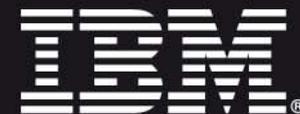


L'EVENTO.

6 novembre 2008



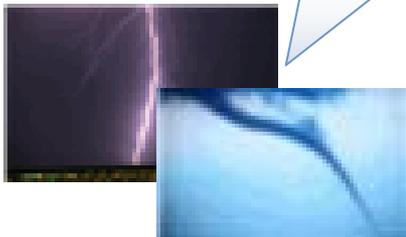
Alessandro Chinnici

*La collaborazione
come asset strategico
dell'azienda "Real Time"*

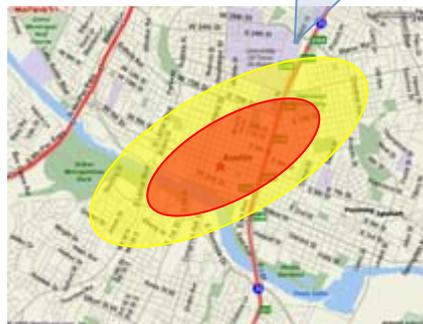
Questo evento è a Impatto Zero. Le emissioni di CO₂ sono compensate con la creazione di nuove foreste.



1 Tornado alert
Real-time
notification



2 High Risk area
identified



3 **Emergency Response Center:**

- 1) Identifies all people affected in area (location + directory service)
- 2) Identify relevant response team experts (expertise)
- 3) Determine best method of communication & who is available (presence)
- 3) Establish multi-media conference to quickly coordinate (web, audio, video)

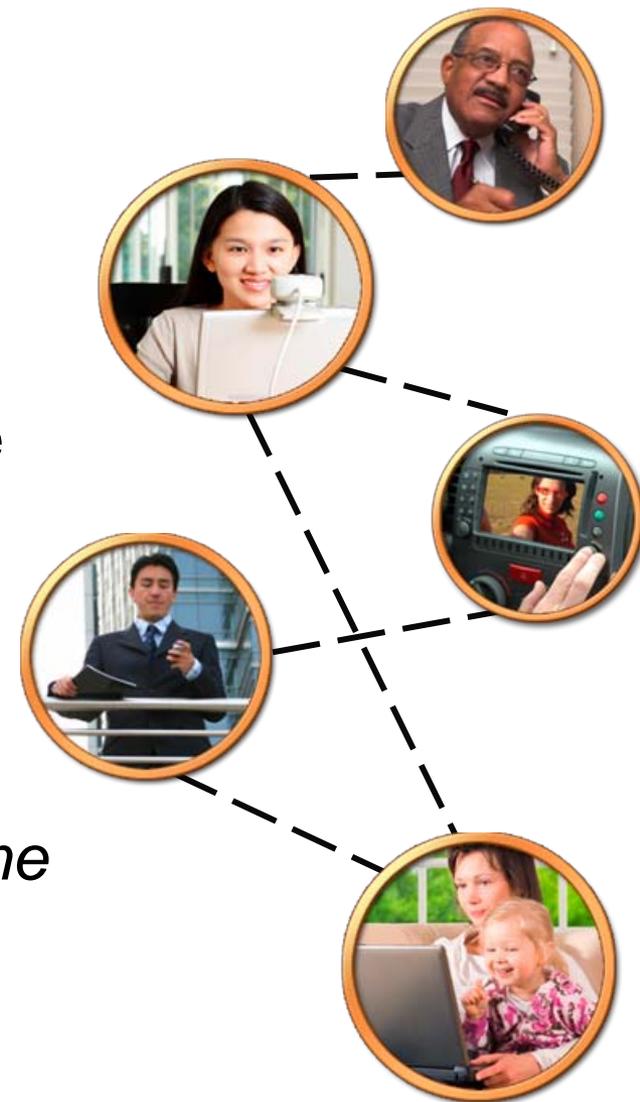
4 Personnel respond
& participate via
best method
available



Emergency Response Example

Il nuovo scenario

- Organizzazioni più complesse
 - Partnership, fusioni, acquisizioni
 - Difficile mappatura delle competenze
 - Maggiore propensione al “telelavoro”
(*work/life balance*)
- Il fattore sociale
 - Sempre più frequenti interazioni *online*
 - Un nuovo mix generazionale
 - Utenti sempre più abituati al web 2.0

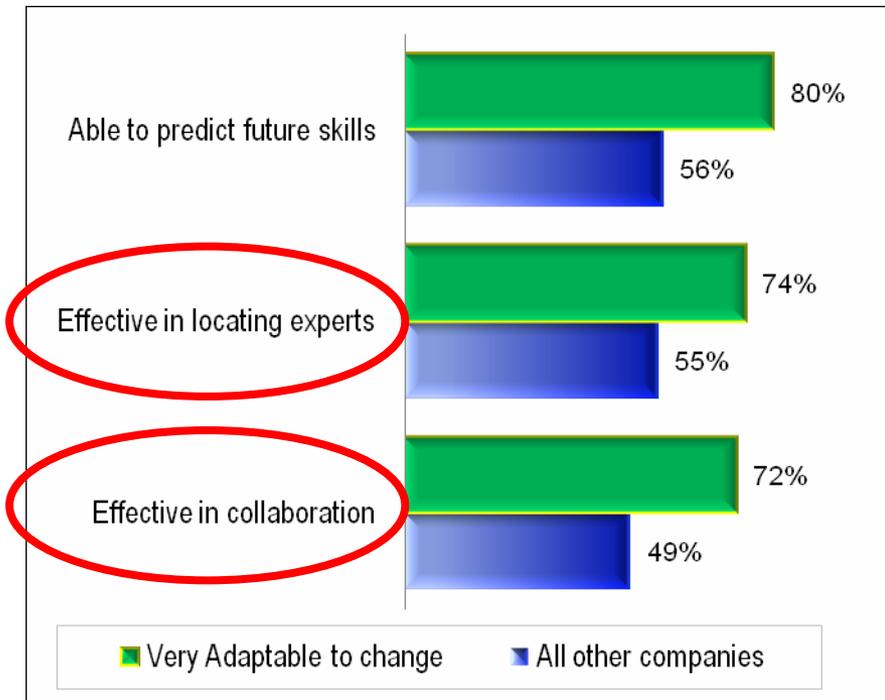


La collaborazione diventa un *asset* strategico



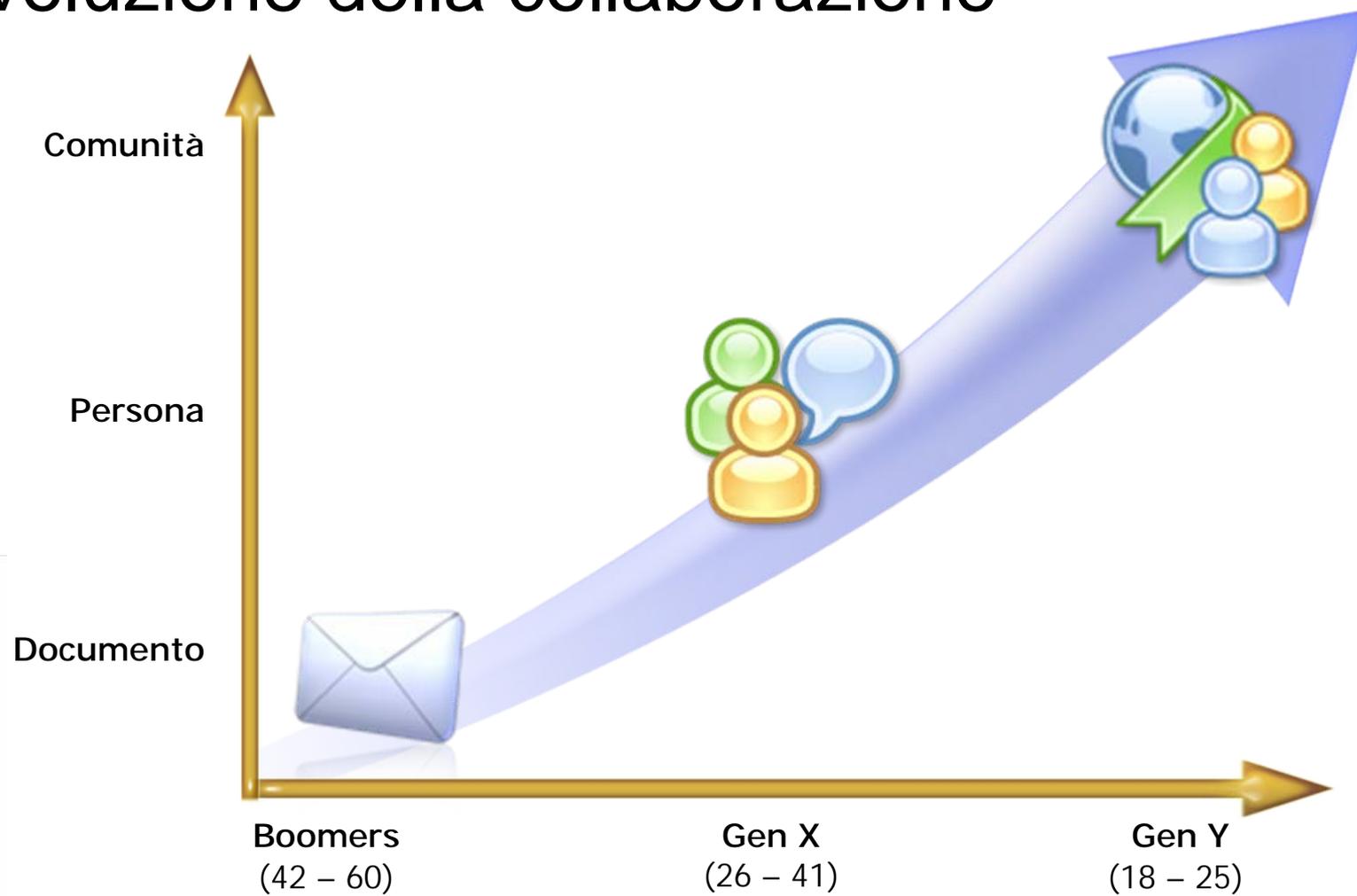
Comunicare e collaborare...con chi?

Quali sono le caratteristiche delle organizzazioni più agili?



Source: IBM Global Human Capital Study 2008.

L'evoluzione della collaborazione







Lotus Domino



Lotus Sametime



Lotus Quickr



Lotus Connections



WebSphere Portal

Unified Communications + Collaboration = UC²

Client Software



Sistemi Operativi



Hardware



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[designer](#)[design](#)[art](#)[gui](#)[illustration](#)[icons](#)[logos](#)view as [cloud](#) | [list](#)Profile for [Gail Chao](#)[Add to My Colleagues](#)**Designer**IBM employee, Regular
Durham, North Carolina, USA

Community Builder and Social Computing Evangelist

Contact Info

Office: 4205 S. Miami Blvd.
Durham, NC 27704

Mobile: 919.123.7654

Fax: 336.123.4321

Office: 336.132.6543

Emails: gail_chao@us.ibm.com
gailchao@mailprovider.com

About

Aliquam ut sapien ac odio iaculis consectetur. Suspendisse sapien augue, sodales vitae, pharetra sed, interdum in, mi. Nam cursus, metus in dapibus semper, mauris odio tristique nibh, id consectetur massa diam sit amet dolor. Fusce lacus neque, pretium in, malesuada sed, mattis eget, risus. Praesent urna. Ut tincidunt dignissim purus. Praesent sit amet felis eu lectus fermentum congue. In ac pede. Aliquam erat volutpat. Sed libero velit, nonummy id, egestas eget, gravida eget, ante. Aenean sed massa nec lorem vulputate dapibus. Nullam egestas.

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Lotus Domino Presentation at Laiki Bank
 - Antonio Avitabile 19/06/2007 17.02
Fw: FYI Un nuovo blog in arrivo :-)
 - Eric Adrian 19/06/2007 17.02
Re: Lotus Domino Presentation at Laiki B:
 - Alessandro Chinnici 28/06/2007 15.50
Le nuove librerie di Quickr
 - Roberto Boccadoro 06/07/2007 17.20



Le nuove librerie di Quickr
Alessandro Chinnici to: Al.
Default custom expiration date: 27/06/2008

ciao a tutti

trovate qui i nostri spazi di gruppo:

Lotus Greenhouse -
<http://greenhouse.lotus.com/lotus/quickr>

IBM w3 TAP -
<https://quickr.tap.ibm.com/lotus/quickr>

Alessandro Chinnici
IBM Lotus Software - Business Development
Mob: +39 335 6424162
Tel : +39 06 5966 3450

Sametime Contacts

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Type to find name

Lotus Software Italy (24/43)

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- Carlo Vecchiato
- Davide Iesini
- Davide Pannuto
- Domenico Testa
- Ettore Murolo
- Eugenio Barozzi
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- Maurizio Ostuni
- Monica Tassinari
- Paolo Della Rocca
- Paolo Manzi

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Day-At-A-Glance

Feeds

Lotus Quickr

Kelly Hardart [started: 9:03:04 AM]

File Edit View Actions Help

Icons: Document, People, Call, Phone, Video, Add

 **Kelly Hardart**
Renovations - Sales Representative
555-4545 / New York, NY, US
I am available @ Office (Sametime 7.5.1)

 **Sam Curman** I think we really need to talk about the upcoming marketing campaign. 09:03:04 A

 **Kelly Hardart** Good idea. What's the status on the new proposal? 09:04:58 A

 **Sam Curman** I spoke to the guy yesterday, and he said things were a little behind... 09:05:11 A

 **Kelly Hardart** Hmm. Can we continue this conversation by phone? 09:06:27 A

Rich text toolbar: Bold, Italic, Underline, Text color, Background color, Bulleted list, Numbered list, Link, Unlink, Insert image, Send

Kelly Hardart is typing a message


On Demand Corporation
 A Virtual eBusiness Powered by IBM

Welcome Cindy!

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Name

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[Click to Action](#)
[Call Center](#)
[Customer Care](#)

Customer Call Router

[Tom Leslie - Call 2](#)

[Bob Smith - Call 6](#)

Customer Profile

Customer ID: 000000001

Customer Name: Tom Leslie

Status: ACTIVE

Current Balance: 102.32

Customer Accounts

Account	Status
3145551001	ACTIVE
3145551002	ACTIVE

Customer Call History

CallID	Inquiry	Last Updated	Status	Agent
1	BILLING	null	COMPLETE	Jake Neumann
2	SERVICE	null	COMPLETE	Cindy Neumann

Customer Call Details

Call ID: 2

Inquiry Type: SERVICE

Call Status: COMPLETE

Call Teamspace: [Create a Team Workspace](#)

- Chat
- Send E-mail
- Add to Sametime List...
- Reroute Call
- Conference In

Customer Call Notes



Submit Reset

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Welcome, Samantha Daryn!

- Appointments			
Date	Doctor	Reason	
Oct 11 3:00 PM	Dr. Rosen	Checkup	Action <input type="button" value="v"/>
Schedule an Appointment		View Past Appointments	

- Billing			
Date	Service	Amount Owed	
May 17, 2008	MRI Scan	\$321.00	Action <input type="button" value="v"/>
May 1, 2008	Checkup	\$0.00	Action <input type="button" value="v"/>
Dispute a Bill		See older billing records	

+ Prescription Schedule & History
You have 2 refills scheduled. Expand to view more.

+ Account Information
Expand to update your account information.

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Type your question here

[Start Chat](#)

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11 recent postings

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785 members, 5 forum topics
31 recent postings

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5 recent postings

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- La gamma più completa di soluzioni per la collaborazione intra e inter-aziendale
- Continua innovazione nel segno delle nuove tecnologie e del social software
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L'EVENTO.



Thank
YOU