Closing the Gap – using Cisco Unified MeetingPlace technology to revolutionize communication and collaboration in organisations

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CSIRO Research

Established in 1926, the Commonwealth Scientific and Industrial Research Organisation is Australia's national science agency and one of the largest and most diverse research agencies in the world.

CSIRO carries out research in areas including:

- Agriculture
- Energy
- Environment
- Health
- Information technology
- Manufacturing
- Mining
- Natural resources
Project Framework

- Collaboration is a main feature of CSIRO’s organisational culture and the increasing focus on cross-disciplinary research provided the impetus for this project.

- To expand it’s collaborative capabilities, CSIRO initiated a project to deploy Cisco Unified MeetingPlace to integrate Web Collaboration features into the existing video-conferencing infrastructure.
Drivers for the Implementation

• Financial impetus to cut travel costs and reduce carbon footprint

• Optimize dispersed work teams

• Facilitate global collaboration with international colleagues

• Enable virtual teamwork

• Provide a technological solution
Training Methodology

• Use of Information Specialists from the Library community to leverage established training skills for initial rollout

• Specialized team developed from the initial group

• Online sessions offered to all staff, training team and clients dispersed across the country

• Targeted sessions offered for Personal Assistants, Finance staff, Legal staff

• The training has matured and developed, online videos are now being developed so clients have access to training 24/7
Utilization rate of MeetingPlace

• The uptake of MeetingPlace has been a gradual rollout but as of July 2009 CSIRO has 125 videoconference rooms; 500 CISCO or Polycom desktop cameras; and another 1000 CISCO polycom cameras are being deployed.

• Currently we are running up to 180 MP meetings a day
Cisco Unified MeetingPlace – Features

- Share applications and presentations

- A client can share a word file and other participants can change in real-time and upgrade the document based on the agreed discussions within a meeting

- Share web pages with participants and train and demonstrate

- Record and playback voice and web conferences

- The “live” chat box can offer participants an opportunity to provide feedback and ask questions

- Facilitate collaboration with clients external to CSIRO
The web console - Up to forty participants can join a meeting
Sharing Applications

• Open the Application that you wish to share (eg MSWord)
• In the share tool, click on ‘My Computer Screen’:

![What do you want to share?](image)

- My Computer Screen...
- Documents
- Whiteboards
How to share an application (cont)

- Select ‘Applications’ button
- Tick the application from the list
- Press ‘Share’
Information Specialists Team Meeting

AGENDA

September 2009

Meeting Place: 0262766622 ID: 6199
Minutes: 1 September 2010

INVITEES

Attending: Information Specialists team members

AGENDA ITEMS

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<th>No.</th>
<th>Topic</th>
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<tr>
<td>1.</td>
<td>Apologies – Howard, Linda, Sue</td>
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<td>2.</td>
<td>Review of Previous Minutes</td>
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<td>3.</td>
<td>Health, Safety &amp; Environment</td>
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<td>• Bimonthly Checklist</td>
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<td>4.</td>
<td>Overview of Activities across the teams</td>
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<td>5.</td>
<td>Team member reports (Including Working Group Reports)</td>
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<td>• Data Management Service</td>
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<td>• E-Publish</td>
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<td>• Subject Portals/Intranet/T&amp;I&amp;T Refresh</td>
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CSIRO. Closing the Gap – using CISCO Unified MeetingPlace technology to revolutionize communication and collaboration in organisations.
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The Learning Environment

- Library community has been able to offer library induction training via MeetingPlace where there is no site librarian.

- Librarian can demonstrate a database via the desktop and then the client can share their desktop and indicate their understanding of the training.

- Example of international collaboration – CSIRO staff working with collaborators to contribute to Codex Alimentarius – international food standards.

- Finance staff have been able to demonstrate use of new finance software.

- Records staff can train clients in records software remotely.
Meeting Etiquette

• Protocols were established for co-convenors or meeting organisers

• Participants can provide feedback to the convenors on the speed and quality of the presentation through the status bar icons

• Convenor designates the level of participation of each meeting attendee

• Participants can be “audience” member only, then they can listen to a presentation, but cannot contribute or share or alter files

• Conventions for free-flow chat feature were suggested
Benefits of the Project

• Training and presentation skills improved for library staff

• Increased cooperation between the library community and the IT community

• Enhanced client contact for library staff

• Beneficial to the profile of the library and IT community introducing and training in an effective and efficient collaboration tool

• The training was developed, adapted and re-packaged multiple times to extend the expertise of the trainers and to provide the best training package to clients

• Enhanced services to remote staff
Thank you