

Team Initiative[™] eConsult by iNovem

*A closer look at the concepts, functionality and
management tools found in
iNovem Team Initiative and eConsult.*

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1. Introduction

For organizations that want to improve teamwork, consultation and decision-making, iNovem Team Initiative is a web-based application that will allow your staff, stakeholders, partners and customers to network and share knowledge online. Designed as an Internet scalable solution it is simple to use and quick to deploy.

Independent of your organization's needs, this browser-based application can dramatically enhance the way your internal and external teams and communities collaborate and retain knowledge in a secure and managed environment.

This document has been created to allow you to take a closer look at iNovem Team Initiative™ and help you to understand:

- **Concepts** - Why we need to collaborate and how Team Initiative can help
- **User Functionality** - Learn more about Team Initiative's features, one at a time.
- **Group Management** - Review the tools available to group managers to control and facilitate their groups
- **iNovem eConsult™** - Be aware of how Team Initiative's companion product can help with online consultations

We hope that you find this document useful in assisting you and your colleagues to identify where our online collaboration tools can help your organization.

Please feel free to feedback any issues or comments about our products, or this document, by

- sending an email to support@io-solutions.com
- calling us during office hours at 1.206.780.5651 between 8am and 5pm PST.

Thank you

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3. Concepts

Before looking closely at the functionality provided, it may be useful for you to understand some of the concepts behind Team Initiative.

There are three main areas to focus on:

- **Collaboration** - Why we need to collaborate and why do it online?
- **Intranets, Extranets and the Internet** - What type of online teams and communities could you use Team Initiative for?
- **Email Integration** - How Team Initiative uses email to ensure that your stakeholders and members are fully engaged in group activities.

3.1 Collaboration

3.1.1 Why collaborate?

We often unite as teams or communities because we share with others a common purpose, activity, interest or vision. To achieve our group's objectives it is important that we collaborate in order to:



- Utilize the resources of the whole team
- Exchange ideas
- Coordinate activities
- Share best practice and knowledge
- Network with like-minded colleagues

3.1.2 Why collaborate online?

It is not unusual for people who need to collaborate to be geographically dispersed, so the opportunities to meet and network are often limited by logistics and cost. With the advent of the Internet this is no longer an issue as we now have an environment where people can meet and work online in virtual communities and workspaces.

iNovem Team Initiative has been designed as a web based application to help you to form online groups that can collaborate towards shared goals by using Intranets, Extranets and the Internet.

".....the concept of collaboration has long been praised and less often implemented. The ultimate goal for collaboration software is to turn the network into a shared space where people can work together and share ideas in a 'friction-free' environment.

Achieving it means understanding how people work together and giving them the tools they need."

Ovum Market Research, Nov. 2002

3.2 Intranets, Extranets and the Internet

Team Initiative is a secure, Internet scalable application that can dramatically improve the way your internal and external groups share and retain knowledge. It is extremely flexible and can be used to allow you and your colleagues to be members of a wide variety of online teams and communities. Here are a few examples:

Intranets

- Prepare proposals
- Organise conferences and exhibitions
- Support sales staff
- Manage major accounts
- Deliver and manage projects
- Coordinate product developments
- Organize product launches
- Develop new business ideas
- Decide on procurement options
- Manage departmental communications

Extranets

- Form special interest groups
- Administer committees
- Facilitate working parties
- Support customers
- Collaborate with partners
- Work with suppliers
- Involve external consultants
- Communicate with board members
- Engage focus groups
- Conduct market research

Internet

- Provide press materials
- Publish meeting reports
- Self-support groups
- Publish specifications
- Answer FAQs
- Keeping interested parties informed
- Take part in consultations

iNovem's approach is to **empower team leaders** and topic specialists to set up and manage their own online groups by providing powerful, but easy to use, Group Management tools.

One of the key features of Team Initiative is that a core component of the architecture allows members and managers to stimulate increased participation through robust email integration.

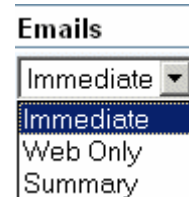
3.3 Email Integration



For many, email is the most widely used collaboration tool even though it is not ideally suited for that purpose. Important discussions are often lost, duplicated or stored in unknown locations due to the lack of essential group communication features. What is more, emails frequently relate to documents, tasks or events that are stored elsewhere and therefore vital context and content is lost. Team Initiative is designed to overcome these problems.

In order to stimulate participation and collaboration, Team Initiative integrates with the email client familiar to your members. Notifications are sent to a group member's existing email address to let them know what is happening in their respective online groups. Sending a response to the incoming email will automatically create a discussion thread and broadcast the message to other group members. The discussion email will be automatically linked to the item that stimulated the discussion.

To make sure you are not bombarded with unwanted emails, you can select whether you would prefer immediate notifications or a periodic summary report, or you can elect to just check the web site for new contributions.



Key Benefits:

- Centralized store of all group communications
- Automatic two-way links to related content (documents, events, tasks, questionnaires, databases etc) to retain the association between email discussions and content
- Members can restrict how often information is sent to them
- No loss of information or context
- Works with existing email clients

" Community sites (Team Initiative) offer an extremely effective way of communicating with others in HSE on specific topics by showing a clear history of discussion. The sites also act as comprehensive databases for relevant information and are much more efficient than normal use of e-mail."

Central Expertise and Policy Support (Health & Safety Executive)

4. Group Functionality

As individuals we are often required to participate in team-based activities because we share a common goal, interest or business need. For most people, this has led to an explosion of uncontrolled emails and server-based folders that are difficult to manage and deploy. This results in islands of information, data duplication and poor data distribution. Team Initiative has been designed to overcome these problems by providing, in a single application, an integrated set of group related functions:

- **Folders** - A simple but effective method to help you to organise the information within your group
- **Documents** - Easily uploaded, organised, and version controlled
- **Web Pages** - Add your own HTML pages to your group
- **Discussions** - Stimulate your group members to get involved
- **Questionnaires** - Engage members in both qualitative and quantitative feedback
- **Tasks and Project Plans** - Help you manage lists of actions that need to be completed by group members
- **Picture Albums** - Upload and publish libraries of pictures and images
- **Web Links** - Save and arrange useful links to other web sites
- **Databases** - Straightforward to setup, populate and search
- **Calendars** - Manage, advertise and send out reminders about meetings, milestones and key events
- **Collections** - Gather items and refer to them collectively
- **Searching for Information** - Searches can be applied against all information that is uploaded to Team Initiative
- **Navigation, Guidance and Related Items** – Provide clear and concise navigation and guidance to help group members

4.1 Folders



Folders provide a simple but effective method to help you to organize the information within your group. By using them, you can quickly build your own hierarchical (tree) structure that reflects the key activities of your group.

This flexible approach allows you to provide your group members with a logical and ordered means to store, navigate and find information.

Key Features

- Store any type of item by topic or business function
- Create multi-level sub-folders for more detailed information
- Control contributions by specifying what can be created in each folder
- Manage access with view and modification rights
- Specify the presentation and layout used to display the contents of the folder
- Sort contents by name, description, type, date or by a user-defined order
- Move information between folders (if permissions allow)



Example Uses

Folders can be given user-defined names and employed as containers for a variety of related items, such as:

- *Meeting* - agendas, minutes, actions, diary dates and issue logs
- *Marketing* - launch plans, graphics libraries, promotional literature, production schedules, stock records and presentations
- *Best Practice* - advice guidelines, frequently asked questions (FAQs), past examples, links to supporting standards, feedback surveys and discussions

When you are in a folder a 'breadcrumb' trail is shown to remind you where you are, for example:

Group Home > Conference > Marketing > Collateral > Invites

4.2 Documents



Documents can be easily uploaded, organized, and version controlled. Automatic email notifications (optional) include clickable links to access documents therefore reducing data duplication and preventing attachments from being rejected by restrictive firewalls.

Discussion threads are automatically associated with documents, allowing group members to contribute to their construction and revision in an organized manner.

Key Features

- Upload files individually or as a Zip file, which you can optionally select to unzip
- Automatic content indexing of Text, HTML, XML, PDF, RTF and Microsoft Word™ files so they can be subsequently searched by group members
- Manage access with view and modification rights
- Lock/Unlock documents to allow new versions to be uploaded
- Roll-back to or purge earlier versions
- Download files from the website onto your PC as required
- Relate discussion threads to greatly assist collaborative working



Example Uses

Many types of documents can be shared with group members:

- Board papers
- Working party reports
- Meeting minutes
- Financial accounts
- Technical specifications
- Sales presentations
- Case studies
- Marketing brochures

4.3 Web Pages



Web Pages are pages of either HTML or plain text. The contents of these pages are entirely up to you. A web page can be placed in a folder, to give more information and guidance about the other items in that folder.

Web pages can be used when you want your group members to read something without having to first click on a document link. If a web page contains HTML then pictures from the group and links to other items in the group can also be added, as well as pictures and links from the web.

Key Features

- Create web pages using the simple-to-use WYSIWYG editor provided
- Insert links to other groups items and images
- Preview pages before releasing them
- Cut & paste HTML text and images from other web sites



Example Uses

- Extra guidance notes
- Summaries of discussions
- Published survey results
- Quick reference guides
- Logistic support notes
- Tutorial pages
- Quotes from happy customers
- Frequently Asked Questions (FAQs)

4.4 Discussions



Discussions allow you to stimulate your group members to get involved in topic related issues. Using this function you can make a particular discussion a key feature within your group.

Within Team Initiative, there is also a 'Related Discussion' option for all items, allowing users to discuss a particular item such as a document or diary event.

Key Features

- Initiated by Managers, Moderators or Members
- Option to broadcast to ALL members (Managers only)
- Insert links to group items
- Responses automatically managed and threaded
- Stored centrally for future reference and research
- Integrated with email to stimulate participation
- Option to set moderation policy



Example Uses

- Topic Forum
- Simple Consultations
- Stimulating Ideas - Think Tank
- Problem Solving

4.5 Questionnaires



Questionnaires are a great way to engage members in both qualitative and quantitative feedback. They can be created very quickly and used for both informal and formal surveys.

You can also use questionnaires to work towards a resolution by having group members vote on the key points from an ongoing discussion or as a way to collate feedback on a particular document.

Key Features

- Create a variety of open or multiple choice questions
- Add HTML guidance notes and sections
- Control if, and when, summaries and individual responses are automatically published
- Preset a close date
- Notify users when a questionnaire closes (optional)
- Export results to a CSV file



For more formal consultations use eConsult

Example Uses

- Product or service feedback
- Setting priorities
- Customer surveys
- Voting on key issues
- Market Research
- Policy forming

4.6 Tasks & Project Plans



Tasks & Project Plans help you manage lists of actions that need to be completed by group members. This is extremely important when the group is being used to achieve certain goals.

Team Initiative tracks the progress of each task and sends out automatic email reminders to stimulate activity. In this way, individual teams and members become more responsible for their actions and projects get delivered in a more timely fashion.

Key Features

- Create, assign and notify users of tasks
- Track task history
- Email reminders sent out automatically
- Expandable Gantt chart display
- Integrates with MS Project
- Printer friendly view



Example Uses

- Product Launches
- Meeting Actions
- Project Milestones
- Managing Deliverables

4.7 Picture Albums



Picture Albums allow users to upload and publish libraries of pictures and images. The wider availability of digital cameras facilitates the opportunity to make this a well used tool within your group.

By sharing images and photographs from conferences, meetings, parties and other networking events you are able to reinforce a sense of membership and community.

Key Features

- Groups images together in albums
- Preview files before upload
- Upload multiple files from a Zip file
- Thumbnails are automatically created
- Control how the images are displayed
- Rotate images after upload
- Move images between albums



Example Uses

- Event photographs
- Marketing proofs
- Staff photographs
- Screen shots
- Site photographs
- Product images

4.8 Web Links



Web Links let you save and arrange useful links to other web sites, or URLs, and then share them with the group. This allows you to reference web based information that is external to your group.

Key Features

- Add name and descriptions to web links
- Option to test link
- Contents of linked pages are indexed by the group search engine



Example Uses

- Partners sites
- Customer sites
- Web articles
- Location maps (i.e. multimap.com)
- External event web pages
- Competitive products
- Relevant press releases
- Company reports

4.9 Databases



Databases can be used to capture and publish a wide variety of information and are straightforward to set up, populate and search. You don't need to be a database administrator to use this facility!

To speed-up creation, a set of generic database templates are provided and your site administrator can add further templates based on the databases you create. This helps to build greater consistency across your groups.

Key Features

- Various field types available, including 'Select from a List', 'Date', 'Email Address' and many others
- 'Add New Row' form created automatically
- Group Members can be notified when rows are added or modified
- Control what fields are displayed and how they are sorted
- All data can be quickly searched
- Import and export from/to CSV files



Example Uses

- Issue logs
- Contact lists
- Holidays taken
- Stock lists
- Competitive Products
- Asset registers
- Invoices
- Customer lists
- SWOT Analysis
- Orders

4.10 Calendars



Calendars provide facilities to manage, advertise and send out reminders about meetings, milestone and key events and request levels of interest and availability from group members.

A group can have one or more calendars, which can be overlaid, and group members can copy selected events to their own personal desktop calendar.

Key Features

- List events by day, week, month or year
- Schedule repeating events
- Request levels of interest and availability
- Specify if reminders are to be sent out
- Overlay and switch between group calendars
- Add events to your own desktop calendar e.g. MS Outlook™



Example Uses

- Departmental meetings
- Project timetables
- Activity reminders
- Client reviews
- Road show schedules
- Conferences & exhibitions

4.11 Collections



Collections let you group items together and refer to them collectively rather than individually.

Items in a collection must already exist within the group. They are not moved or copied, they are only linked, so the items in the collection still exist in their original location.

Key Features


- Brings together logical collections of items stored across group
- Browse group to add new items to a collection
- Remove items from a collection



Example Uses

- Preparing for meetings
- New member 'Starter Kits'
- Competitor information
- Supporting strategic planning
- Desk studies
- Product Packaging

4.12 Searching for Information

 Searches can be applied against all information that is added to Team Initiative. This facility is especially useful for new group members who need to research historic contributions so they can build on the work of their colleagues and leverage the knowledge that has been generated.

Key Features

- All content is indexed, including uploaded documents and linked web pages
- Familiar 'Google like' interface
- Search within or across groups
- Quick and simple searching available from all web pages
- Restrict searches by item type, date modified or item owner
- Fuzzy matching and result scoring
- Find out What's New in the group



Example Uses

- Preparing for meetings
- Knowledge retention
- Recalling past discussions and contributions
- Assisting newcomers to review content

4.13 Navigation, Guidance and Related Items

If you want to collaborate effectively, it is important that you offer clear and concise navigation and guidance within your group. Team Initiative offers a number of methods to achieve this:

- Each group has a customizable 'Group Home Page' that you can use to explain the primary goals of the group, its scope and the key activities to focus on.
- You can navigate through a group using a user-defined folder structure that contains the group's content. You can base the structure around how the members work or think so that it will be easily understood. The folder structure is also used as the basis for the menu that appears on the left hand side of the page.
- Any item within the group (such as folders, events, documents, tasks, surveys etc) can be customised with guidance notes. This can be used to add explanations, best practise and navigation routes through the group. The guidance notes are formatted in HTML and can contain links and images. An easy-to-use HTML editor is provided to help you quickly build guidance notes, or you can paste in your own HTML from another editor.
- Any item in Team Initiative can have 'Related Items' which are bi-directional links to other items in your group. These provide a powerful way to navigate through a group.

 **Related Items (3)**

-  **Example Group** [Remove]
An example of a templated 'group' to assist in the team collaboration to create a client proposal
-  **Play Pen** [Remove]
A play-area where you can experiment with the powerful features of Team Initiative

Add new related items

5. Group Management

From experience we have found that the best way to effect the deployment of teams and communities is to provide topic and project specialists with easy-to-use group management tools to help them setup and facilitate their own online groups.

This approach dramatically reduces the unnecessary burden on the IT support department and empowers the 'group manager' to add new activities and stimulate membership participation.

As a group manager, Team Initiative will allow you to:

- Manage access control within your group
- Decide which functionality is available to your group members
- Control membership, manage subscription and requests to join
- Customize your group and manage its content.



All of these controls are devolved to the group manager, but within control of the overriding site policy set by the support team.

5.1 Group Settings and Security

Team Initiative provides you with straightforward tools to control who sees what and who does what within your group. It deploys an easy to use access control model which allows you to decide whether your group's content is available to non-members or just to members. There are controls for:

- Public or Private groups, controlling whether the group and all it's content is visible to non-members in one easy switch
- Who can list and create each type of item e.g.:
 - Calendar events can be created by managers only,
 - Documents are visible to non-members,
 - Messages are only visible to members etc
- Individual members can have specific controls giving them additional (or less) rights as necessary
- Each item has its own access controls for who can view and edit it (non-members, members, owner, managers only)

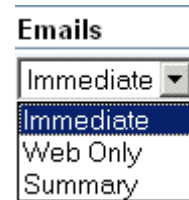


The site administrator can define the default access control for groups on their site, and mandate those settings where relevant to apply a site policy. Using our detailed site administration tools you can configure sets of access control settings for different applications.

5.2 E-mail Settings

As previously mentioned, Team Initiative integrates with the email client familiar to your members, delivering group messages to their inbox to keep them involved. Users get the choice within each group to specify whether they are updated of group activities:

- Immediately
- With a periodic summary or
- Not at all (prefer to use the What's New function)



This facility puts you in direct control of how involved you want to be, on a per group basis.



As a group manager you get to control:

- The default email delivery method for new members
- The frequency of the summary messages (newsletter)
- Whether attachments or large messages can be sent to the group
- If HTML emails are allowed
- The moderation rules

Group messages can also be given a customized footer that is added as they are directed through the group. This facility is often used to add branding, or provide quick links back into popular areas of a group (homepage, messages list, actions etc)

5.3 Moderation

If you are concerned about controlling the messages that get sent to group members you can elect to use Team Initiative's moderation facility. This allows a group 'moderator' to review messages before they are distributed to the group. Messages can be approved, rejected, or edited.

Key Benefits

- Control the flow of discussions and avoid off-topic messages
- Avoid repeated questions by directing people to previous answers
- Control the release of personal information
- Prevent unwanted messages, such as advertising



Team Initiative also includes number moderation which allows people to send messages without moderation only after they have had a set number of messages approved. This reduces the dependency and workload on moderators while still controlling new members until they get the feel of the group.

Our consultants have experience of moderating large groups and maintaining good content for the membership while not annoying those whose submissions are not accepted, or appearing to practice arbitrary censorship. We do offer training sessions for moderators to learn about the issues involved in moderating groups and the best approaches to take.

5.4 Managing Members

Within Team Initiative you are provided with various tools to manage the membership of your group to:

- Invite new members
- Promote members to be managers and/or moderators
- Specify what items they can view or add
- Remove members
- Set moderation rules on specific members (trouble makers!)



5.5 Finding and Involving Relevant People

People profile themselves not only by the user profile that they write about themselves, but also by every contribution they make to a group. Team Initiative's 'People Finder' provides a way of mining the information stored within your groups in order that you can identify people relevant to a particular topic.

iNovem People Finder [Close Window](#)

Search for one or more **users** either by their name, skills or by what they have written

You looked for items containing *some* of these words: **'html' 'programming'** , but *without* this word: **'graphics'**

< Page 1 of 2 > Goto Page

User Name	Email	Counts	Actions
Brian Example	be@inovem.com	1 document.	<input type="checkbox"/>
AN Other	ano@inovem.com	11 documents and 125 messages. User profile matched.	<input type="checkbox"/>
Estee Caulder	ec@inovem.com	User profile matched.	<input type="checkbox"/>
Pa Ticipant	pt@inovem.com	19 messages.	<input type="checkbox"/>
Grisham	jg@inovem.com	62 documents and 189 messages. User profile matched.	<input type="checkbox"/>

[Select All](#) [Clear All](#) [Add](#)

The People Finder takes a sequence of words or phrases, then searches the group to find relevant users, based on the details they have given in their personal profile, and on what content they have uploaded, and messages they have sent to the group.

Once you have identified some users of interest you can invite them to join your group.

Key Benefits

- Allows members to pre-register their interests
- Develop a better understanding of your stakeholders
- Populate new groups quickly with profile matched candidates

6. Site Functionality

As well as group and group management functionality, Team Initiative includes a range of 'site' level features and functions.

A few examples are:

- Branding and Site Configuration
- User Registration and Profiles
- Group Finder and Category Hierarchy
- New Groups & Templates

6.1 Branding and Site Configuration

When Team Initiative is set up, you can brand the site with your own look and feel. The branding gives you full control over the fonts, colors, graphics and page layout, together with the ability to add custom headers and footers. This lets you seamlessly integrate Team Initiative into your own existing intranet or internet site.

You can also configure what functionality is available on the site. This is a very powerful feature because it allows you to entirely change both the look & feel and purpose of the site by changing which functions are available. Many of the options can be changed for an individual user or an individual group. A few examples of the settings available are:

- Whether people allowed to register themselves
- Who is allowed to create groups
- Which group functions are available
- The default values for new items that are created.

6.2 User Registration and Profiles

In Team Initiative, people are able to register themselves on the site – it is not necessary to have a system administrator 'create an account'. This makes Team Initiative suitable for Internet use as well as Intranet and Extranet.

Within Team Initiative each user has a user profile, that they are invited to complete when they register. The profile contains public information that is visible to other users, and private information that is only revealed to group managers. A third section, the 'hidden profile' is not visible to the users, and can be used by group managers to help with stakeholder profiling. The attributes that are used within the profile are entirely installation specific, so you can choose attributes that apply exactly to your stakeholders.

During user registration there is an optional email-verification stage. Email verification means that only people with a valid email address can register and helps to ensure that genuine people are registering.



6.3 Group Finder and Category Hierarchy

Groups that are open to the public can be found by people browsing a Team Initiative system. Visitors to your site can browse a category hierarchy that is designed to present your public groups in an organized structure. This structure is controlled by the site administrator and cross-links between categories, and also multiple categorization of groups.

The Group Finder also maintains a full index of all the group details and homepage text. People can search for topics or projects they may be interested in and browse the publicly available information in that group.



The combination of interesting group home pages and releasing certain information from the group to the public will often encourage interested visitors to join the group, which they can do easily on the website. Group managers can choose to let prospective members join immediately, or submit an application for membership that is then sent to the manager for approval.

6.4 New Groups & Templates

New Groups can be created by any user within the system, or a restricted set of users, depending on your site policy. Your Team Initiative site manager can also choose the requirements that must be met before new groups are created.

Groups are extremely easy to create and configure. Whether they are required for ad-hoc or formal collaboration, you can have new groups up-and-running almost instantly.

To speed-up deployment, users can create groups using pre-defined group templates. This facility allows you to capture both structure and content from existing groups, therefore replicating best practice, improving productivity and ensuring consistency. Templates can be chosen from a selection of general templates provided by iNovem, or you can use your existing groups to create your own.



Example Uses

- Topic Forum
- Simple Consultations
- Departmental Group
- External Liaison
- Proposal Team
- Event Organization Group
- Committee
- Customer Focus Group

We can provide consultancy to help you set-up and configure groups. Although Team Initiative is designed to be extremely easy-to-use, our experienced consultants are available to work with your group managers to ensure that you get the best out of our online collaboration software.

7. eConsult™

iNovem eConsult™ is a web-based application designed to help you implement and manage multiple consultations and improve stakeholder engagement during the whole life-cycle of a consultation:

Interactive 2-way consultation

- Integrates with a users email
- Stimulates participation

Powerful online questionnaires

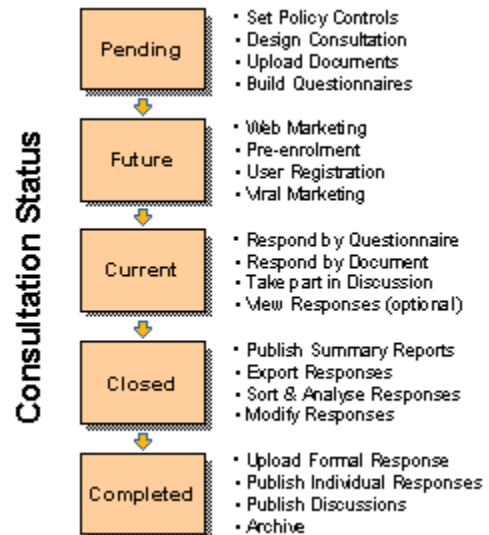
- Less burdensome for the participant
- Instant feedback

Configurability

- Consultation managers determine structure, content & policies, and time limits

Automated response publishing

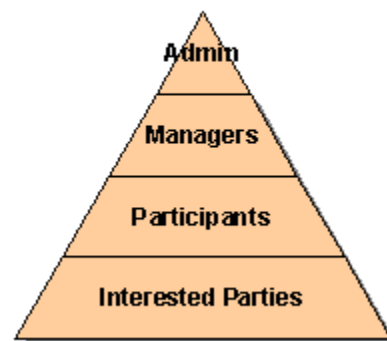
- Saves time and money
- Provides greater transparency



To support management, implementation and usage, iNovem eConsult has been configured to provide for different user roles:

- **Administrator** - tools are provided to support site management, site branding, resource allocation and system integration.
- **Consultation Managers** - this delegated role allows topic specialists to quickly structure the content of the consultation and manage stakeholder involvement.
- **Participants** - have their own personalized and secure access to a service that provides a variety of response options and utilizes modern 2-way communications to improve engagement and involvement.
- **Interested Parties** - the system also provides a facility for wide-spread Internet publication and mechanisms to stimulate active participation.

The Consultation Pyramid



eConsult is extremely easy-to-use and it is possible for online consultations to be ready for publication in hours rather than days or weeks. This structured approach provides greater consistency for the system manager, the consultation manager and those

A Closer Look at Team Initiative and eConsult

participating in the consultation, therefore reducing administration costs and improving productivity.

8. Summary

Now that you have gone through the key elements of Team Initiative and eConsult you should have a much better idea of:

- How you might support a wide variety of teams and communities using **Intranets, Extranets and the Internet**
- The powerful **Group Functionality** that is available to support a collaborative working environment
- How Team Initiative uses **Email Integration** to engage group members and stimulate user participation
- How easy it is to build a customized structure using **Folders** and then add **Navigation & Guidance**
- The simple but effective **Group Management** tools that are available to topic specialists and project leaders

Thank you.