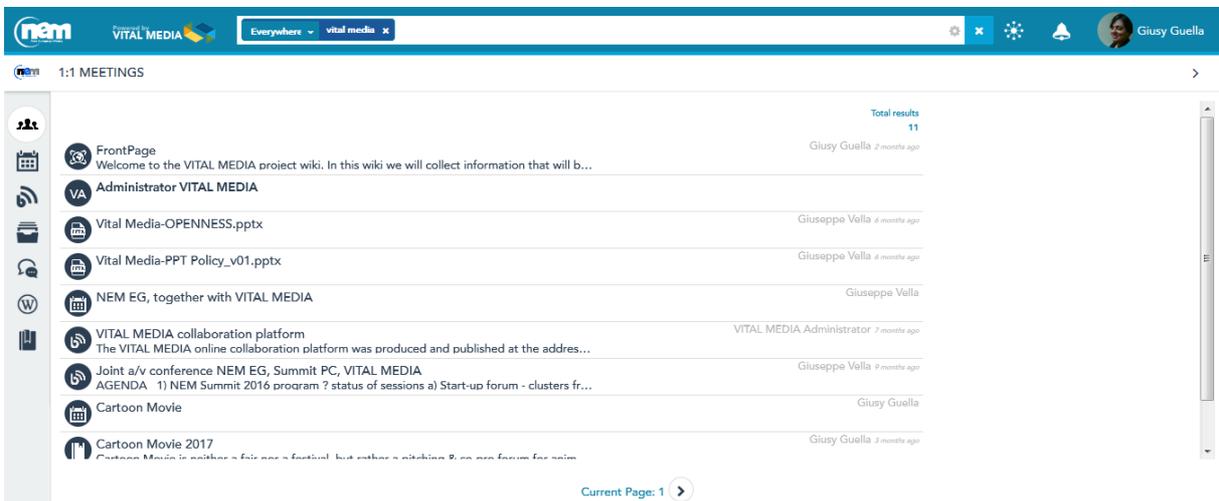


Figure 71 Search results

It is also possible to act several social actions (Figure 72) on the results (i.e. follow, like, pin, share and link).



Figure 72 Social bar for search results

The users can setting up some search criteria (Figure 73):

- 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).

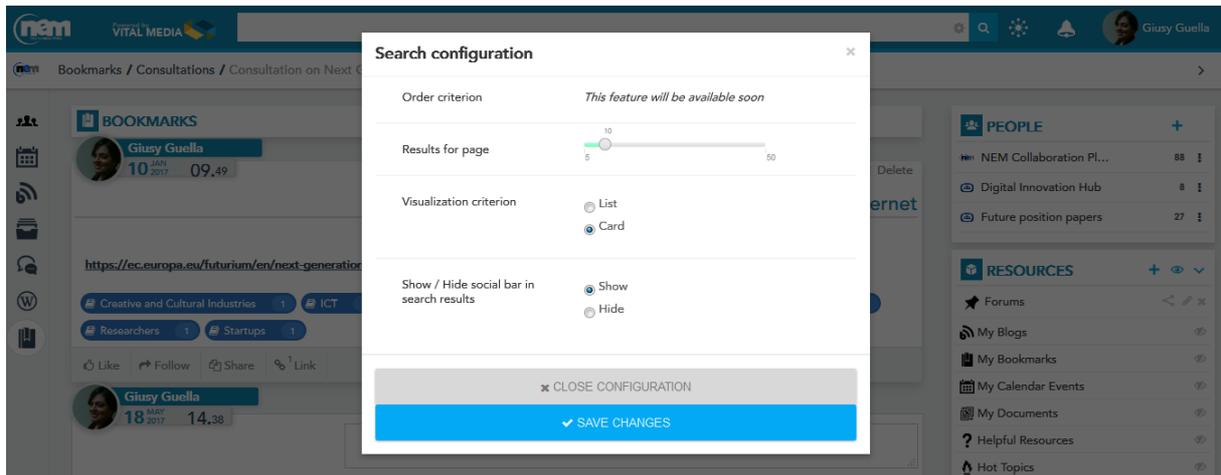


Figure 73 Search configuration

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 74).

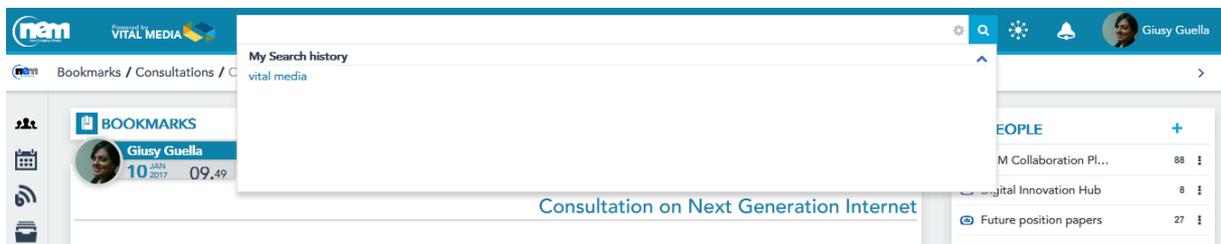


Figure 74 Search History

2.1.2 Around me

From the Around me application, the user can preview and interact with activity that flows through your 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 75 Around Me icon

The activities are showed in a descending chronological order and hide a link to the resource object of the action (Figure 76).

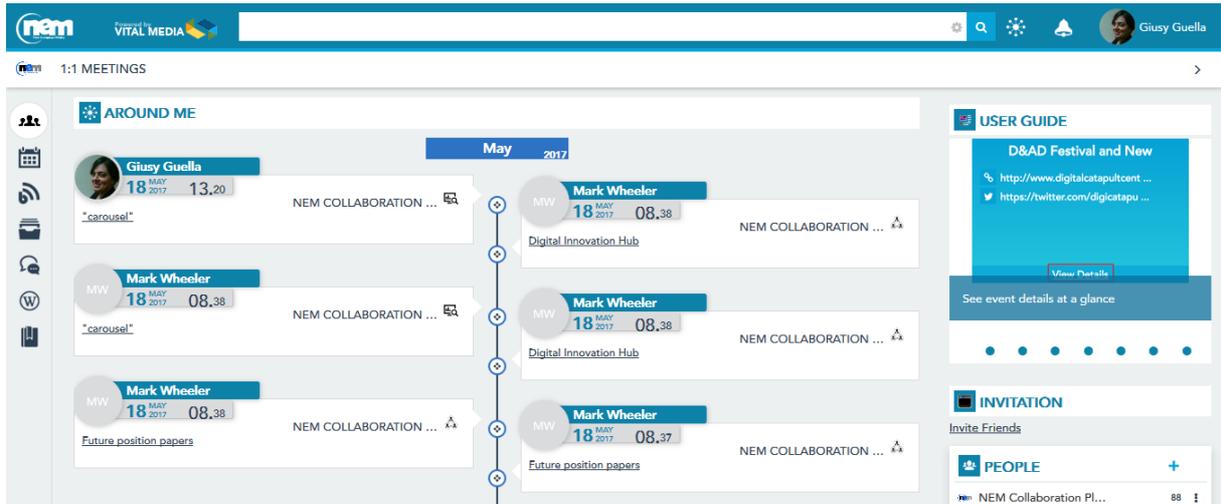


Figure 76 Around Me view

2.1.3 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 77 Inbox icon

From the notification, the users will be able to reach the resource in question if necessary. The notification details show (Figure 78): (i) Who sent you the notification; (ii) The resource in question; (iii) The timestamp of the notification.

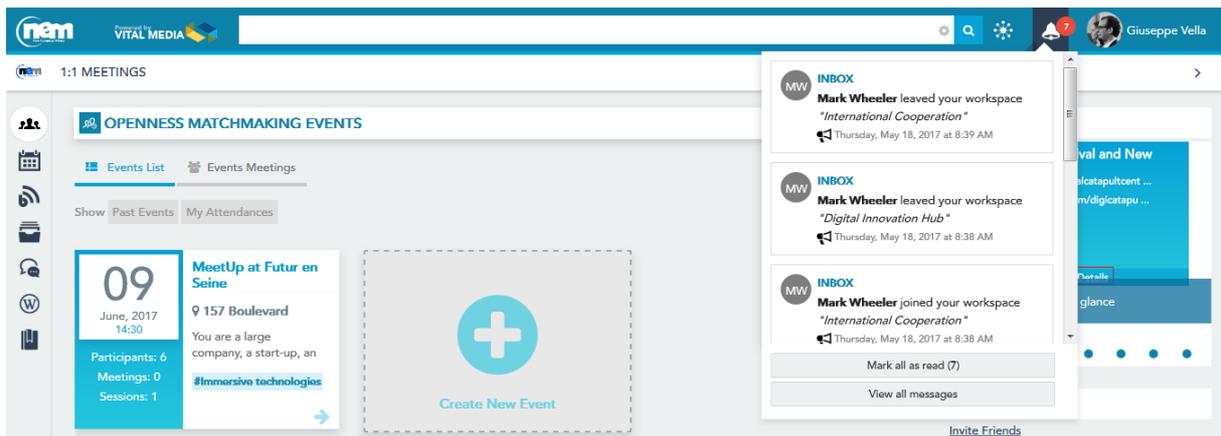


Figure 78 Inbox Notification

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 you are ADDED to workspace
 - Receive a notification when you are REMOVED from workspace

- Receive a notification when someone FOLLOW your resource
- Receive a notification when someone UNFOLLOW your resource
- Receive a notification when someone LIKE your resource
- Receive a notification when someone UNLIKE your resource
- Receive a notification when someone MARK your resource
- Receive a notification when someone UNMARK your resource
- Receive a notification when someone NOTIFY to you a resource
- Receive a notification when someone NOTIFIED your resource (and not already notified you)
- Receive a notification when someone SHARE with you a pinned folder
- Receive a notification when someone ADD A COMMENT on your resource
- Receive a notification when someone ADD A COMMENT on a commented resource and This resource is not your own
- Receive a notification when someone MENTIONED you
- Receive a notification when someone MENTIONED your resource
- Workspaces List
 - Receive a notification when someone request membership on your restricted workspace
 - Receive a notification when someone reply on your 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 79).

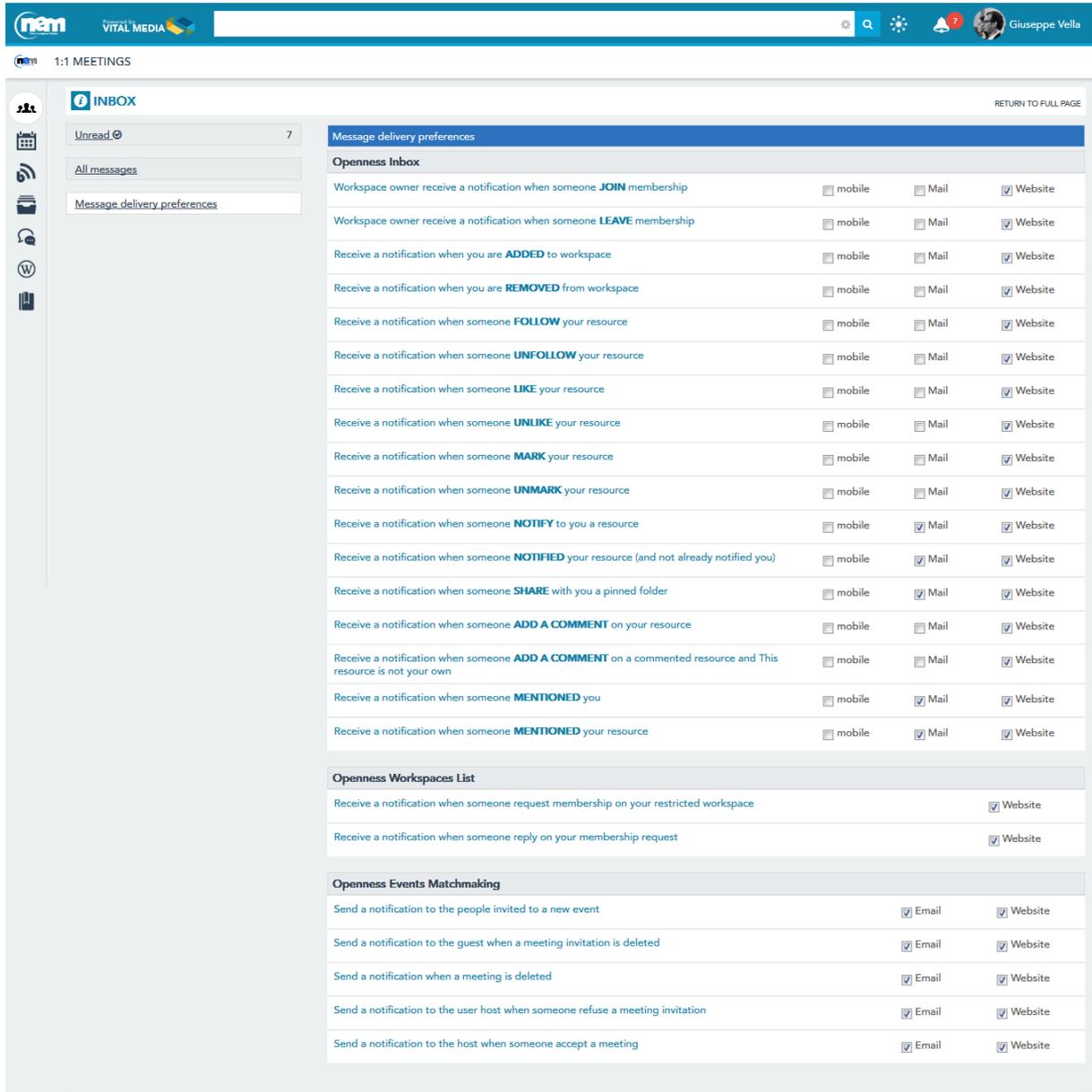


Figure 79 Manage notifications

2.1.4 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 your interests, your experiences and professional skills.



Figure 80 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 81).

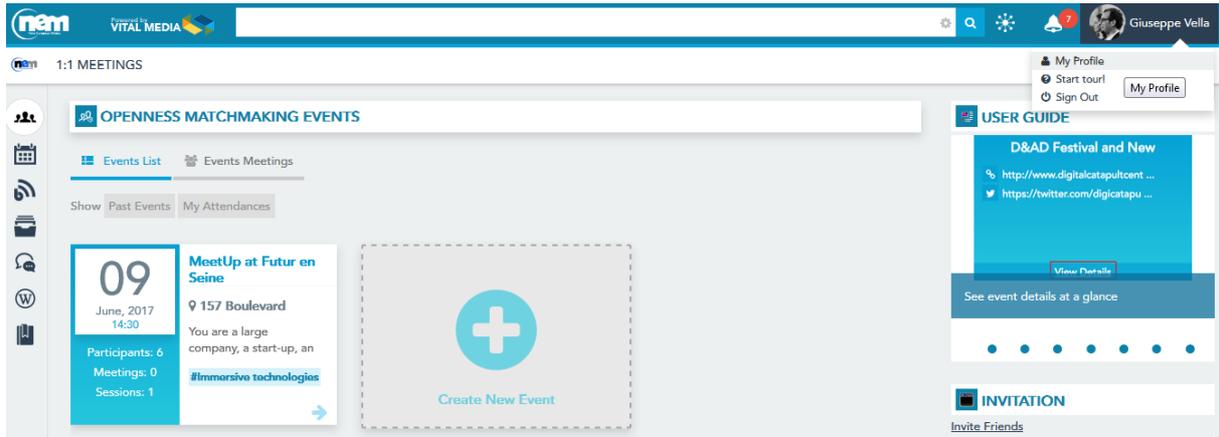


Figure 81 Access to the User Profile

The User Profile shows the basic user info, the contact information (skype, facebook, twitter, linkedin), skills, latest contents and subscriptions (Figure 83). It also an overview on the user activities in terms of resources created, following and followers.

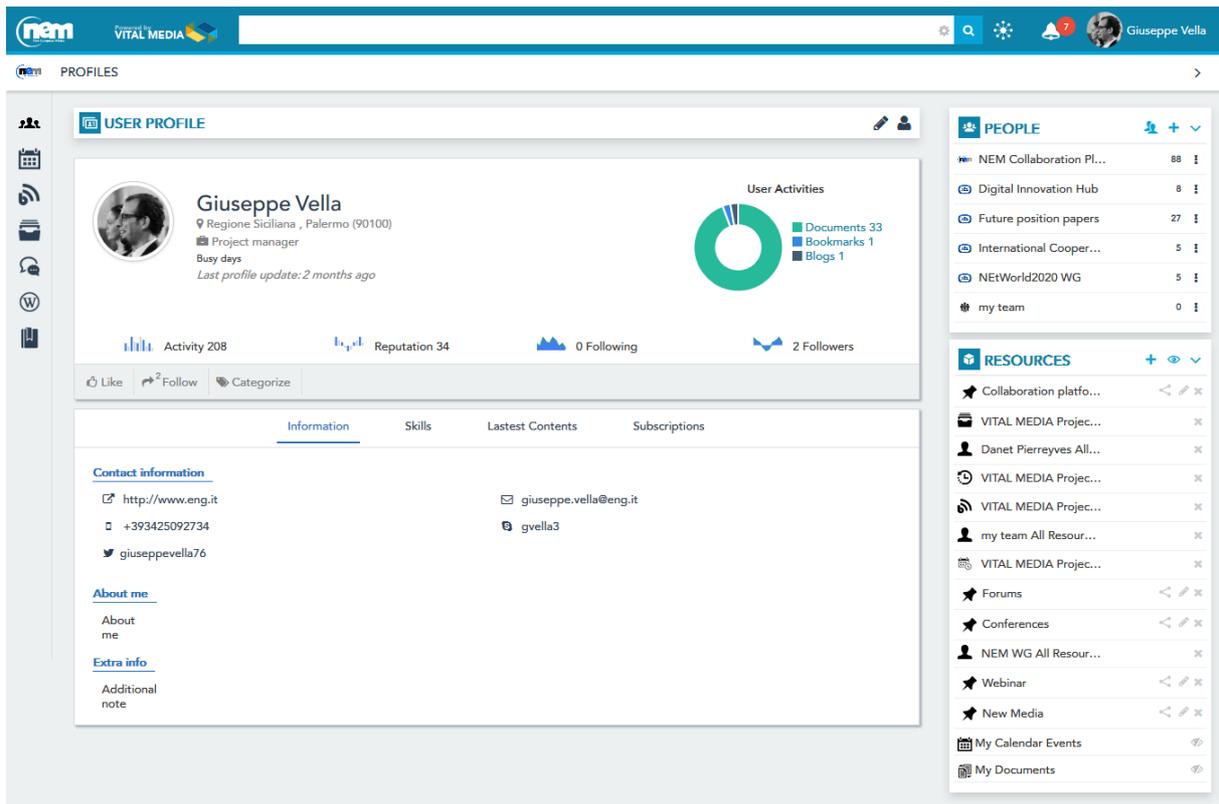


Figure 82 User Profile

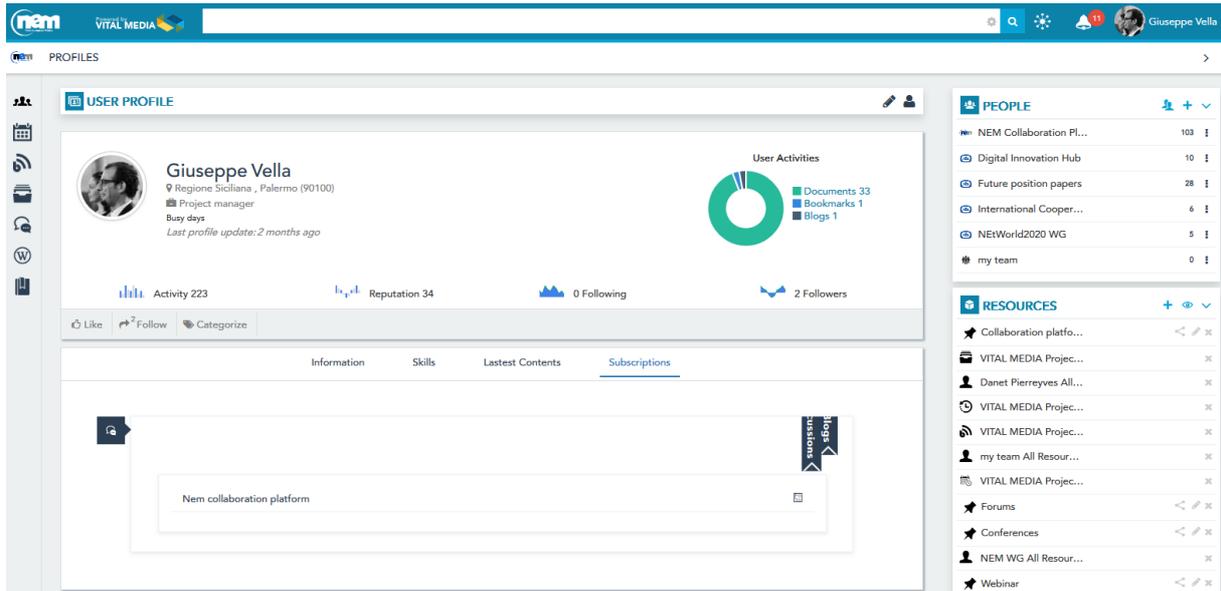


Figure 83 Subscriptions

To update the profile click on "Edit" (Figure 82) and manage it (Figure 84).

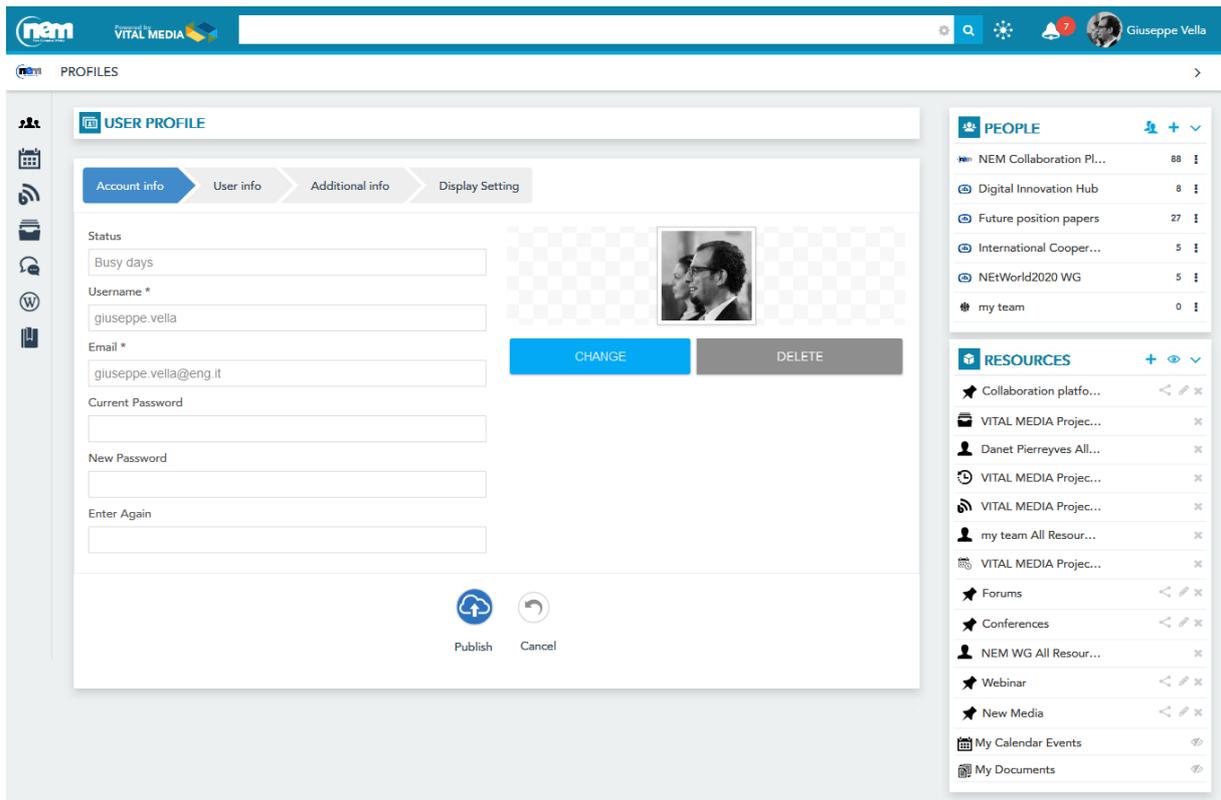


Figure 84 Update the User Profile

The user can manage its skills clicking on "My Account" (Figure 82): selecting the section "Categorization" in the tab Account Settings (Figure 85), everyone is able to search through the existing vocabularies (i.e. Audience, Market Sector, Topic) and select the categories that identify its competences (Figure 86). It is also possible add new personal tags, select the existing or suggested ones (Figure 87).

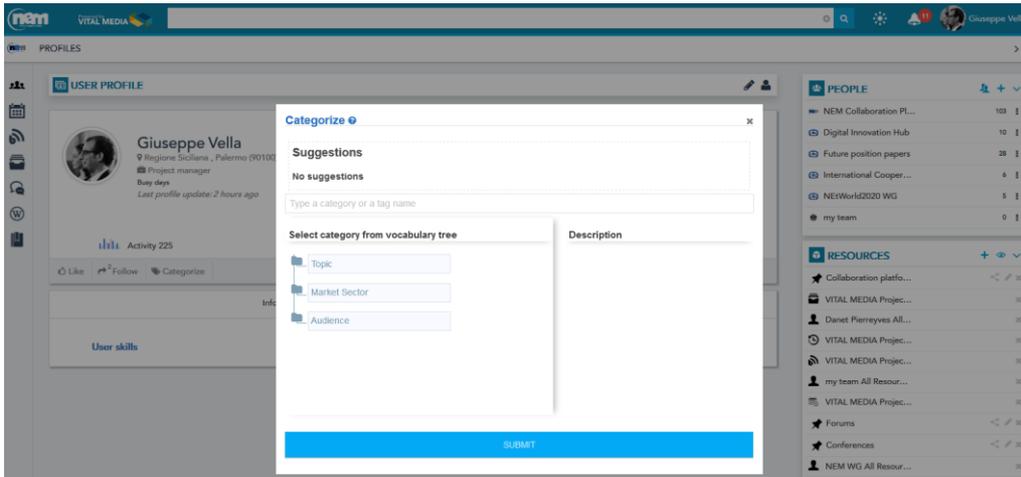


Figure 85 Add your skills with the Categorize button

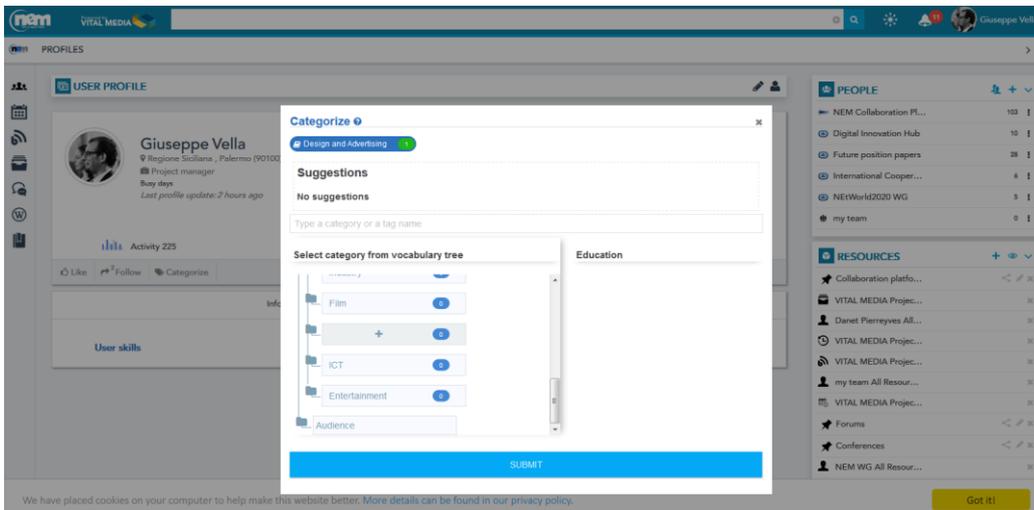


Figure 86 Search and select categories

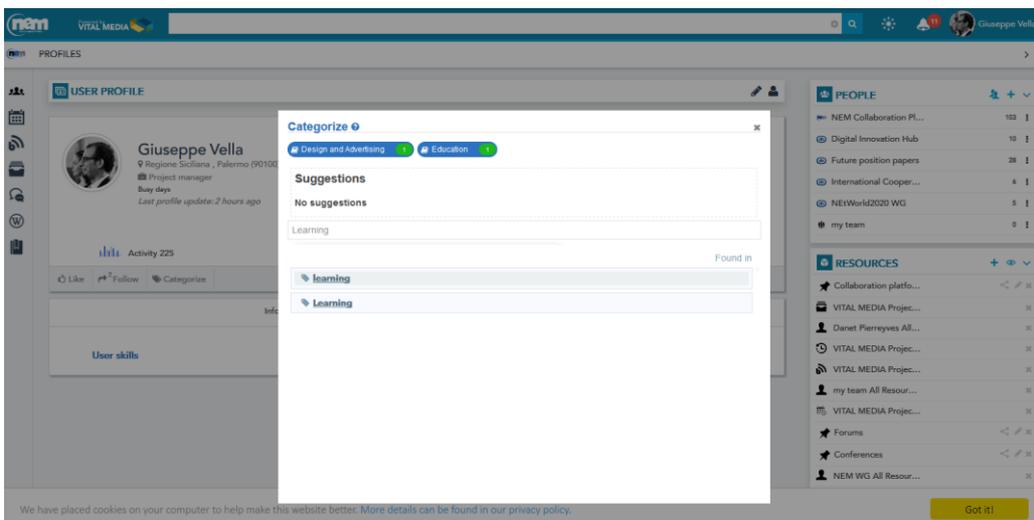


Figure 87 Add tag to the User Profile

In this way, the User Profile is constantly aligned with the actual interests and skills of the user (Figure 88).

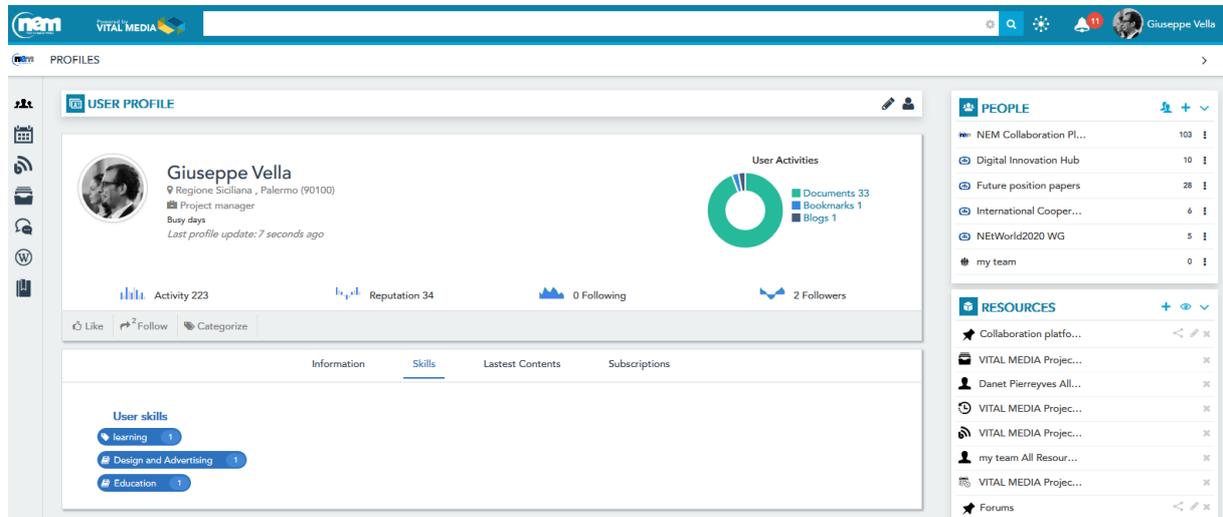


Figure 88 User skills

2.1.5 Quick tour

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



Figure 89 Quick Tour icon

The Quick Tour application is accessible from the avatar clicking on the “Start tour!” button (Figure 90).

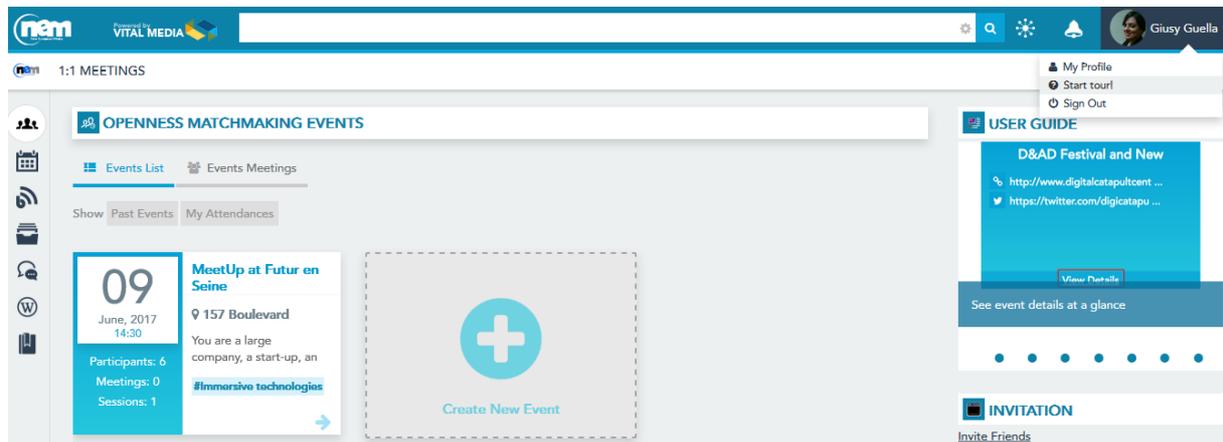


Figure 90 Start the Quick Tour

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 1.1.3. The user can end the tour at any time (Figure 91).

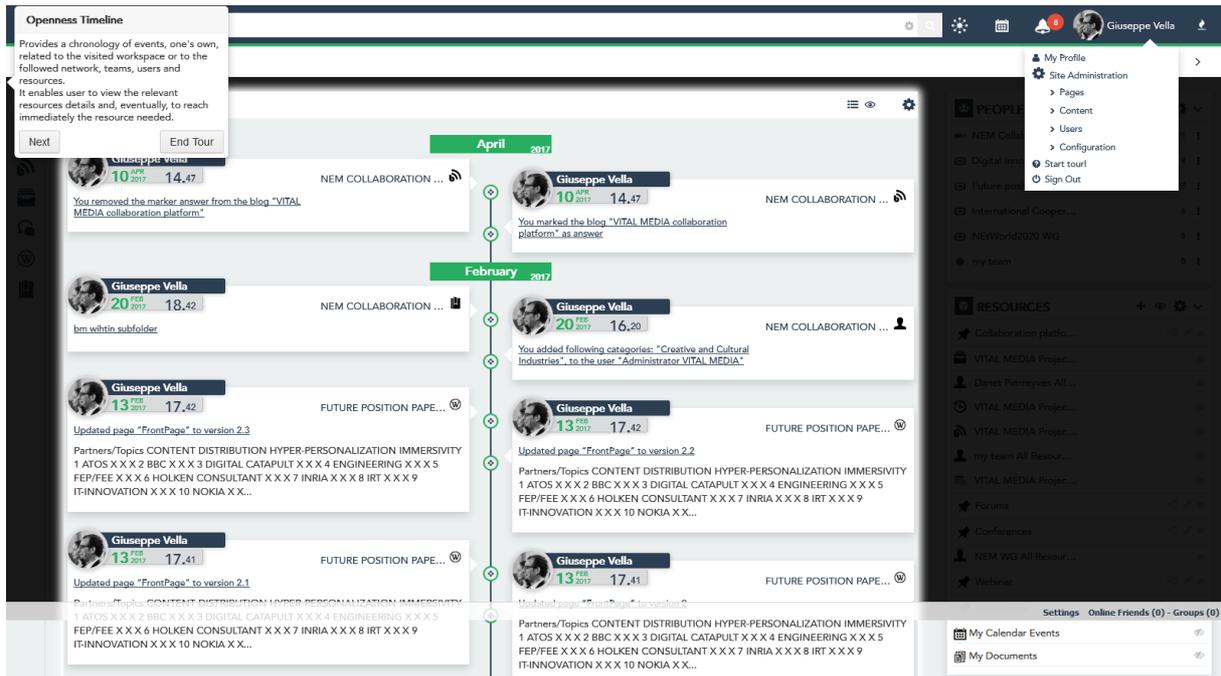


Figure 91 Quick Tour view

2.1.6 Logout

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



Figure 92 Sign Out icon

This functionality is accessible from the avatar (Figure 93).



Figure 93 Logout

2.2 Main menu

On the left-hand side bar (Figure 68) is available the menu with the applications available in the network (Figure 94):

- 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 94 Menu bar

2.2.1 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

2.2.1.1 Events overview

The Dashboard shows the list of the available events in a card view (Figure 95). 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 96).

The back of the card is dedicated to the social info (i.e. website, e-mail and phone contacts, Twitter and Facebook accounts) (Figure 97).

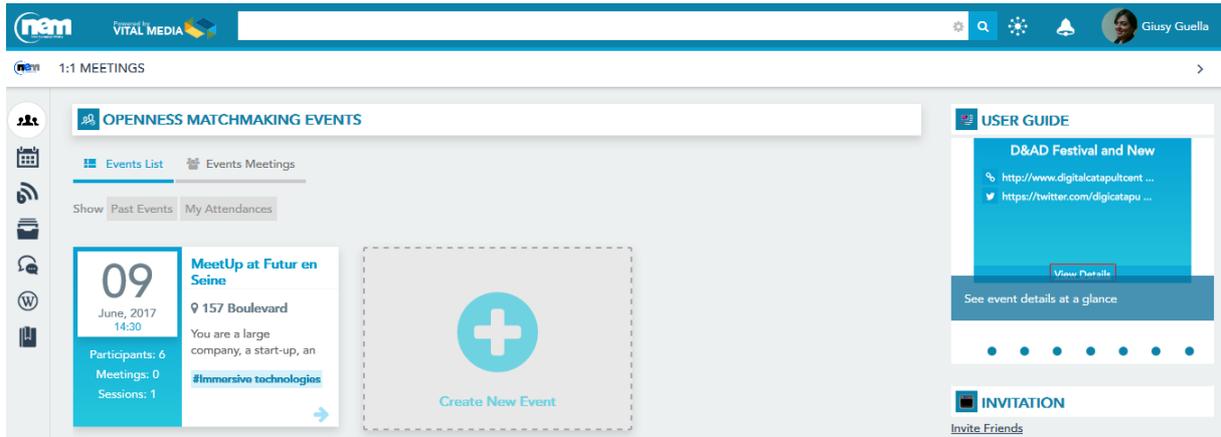


Figure 95 Matchmaking Dashboard



Figure 96 Event card



Figure 97 Back event card

The list of the closed events is showed clicking on the Past Events filter (Figure 98). The My Attendances filter shows instead the list of the events in which the user in question subscribed (Figure 99). The user can differentiate his open or closed attendances just deactivate/activate the past events filter.

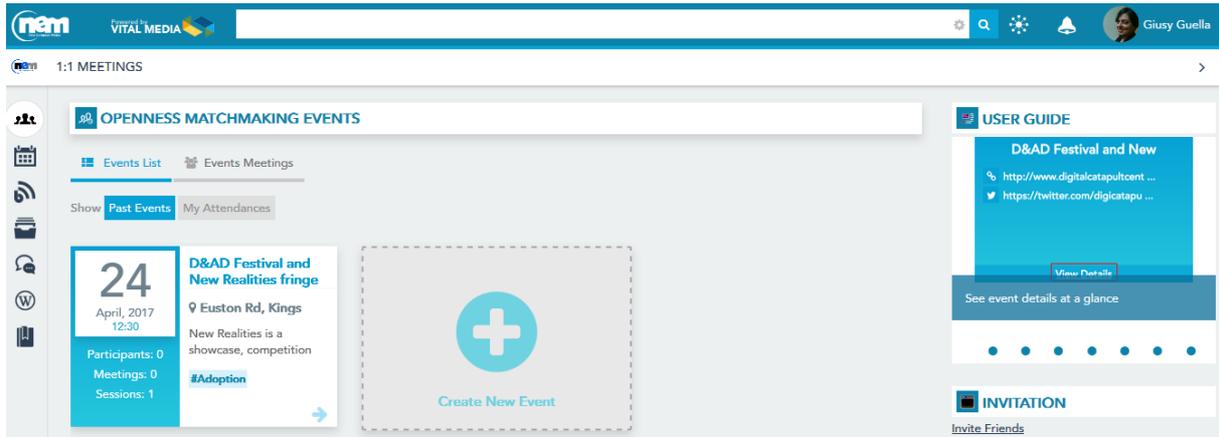


Figure 98 Past Events

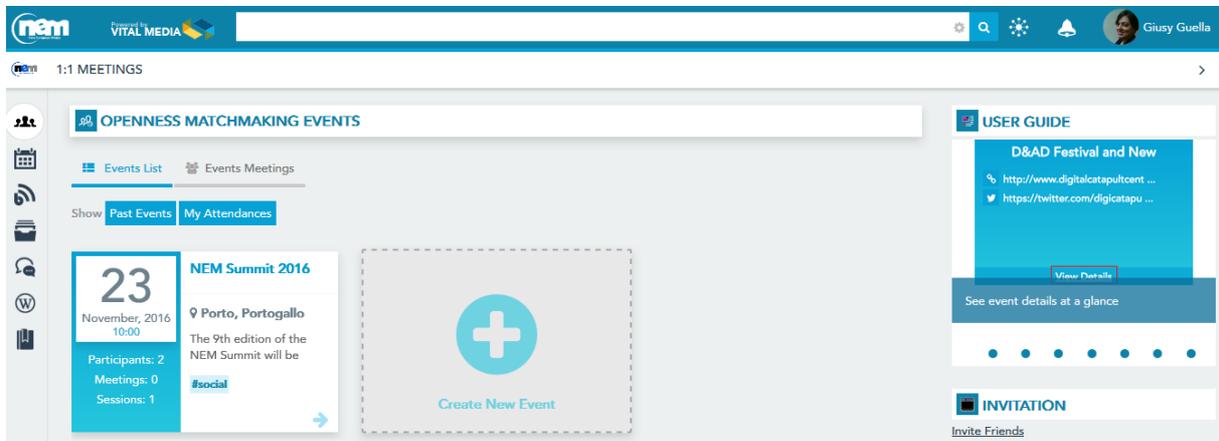
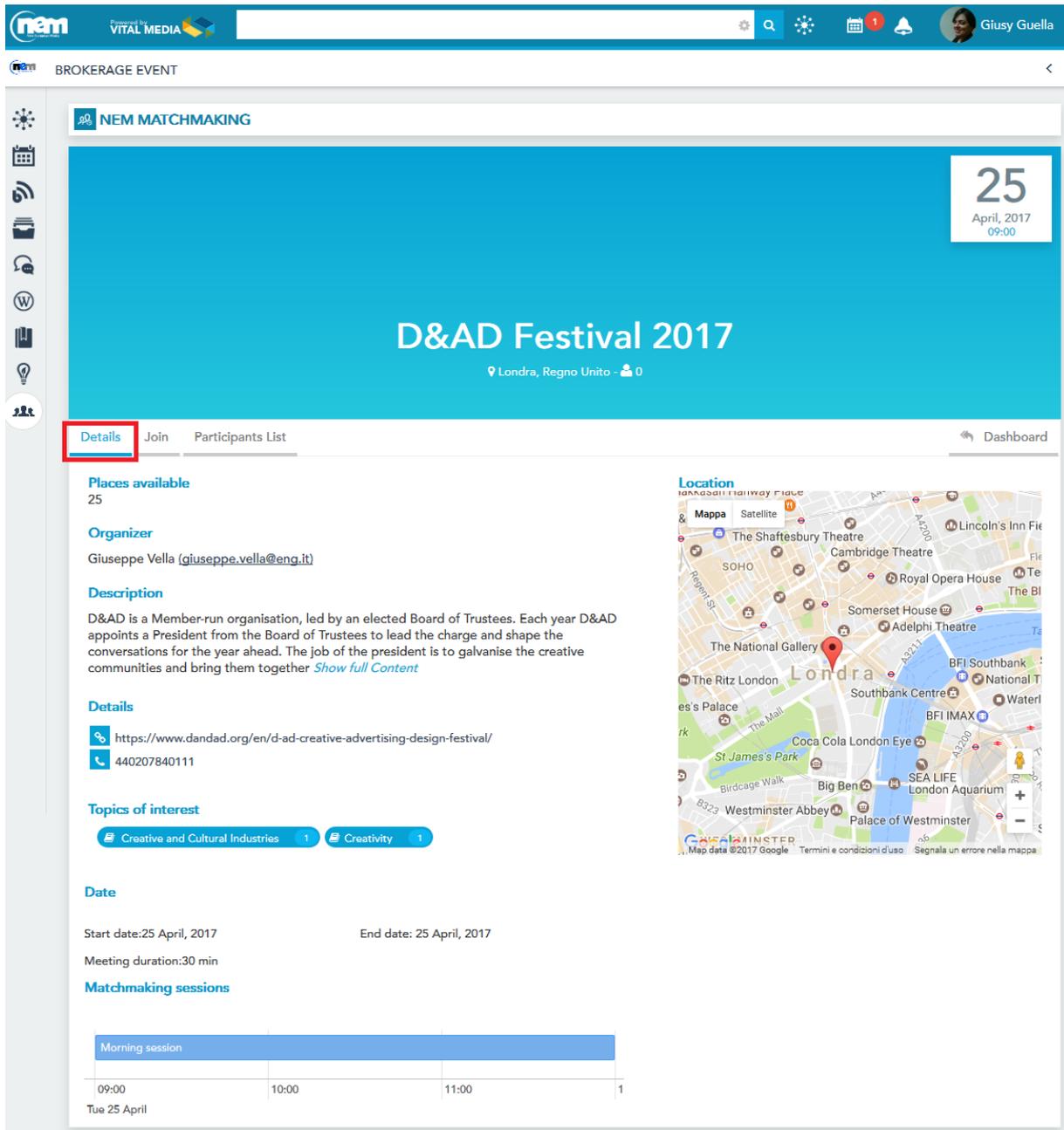


Figure 99 Attendances

2.2.1.2 Explore an event

For each event, pushing the View Details button (Figure 97), it is possible to view all the event details (Figure 100):

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



Powered by VITAL MEDIA

BROKERAGE EVENT

NEM MATCHMAKING

25
April, 2017
09:00

D&AD Festival 2017

Londra, Regno Unito - 0

Details | Join | 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

Date	Time	Duration
Tue 25 April	09:00 - 10:00	1

Location
 Map showing the event location in London, near the National Gallery and the River Thames.

Figure 100 Event details

From the Event details page (Figure 100), the users can (Figure 101):

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

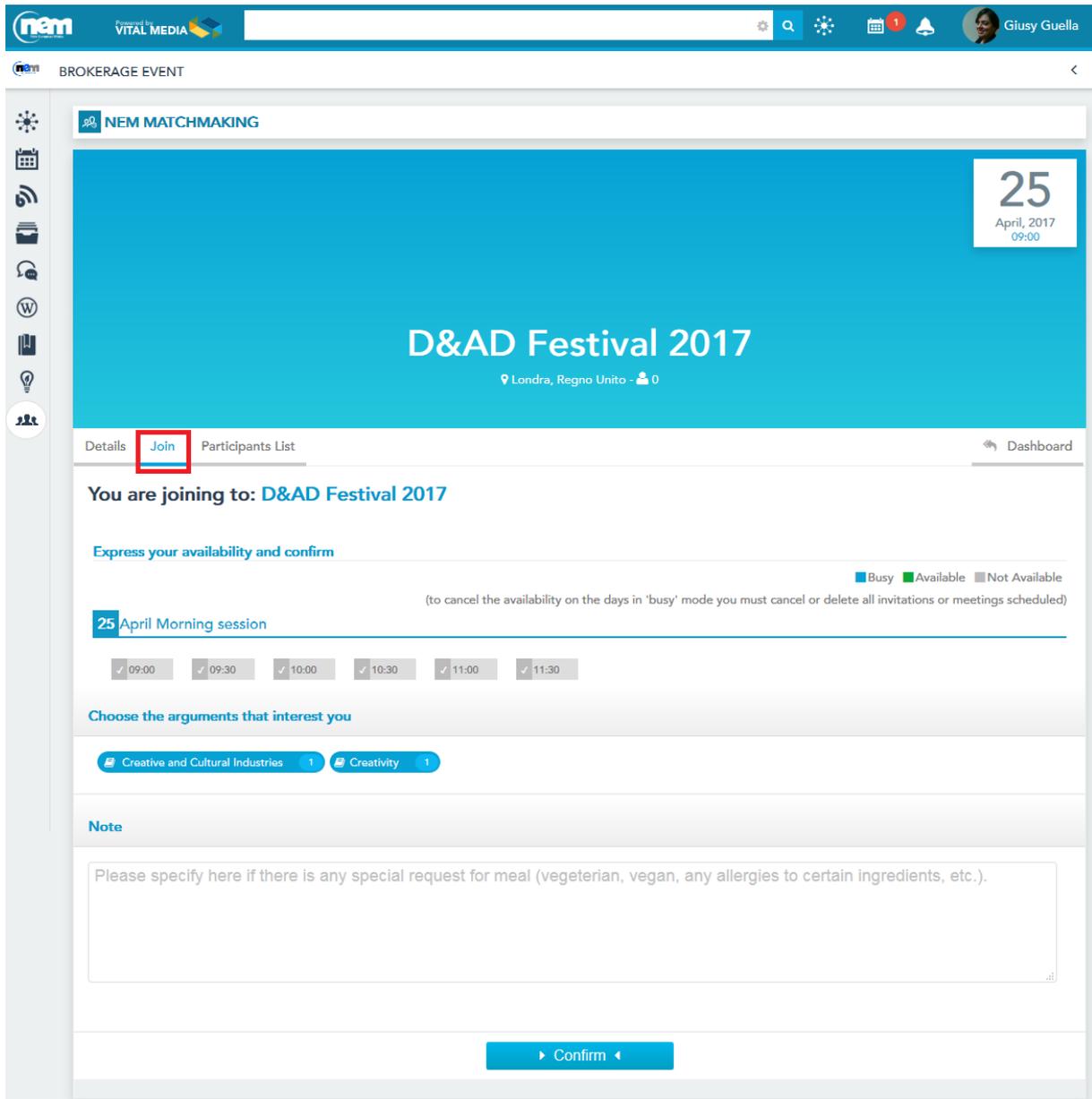


Figure 101 Subscribe to an event

The event subscription (Figure 102) 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 its 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.

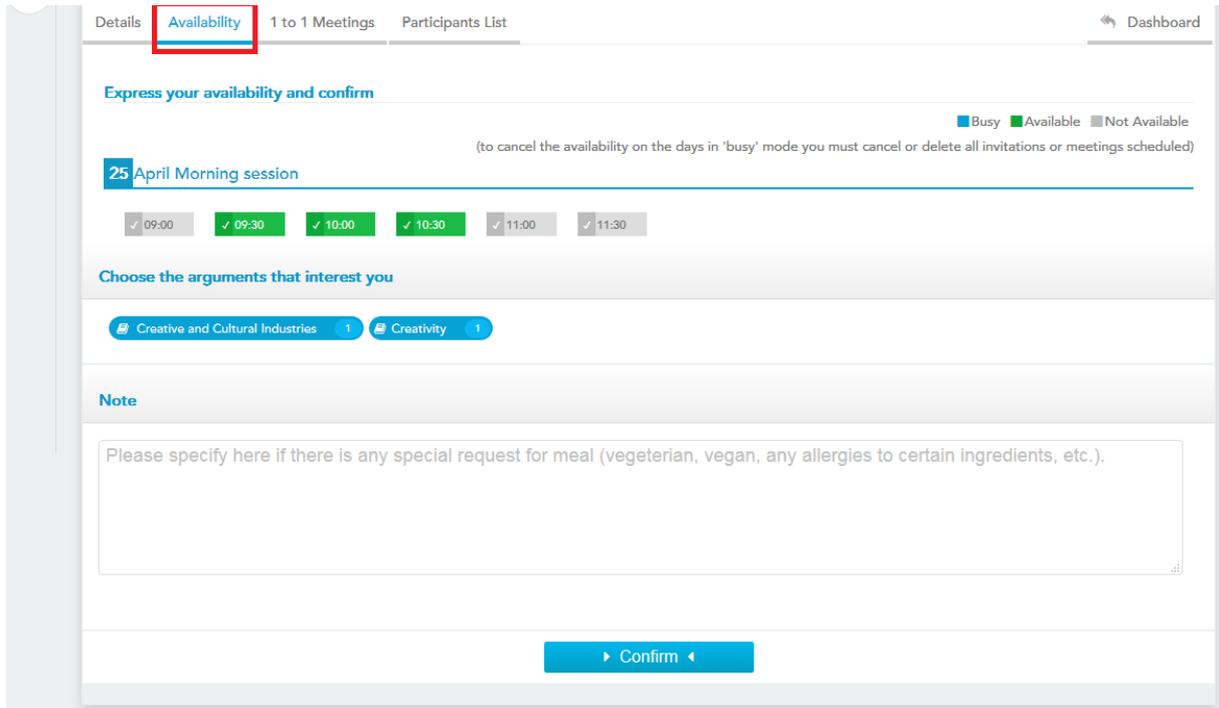


Figure 102 Availability

The Participants List page (Figure 103) shows the users subscribed to the event, their status and notes added.

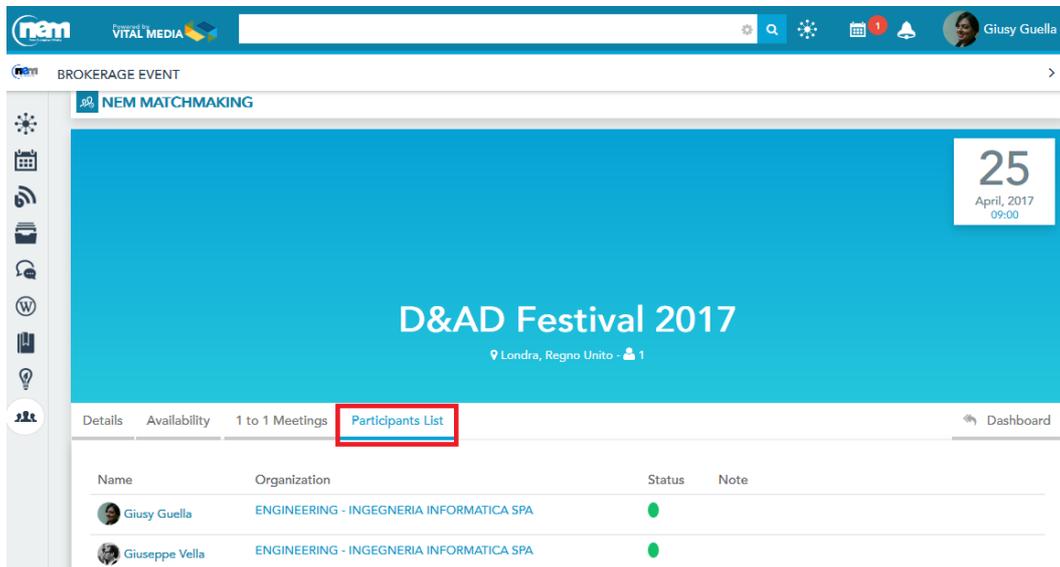


Figure 103 Participants list

2.2.1.3 Define a meeting

After registering at the event and showing their availability, the user can invite others to a 1:1 meeting (Figure 104).

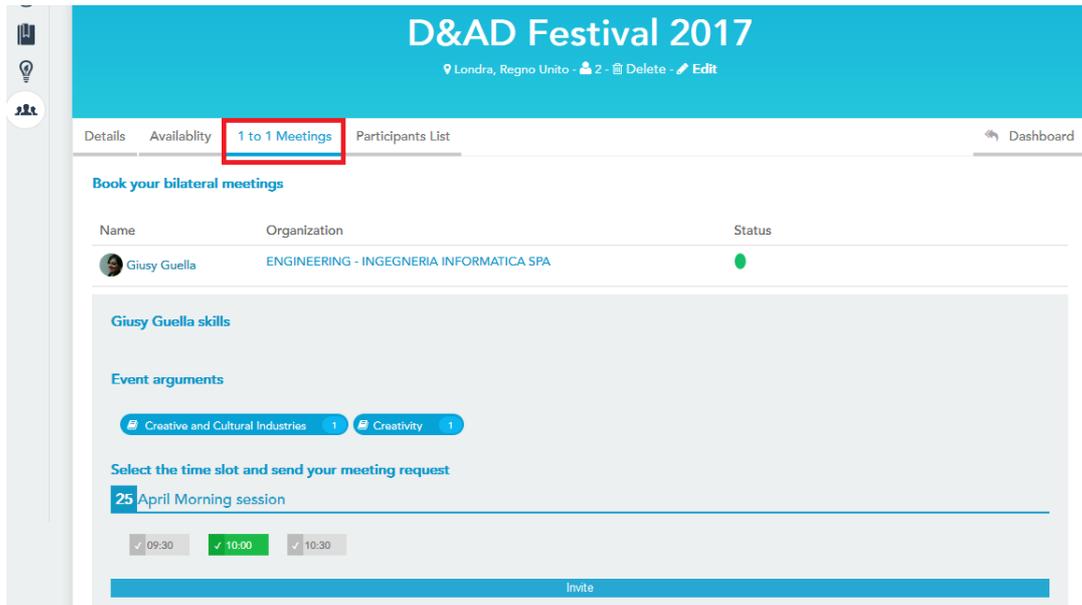


Figure 104 Look for a meeting with others participants

Once an invitation has been sent to another registered user in a common time slot, the user can cancel his request (Figure 105).

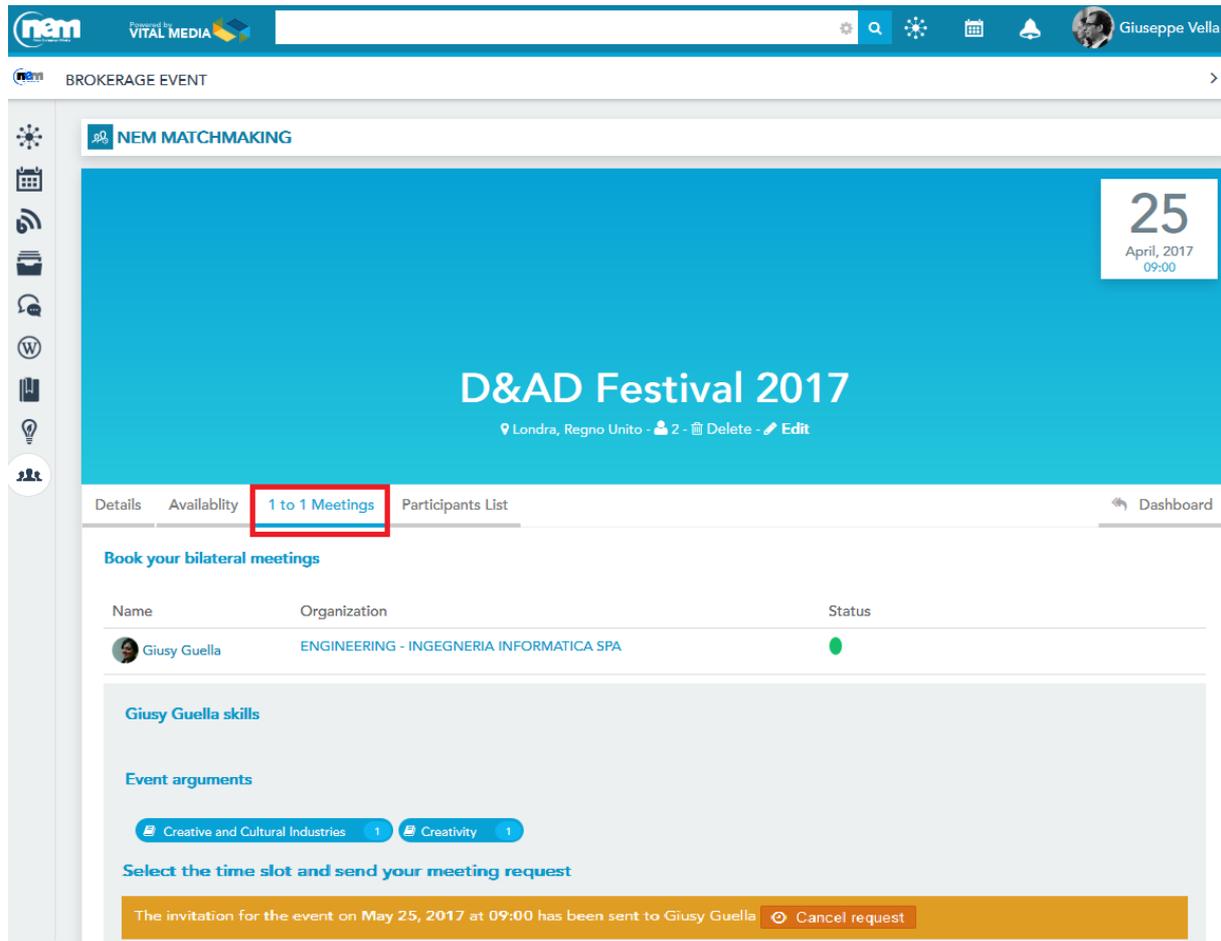


Figure 105 Invite a user to a 1 to 1 meeting

The invited user will receive an inbox notification (Figure 106) and she can decide to confirm or decline the invitation. In both cases, refusing (Figure 107) or confirmation (Figure 108), a notification will be sent to the user who invited her. Each user can check the status of its meetings at any time for that event (Figure 109) and can decide to decline them (Figure 110).

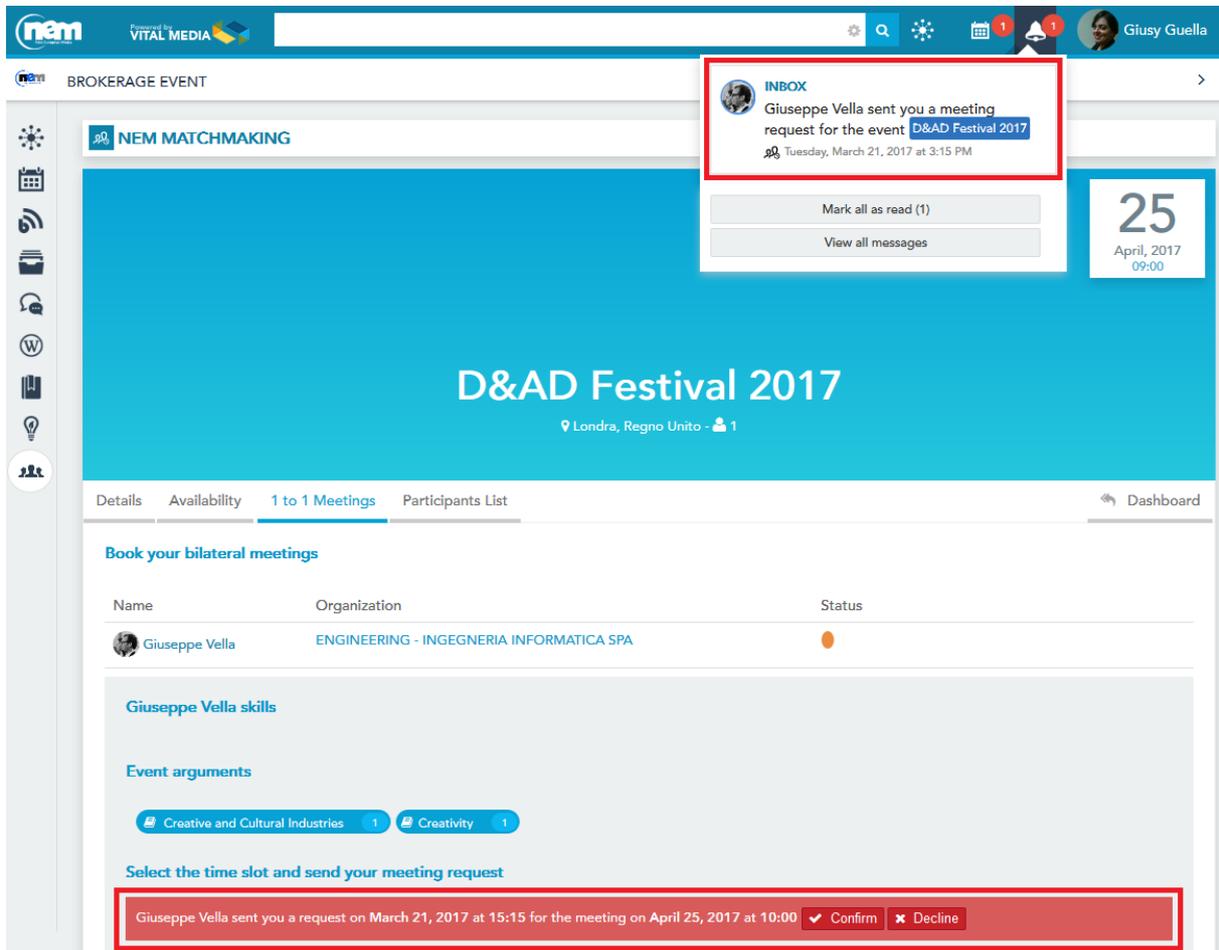


Figure 106 Meeting request notifications



Figure 107 Notification of a refused meeting

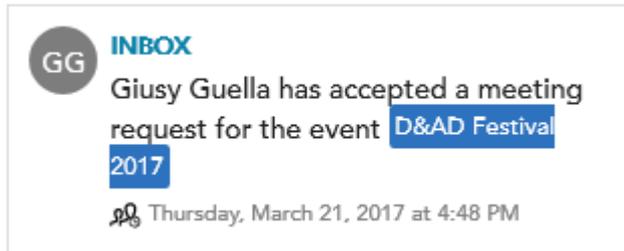


Figure 108 Notification of accepted meeting

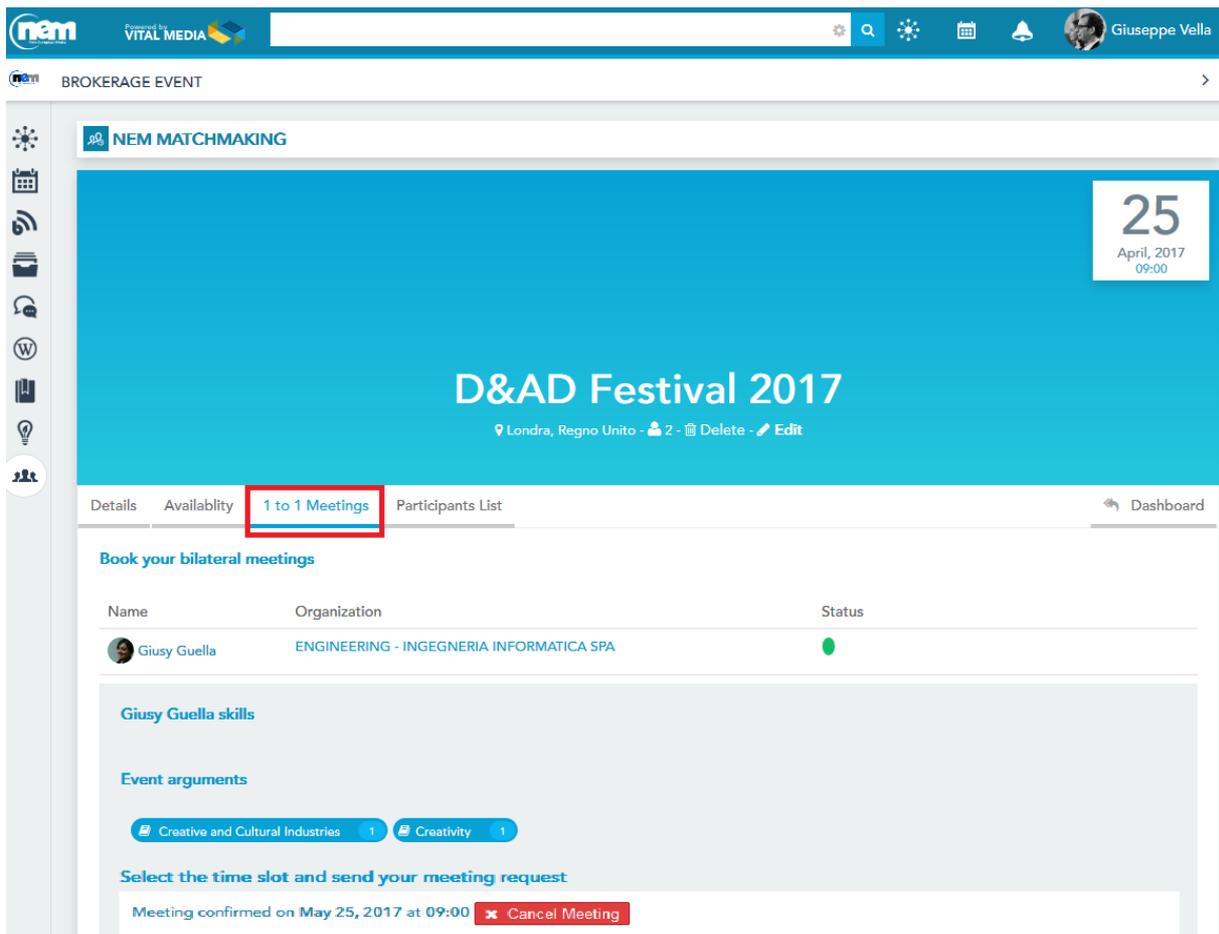


Figure 109 Status of a 1:1 meeting



Figure 110 Notification for the deletion of an already scheduled meeting

2.2.1.4 1 to 1 Meetings for Events

The Dashboard offers the access to the list of the events meetings of the user in question (Figure 111). 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 112)
- Pending meetings (Figure 113)
- Past meetings (Figure 114)

These filters are not exclusive.

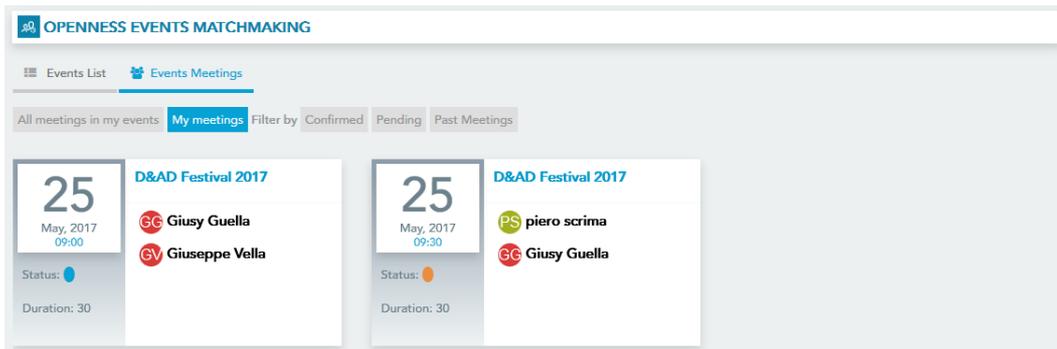


Figure 111 My 1 to 1 meetings

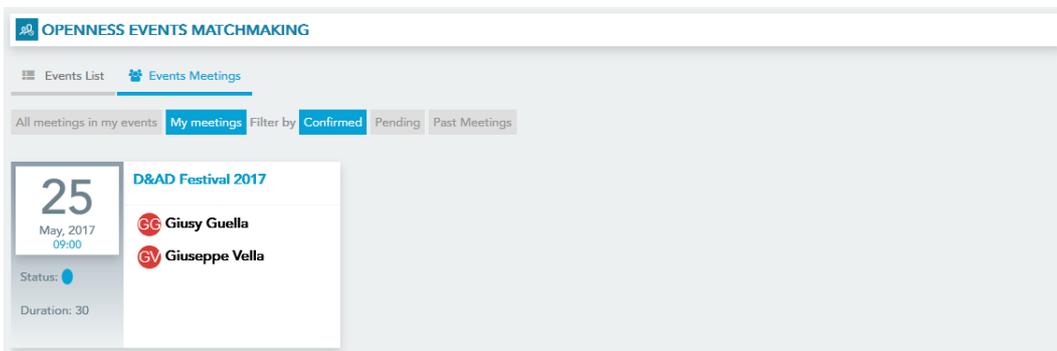


Figure 112 Confirmed meetings

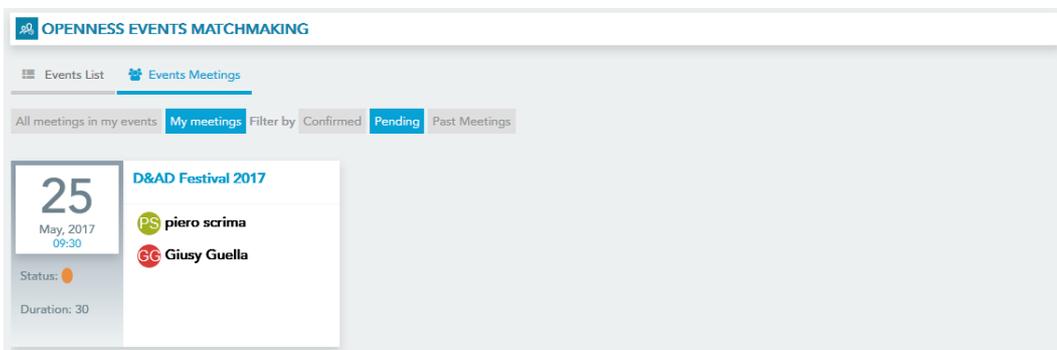


Figure 113 Pending meetings

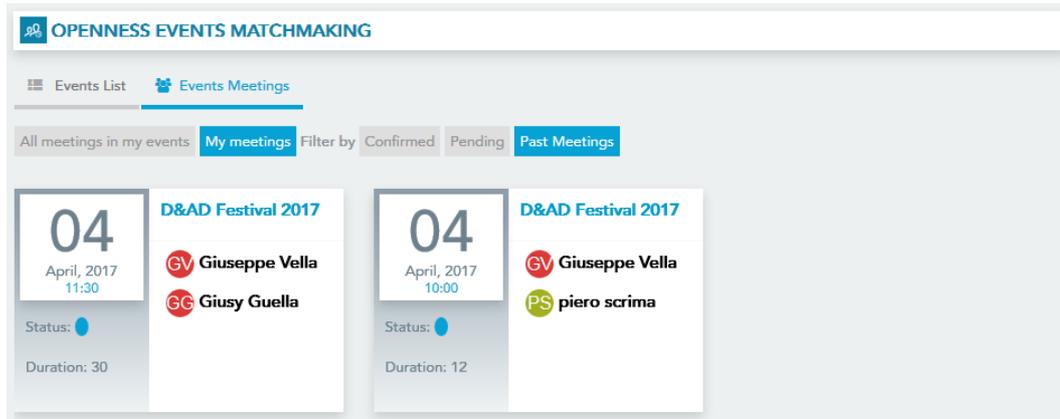


Figure 114 My past meetings

2.2.1.5 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

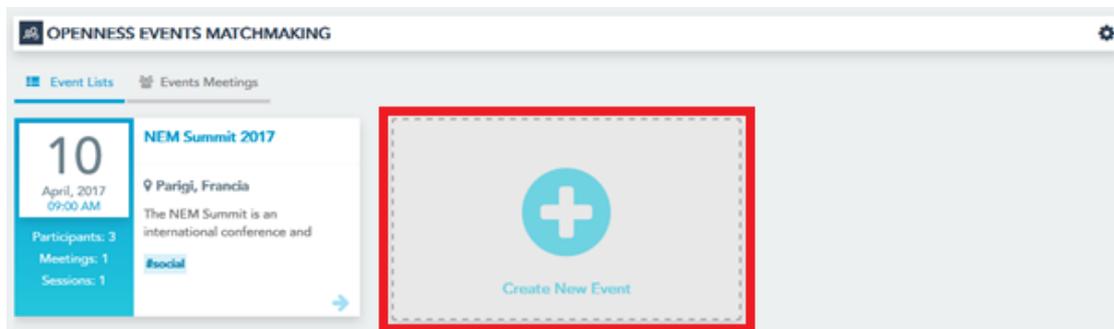


Figure 115 Create a new event

The Step 1 – General Information (Figure 116) requires inserting the event name, the long description, the 1 to 1 meeting duration (in minutes) and the maximum number of participants admitted.

Step 1 - General Information
(put here the general information about the event)

Event Name

Description

1 to 1 Meeting duration

Max participants number (limit the number of places available)

Next Step > 1 / 5

Figure 116 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 117).

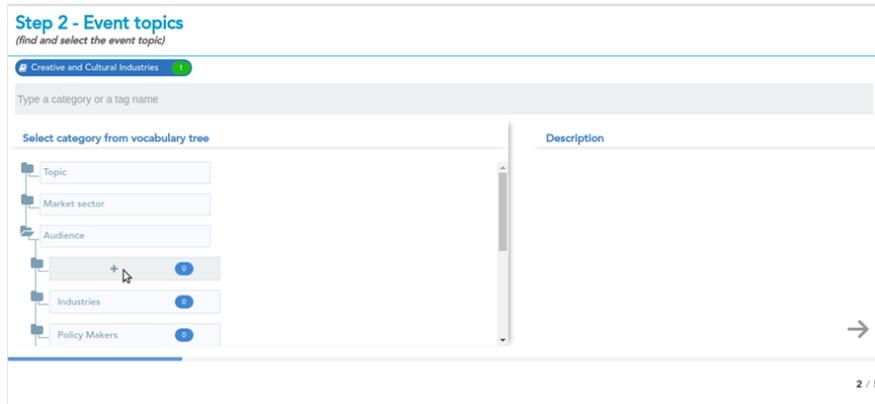


Figure 117 Event topics

The Step 3 – Location requires to identify the address where the event will take place (Figure 118).

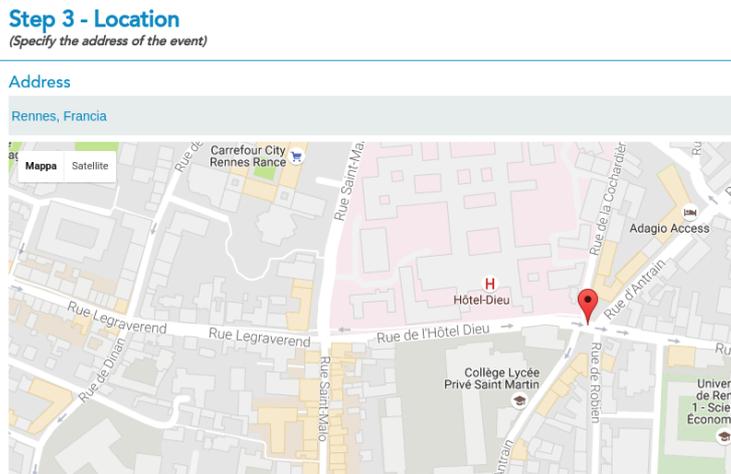


Figure 118 Location

In the Step 4 – Event timeline (Figure 119), the user can insert one or more event sessions, giving a title (Figure 120). It is possible to zoom in/zoom out the timeline in order to define the session in a defined month and daytime (Figure 121).

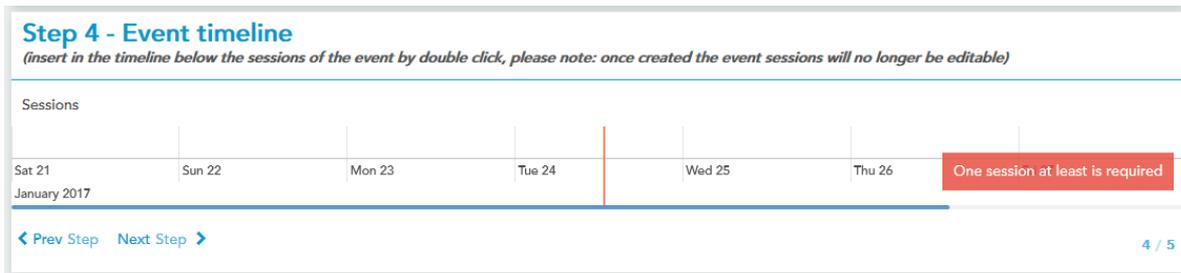


Figure 119 Event timeline

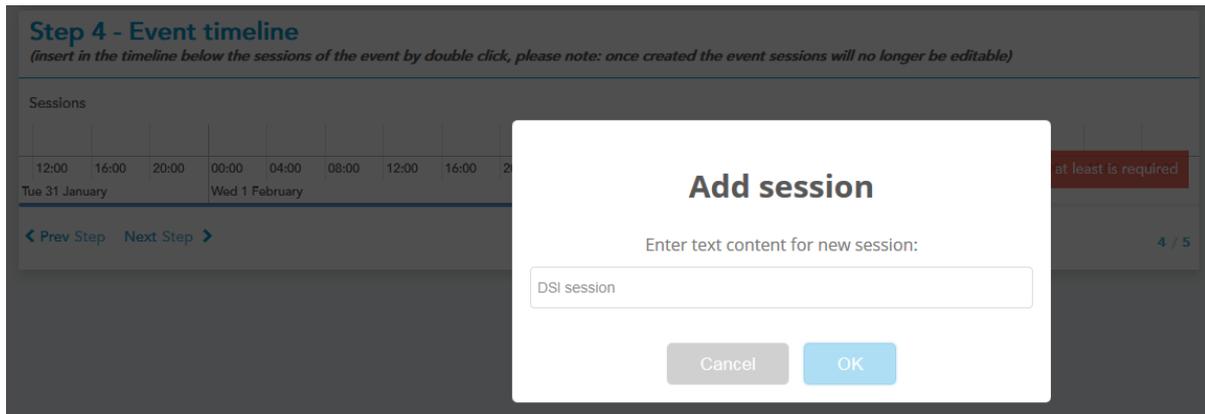


Figure 120 Add session

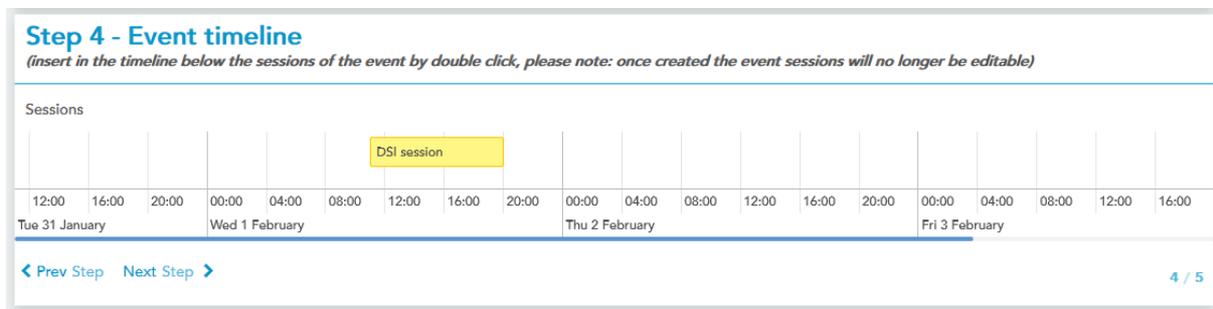


Figure 121 Zoom in/out in the timeline

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 122).

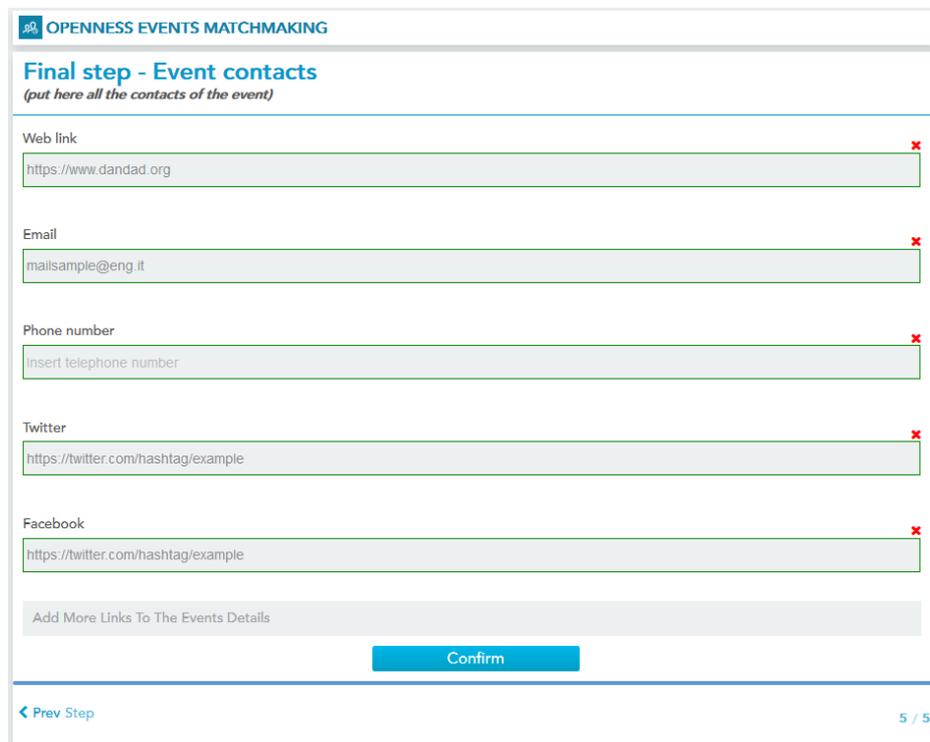


Figure 122 Event contacts

After this step, the brokerage event will be added in the dashboard list (Figure 123). 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.

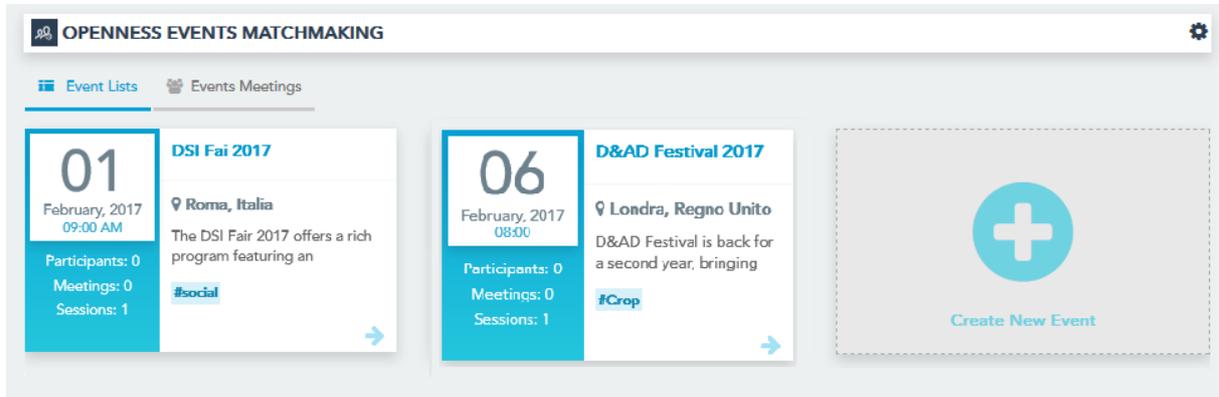


Figure 123 New event in the dashboard

2.2.2 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 124 Calendar menu

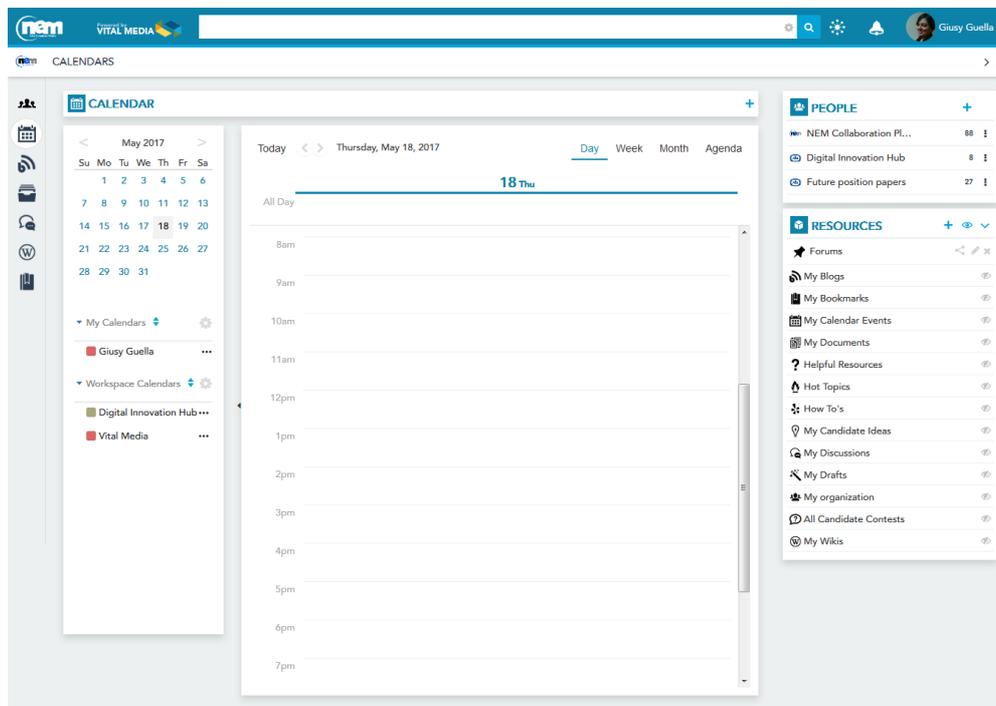


Figure 125 Calendar application

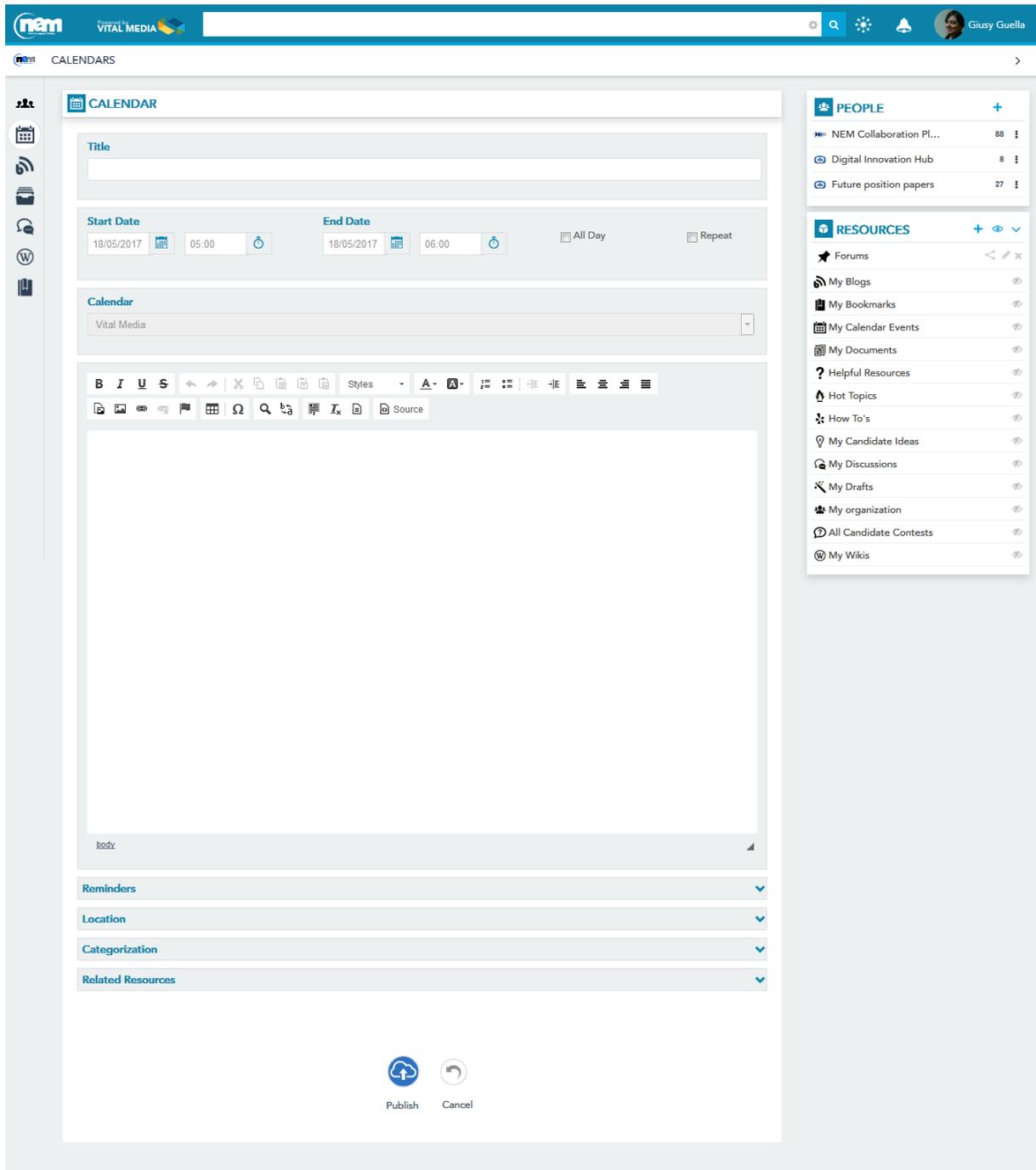


Figure 126 Calendar - Add an event

2.2.3 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 127 Blogs menu

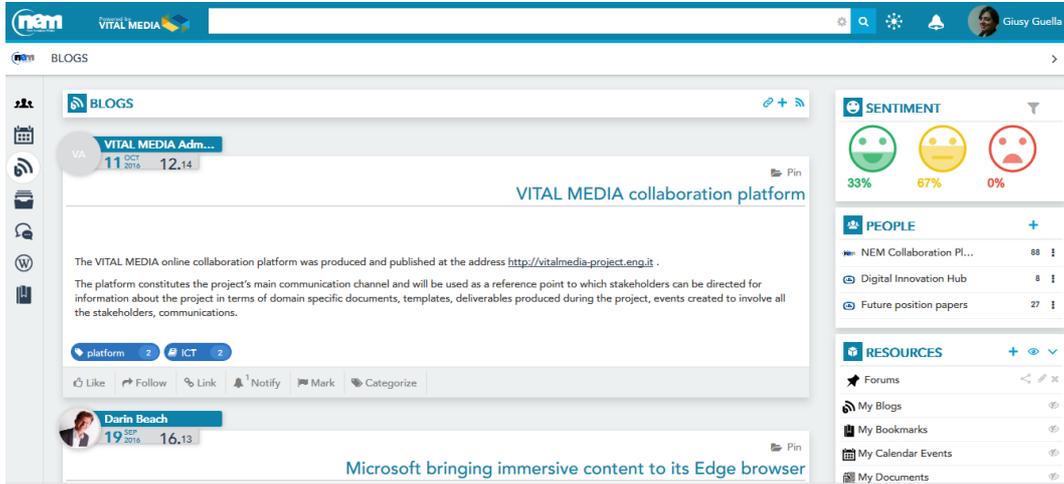


Figure 128 Blogs overview

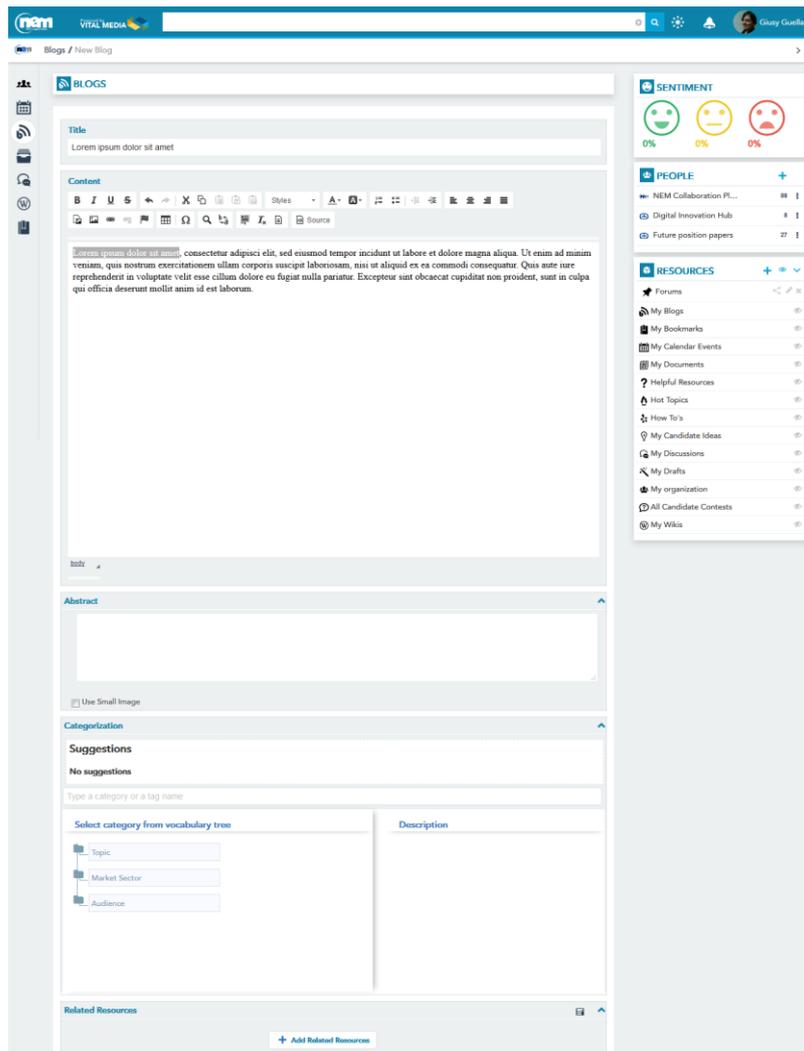


Figure 129 Add a new blog

2.2.4 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 130 Documents menu

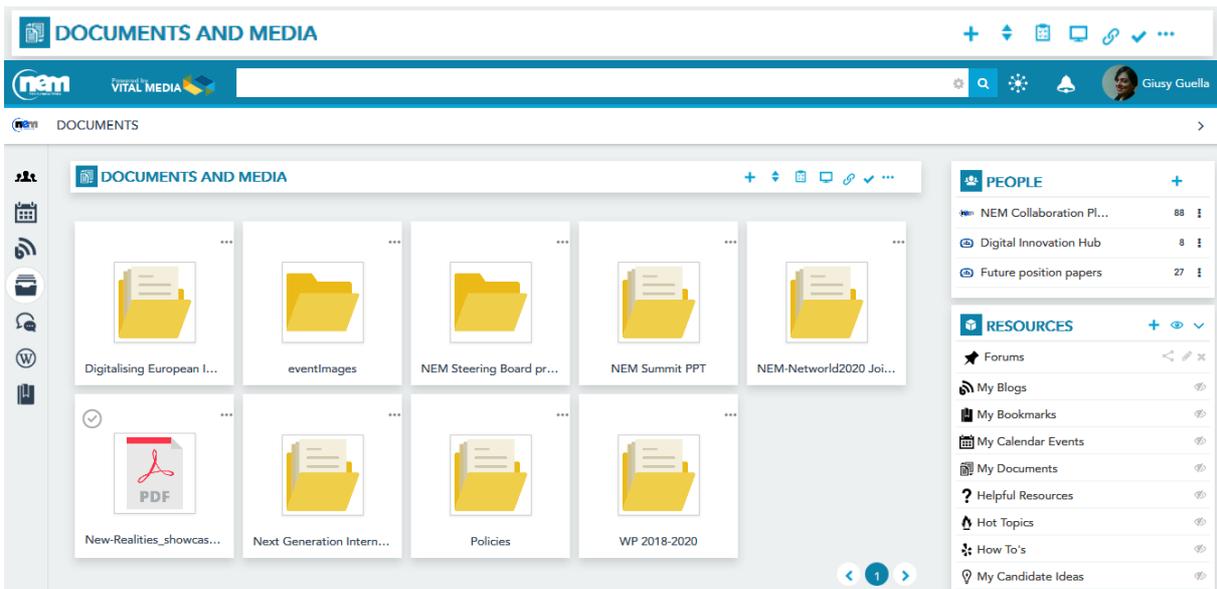


Figure 131 Documents icon view

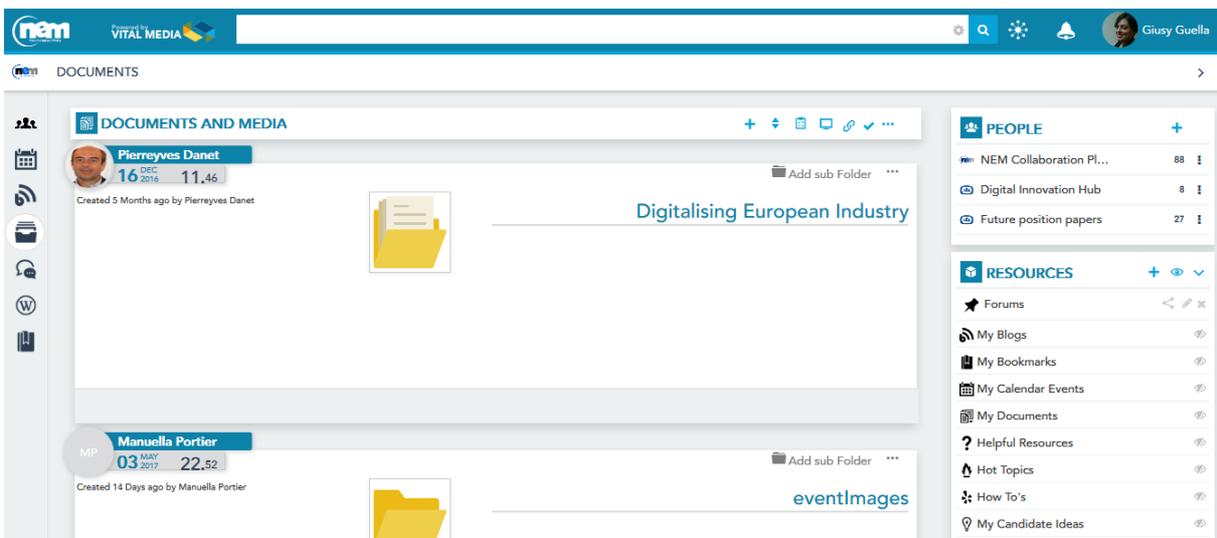


Figure 132 Documents descriptive view

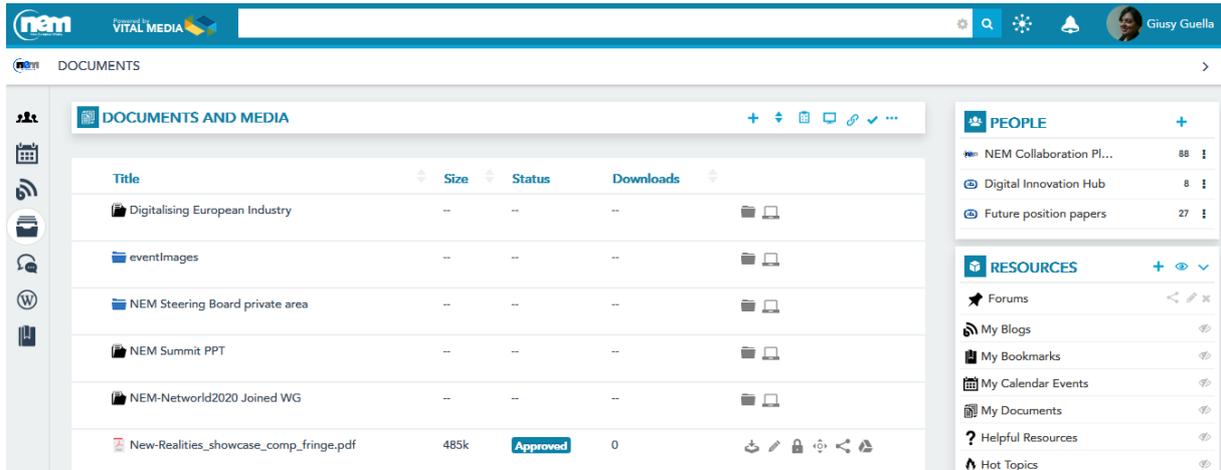


Figure 133 Documents list view

2.2.5 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 134 Discussions menu

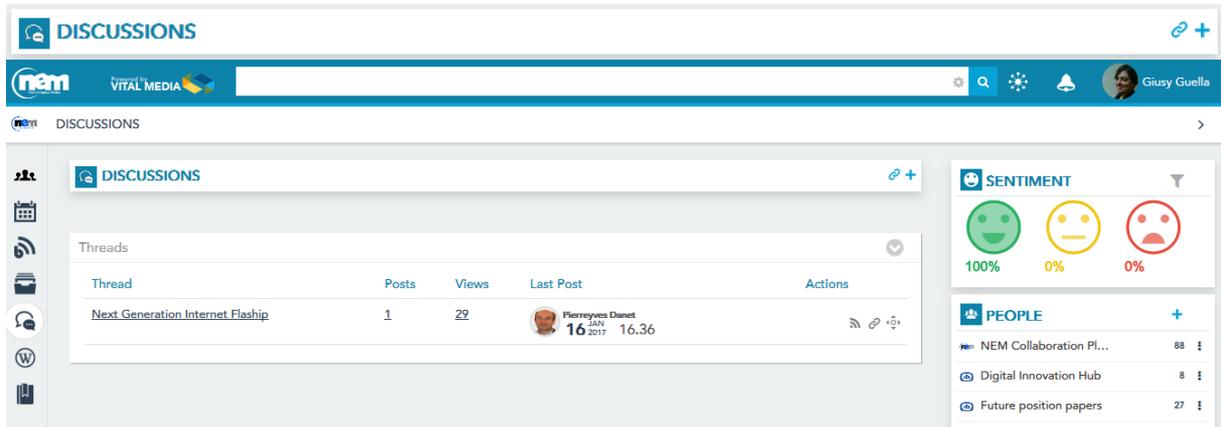


Figure 135 Discussions overview

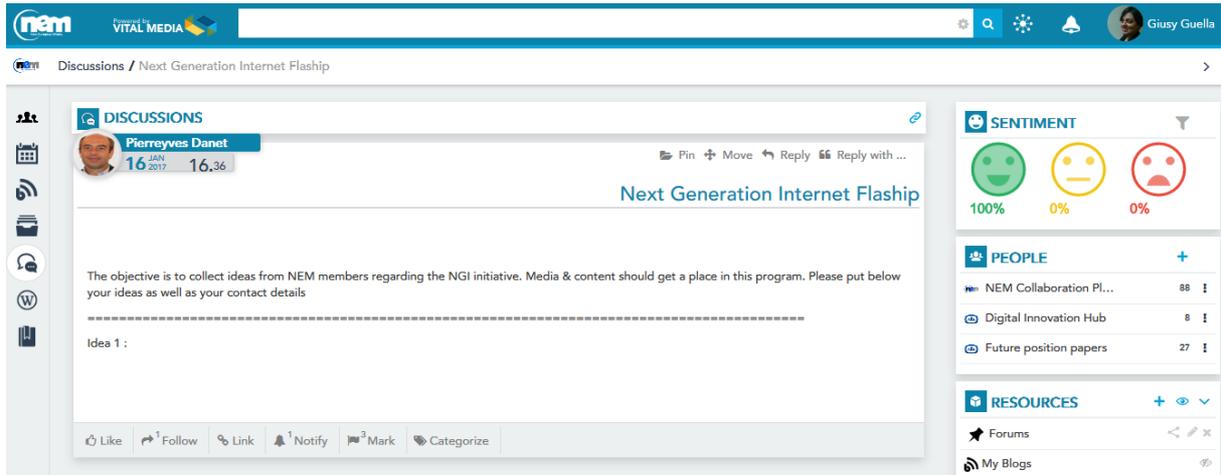


Figure 136 Discussion in details

2.2.6 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 137 Wiki menu

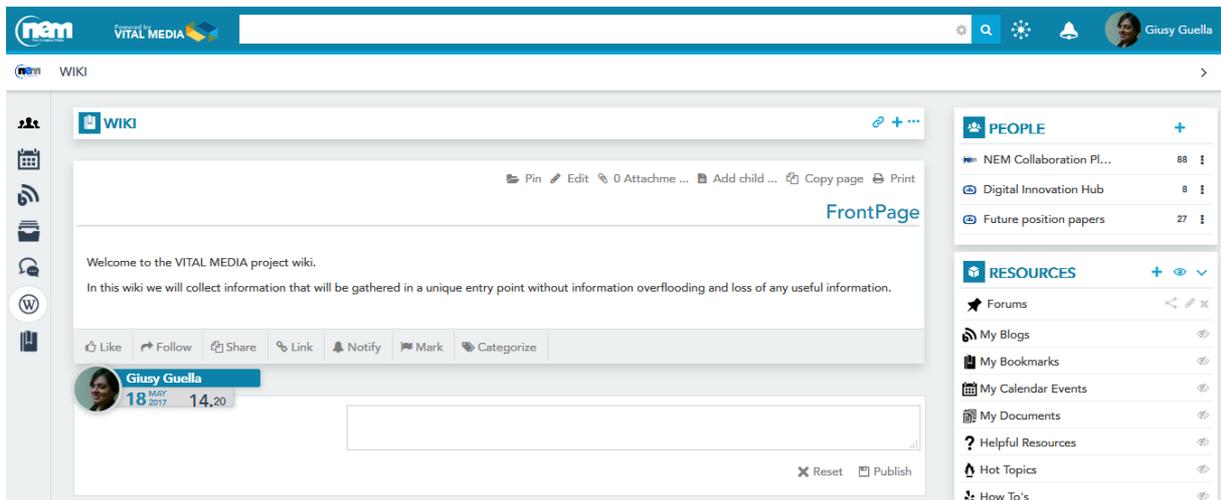


Figure 138 Wiki overview

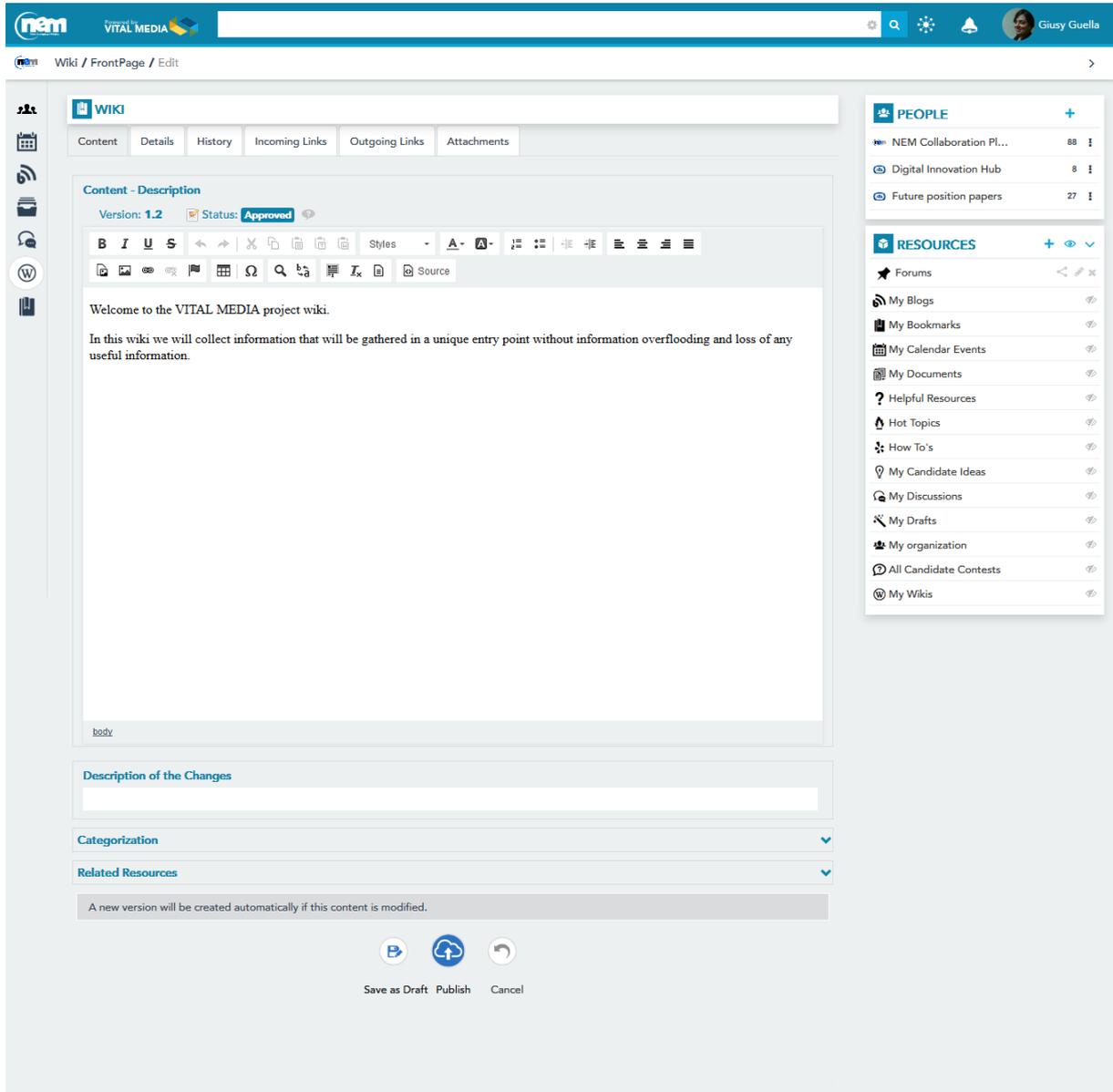


Figure 139 Add a new wiki

2.2.7 Bookmarks

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



Figure 140 Bookmarks menu

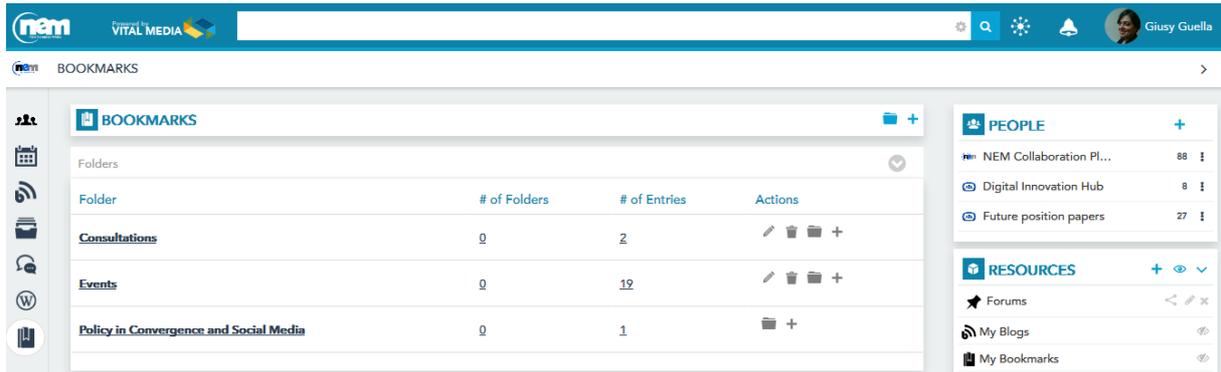


Figure 141 Bookmarks overview

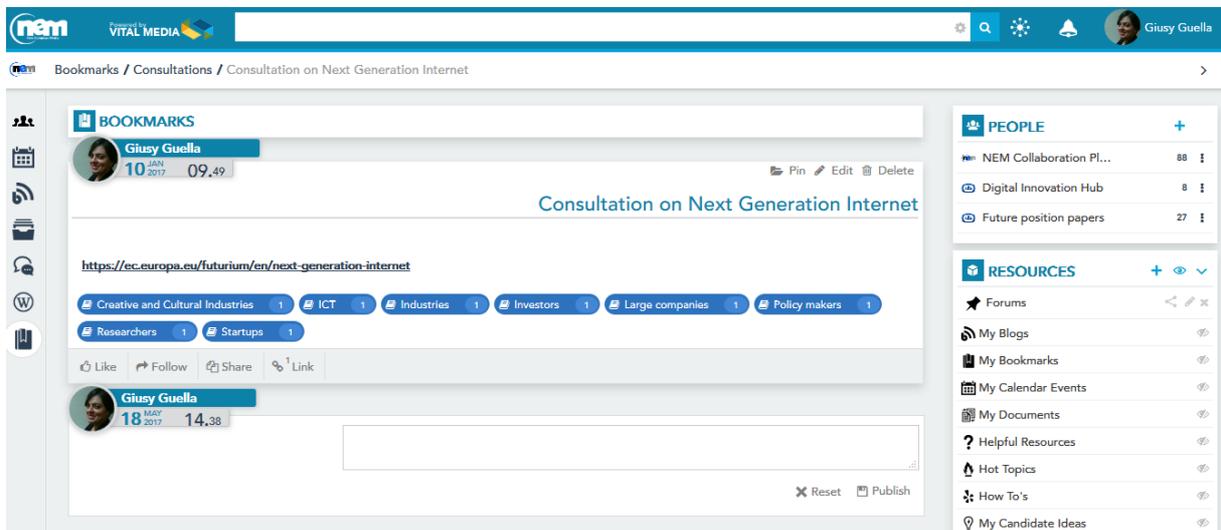


Figure 142 Bookmark details

2.3 User Guide

In support of the use of the 1:1 meeting application (paragraph 2.2.1), an interactive user guide was created as a carousel of images showing the most significant steps (Figure 143). In particular, the user can:

1. See event details at a glance
2. Join an event as an attendee
3. Choose its 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

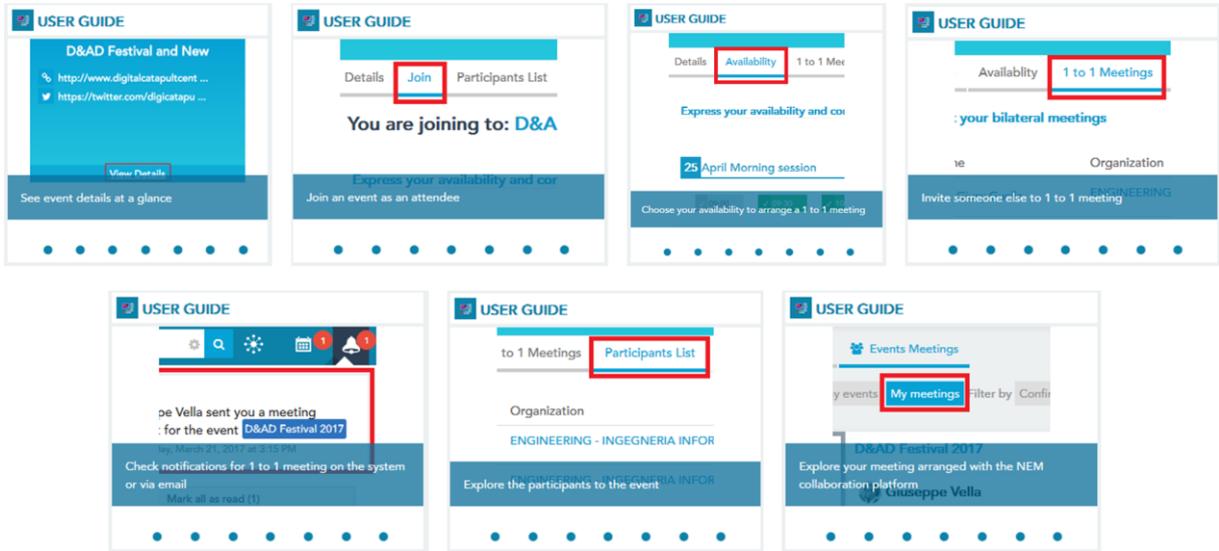


Figure 143 User Guide carousel

3 OPENNESS Support applications

All the tools described in How to use the network (paragraph 2) 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 144 highlights the main parts of a workspace.

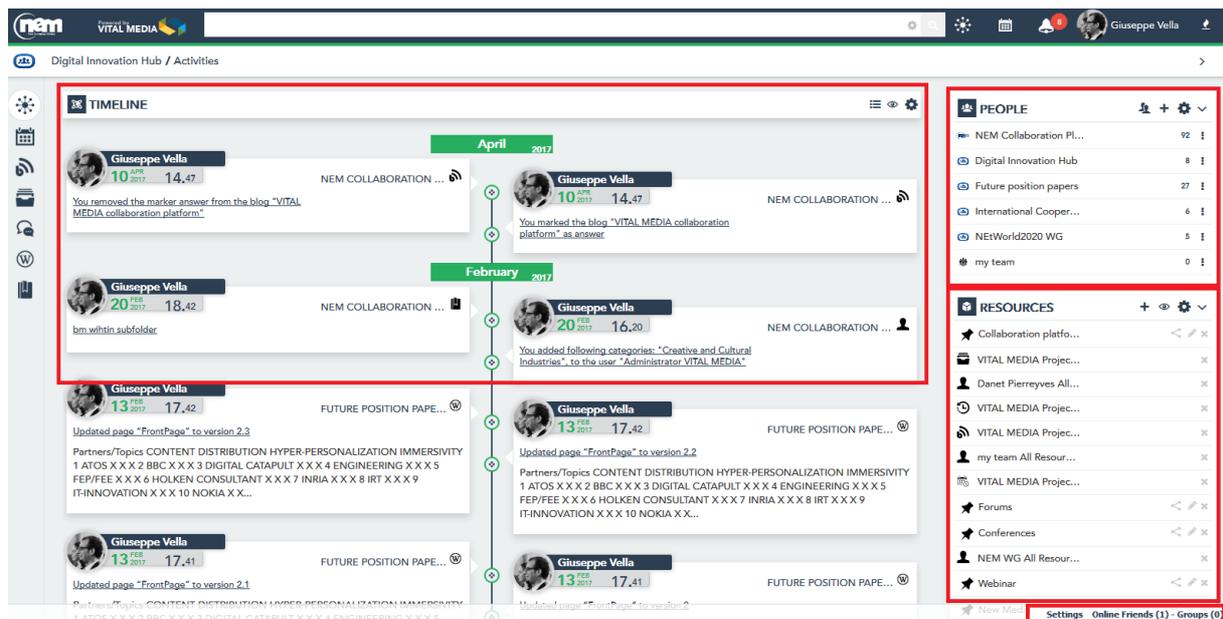


Figure 144 Workspace overview

3.1 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 you have membership and enables you to create new teams and circles. The Add Team functionality (Figure 145) allows you to create a new team with your own workspace and enter the desired members.

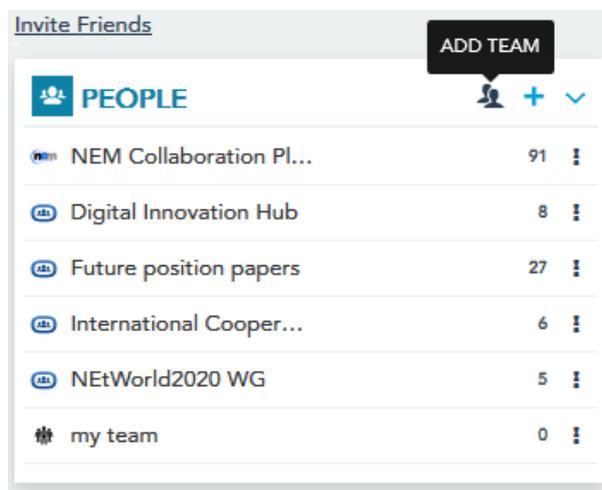


Figure 145 Add Team

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 you 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 147). 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 146).

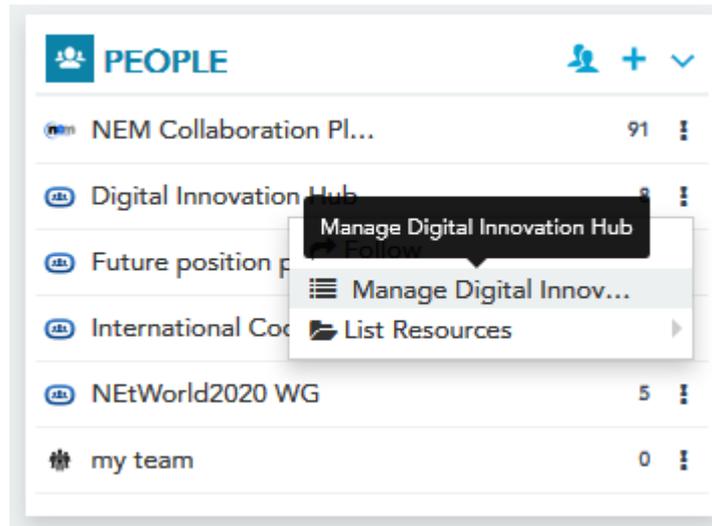


Figure 146 Manage Team

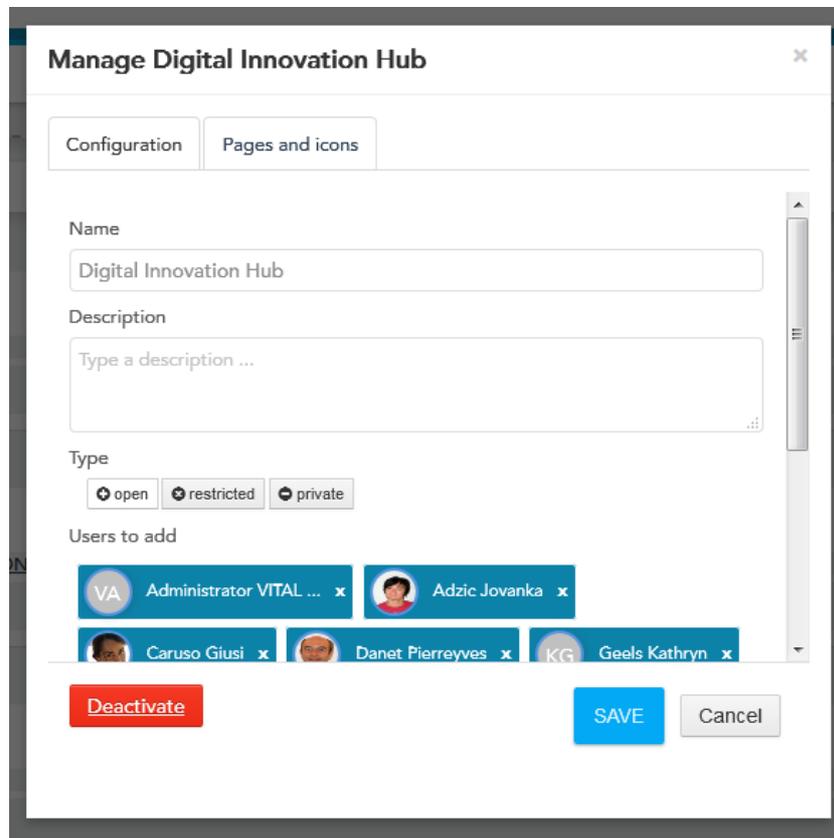


Figure 147 Manage team details

Additionally, as the site administrator visits the workspace, you 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 148).

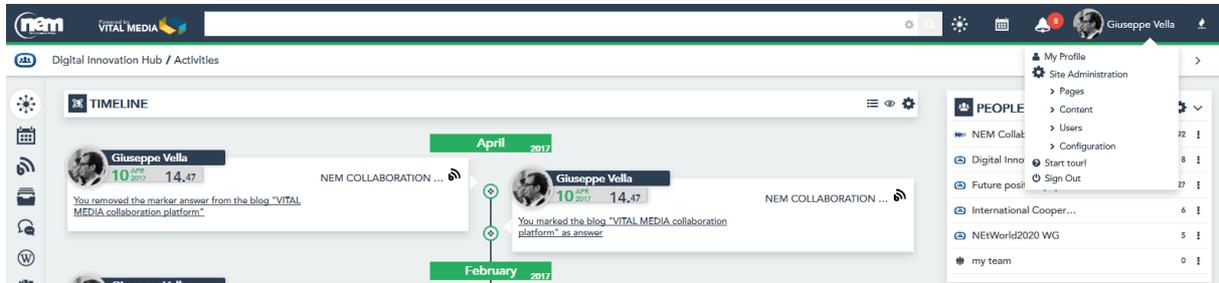


Figure 148 Manage workspace

The Add Circle feature (Figure 149) allows you 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 your attention.

On these groups, you can perform all follow-up activities and create resource folders associated with these. It is also possible to give the group and therefore its members additional permissions on their resources.

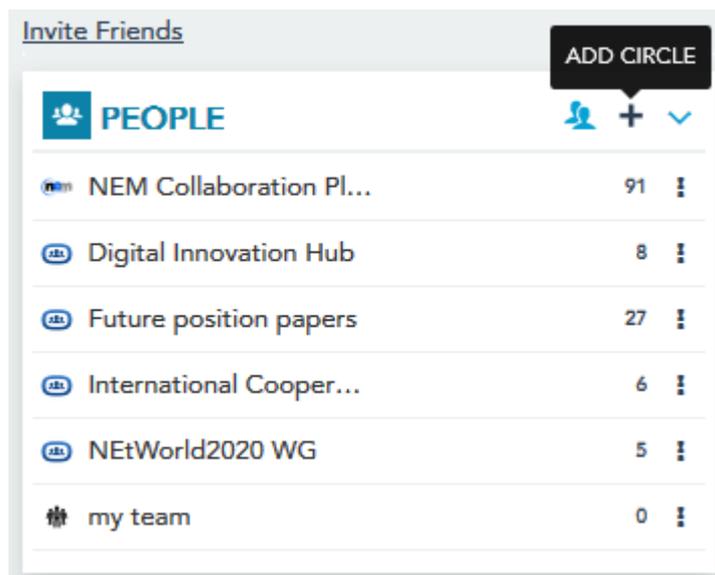


Figure 149 Add circle

The menu located on the right of each team allows you to perform various activities on the reference workspace (Figure 150):

- **Visit** allows you to reach the workspace
- **Follow** a group allows you to have all the activities performed within the workspace always present in the timeline activity stream
- **Manage Group** is available to you only when you created the team
- **List Resources** allows you 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.

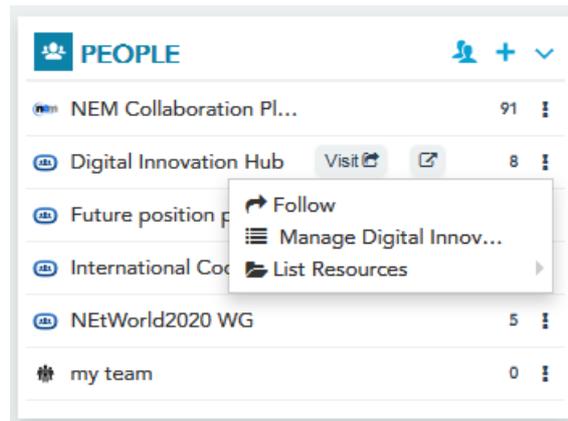


Figure 150 Manage teams and circles

Also on each individual user, you can perform operations from the People application. By clicking on the menu on the right of the user you will be able to (Figure 151):

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

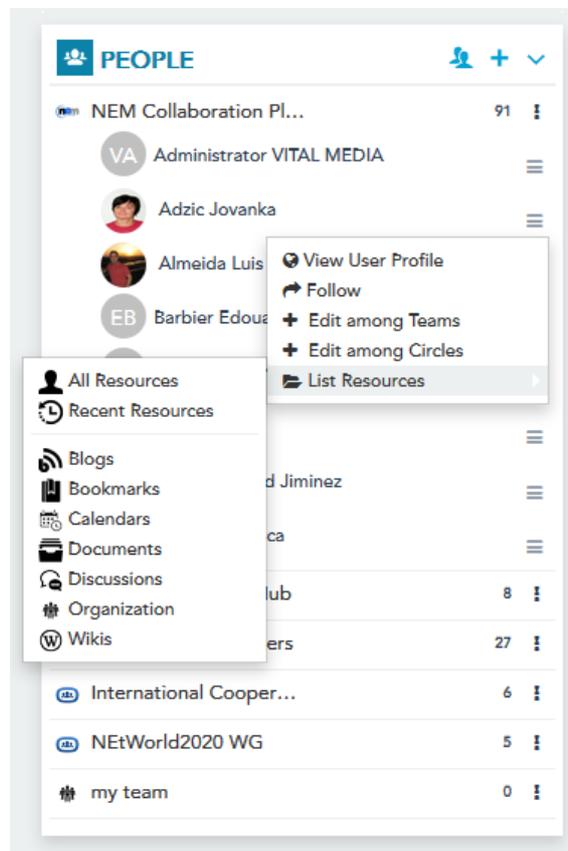


Figure 151 Manage people

3.2 Resources

Resource application (Figure 152) is used to provide a quick link to resources (wiki pages, files, events, etc.) created or pinned by the user. In this section you will be able to view your own resources and those of your choice, broken down by type. You can also view the folders that you are looking for a search box (query folder) or all the personal folders you can create by embedding various resources you choose from within the sharing service that you can share with others Platform users.

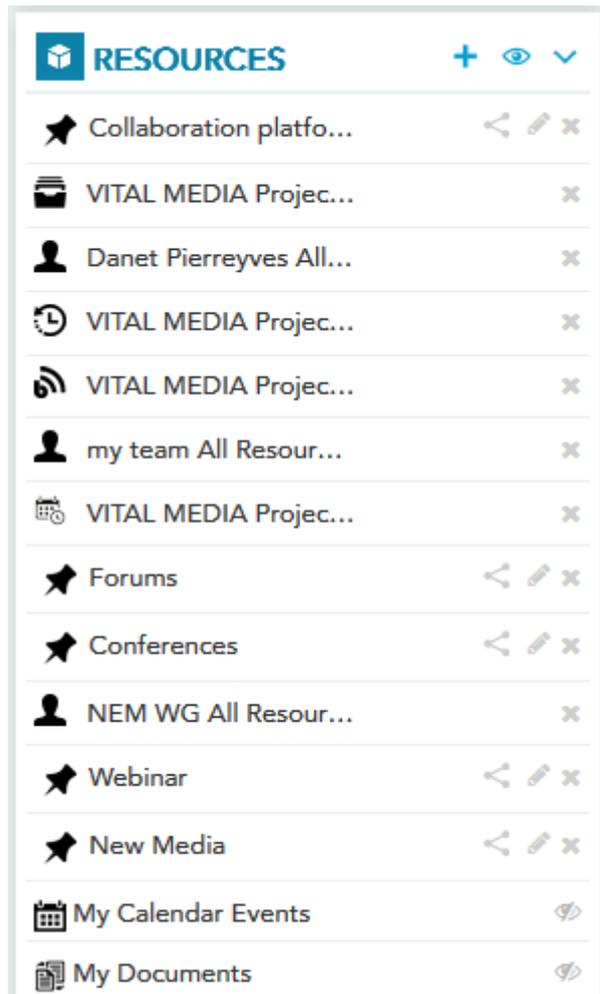


Figure 152 Resources application

The “Create pinned folder” feature allows you to create new folders only visible to you, that will contain all the resources of the platform you choose with the goal of having these always at hand and easily accessible (Figure 153).

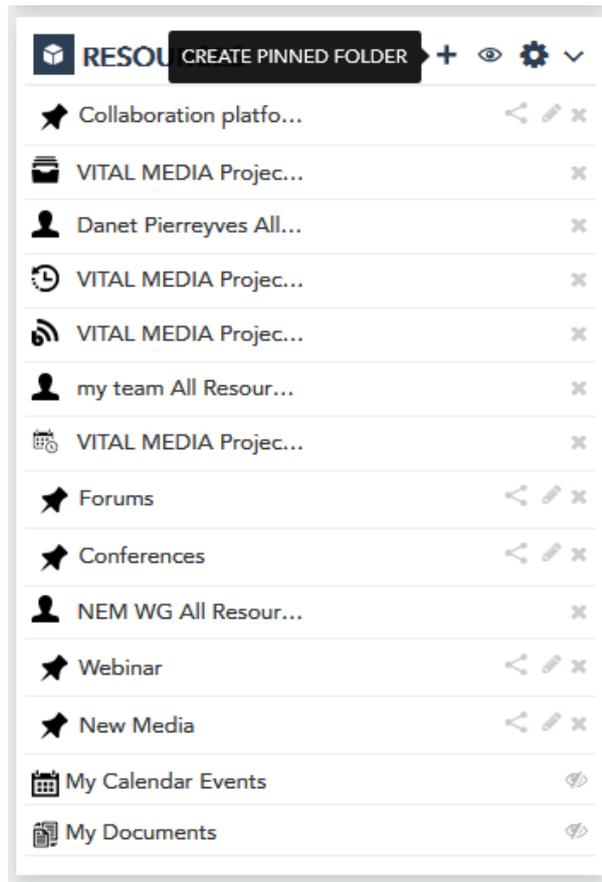


Figure 153 Create a pinned folder

As previously mentioned, pinned folders can be renamed and shared with other platform users through the sharing mechanism provided by the platform (Figure 154).

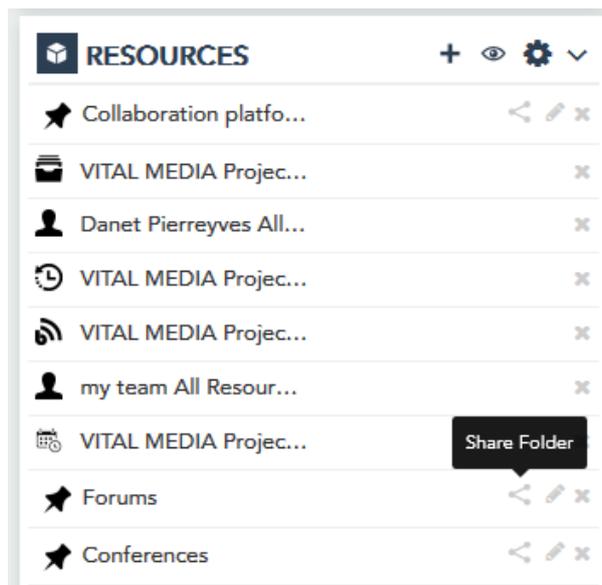


Figure 154 Share folder

The Show Smart Folder feature allows you to set the visibility of all resource sets. In the list you will find all those resources that the site administrator has decided to make available to the user (Figure 155). Through this feature, the user can decide which ones to always be visible.

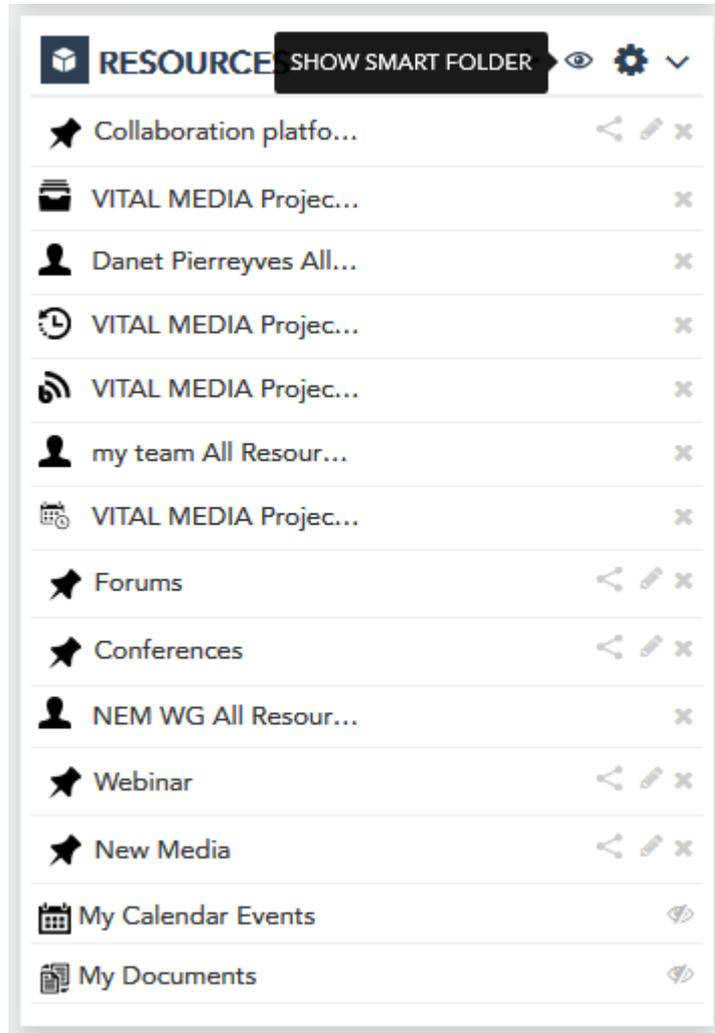


Figure 155 Show Smart Folder

In the list of available resource drawers you 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 you 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 156):

- **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 your resources inside the platform and have been tagged by you 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 your resources inside the platform and be marked as "Idea".

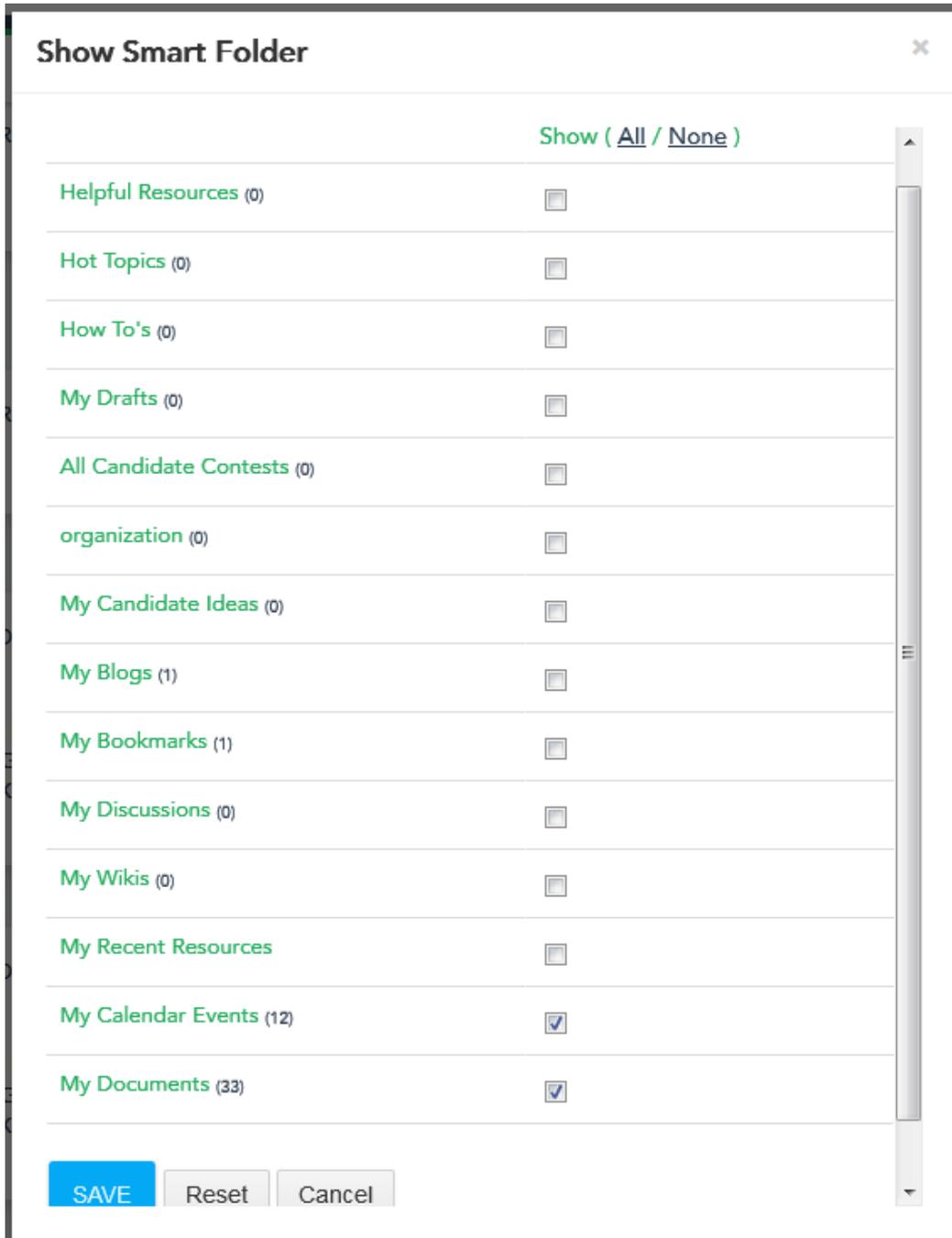


Figure 156 Smart folder available

3.3 Chat

OPENNESS Instant Messaging allows you to communicate with users in real time and set your status (Figure 157).

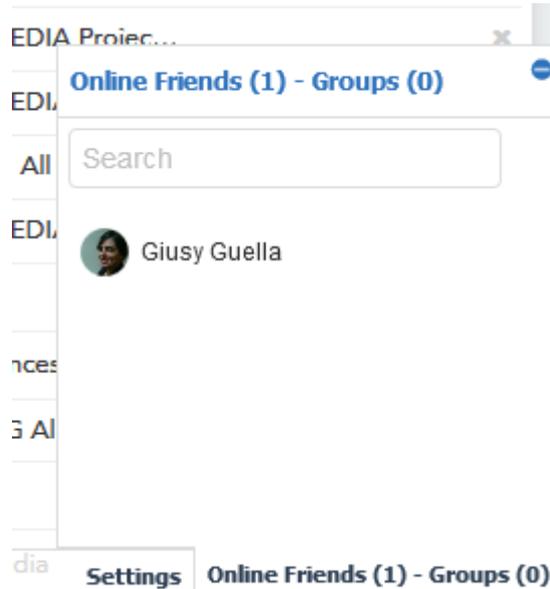


Figure 157 Chat

In addition to viewing online platform users and interacting with them, you can also have group chats. In the Settings tab you can insert a status, choose to show you as online, and enable sounds and desktop notifications when you receive a new message (Figure 158).

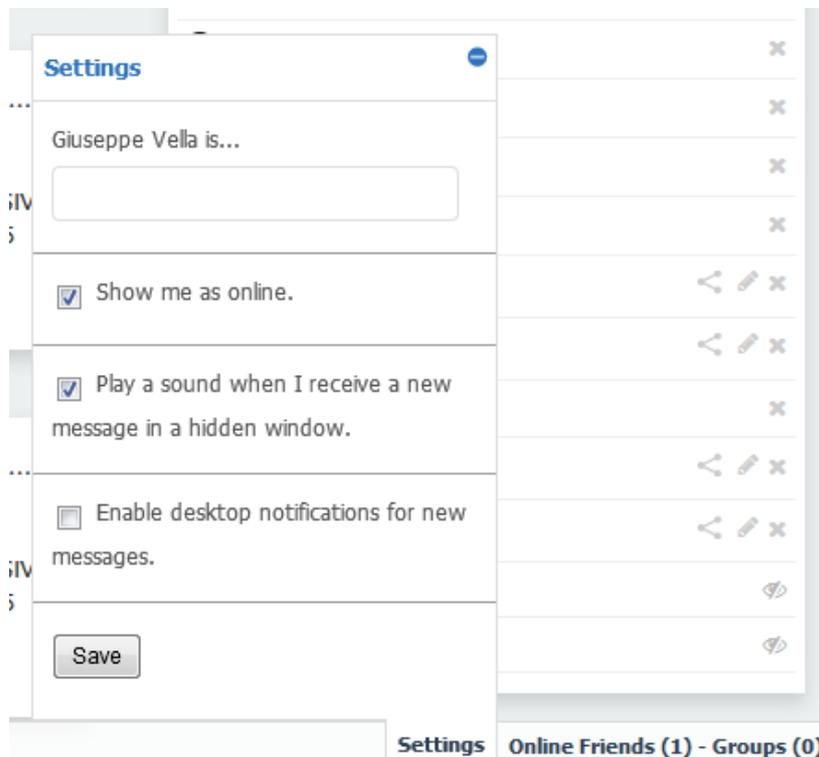


Figure 158 Chat settings

3.4 Timeline

The Timeline allows activities monitoring to provide chronological view of actions within your circle. All activities are performed within the workspace that you are browsing and your activities are performed across the entire platform (Figure 159). 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.

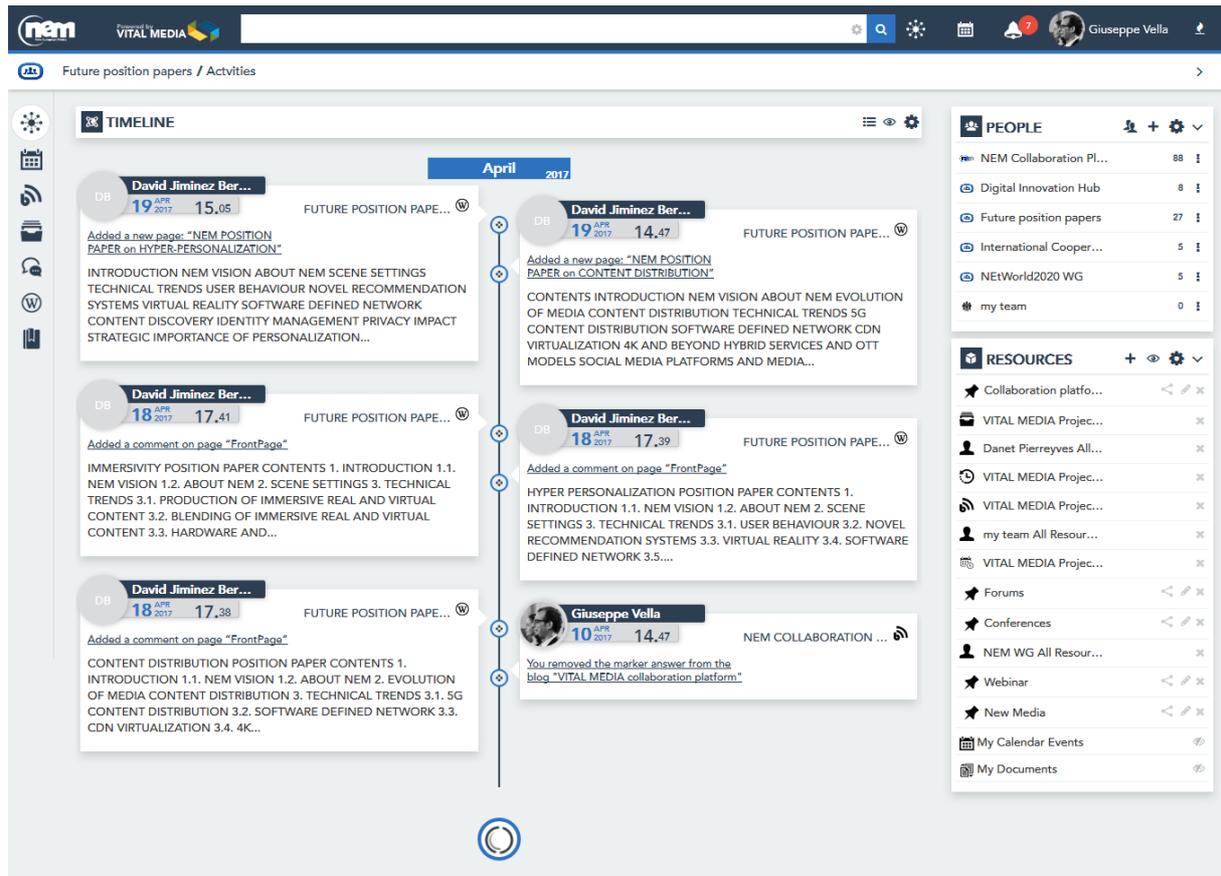


Figure 159 Timeline

The user can change the activity stream display in "list" by clicking on the icon (Figure 160).

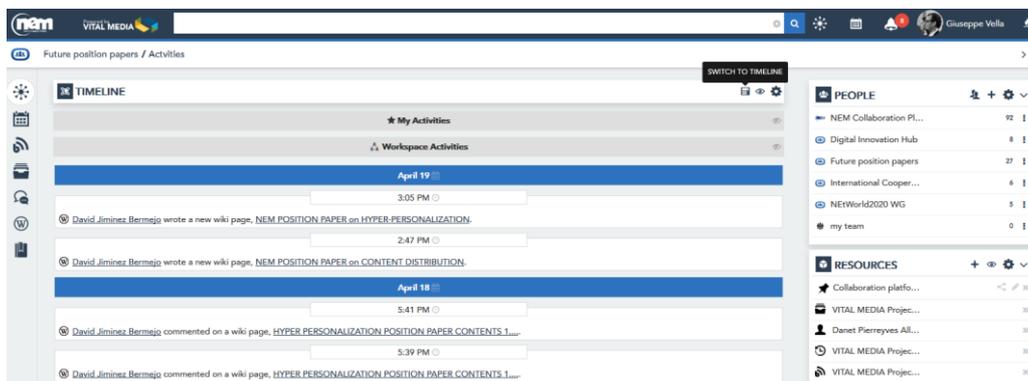


Figure 160 Timeline display settings

The user can also choose to show/hide its own activities and/or the workspace activities (Figure 161).

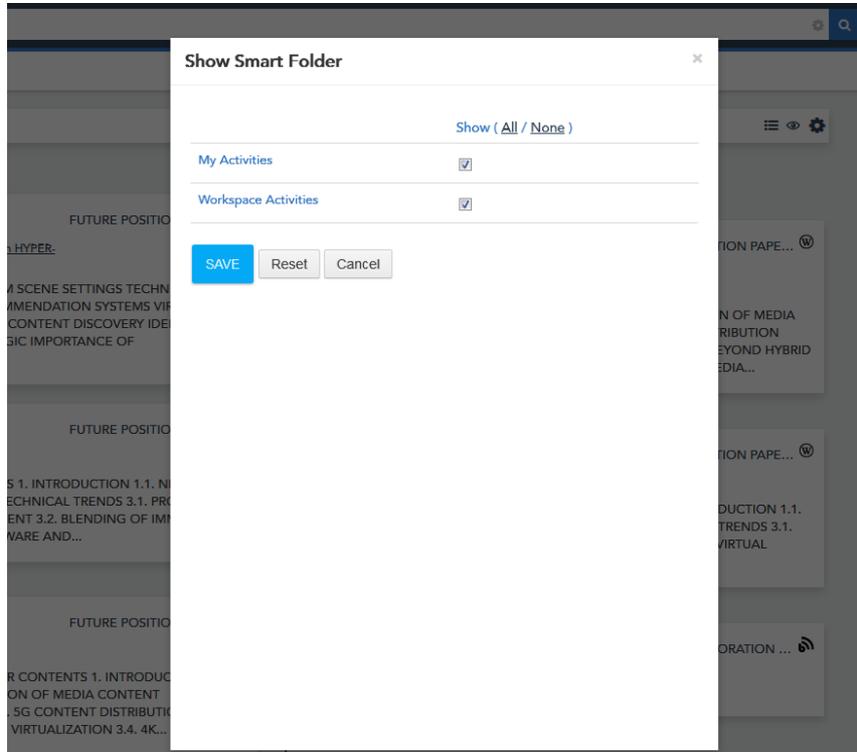


Figure 161 Timeline activities settings

3.5 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 162).

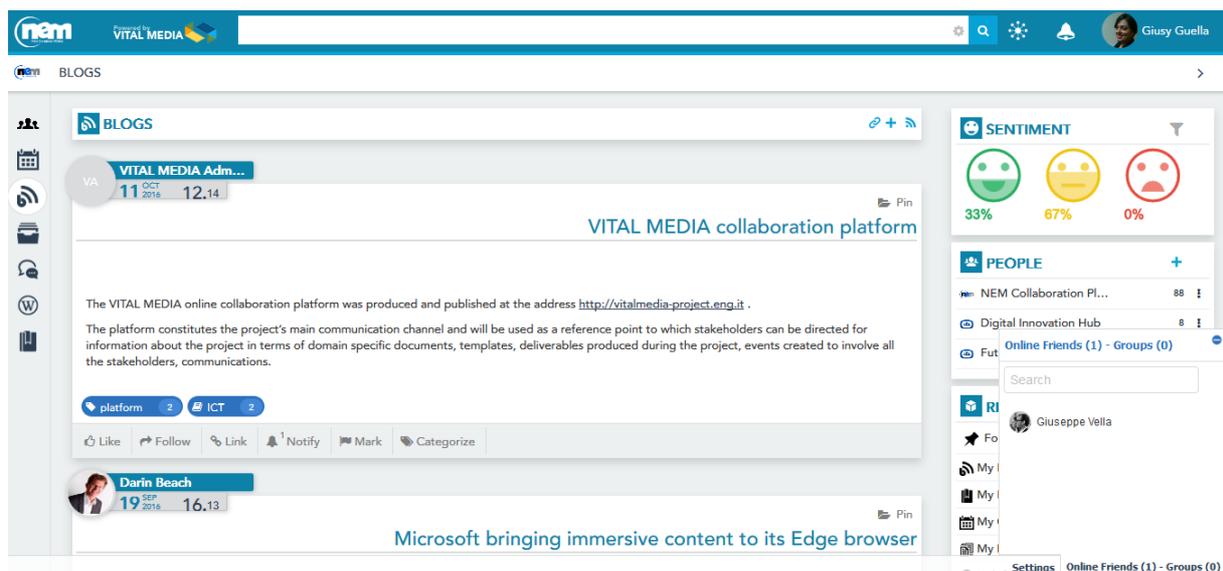


Figure 162 Sentiment application overview

There are two views of Sentiment Metrics: summary (Figure 163) related to the whole application and detailed (Figure 164) related to one blog article and all its comments.

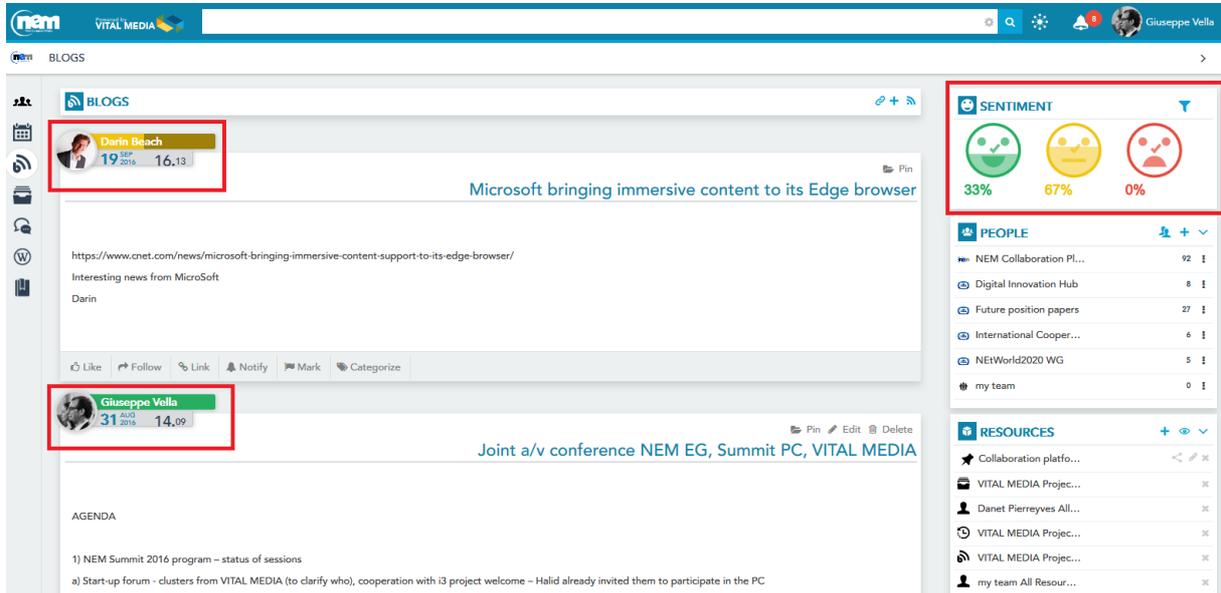


Figure 163 Summary Sentiment

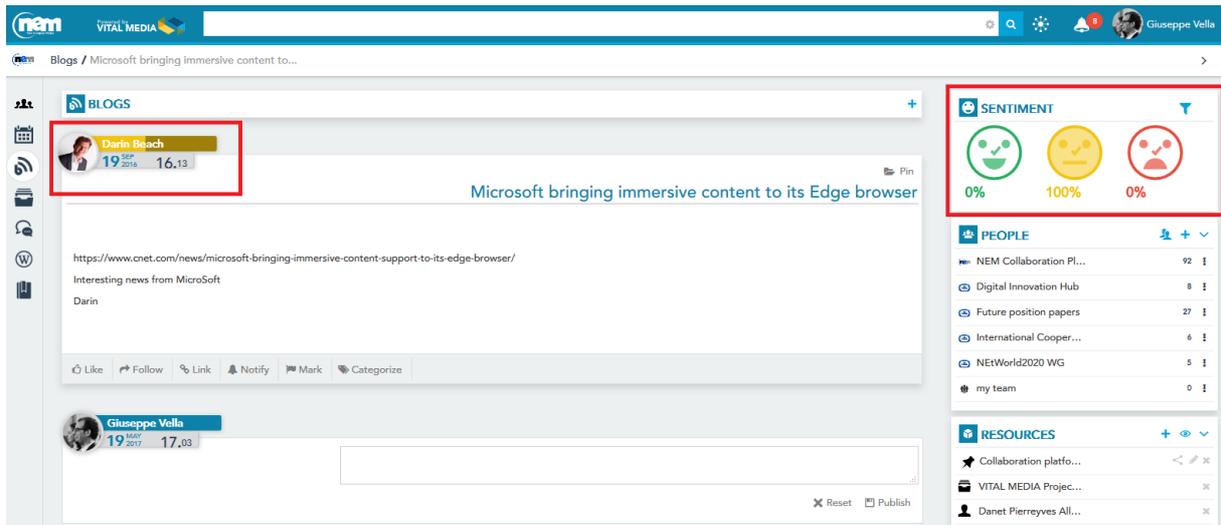


Figure 164 Detailed sentiment

4 Social services

4.1 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 165). 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 165 Social bar and social actions

The social bar is made up of a set of features that allow you 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 you 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. You can add the users to whom you want to target notification, and you 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 you 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 166) and Categorized (Figure 167) 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.

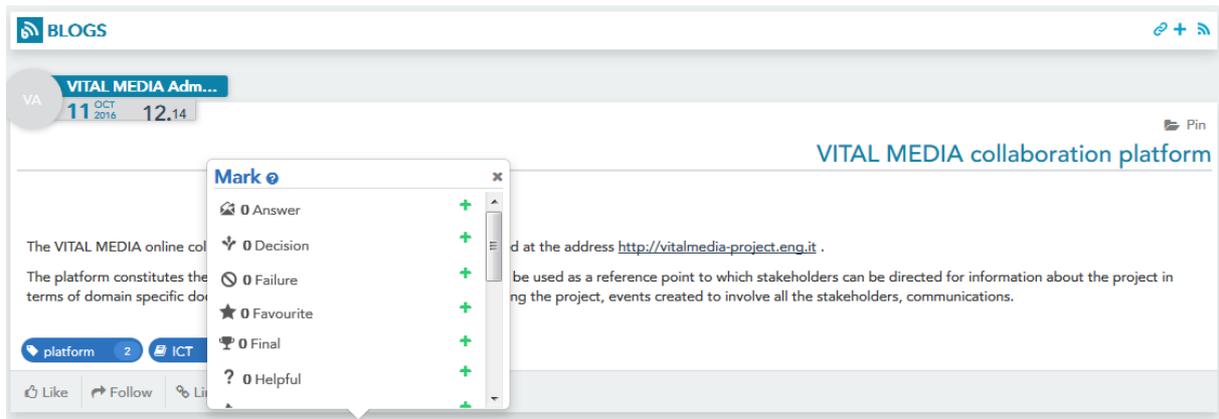


Figure 166 Mark a resource

Associating content categories allows you to associate keywords that will allow you 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 your 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 you 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.

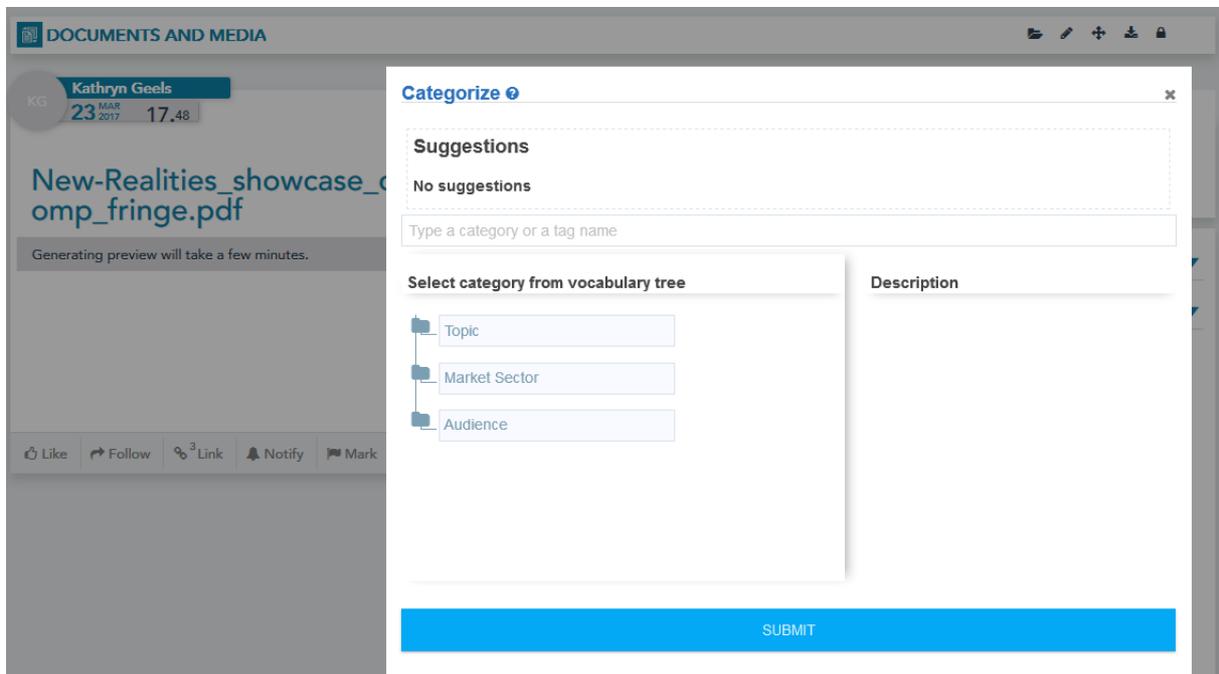


Figure 167 Add a category or tag

4.2 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 4.2). At the time of creation, the user will assign a name and, once created, this can be later powered (Figure 153). 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 168).

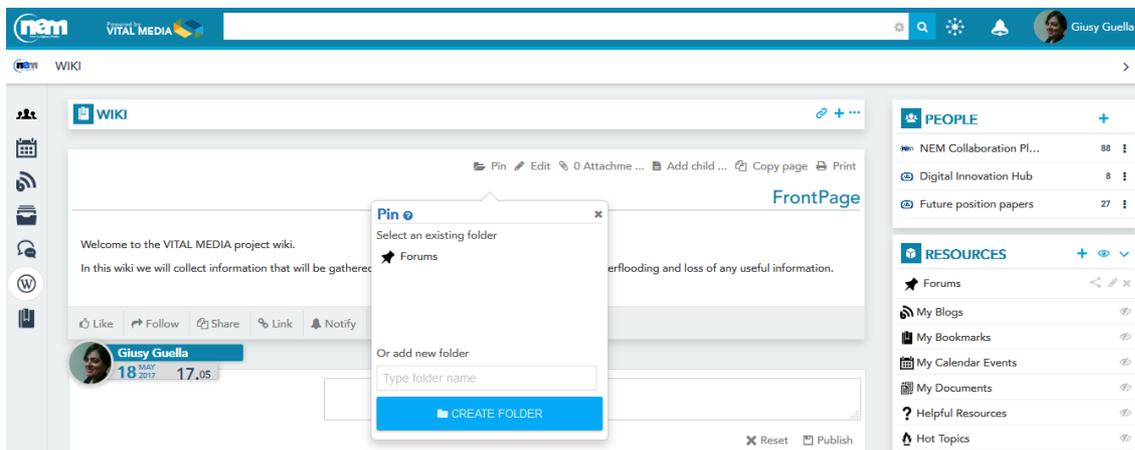


Figure 168 Pinned folder

4.3 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.

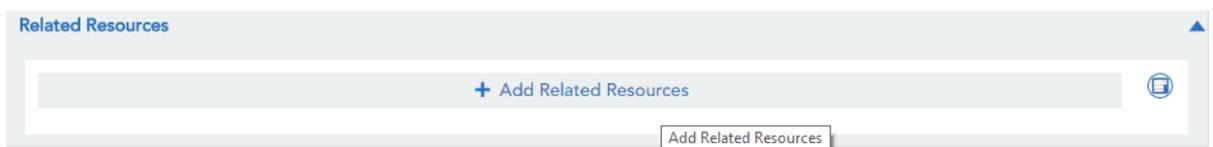


Figure 169 Add related resources

The feature allows you 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.

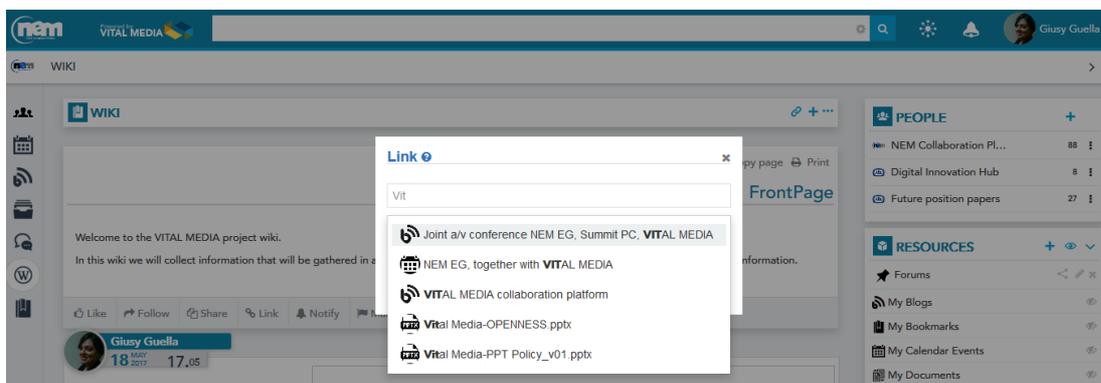


Figure 170 Link a resource

4.4 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, you can report to users and groups of users who are talking about them or their resources.

When you create a resource within the community, you 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.

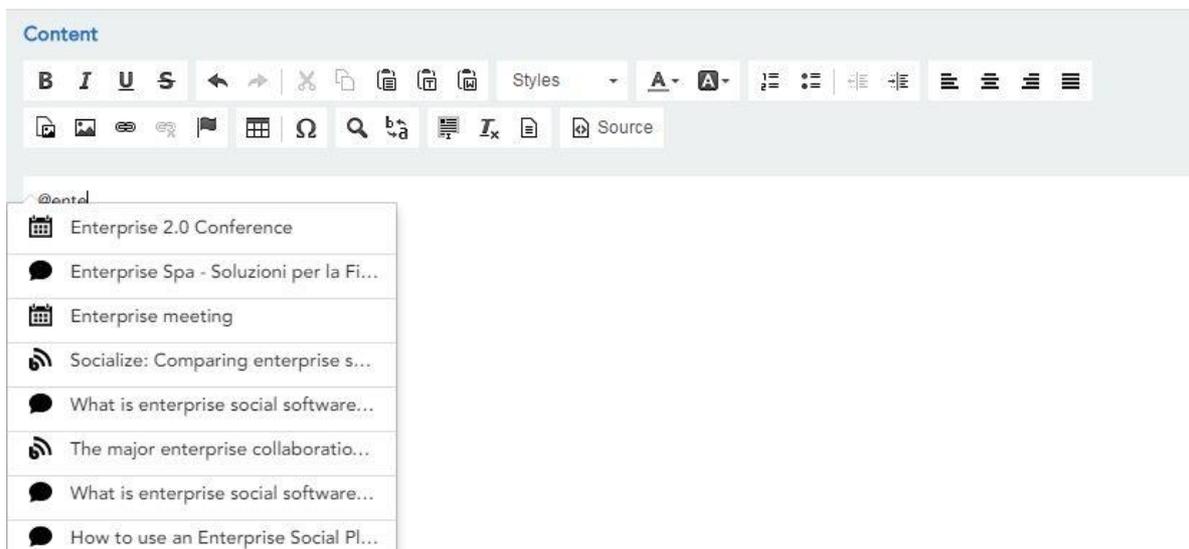


Figure 171 Mention feature

5 Anywhere applications

5.1 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

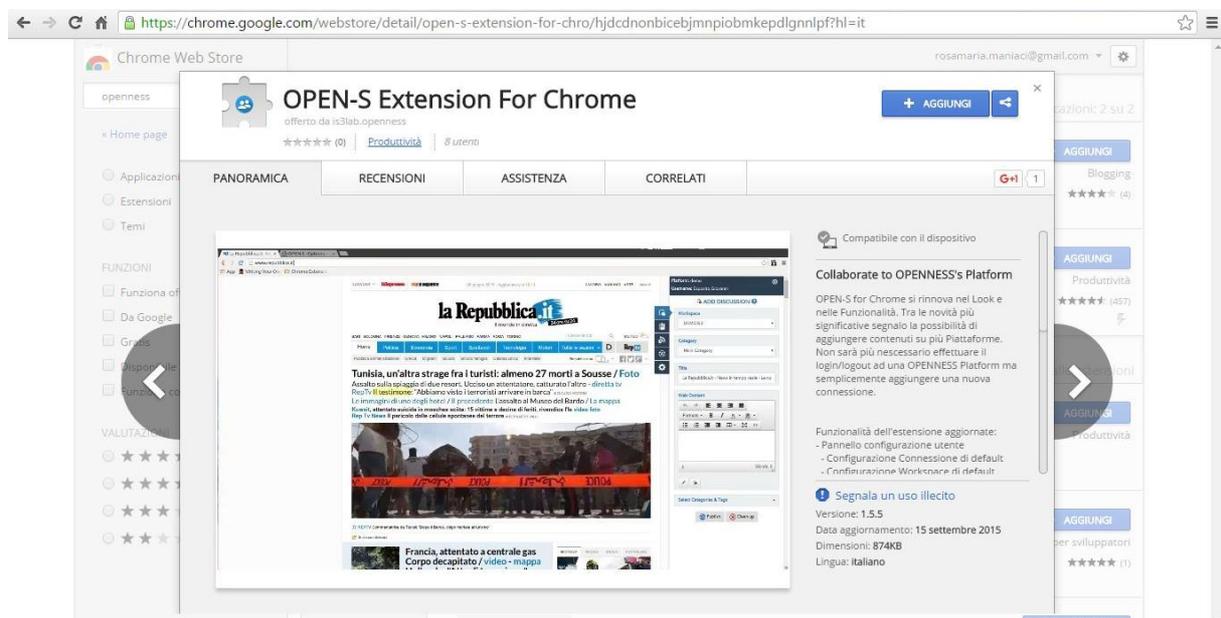


Figure 172 OPEN-S

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

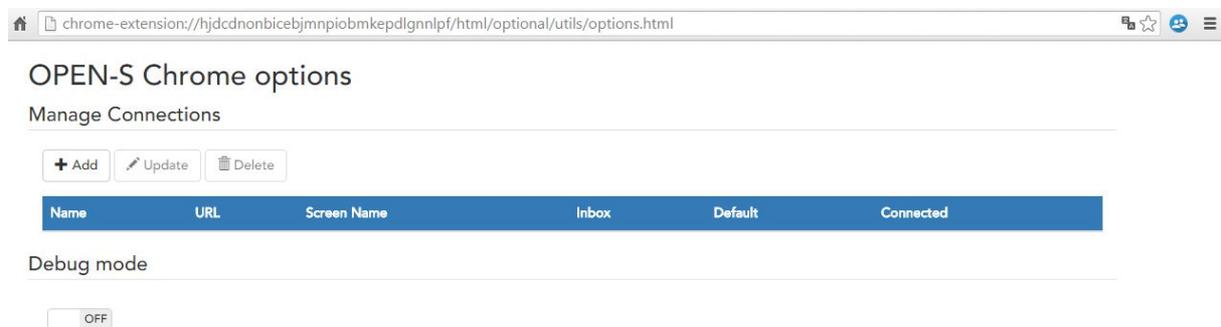


Figure 173 Add the OPEN-S extension

3. Add the connection to the desired environments

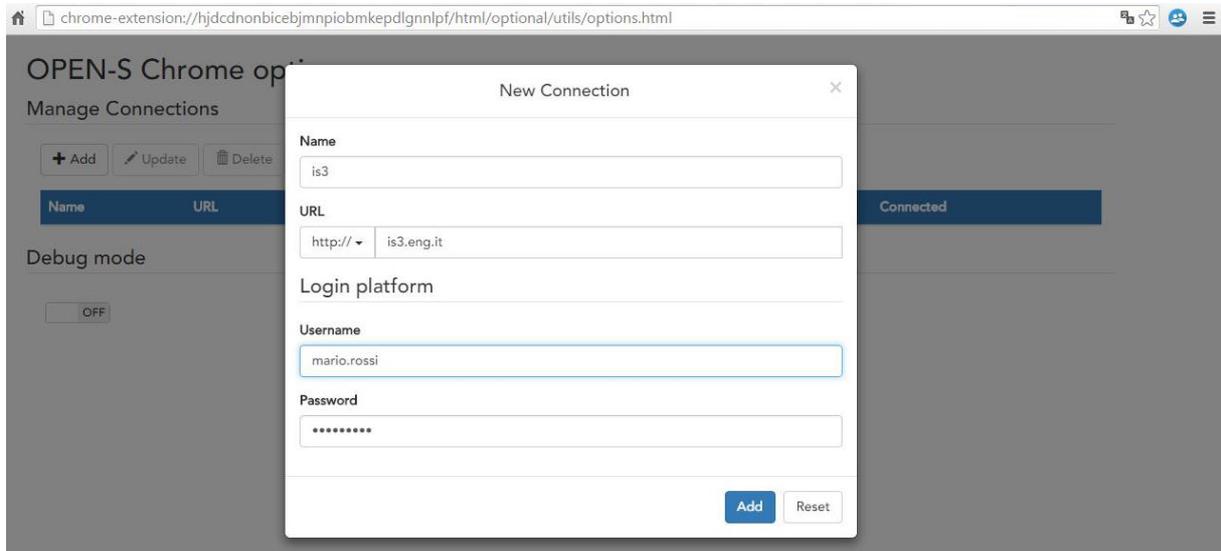


Figure 174 OPEN-S settings

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.

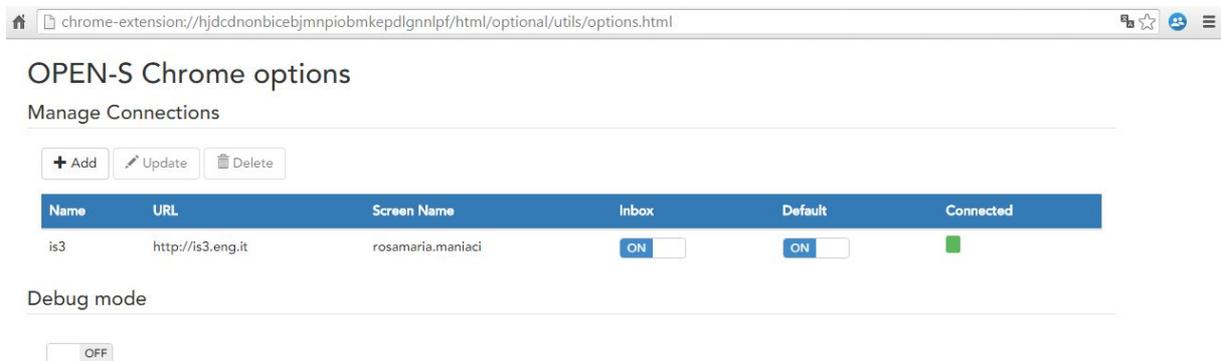
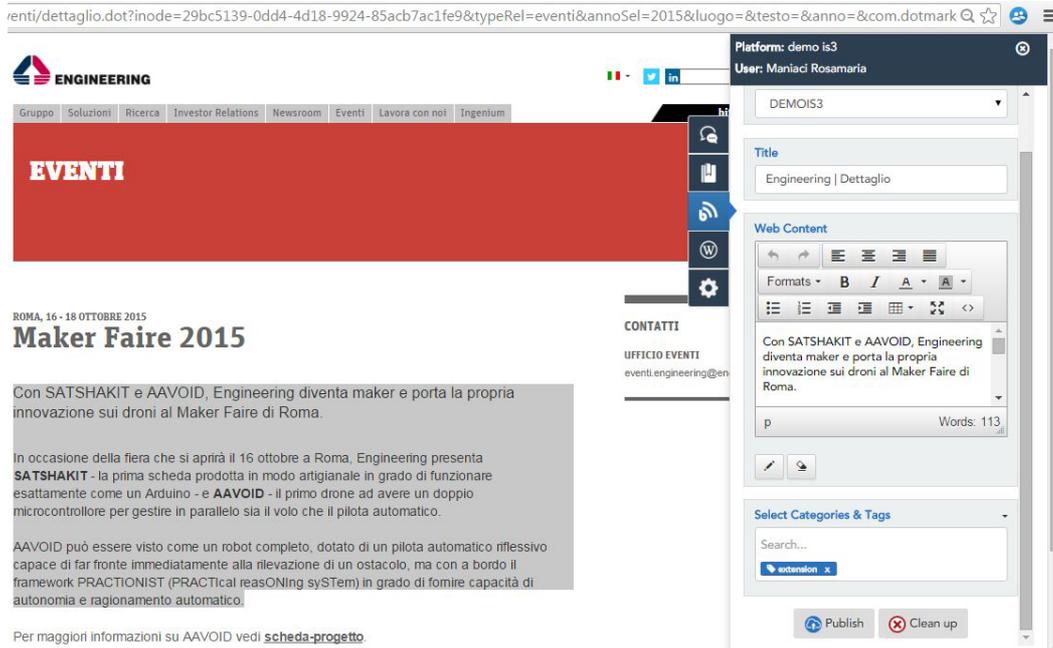


Figure 175 OPEN-S manage connections

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"



The screenshot shows a web editor interface for a website. The main content area displays an event titled "Maker Faire 2015" in Rome, scheduled for October 16-18, 2015. The text describes the event, mentioning "SATSHAKIT" and "AAVOID" drones. A sidebar on the right contains a "Web Content" editor with a rich text editor, a "Select Categories & Tags" section, and "Publish" and "Clean up" buttons. The top navigation bar includes "Gruppo", "Soluzioni", "Ricerca", "Investor Relations", "Newsroom", "Eventi", "Lavora con noi", and "Ingenium". The user interface also shows a user profile for "Maniaci Rosamaria" and a "DEMOIS3" dropdown menu.

Figure 176 OPEN-S using