A new corporate social network application

This interview is organized to discover the main features, uses and weak points of internal communication in Amadeus.

# Introduction (5 min)

* 1. What is your employ?

… … …

* 1. In which department do you work?

… … …

* 1. Do you think internal communication is important in a big company, like Amadeus? Why?

… … …

* 1. In Amadeus, do you think internal communication is well organized? Does Amadeus provide the best tools (Lotus Notes, SharePoint, Sametime, wikis…)?

… … …

* 1. Please, indicate some weak points (something that does not work well):

*Email spams, communication among teams, documents sharing …*

… … …

* + 1. How could you improve them?

… … …

* 1. Please, indicate some strong points (something that you find convenient and businesslike) :

*Calendar feature in Lotus Notes, rooms’ reservation, chat …*

… … … …

# Social Network (5 min)

* 1. Do you use any social networks to communicate or share information within Amadeus?
     1. Why?

… … …

|  |  |
| --- | --- |
| ***If YES*** | ***If NO*** |
| * 1. Which features do you use and like?   *Look at people profile, groups, followers, Post, Tag…*  … … … | * 1. How do you share information with colleagues?   … … … |
| * 1. Any improvements?   … … … | * 1. Which features of social networks do you find potentially interesting and usable in a professional scope?   … … … |
| * 1. Any problems?   *Security, sparse information, adoption*  … … … |  |

* 1. How would you feel if Amadeus centralized its internal communication in a unique web application? *(Employees with a profile, emails, teams, chat, follow colleagues and groups…)*

… … …

* 1. How do you feel using social networks?

… … …

* 1. Do you thing to create a *Corporate Application* (to share any kind of information, contact colleagues, work in team and have wikis and forums) could be functional and useful?

… … …

# Scenarios (10 min)

Please, write the software used and a brief explanation.

* 1. What do you do, if you want to ask your entire team something (help, advices)? *(Emails, IM, post a wiki…)*

… … …

* 1. What do you do, if you want to share a document or a video within a team? *(SharePoint, send emails…)*

… … …

* 1. What do you do, if you want to schedule an event or a meeting within a team? *(Lotus Notes, Emails…)*

… … …

* 1. What do you do, if you want to manage a project (tasks, roles, CR and PTR) within a team?

… … …

* 1. What do you do, if you want to search information about an employee in Amadeus? *(Sametime …)*

… … …

* 1. What do you do, if you want to follow the progresses of some projects or employees? *(Sametime, email...)*

… … …

* 1. What do you do, if you want to talk in real time with colleagues? *(Sametime, Skype ...)*

… … …

# Possible features (3 min)

Do you consider the following features useful, to improve team communication and collaboration?

Select a rank among 1 and 5.

* 1. Rich **profiles** (editable) for each employee (expertise, education, interests): Choose an item.
  2. **Hierarchical organization**: each employee belongs to his department and sub groups: Choose an item.
  3. **Vertical organization**: each employee can make part of other groups to collaborate with other teams: Choose an item.
  4. **Follow colleagues**, to stay updated with his works and news: Choose an item.
  5. **Follow teams** (groups), to monitor its progresses and news (*newsletter*): Choose an item.
  6. **Groups**’ creation to share and gain knowledge: Choose an item.
  7. Administrator to manage groups and its visibility (**private groups**): Choose an item.
  8. **Create Blogs** within groups to start conversations: Choose an item.
  9. **Share documents** within groups: Choose an item.
  10. **Instant messaging**: Choose an item.
  11. **Team chat**: Choose an item.
  12. Store chronologically every message exchanged in chats: Choose an item.
  13. **Search engine** to retrieve any kind of information in Amadeus network (people, teams, documents): Choose an item.
  14. **PTR and CR lists** within teams: Choose an item.
  15. Integrated system for **calling colleagues (VoIP)**: Choose an item.

Thank you for your collaboration,

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