

CSCW2011 Workshop Designing Social and Collaborative Systems for China

Zhang Ling (zhling@cn.ibm.com)

Abstract

Lotus Connections is the industry leading enterprise social software from IBM. To support the social collaboration inside & outside the enterprise, Lotus Connections provides the leading collaboration applications - *Blogs, Bookmarks, Communities, File Sharing, Wikis, Communities, Activities, Customized widgets, News, Discussion Forums, Profiles, Mobile and Search* applications – a very rich set of tools to foster the collaboration internally or externally.

The design principle of Lotus Connections is to meet the requirements from growing companies with knowledge workers or large companies where collaboration and knowledge management becomes a vital factor. Some Lotus Connections applications are very popular for China market, like Blogs, Micro-Blog, Discussion Forums, File sharing, etc.

Lotus Connections received many eye balls from local Chinese companies (usually mid or large enterprises) where internal collaboration is becoming more and more critical. Lotus Connections adoption in those companies created values for their knowledge and expertise (people) management.

The innovations of Lotus Connections is driven by customers and we're continuously building new features based on customer feedback, including those from China market. During customer engagement with Chinese customers, we've received many feedback and suggestions about their further requirements. Some of them are common requirements from Chinese companies as we repeatedly heard from many local customers, for example, *user point system, moderation & monitoring, recommendation, powerful discussion forum*, etc. The new Lotus Connections 3.0 now can meet some of those requirements, and from design point of view this triggered us to think the unique and localized model of social collaboration in China market.

We'd like to share our findings in Lotus Connections deployment in China and also interested to see the studies, lesson learned from both academia and the industry.