

Syllabus

Module II Cloud Services for Collaboration

2.1 To Explore Various Cloud Services for Collaboration

- 2.1.1 To discuss Centralizing Email Communications
- 2.1.2 To discuss Collaborating on Schedules
- 2.1.3 To discuss Collaborating on To-Do Lists
- 2.1.4 To discuss Collaborating Contact Lists
- 2.1.5 To discuss Cloud Computing for the Community
- 2.1.6 To discuss Collaborating on Group Projects and Events
- 2.1.7 To discuss Cloud Computing for the Corporation

Cloud Services for Collaboration

- Cloud Computing for the family
- Cloud Computing for the Community
- Cloud Computing for the Corporation

Cloud Computing for the family

- i. Centralizing Email Communications
- ii. Collaborating on Schedules
- iii. Collaborating on To-Do Lists
- iv. Collaborating Contact Lists

i. Centralizing Email Communications

- ❖ Computing in the cloud can help families improve their communications skills.
- ❖ The key is to enable anywhere/anytime access to email.

Precloud computing method

- Precloud computing, your email access was via a single computer, which also stored all your email messages.

- For this purpose, used a program like Microsoft Outlook or Outlook Express, installed on your home computer.
- If you wanted to check your home email from work, use your ISP's email access web page.
- That web page was never in sync with the messages on your home PC.
- This is the problems with trying to communicate in this fashion.

Cloud computing method

- A better approach is to use a web-based email service to overcome the problems of precloud computing method.
- These services place your email inbox in the cloud;
- You can access it from any computer connected to the Internet.
- The messages you receive are stored on the web, as are the messages you send, so nothing depends on a single PC.
- Example of web-based email services are
 - Google's Gmail (mail.google.com)
 - Microsoft's Windows Live Hotmail (mail.live.com)
 - Yahoo! Mail (mail.yahoo.com)
- The joy of using web-based email is that it doesn't matter what PC you use.
- Your messages are always where they should be and they're always in sync.
- It's easy to check your home email from work, or from anywhere you happen to be.
- Your messages are in the cloud, not on any of the PCs.

ii. Collaborating on Schedules

- ❖ A lot of family communication concerns schedules.
- ❖ The bigger your family, the busier things get—and the more difficult it is to keep everybody's activities straight.

- ❖ If you try to keep a paper based schedule or calendar, it's tough to keep such a thing completely up-to date and, of course, you can't consult it when you're not at home.
- ❖ A better solution is to use a web-based calendar.

Examples

- Google Calendar (calendar.google.com)
- Yahoo! Calendar (calendar.yahoo.com).

Not only is such a calendar accessible to anyone, anywhere, any time over the web, it can also be configured so that everyone in your family can add their own events.

- All you have to do is create a public calendar and authorize access for all the members of your family.
- Then, when they log in to the calendar site, they see all currently scheduled events and can add new events of their own.
- Another great thing about web-based calendars is that you can access your schedule from anywhere.

iii. Collaborating on To-Do Lists

- ❖ The household chores and repairs list grows every day.
- ❖ You and your family member can collaborate on your to-do list by using a web-based word processing application or you can use a dedicated web based planning program.
- ❖ Example : Zoho Planner (planner.zoho.com)
- ❖ You can create multiple to-do lists on the web, which you and your spouse or family member can both add to from any computer, at any time.
- ❖ You can even set email reminders to refresh your memory when a task is due.
- ❖ Add your tasks one at a time, and then mark them off as they're completed.

iv. Collaborating on Contact Lists

- Managing your family's contact list isn't always easy.
- Earlier, most-contacted contacts stored in Microsoft Outlook or some similar program, but that list of names exists only on one computer.
- A good solution for managing contacts from multiple family members is to use a web-based program for contact management.
- There are few different ways to web-based program for contact management.
- First, you can use your web-based email program (Gmail, Yahoo! Mail, and so on) as a contact management program.
- All of these programs let you create and store complete information about your contacts—email address, postal address, phone number, and so forth.
- The only problem with using this approach, is that both you and your family member have to use the same email program and the same email address. So, it might not work for you.
- Another solution is to use a dedicated web-based contact management program.
- Some of these programs, such as MyEvents (www.myevents.com) are targeted at home users and ideal for holiday card lists;
- Other programs, such as Highrise (www.highrisehq.com) will manage your holiday card list and do a lot more.
- These latter programs include the robust customer resource management (CRM) features needed for business and sales force management.
- Whichever type of program you decide to use (or, perhaps, you just use a web based spreadsheet program, with one row per contact), you need to authorize access for both you and your family member.
- You can both import your existing Outlook or Windows Address Book contacts, as well as add new names when and where they come up.
- All either of you need to do is log onto your web-based application from wherever you are and add the new person's name and contact information.

Cloud Computing for the Community

- **Communicating Across the Community**
- **Collaborating on Schedules**
 - **Sports Team Schedules**
 - **School Schedules**
 - **Community Group Schedules**
 - **Event Schedules and Management**
- **Collaborating on Group Projects and Events**
 - **Collaborating on To-Do Lists**
 - **Collaborating on Task Management**
 - **Collaborating on Event Management**
 - **Collaborating on Event Marketing**
 - **Collaborating on Budgets**

Communicating Across the Community

- ❖ The key components of any community collaboration is communication.
- ❖ This isn't as easy, because many community activities are undertaken by people in their spare time—outside of normal work and home activities.
- ❖ Therefore, they might be communicating through their office work computer, or their home computer using traditional desktop email, such as Microsoft Outlook or Windows Mail, which is problematic.
- ❖ The better solution when communication on community issues is to use a web-based email program.

Examples are

- Gmail (mail.google.com)
- Microsoft Windows Live Hotmail (mail.live.com)
- Yahoo! Mail (mail.yahoo.com).
- These programs can be accessed from any computer connected to the Internet.

- Some community activists create a unique web-based email account for their community communications.
- This way they don't confuse personal emails from those involving their community activities.

Collaborating on Schedules

- ❖ Use web-based scheduling tools for Collaborating on Schedules.
- ❖ Examples for Collaborating on Schedules in community are
 1. Sports Team Schedules
 2. School Schedules
 3. Community Group Schedules
 4. Event Schedules and Management

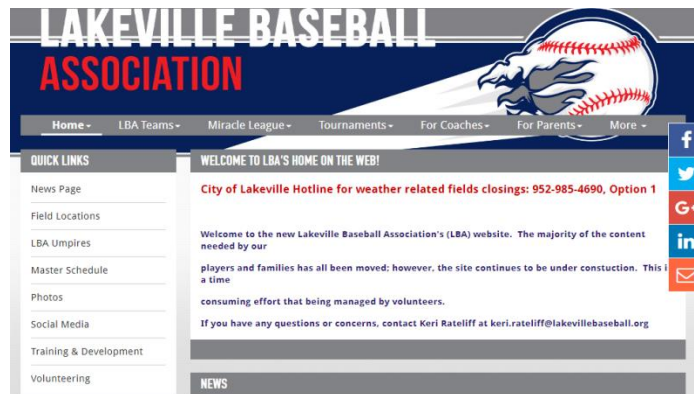
1. Sports Team Schedules

- One of the most common community activities are youth sports.
- Some are interested in football and some are in cricket.
- Whatever the age, whatever the sport, there's a lot of activities that need to be scheduled—practices, home games, away games, team meetings etc.
- Therefore, use a web-based calendar tool, such as
 - Google Calendar (calendar.google.com),
 - Yahoo! Calendar (calendar.yahoo.com),
 - CalendarHub (www.calendarhub.com) etc
- 🚦 Just create a public calendar and provide the URL (Uniform Resource Locator) to all the team members.
- 🚦 After you add all your team activities to the calendar, team members simply have to log in to see what's coming up this week and next.
- 🚦 There are good dedicated sports team website builders.

- ✚ These sites offer tools designed specifically for sports teams, including home pages complete with schedule, roster, player profiles, box scores, and the like.
- ✚ Most of these services even design your site using your team colors and logo.

Examples are

- eteemz (www.eteemz.com)
- LeagueAthletics (www.leagueathletics.com)
- LeagueLineup (www.leaguelineup.com)
- TeamSnap (www.teamsnap.com).



2. School Schedules

- ❖ Web-based calendars are also ideal for keeping track of various school schedules.
- ❖ Whether it's homework assignments for a particular class or a school wide events schedule, it's easy for a teacher or school to post that schedule on a web-based calendar.

- ❖ Make the calendar public (but make sure only authorized personnel can post new events), and then provide the calendar's URL to all students and parents. Assuming that all families have Internet access there should be no excuse for missed homework or absence from key events.

3. Community Group Schedules

- Any community group can benefit from organizing their activities via a web based calendar.
- Examples of group activities:
 - Want to schedule practices for a games?
 - Announce meetings for your local school board?
 - Organize night programs for your community?
- Any and all of these group activities can easily be managed online, in the cloud, using a web-based calendar.

4. Event Schedules and Management

- Use web-based calendars to post dates and schedules for specific public events, such as school plays, or for all events in a given community.
- Although any web-based calendar program or event-specific applications can do this job.
- For example, Zvents (zvents.com) is a web search engine for local events.
- Upload your event schedule into the Zvents database, and then anyone in your area can find out what's happening in the coming days and weeks.
- Users can also search for events by type, location, and date.
- Example for event management software from ServiceU (www.serviceu.com).

Collaborating on Group Projects and Events

- Community groups use the cloud computing with a web-based application— which anyone in the group can access.

- **Examples of activities in the group project and events**
 1. **Collaborating on To-Do Lists**
 2. **Collaborating on Task Management**
 3. **Collaborating on Event Management**
 4. **Collaborating on Event Marketing**
 5. **Collaborating on Budgets**

1. Collaborating on To-Do Lists

- Use web-based lists that multiple group members can access from any web browser.
- Tasks are entered (complete with due date) and checked off when completed.
- Some of the more popular online to-do list applications include
 - Bla-Bla List (www.blablalist.com),
 - Remember the Milk (www.rememberthemilk.com)
 - Ta-da List (www.tadalist.com)
- All of these applications are simple enough for even the most techno-phobic group members to use.

2. Collaborating on Task Management

- For managing more complex tasks, manage the multiple pieces and parts of large projects.
- Examples of web application for task management
 - HiTask (www.hitask.com)
 - Zoho Planner (planner.zoho.com).
- Whichever web application you choose, you must break your project down into all its component tasks, set a due date for each, and then assign each task to a specific group member.
- Group members can then access the application online from their own computers and update the project with their own individual progress.

3. Collaborating on Event Management

- When you're putting on a big event such as a conference, Not only do you have to manage the tasks involved with putting together the event, you also have to handle attendee registration, event marketing, ticket sales, and the like.
- It's a massive effort— So it made easier by using web-based event management tools.
- With web-based event management applications, you can create an online event calendar
 - so that attendees can learn about and sign up for future events via the web;
 - offer web-based event registration and payment;
 - manage requests for hotel rooms, airline flights, and car rentals;
 - and check in attendees live onsite via a notebook PC with Internet connection.
- Most of these apps also offer detailed task and budget management functions.
- These applications are capable of handling every last detail over the web.
- **Examples are**
 - Cvent (www.cvent.com),
 - RegOnline (www.regonline.com),
 - ViewCentral (www.rmkr.com/viewcentral).

4. Collaborating on Event Marketing

- Most event management applications also handle basic event marketing.
- For example, you may want to create a brochure or flyer to announce your event. Fine and dandy, but everybody in the group wants input on the final piece.
- This may have been difficult in precloud days.
- But now you can use a web-based application such as Google Docs (docs.google.com) to create your piece and make it available online for everyone to see and comment on.

5. Collaborating on Budgets

- ✚ Every event, small or large, comes with its own set of costs.
- ✚ And with community events, those costs are often managed by a group of people, each responsible for a specific operation or group of operations.
- ✚ For simple events, you can collaborate on your budget using web-based spreadsheet programs, such as Google Spreadsheets (docs.google.com).
- ✚ Just create a private spreadsheet, authorize access for each member responsible for the budget, and then start adding data online.
- ✚ For larger or more complex events, you may want to use the budget function available in most event management programs.
- ✚ Example for accounting applications in the Salesforce.com AppExchange (www.salesforce.com/appexchange/).
- ✚ Some of the web-based apps are relatively low-priced, which is an attractive asset for most cash-strapped community groups.

Cloud Computing for the Corporation

- **Main advantages of using web based tools:**
 - Cost savings and product enhancement
 - Do more with limited budgets.
- **Cloud Computing for the Corporation mainly targeted for telecommuters and road warriors.**

Main activities of Cloud Computing in the Corporation

1. **Managing Schedules**
2. **Managing Contact Lists**
3. **Managing Projects**

4. Collaborating on Reports
5. Collaborating on Marketing Materials
6. Collaborating on Expense Reports
7. Collaborating on Budgets
8. Collaborating on Financial Statements
9. Collaborating on Presentations
10. Presenting on the Road
11. Accessing Documents on the Road

1. Managing Schedules

- If you work in a large company, you know what a difficult to schedule even simple meetings.
- You want to know which meeting room is free, which time slot is free for everyone etc.
- Therefore web-based scheduling is used.
- Everyone places his or her schedule in the cloud, which then enables the meeting's organizer to easily see who's available when.
- The cloud-based app finds the best time for all involved and schedules the meeting.
- No more emails, no more phone calls; it all happens automatically, in the cloud.
- It works as follows. Let's suppose you need to schedule a meeting sometime next week with a dozen different attendees.
- You punch in the details of the meeting and the desired attendees, and the scheduling app finds the first available timeslot when all attendees are free.
- Alternatively, the app might have to pick a timeslot when the maximum number of people can attend.
- This kind of scheduling might be the only way to get your meeting on the calendar in a reasonable period of time.
- **Examples are**
 - Google Calendar (calendar.google.com)
 - Yahoo!Calendar (calendar.yahoo.com).

2. Managing Contact Lists

- ✚ Salespeople have to deal with lots and lots of contacts.
- ✚ This is difficult to do from a simple desktop contact management program, such as Microsoft Outlook, which merely acts as a store house for names and contact information.
- ✚ It's also difficult to do when you're on the road and need access to all your contacts.
- ✚ The solution, of course, is a web-based contact management or customer resource management (CRM) application.
- ✚ These programs are tailored to the needs of a busy salesperson and come complete with features such as activity scheduling, appointment reminders, email templates, and the like.

Examples are

- BigContacts (www.bigcontacts.com)
 - Highrise (www.highrisehq.com)
 - Salesforce.com (www.salesforce.com).
- ✚ Many of these apps include additional functions including expense account management, sales activity reports, and various team management features.
- ✚ Some communication can be automated, via the use of scheduled emails.

3. Managing Projects

- ❖ Most companies have a big project that involves multiple employees from multiple departments and perhaps multiple locations.
- ❖ Projects of this type have tons of individual pieces and parts, each of which dependent on the completion of a previous task.
- ❖ Keeping track of all the individual tasks—who's doing what and when—can take a difficult
- ❖ That effort is made easier with the use of a web-based project management application.
- ❖ Project members can log in from any location to access the project's master file; they can add or delete tasks, mark tasks as complete, enter detailed billing information for individual tasks, and so forth.

- ❖ And because the project is hosted in the cloud, every team member sees the same Gantt or PERT chart and the same list of tasks, instantly updated when any other member makes an edit.
 - PERT stands for Program Evaluation Review Technique.
 - **PERT charts** estimate the time necessary to complete projects.
 - Gantt chart is a chart in which a series of horizontal lines shows the amount of work done or production completed in certain periods of time in relation to the amount planned for those periods.
- ❖ Many project management applications include additional functions useful in the management of group projects.
- ❖ These features may include group to-do lists, web-based file sharing, message boards, time and cost tracking and so on.
- ❖ And these apps manage multiple projects simultaneously; users can schedule their time across multiple projects and make sure they're not doing two things at once.

The most popular of these apps include

- AceProject (www.aceproject.com)
- Basecamp (www.basecamphq.com)
- onProject (www.onproject.com)
- Project Insight (www.projectinsight.com).

4. Collaborating on Reports

- When you work for a larger enterprise, you get chances to write a lot of reports.
- These monthly progress report includes input from the company's marketing, sales, and finance departments.
- So, you need to collaborate with other staffers when writing the report.
- The online collaboration is one of the chief benefits of cloud computing.

- Instead of emailing Microsoft Word documents across the company, opt instead for a web-based word processing program, such as [Google Docs \(docs.google.com\)](https://docs.google.com) or [Zoho Writer \(writer.zoho.com\)](https://writer.zoho.com).
- With one of these applications, everyone contributing to the report can access the same master document, online and in real time.
- When someone from one department adds his section to the document, all the other staffers immediately see the update.
- Collaborating on a web-based document is surprisingly easy.
- Most projects start with the team leader creating a new document online and giving it a bit of form—some sort of content and style template.
- The leader then assigns sections of the report to appropriate individuals, and provides the document URL to each individual.
- These contributors then work on their own sections of the report, logging in to the master document via their web browsers.
- When all the individual sections are complete, the project leader then looks at the document as a whole, editing for consistency and making sure that all appropriate data is included.

5. Collaborating on Marketing Materials

- ❖ Marketing is another area that benefits from cloud-enabled collaboration.
- ❖ Web-based email facilitates communication between departments; you can also benefit from web-based project management apps, to help keep all the pieces and parts in line.
- ❖ The marketing materials themselves can be created using [web-based word processing applications](#).
- ❖ This puts the draft materials on the web, for everyone on the team (including appropriate senior management) to see, comment on, and even contribute to.
- ❖ After everyone's comment, you can finalize the document and send it to your printer or website.

6. Collaborating on Expense Reports

- Many companies are to put the expense reporting function on the web.
- Employees from any location can access the website to enter their expenses; it can even be accessed while employees are still traveling, with no need to wait for reimbursement until they get home.
- Then the web-based expense report gets electronically circulated to everyone who needs to approve it or, more likely, a link to the web-based report is emailed instead.
- Finally, after the last approval is entered (electronically, of course), the accounting department is notified and a check is cut.
- No costly paper trail is generated, no documents spend days waiting in someone's inbox, and the entire process is expedited—which means employees get reimbursed faster.
- Another benefit of web-based expense management is that you can quickly and easily ensure that all employees follow your company's rules and regulations.
- Just add your own rule base into the app's management console, and employees will have to follow your company's policies when entering their expenses.

Examples are

- Concur (www.concur.com),
- ExpensAble (www.expensable.com),
- ExpensePoint (www.expensepoint.com),
- TimeConsultant (www.timeconsultant.com).

7. Collaborating on Budgets

- ❖ Every department is required to submit complete department budgets (which involves several departmental employees) that are then rolled up by the finance department into a complete company budget.
- ❖ Traditionally, each department works on its own budget spreadsheet, which is then emailed to the finance department for consolidation with those of other departments.

- ❖ It is more efficient than moving sheets of paper around the office, but it's not efficient.
- ❖ Cloud computing offers a better approach.
- ❖ You can use a web-based application to create a single budget document for all departments on the web.
- ❖ Each department head enters his own budget data.
- ❖ The rolled-up budget is then created in real-time.
- ❖ When the big bosses need to slash certain expenditures, those changes are immediately reflected in the sections or pages for each individual department.

Examples

- Google Spreadsheets (spreadsheets.google.com)
- Host Budget (www.hostanalytics.com/budgeting-planning-software.html).

8. Collaborating on Financial Statements

- Assembling a monthly or year-end profit-and-loss statement or income statement is like a budget, that is, it requires input from all departments, but it measures what actually happened rather than making a projection.
- Instead of waiting for each department to mail or email its results, the entire process is accelerated when each department enters its data directly into a master spreadsheet.
- Because this spreadsheet is housed on the web, departments in remote locations can have their data recognized as soon as they enter it.

We can use the we services such as

- web-based spreadsheet program, such as Google Spreadsheets (spreadsheets.google.com)
- web-based accounting program such as Host Consolidator (www.hostanalytics.com/consolidation-reporting.html)

9. Collaborating on Presentations

- ❖ Every company needs share of PowerPoint presentations.

- ❖ Because they want to introduce a new product to the sales force, Want to discuss HR hiring trends, Want to present last month's financials to senior management and so on.
- ❖ The problem with producing a large presentation is that you often need input from more than one person, department, or office.
- ❖ A collaborative presentation is problematic.
- ❖ Because, it is difficult to get everyone involved to submit work on time—and in the proper format.
- ❖ Cloud computing makes collaborating on presentations a whole lot easier.
- ❖ By creating a single presentation document, any contributor can edit directly into the master document from any web browser; the project leader controls the look and feel of the presentation by applying a universal style or theme.

Examples :

- Google Presentations, part of the Google Docs suite (docs.google.com).
- Preezo(www.preezo.com) and
- Zoho Show (show.zoho.com).

10. Presenting on the Road

- Here's an benefit in presenting from the cloud: You can give your presentation anywhere without taking it with you.
- When you get to your destination, connect your notebook to the Internet, open your web-based presentation, and give that presentation in real time to your local audience.
- If you don't have to take your notebook with you, You can use any computer to access and launch your presentation.
- You can give a remote presentation— at multiple locations at the same time—by having all participants log in to the same web-based spreadsheet.
- Examples :
 - Cisco's WebEx (www.webex.com)
 - Microsoft Office Live Meeting (office.microsoft.com/en-us/livemeeting/).

11. Accessing Documents on the Road

- Using web-based applications on the road, any application or document housed in the cloud is accessible from wherever you may be.
- All you need is a computer (and it doesn't even have to be your computer) and Internet access.
- Log in to the appropriate site, enter your username and password, and then open whatever document you need.