



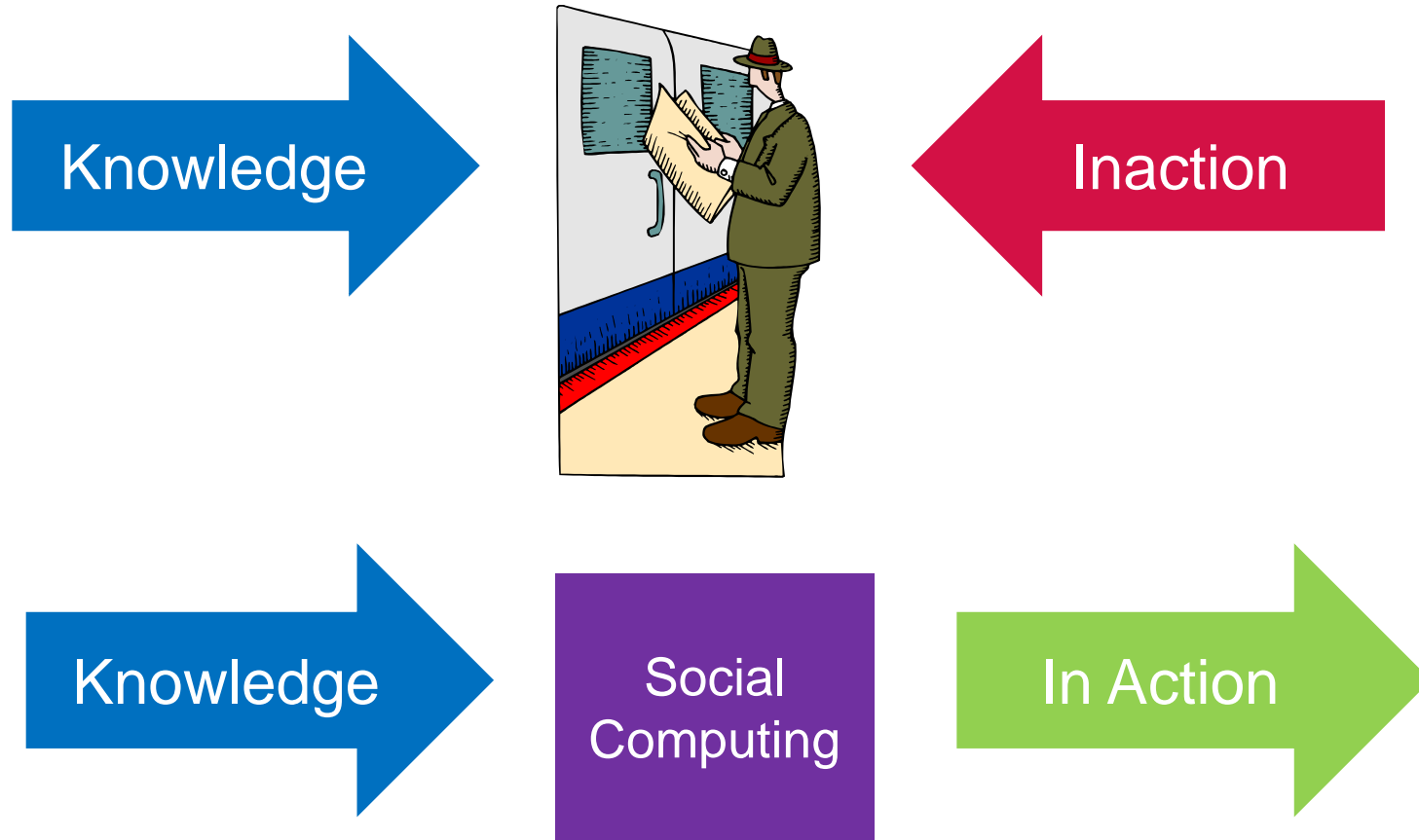
“From Disruptive to Productive” – Putting Knowledge in Motion to Deliver Value

How Unisys is leveraging Social Computing to enhance its Knowledge Sharing & Collaboration Environment

Jim Downie
Knowledge Solutions and Technology
Unisys Chief Technology Office

May 11, 2011

Social Collaboration – Bridging the Knowledge Gap



Helping Knowledge flow

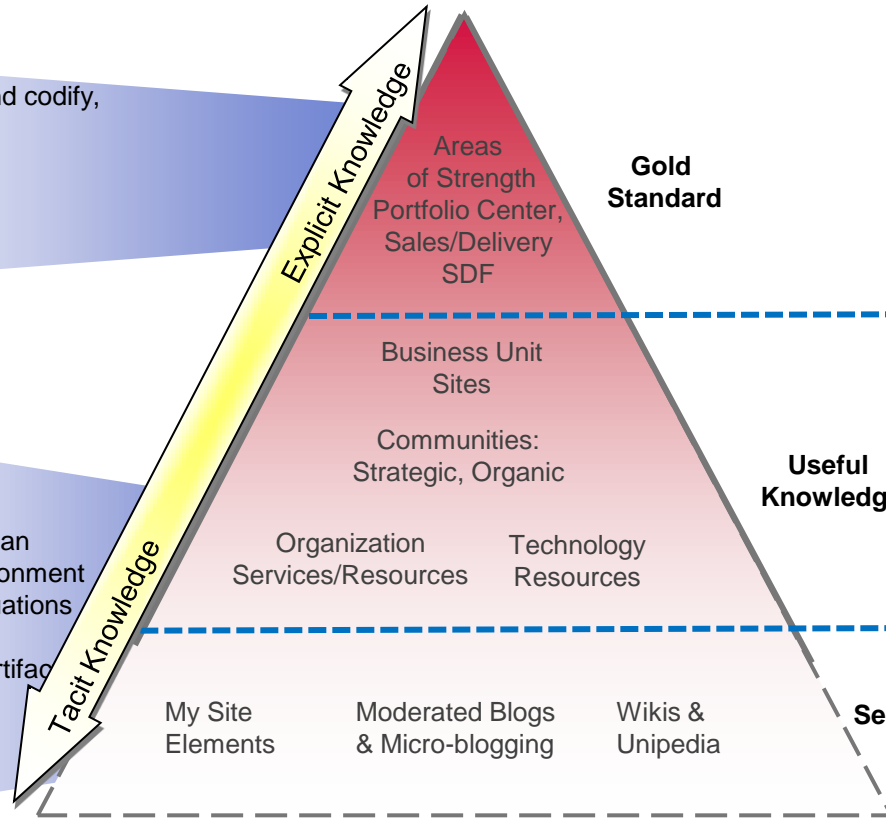
The Unisys Knowledge Sharing Environment is structured into three operational tiers...

What We Think...

- ▶ What we know, capture and codify, about our
 - Services and Solution Offerings
 - Skills & Expertise
 - Engagements

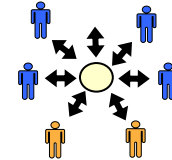
- ▶ What we learn from our experiences, and share in an unstructured, secure environment
 - RFP and Proposal situations (Win/Lose)
 - Client engagements artifacts and lessons learned
 - Client discussions and feedback

Where We Capture and Share...

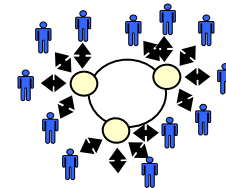


How We Leverage ...

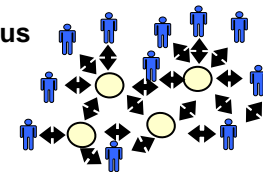
Authoritative Managed Collections



Communities of Excellence



Social Networks



My Site – Building Individual Identity and Presence (Unisys My Site Newsfeed Example)

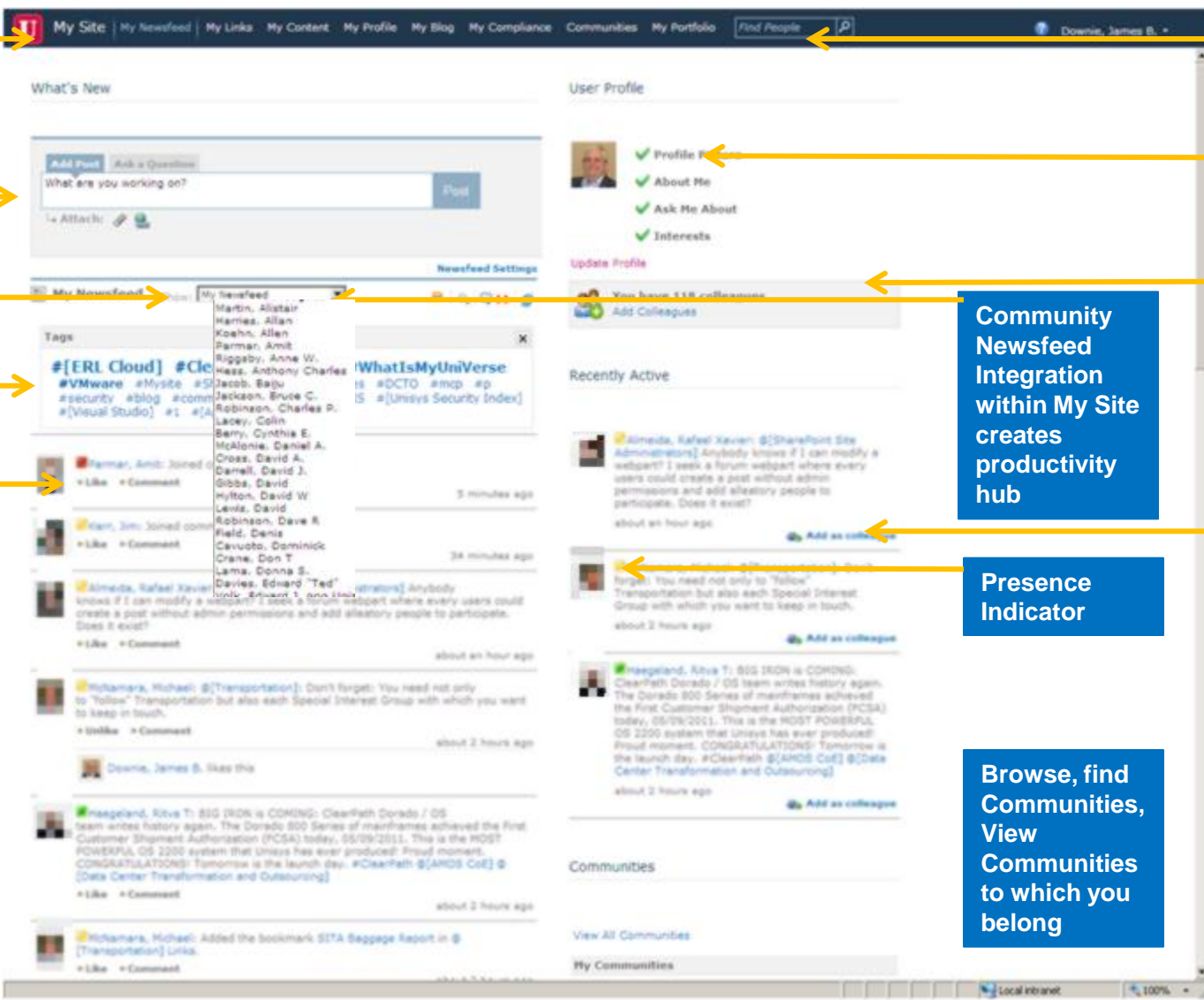
Personalized Links

Post Current Activity / Request Help

Multiple Streams

Tag Cloud

Rate / Respond



Find People & Expertise

Who I am, what I do, and where I may help

118 Colleagues yields 7021 possible connections

Community Newsfeed Integration within My Site creates productivity hub

Build your Professional Network

Presence Indicator

Browse, find Communities, View Communities to which you belong

Sharing, Learning & Building Capabilities through Communities

Welcome to the Community Center!

This is where you can learn more about communities at Unisys and familiarize yourself with existing communities. Review the Live Communities Overview listing on the right hand panel and below - if one exists relevant to your area of interest feel free to join. Communities under development are also listed below - you can contact the community manager of any communities for more details.

If a community does not exist, is not under development, and you think it will benefit Unisys and your colleagues then you can start your own collaborative community or microblog conversation group! (Note - read the Unisys Community Manager's Guide first - so you know what it entails)

Make sure you review existing community descriptions below before placing your request, to prevent multiple communities on the same topic.

If you want to **Start a New Community** then click on the box at the right. You will receive a link to the community site, normally the next business day. There is also a growing set of resources available to learn more about managing and building your Unisys Community.

If you are a community manager, or interested in becoming one and want to know more, the Unisys Community Manager's Guide is a great place to start (link is also on the right)

These New Community sites use Microsoft SharePoint 2010 enhanced with social features such as microblogging. Browse through the links available on the right to familiarize yourself with these new tools.

Note for community managers - if your community site is 'under development' below, but you want the status to be updated to 'Live Community' then click here for instructions on how you do that

Live Communities

Community Link Community Objective

Count= 46

AB Suite Interest Group To provide a forum for anybody promoting/supporting/consulting the AB Suite products

Community Center Features

- Search Existing Communities/Topics
- Join a Community
- Create a New Community

Community Evolution & Management

- Community Manager Kit Training
- Member Activity Metrics
- Activity Type

SharePoint Site Administrators - Community Administration

Overview Newsfeed Blog Calendar Discussions Documents Links

Admin Links

- Go To Setup
- Edit Membership

Admin Notifications

Activity History

Select Event Type: All Events

Top Users Activity Report

Most Active users over the past 90 days

Name	Events
McCabe, Susan H.	29
Pakmalazoen, Regenerien	5
Gajdarova, Vinitashwara non Unisys	5
Jilani, Sidi	4
Almeida, Rafael Xavier	4

Activity By Type

Activity by type in the last 90 days in SharePoint Site Administrators

Announcements: 8
Documents: 8
Blog Posts: 2
Discussions: 1

Number of events

Last 90 days of activity in SharePoint Site Administrators

Community Effectiveness

- Connect with Experts
- Get the "right answer at the time of need"
- Share Best Practices
- Learn/Grow Competency

Key Take-aways

- **You can't get there unless you know where you're going**
 - Create an end state Vision
 - Develop a Strategic Road Map and Identify
 - Top Down and Bottom Up Support
- **People drive success, Technology is Just an enabler**
 - Culture transformation is key to achieving and sustaining success
 - Role-based "WIFM" value cases drive adoption
- **Connection & Collaboration - Keep It Simple...and Social**
 - Use Technology "out-of-the-box" -- avoid customizations that add complexity
 - Provide education and self-enabled "click and learn" training