



JDH TECHNOLOGIES

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White Paper

# Web-4M<sup>TM</sup> for Team/Project Collaboration

## Team/Project Collaboration

The essence of effective collaboration revolves around a sound information sharing and communications infrastructure. Working teams must communicate information related to projects including: project documents (memos, drafts, papers, pictures, reports...), schedules, times, contact information, voice, presentations, and other form of data and media. Web-4M was design to effectively, and easily, manage group interactions and information sharing.



Web-4M is a comprehensive collaboration and information-sharing environment. It has an effective toolset to support project and team-based collaboration. The tools can be customized to meet the needs of your organization. The table below lists many of the tools available in Web-4M and categorizes them.

<i>Tool</i>	<i>Feature</i>	<i>Team Comm.</i>	<i>Peer to Peer Comm.</i>	<i>Info Mgmt</i>	<i>Utility or Support</i>
<b>Email</b>		x	x		
<b>News/Discussion</b>		x			
<b>Calendar</b>					
	Month/Week/Day			x	
	Scheduler	x		x	
<b>Address Book</b>				x	
<b>Rooms</b>					
	Chat	x	x		
	Slide Show	x	x		
	White Board	x	x		
	Audio (multi-way)	x	x		
	Video	x	x		
	App Share (show)	x	x		
	Polling/Questions	x	x		
	Sync Browse	x	x		
<b>Yo - Instant Msg.</b>		x	x		
<b>Broadcast</b>		x			
<b>Video</b>			x		
<b>App Share (control)</b>			x		
<b>Phone</b>			x		
<b>Doc Browser</b>				x	
<b>File Manager</b>				x	
<b>Doc Search</b>				x	
<b>Group Editor</b>					x
<b>Palm Sync</b>					x
<b>Conf. Player</b>		x			x
<b>Slide Show Bldr.</b>					x
<b>Question Builder</b>					x
<b>Resp. Viewer</b>					x

Team communication tools are used primarily for interacting with a group of individuals (typically more than 2) at a time. Peer-to-Peer tools facilitate communications between two people directly. Information management tools are used to manage documents. Other Web-4M tools are classified as Utilities or Support.

## Groups & Projects

A group within Web-4M is a list of Web-4M users. This simple, yet powerful concept, is what allows team members to interact while appropriately restricting the access of individuals within Web-4M. Groups are easily shared and maintained. Some typical uses of groups are:



Restrict access to folders and documents,

Email recipient list,

Restrict access to News/Discussion groups,

Shared Calendar,

Access to virtual meeting rooms.

When a team is collaborating on a project, each team member is given a Web-4M account. A group is then created by the project leader with the Group Editor tool. This group can be emailed to the team (actually by using the group just created as an email list). As groups change over time, it is easy to replace or merge groups together. Groups can also be hierarchical, thus a group of groups. For example, a group called Project1 may be made up of groups called Managers, Auditors, Administrators, etc.

Once the members of the project team have been determined and the group is formed, one or more project folders are typically created. The folders are shared space for storing project files. The Web-4M File Manager lets team members store or retrieve files with a simple drag-N-drop. The Documents Browser allows the team to view stored files. All document types supported by your web browser can be viewed. Additionally Web-4M documents, such as a conference recording, may also be displayed (and or played).

After creating the appropriate folders for your project, it may be desirable to create one or more News/Discussion groups. News groups within Web-4M are private to Web-4M and have many uses. For example, a Document-Change news group can be setup to log changes to a particular document or a Web4M-Users-Group could be setup to answer user's questions.

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Virtual meeting rooms (described in more detail below) may also be created for online collaborations and presentations. It may be desire to setup several rooms for each project depending on the size of your team and number of online meetings scheduled at a given time.

Rooms, News, Documents and a Shared Calendar are tightly coupled into Web-4M Projects. You can restrict access to your team or Project members. Refer to the table at the end of this document for appropriate Web-4M commands for access control. Web-4M users only see rooms, news groups and folders they have access to.

## **Virtual Meeting Rooms**

Web-4M rooms extend the chat room concept into a virtual conference center. Team members can chat (text) or talk (audio) online. Graphics can be shared and marked up on the white board. Web pages can be browsed synchronously. Presenters can give slide shows with pictures, streaming audio/video, desktop sharing and other media. Real-time polling and questioning are supported. Web-4M's conference record feature allows the entire conference experience to be captured and played back later.

Web-4M meeting rooms are ideal for Just-In-Time information briefings with field representatives or customers. Weekly/monthly meetings can be held in a distributed environment. Training and eLearning can be done remotely online. Virtually any distributed team meeting can take place in Web-4M rooms.

In addition to permanent rooms, set up by a Web-4M administrator, users can create Annexes (temporary rooms) and Hideouts (private rooms). These rooms are useful for breakout sessions or private meetings. These rooms exists until the last person exits the room.

## **Peer-to-Peer Tools**

In addition to the room-based communication tools, several other tools exist for 1-on-1 interactions between users. The YO tool, for example, is an instant messaging tool which establishes a chat session between two users. By simply double-clicking a name in the user list, the user is "*YO-ed*" chat session is setup.

The Web-4M Phone, is for two-way (full-duplex) audio communications. Web-4M Video creates a video stream between two users. When Phone and Video used together you have full video conferencing capability. These tools can be used to reduce communication costs.

Web-4M App Share is a powerful tool for collaboration and information sharing. App Share allows users to view and/or control a remote users desktop. With App Share two users could collaboratively edit a Microsoft Word or Excel Document. App Share can be used to diagnose customer support problems, or to control your work computer from home.

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## **Address Book & Calendar**

Web-4M's vCard-compliant Address Book makes it easy to lookup names, addresses and email address. It is also a simple click to add mailed vCard into your address book. Import and export operations exist for compatibility with other Personal Information Management (PIM) systems such as Microsoft Outlook®.

The iCalendar-compliant Calendar provides month, week, and day views. The Scheduler makes it easy to merge individual calendars or groups of calendars to look for open time slots to schedule meetings. Calendar appointments can be mailed to individuals or groups. The mail's return receipt operation sends you a notice when the mail messages are read. The Calendar, like the Address Book, has import/export capability into industry standard format.

Both the Address Book and Calendar can HotSync with the Palm for handheld access to your information.

## **Email**

Web-4M provides both a mail server (for Web-4M internal mail) and a mail reader or client. Email, of course, has many uses. Web-4M email supports mime-compliant attachments (including iCalendar events and vCards), return receipt, logging, web/html mail, folders (for organizing mail messages) and group-based addressing. If your organization has an existing mail system, the Web-4M mail client can pull message from your server, or if desirable, Web-4M mail can be disabled or set up to auto-forward Web-4M internal messages to your server.

## **Utilities or Support Tools**

**Group Editor** – Graphical tool for building or editing Web-4M groups.

**Palm Sync** – Enable Palm synchronization for Address Book and Calendar.

**Conference Player** – Plays back prerecorded conferences including: audio, slide show, chat, white board annotations, questions and URLs.

**Slide Show Builder** – Graphical tool for building slide shows. Supports local directory import capability to make it easy for automatically build a slide show from a PowerPoint® presentation.

**Question Builder** – Tool for building questions for on-line polling, surveys or testing.

**Response Viewer** – Graphical tools for displaying survey/question results.

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## Other Issues

**Security** - Many businesses deal with sensitive information. Web-4M supports multiple security levels. Refer to the Web-4M Security White Paper for details.

**Roaming Access** – All of Web-4M’s tools run from the web browser (Internet Explorer or Netscape Communicator), thus making it possible to access your information from anywhere (work, home, a cyber café...). Furthermore, Web-4M is designed to operate over low bandwidth networks (modems are not a problem).

## Actions for Managing Groups and Projects

Web-4M comes with extensive documentation including a Systems Manual for Administrators, a Reference Manual, and an Online User Manual. The table below is a *cheat sheet* to help you quickly located some of the Web-4M commands related to group/project management. The columns to the right indicate the class of user that has permission to perform the Action (Web-4M SuperUser (SU) , Owner or “Normal” User).

<b>Action</b>	<b>Tool → Menu or Button...</b>	<b>SU</b>	<b>Owner</b>	<b>User</b>
<b>Create a room</b>	Admin → Room List Administration → New Room	×		
<b>Create a project</b>	Room → Project → Create Project		×	
<b>Create a folder</b>	File Manager → New Folder	×	×	×
<b>Create a news/discussion group</b>	News → Folder → Add Folder	×		
<b>Apply group access to a folder</b>	File Manager → Options → Modify Access for Folder	×	×	
<b>Create a group</b>	Tools → Group Editor → Create New Group	×	×	×
<b>Mail a group</b>	Group Editor → File → Mail Selected Group	×	×	×
<b>Apply group access to a news group</b>	News → Control Newsgroup Access			
<b>Apply group access to a room</b>	Admin → Room List Administration → Access	×		
<b>Change news group owner</b>	News → Control Newsgroup Access → Change Owner	×	×	
<b>Change folder owner</b>	File Manager → Options → Modify Access for Folder → Change Owner	×	×	
<b>Change room owner</b>	Admin → Room List Administration → Access → Change Owner	×	×	
<b>Merge calendars</b>	Calendar → Utilities → Schedule Meeting	×	×	×

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