Syllabus

Module IV Online Collaboration Methods

- **To Explore different ways to Collaborate online**
    - **To discuss Collaborating via Web-Based Communication Tools**
    - **To discuss Web Mail Services**
    - **To discuss Web Conference Tools**
    - **To discuss Collaborating via Social Networks and Groupware**
    - **To discuss Collaborating via Blogs and Wikis**

Web-Based Communication Tools

- **There are three main categories for communication tools:**
    - **Web email services**
    - **Instant messaging services**
    - **Web conferencing tools.**

Groups located anywhere in the world can use these tools to communicate with other group members

<u>Web Mail Services</u>

- Firstly the email program have installed on the PC uses a protocol called the Post Office Protocol (POP).

- POP email <u>requires a dedicated email *client program,* such as Microsoft Outlook or Outlook Express</u>, email servers to send and receive messages.

- The problem : can't access POP email when you're traveling or away from that PC.

- Therefore, use email in the form of <u>web based email services</u>, also known as <u>web mail or HTTP email.</u>

    <u>**Advantages :**</u>

    - Web mail can be accessed from any PC using any web browser.

    - All messages are stored on the web, not locally.

    - No special software required.

- **The three largest web mail services are hosted by :**

    i. Google   ii. Microsoft   iii. Yahoo!

1. Gmail

- Google's web mail service is called Gmail (mail.google.com)
- Gmail is free.
- Send and receive email from any web browser.
- email address (in the form of *name @gmail.com)*
- Gmail offered 6GB of storage for users.

Gmail offers a few unique features:

- Gmail **doesn't use folders.** So, can't organize the mail into folders. Gmail **uses the search paradigm to find the messages.**

- Gmail **"tag" each message with one or more labels.** This has the effect of creating virtual folders, so you can search and sort your messages by any of their labels.

- Gmail **groups together related email messages calls *conversations.***

2. Yahoo! Mail

- Yahoo! Mail (mail.yahoo.com) is provided by the popular Yahoo! search site.
- The basic Yahoo! Mail is free .
- Yahoo! also offers a **paid service called Yahoo! Mail Plus** that lets you send larger messages and **offers offline access** the messages via POP email clients.
- Gives unlimited storage
- Yahoo! Mail interface is more functional than that offered by Gmail.

   It offers

   - folder-based organization.
   - SpamGuard spam filter
   - Norton AntiVirus virus scanner.

3. Windows Live Hotmail

- Hotmail started life (in 1996) as an independent company, but was acquired by software Microsoft in 1997.
- It's not called "Hotmail" and now calls it Windows Live Hotmail.
- Microsoft gives you 5GB of storage.
- Windows Live Hotmail interface is snazzy.
- The new Hotmail also integrates with Windows Live contacts and calendar.

4. Apple MobileMe Mail

- Apple offers MobileMe Mail (www.me.com).

- MobileMe Mail unique is that it's not limited to just computer users; it can also send and receive emails from your Apple iPhone or iPod touch, via Wi-Fi Internet or cellular network.

- It be accessed with your existing Mac or Windows-based email program, including Outlook, Outlook Express, and Windows Mail.
- It has its own native interface on the iPhone and iPod touch.
- MobileMe Mail isn't free.

5. OtherWeb Mail Services

1. AOL Mail (mail.aol.com)

2. BigString (www.bigstring.com)

3. Excite Mail (mail.excite.com)

4. FlashMail (www.flashmail.com)

5. GMX Mail (www.gmx.com)

6. Inbox.com (www.inbox.com)

7. Lycos Mail (mail.lycos.com)

8. Mail.com (www.mail.com)

9. Zoho Mail (zoho.mail.com)

Instant Messaging Services

➤ Instant messaging is a better way to talk; **it's more immediate,** because you can send text messages in real time.

➤ When both parties are online at the same time, it's just like having a **one-on-one conversation!**

➤ Email (both web based and POP), Use net, and the World Wide Web operate via a traditional client/server model.

➤ Email is stored on and managed by an email server.

➤ Instant messaging, **doesn't use servers at all.**

➤ **This type of connection is *peer-to-peer (P2P).***

➤ All instant messaging needs to work is a piece of **client software** and the **IP addresses of each computer.**

1. AOL Instant Messenger

- The most-used instant messaging program is AOL Instant Messenger (www.aim.com), also known as AIM.

- **Features :**

    - File sharing

    - Group chats

    - Ability to text message to and from mobile phones

    - Voice chat

    - Video chat

2. Google Talk

- Google Talk is the name of Google's instant messaging network (talk.google.com).

- Google Talk lets you send and receive both **text-based instant messages** and **Voice over IP (VoIP) Internet phone calls.**

3. ICQ

- ICQ (www.icq.com) was **birthed by** a company named **Mirabilis back in 1996.**

- But was **acquired by America Online in 1998.**

- AOL maintains ICQ and AIM as separate programs.

- So, ICQ users can't talk to AIM users, or vice versa.

- ICQ is totally free.

    It offers

    - grouped conversations

    - voice messaging

    - photo viewing.

4. Windows Live Messenger

- ➢ Windows Live Messenger **does all the main things AIM and Yahoo! Messenger do**, including **voice chat** and the **ability to page a contact's mobile phone.**

5. Yahoo! Messenger

- **Yahoo! Messenger features**
  - Voice and video messaging
  - PC-to-phone and PC-to-PC calling
  - Voice mail
  - File sharing
- **It also lets you receive up-to-the minute**
  - Stock prices
  - News headlines
  - Sports scores
  - Weather forecasts
  - Notification of any waiting Yahoo! Mail

Web Conferencing Tools

- ❖ **Email** is great for **one-one-one communications** that **aren't time sensitive.**
- ❖ **Instant messaging** is better for **time-sensitive communications,** but it's still essentially a **one-on-one medium.**
- ❖ When you **need to include more than two people in your communications,** who aren't all in the same location, new tool is used, called **a _web conference._**
- ❖ **_It's a way to conduct live meetings and presentations_ over the Internet.**

Web conferencing service features

1. Application sharing
2. Desktop sharing
3. File and document sharing
4. PowerPoint presentations
5. Presenter notes
6. Annotation
7. Whiteboard

8.   Text-based chat

9.   Audio conferencing

10. Video conferencing

11. Polling

12. Quizzes

web conferencing tools examples are:

1. Adobe Acrobat Connect

2. Convenos Meeting Center

3. Genesys Meeting Center

4. Glance

5. IBM Lotus Sametime

6. Microsoft Office Live Meeting

7. Persony Web Conferencing

8. Pixion PictureTalk

9. WebEx

10. Yugma

11. Zoho Meeting

1. Adobe Acrobat Connect

- The Adobe Acrobat Connect **(www.adobe.com/products/acrobatconnect)** software and service **offers personal online "meeting rooms" for large organizations.**

- **Functionalities are:**

    - Audio/video conferencing

    - Screen sharing

    - Whiteboard

    - Chat functionality.

2. Convenos Meeting Center

- The Convenos Meeting Center **(www.convenos.com)** is a web-based conferencing service.

- **Features :**

    - Online presentations

    - File and document sharing

- Whiteboard
- Polling (the ability to ask questions of your audience)
- Integration with Skype for conference audio.

3. Genesys Meeting Center

- Genesys Meeting Center **(www.genesys.com)** offers similar features to that of the Convenos service.

- **Features :**

    - Online PowerPoint presentations
    - File and document sharing
    - Chat
    - Desktop video
    - Whiteboard
    - Polling
    - E-Quizzes.

- Pricing is by request only.

4. Glance

- Glance (www.glance.net) is a web-based conferencing service
- Its main focus is easy-to-use screen sharing, with no client software necessary to install.

5. IBM Lotus Sametime

- IBM's web conferencing service is dubbed Lotus Sametime (www.ibm.com/ sametime/)
- **It comes in several different versions:**

    - Entry
    - Standard
    - Advanced
    - Unyte.

- **Features :**

    - Instant messaging
    - Multiway chat

- • VoIP and point-to-point video

- • Integration with most major desktop applications.

- Pricing varies by size of company.

6. Microsoft Office Live Meeting

- Website is **(office.microsoft.com/en-us/livemeeting/)**

- **It available in two versions**

  - **Standard** and **Professional**

- **Features :**

  - Audio/video conferences

  - PowerPoint viewer

  - Integration with Microsoft Outlook

  - Application and desktop sharing

- Pricing is on a per user basis, with volume licensing available.

7. Persony Web Conferencing

- Persony Web Conferencing (www.persony.com) **doesn't charge a monthly fee**. Instead**, pay once for the software** and don't have any usage fees**.**

- That is, Persony doesn't host your web conferences; you need to host conferences on your company's own servers.

- **Features :**

  - Screen sharing

  - Presentation sharing

  - Whiteboard

  - Picture sharing

  - VoIP audio

  - File transfer

  - Chat messaging.

8. Pixion PictureTalk

- Website is (**www.pixion.com**)
- **It has four different plans.**

    - Per Minute plan charges only for time used;
    - Personal plan charges for a single 10-person virtual meeting room;
    - Professional Plan is priced by the seat;
    - Enterprise plan lets you host the whole shebang on your own servers.

- **Features:**

    - Desktop sharing
    - Whiteboard
    - Polling and quizzes
    - Chat and VoIP
    - Audio conferencing

9. WebEx

- Website is (**www.webex.com**)
- Various solutions and pricing plans are available**.**
- **Features :**

    - VoIP support
    - Integrated audio and video
    - Application sharing
    - On-the-fly annotation
    - Meeting recording and playback

10. Yugma

- Yugma **(www.yugma.com)** offers three different plans
- **Features:**

    - Desktop sharing
    - Teleconferencing
    - Public and private chat
    - Annotations
    - Whiteboard

11. Zoho Meeting

- Zoho Meeting **(meeting.zoho.com)** is, free web conferencing service.

- **Features :**

    - Application/desktop sharing

    - Chat

    - Skype integration

    - Remote PC control.

Collaborating via Social Networks and Groupware

Creating Groups on Social Networks

- ➤ The typical social network is a hosted site that aims to create a community of users, each of whom posts his or her own personal profile on the site.

- ➤ It enable other users with similar interests to connect as "friends".

- ➤ Examples for social networks

    i. Facebook   ii. MySpace   iii. Other Web Groups

1. Facebook

- Facebook (www.facebook.com) first and foremost for those serious about group collaboration.

- Facebook is more of a site for grown-ups.

    Collaborative features:

    - Recent news

    - Discussion board

    - Uploaded photos and videos

    - Posted web pages

    - The Wall—a kind of chat board

2. MySpace

- A group on MySpace (www.myspace.com) has limited in functionality.

- MySpace is more suited for teenagers and preteens.

- **Features :**
  - No file uploading
  - Members can upload group photos.
  - Facility for posting group bulletins
  - Obligatory discussion board.

3. Other Web Groups

Two main web groups are **Google Groups** and **Yahoo! Groups**

1. Google Groups (groups.google.com)

Features :
  - Obligatory message forum
  - Upload and share files
  - Create topic-specific pages within the group;
  - Group members can be notified of new posts via email.

A Google Group can be
  - **Public**(anyone can join, but only members can read messages)
  - **Announcement-Only** (anyone can join, but only moderators can post messages)
  - **Restricted**(only the people you invite can join).

2. Yahoo! Groups (groups.yahoo.com)

Features :
  - Message forum (with email notification of new posts)
  - File uploading
  - Photo library
  - Group calendar
  - Polls.

You can select
  - Whether your group appears in the Yahoo! Groups directory,
  - whether anyone can join or if you have to approve all members, and
  - who can post messages to the group.

- ➢ Because of the **file-uploading and -sharing options,** these two groups are **more useful than a Facebook or MySpace group**

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Online Groupware

❖ **Groupware is collaboration software for workgroups.**

❖ Online groupware does away with the physical constraints of traditional groupware, letting members from throughout an organization, in any location, access group assets.

❖ **Online groupware typically includes some or all of the following tools:**

1. File and document uploading and sharing

2. Web calendar

3. Task/project manager

4. Message boards

5. Text-based chat rooms / instant messaging

6. Wiki-like collaborative pages

7. Blogs

Advantages of online groupware

1. It puts all your group communications (and, in some cases, files) all in one place.

2. Groupware makes it easier to communicate, which should reduce the number of meetings and conferences calls, as well as your email traffic.

3. This should increase your group's collective and members' individual productivity.

The most popular online groupware applications are:

1. AirSet

2. ContactOffice

3. Google Sites

4. Huddle

5. Nexo

6. OpenTeams

7. ProjectSpaces

8. teamspace

1. AirSet

• AirSet (www.airset.com) provides a cloud-based website for the group.

- **Features** :

    1. Group announcements

    2. Web calendar

    3. Contact list

    4. Task list

    5. Instant messaging

    6. Wiki for collaborative publishing

    7. Blog

    8. File sharing

    9. Online storage

    10. Photo albums

    11. Music playlists.

2. ContactOffice

- ContactOffice (www.contactoffice.com) is a web-based data management system

- **Features:**

    1. Share emails

    2. Contacts

    3. Tasks

    4. Appointments

    5. Documents with other group members.

    6. Can create internal or intercompany groups.

3. Google Sites

- Google Sites (sites.google.com), formerly known as Jotspot.

- Google Sites integrates with Google's other online apps, including Gmail, Google Calendar, Google Docs, and Google Talk.

- It's completely free.

4. Huddle

- Huddle (www.huddle.net) is a hosted environment that combines online collaboration, project management, and document sharing, using social networking principles.

5. Nexo

- Nexo (www.nexo.com) create a free personalized group website.

- **Features :**

    1. Photos

    2. Videos

    3. Forums

    4. Message boards

    5. Interactive calendars

    6. Polls

    7. to-do lists.

6. OpenTeams

- OpenTeams (www.openteams.com) is better suited for larger businesses.

- It offers team folders, blogging, and wiki-like collaborative pages.

- **Features :**

    1. Can keep track of key team members

    2. Organize resources with tags

    3. Participate in threaded discussions

    4. Monitor new content posted by team members.

7. ProjectSpaces

- ProjectSpaces (www.projectspaces.com) provides an online workspace designed especially for group collaboration.

- **Features :**

    1. Online document library

    2. Email discussion lists

    3. Task management

    4. Group announcements

    5. Shared group calendar

    6. Shared group documents.

8. teamspace

- teamspace (www.teamspace.com) is an online groupware application with a lowercase *t*.

- ***This application offers***

    1. *Task and* project management

2. Contact management

3. An online calendar

4. Message forum

5. Notice board

6. File sharing

7. Text -based chat

8. Synchronization with Microsoft Outlook.

- Pricing is on a per-member basis, with additional fees for storage space used.

Evaluating Blogs for Collaboration

➢ **A blog (short for "web log") is a kind of <u>online journal</u> that its author updates frequently with new information.**

➢ **Blog is a <u>collection of individual</u> _posts or messages._**

➢ _The_ posts are arranged in reverse chronological order, with the newest posts at the top.

➢ A blog doesn't have to be the work of a single author; it can include posts from multiple contributors, as well as comments on each of those posts.

Most blogs include

- Digital photos

- Blueprints and other graphics

- Audio and video files.

The different blog applications are:

1. Blogger

2. TypePad

3. WordPress

1. Blogger

➢ Blogger (www.blogger.com) is Google's blog-hosting community.

➢ It is the largest blog host on the Internet.

➢ All Blogger blogs are free.

➢ Creating a new Blogger blog is as easy as filling in a few forms.

➢ The Blogger Dashboard manage all the blog activity.

From this application

- You can create new blog posts
- Edit comments to your posts
- Manage your Blogger account and profile.
- Access Blogger's help system.

2. TypePad

- ❖ TypePad (www.typepad.com) is quite similar to Blogger.
- ❖ Can customize the blog with a number of different designs and widgets, and can select multiple coauthors for the blog.
- ❖ TypePad isn't free;

3. WordPress

- ➢ WordPress (www.wordpress.com) is also blog-hosting community.
- ➢ You get lots of themes to choose from, sidebar widgets, and a private members- only option.
- ➢ You also can create multiple blogs and assign multiple authors.
- ➢ WordPress blog is completely free.

Evaluating Wikis for Collaboration

- ❖ Final method of group collaboration is the wiki.
- ❖ **The web's most popular wiki—Wikipedia.**
- ❖ Wikipedia is a giant online encyclopedia.
- ❖ <u>**Wiki is a collection of web pages where any users can contribute or modify content**</u>.
- ❖ The word wiki comes from the Hawaiian word for "fast".
- ❖ **The first wiki was <u>WikiWikiWeb</u>, a website founded in 1995 to facilitate the exchange of ideas between computer programmers.**
- ❖ Wikis enable all users not only to write new articles, but also to comment on and edit existing articles.

Wiki hosting services are:

1. Pbwiki
2. Versionate
3. wikihost.org
4. Wikispaces
5. Zoho Wiki

1. PBwiki

➢ PBwiki (www.pbwiki.com) offers various levels of wiki hosting.

➢ Small wikis (one to three users) are free; larger ones are priced .

➢ Wiki creation is easy by using premade templates..

➢ You also get online file storage to help to organize other documents as part of your wiki.

2. Versionate

• Versionate wiki (www.versionate.com) is business friendly.

• It provide security and full control over editing privileges; you can also import Word, Excel, PowerPoint, and PDF documents into your wiki.

• **The company offers several different plans:**

1. Free
2. Personal
3. Business
4. Enterprise

3. wikihost.org

➢ The wikihost.org site (www.wikihost.org) provides free wiki hosting.

➢ Wiki creation is via the GeboBebo engine, which offers a local database structure, user and rights management, email notification for new and updated articles, and image and file uploading.

4. Wikispaces

- Website is (www.wikispaces.com)
- **Standard features include**
  1. Image and file uploading
  2. Widget and media embedding
  3. Email notifications
  4. Discussion areas
  5. Detailed user statistics.

5. Zoho Wiki

- Zoho's wiki application is Zoho Wiki (wiki.zoho.com).
- **They offer**
  1. Free wiki hosting.
  2. Versioning of wiki pages
  3. Ability to make the wiki public or private all for free.