

FIVBTM



FÉDÉRATION INTERNATIONALE
DE VOLLEYBALL

FIVB Collaborate User Guidelines

Version 1.0

NB. Please note that the FIVB Collaborate User Guidelines are subject to change due to the nature of the online operating system and its ability to continuously improve and challenge its current state.

From herein, all changes made to the FIVB Collaborate platform will be communicated through FIVB Collaborate.

Any questions or queries are welcome and will be dealt with by the Technology and Innovation TAI department.

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Collaborate: FIVB's new way of working

Collaborate is an online operating platform that intends to improve efficiency, communication and integration within the FIVB project management workspace. The FIVB Collaborate operating system is multi-device accessible and enables users to access information whenever and wherever they may be provided an internet connection is available.

FIVB Collaborate will continuously challenge current frames of reference for how day-to-day business operations occur and offer a personalised platform for teams to share information and collaborate on a new level. There is a particular focus on Collaborate being used for managing people and projects as users can be granted access to project information from anywhere in the world making the project management experience one of innovative methods.

The purpose of this document is to help users maximise their adaptation to FIVB Collaborate and, together, set new and higher operational standards for Volleyball's international governing body.

It is time to move to the cloud and welcome innovative technology, creative thinking and a modern day approach to management.

Welcome to Collaborate, FIVB's new way of working.

FIVB Collaborate: Creating structure to provide unlimited potential

The Volleyball experience goes beyond the game of volleyball itself and it starts at the heart of the sport with the work force. FIVB Collaborate is a unique business tool fully tailored to meet the needs of the FIVB organisation.

FIVB Collaborate is about communicating, integrating and sharing information in the work place. It is a central point of reference for knowledge transfer between colleagues, departments and external stakeholders; it is a creativity hub whereby structure provides unlimited potential and allows individuals to capture their creative thoughts and implement new ideas into projects to help enhance the volleyball experience.

The objectives of FIVB Collaborate are;

- **To collaborate and increase communication:** Working effectively and efficiently as a team towards common objectives.
- **To share knowledge:** The FIVB contains a wealth of knowledge and can influence the growth of the sport by sharing it with stakeholders.
- **To foster a dynamic environment:** Provide the staff with real time developments within the projects they are involved.
- **To innovate:** Encourage the organisation to excel through the means of effective collaboration and innovation.
- **To apply new processes to project management:** A project management approach that will create structure, standardization, communication and encourage creativity within projects.
- **To embrace a new ecosystem:** Learn to live and thrive within the FIVB Collaborate space to help the sport and organisation reach new heights.
- **To overcome obstacles:** Through the power of collaborating, departments and employees can overcome obstacles.

1 Logging into FIVB Collaborate

FIVB Collaborate is a web based tool that can be accessed by mobile devices and desktops with the use of internet or Wi-Fi connectivity. Users are recommended to set the FIVB Collaborate login screen (see *Figure 1*) as their Home web page as this will be the gateway into the collaboration platform (refer to section 4). Users can log into their respective account by entering a new individual email address (refer to section 1.1) which will be lower case and has no spaces (see *Figure 1*).

Figure 2 displays the mobile **Home** screen. The login pages for mobile and desktop are the same however the **Home** screen for the mobile view is formatted differently (see *Figure 2*). To login to either state the user will have to select the monitor or phone icon underneath the password space (see *Figure 1*). Within this view users will be able to operate within the core areas of the platform however they will not be able to access third party modules such as the planning tool. It is recommended to explore this view to understand the capabilities and restrictions of the mobile view.



Figure 1 - Collaborate Login Page

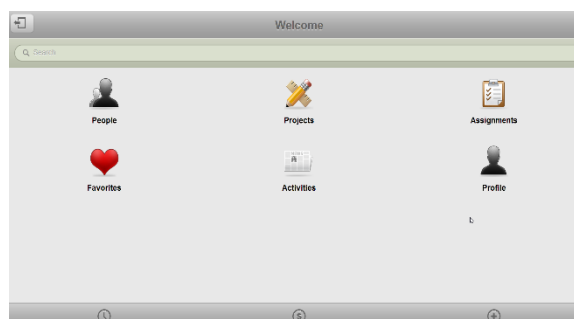


Figure 2 - Logged in Mobile View

1.1 Usernames and emails

Each username is the full name of the individual. The email provided to log into the system has been created by the following convention: fisrtname.lastname@myfivb.com. The system administrators have restricted access to this email address as it acts as a repository for all of the activity that occurs within each users account. Users will be notified of all activity within their account once they are in the logged in state therefore they do not need access to the mail account.

1.2 Managing and Retrieving Password

Each user has been provided with a unique 6 digit password to be used upon first login. Once in the logged in state, users can change their password by selecting the user icon on the bottom left corner of the Collaborate page. From here each user will be able to access the '**Change Password**' feature, situated in the **User Icon** section, and create a new individual password.

If at any time the user forgets their password they should inform the system administrators (TAI team) who will address the issue accordingly.

1.3 Saving the Session

Sessions are automatically saved when users log out. In case of time-out, sessions are interrupted and resume where it was left off upon reconnection.

N.B. The **Planning Tool** is the only area in the FIVB Collaborate space that requires the user to manually save work before navigating away from the page they are working on. Therefore, this function has been momentarily excluded from user access rights until further development in the module and training off the individual takes place.

2 Exploring the Navigation Pane

The first page to open upon logging into FIVB Collaborate is the **'My Collaborate Overview'** tab. This is a pre-configured space by your system admin to provide a global view of FIVB Collaborates main features. The **What's New** and **My Tasks** tabs are fixed spaces pre-configured by the Collaborate back- end developers. Each user is able to create multiple **Home** screen tabs to their own preference in order to maximise his/her experience within the Collaborate space (refer to section 2.1).

Below is a list of the main areas and tools that will support the users when operating in the FIVB Collaborate space (see *Figure 3*);

1. **Navigation Pane:** Surrounding the top, left and bottom of the Collaborate interface, the **Navigation Pane** showcases the tools available for users to explore a variety of projects and their respective areas. These tabs allow users to navigate through subsections within a project.
2. **Icons:** Displayed on the left of the **Navigation Pane**, the **Icons** are used to navigate through important sections of the FIVB Collaborate space (e.g. People, Projects, Invoices, Reports and Filters, Calendar, Document). This side panel is fixed throughout the FIVB Collaborate space.
3. **User profile:** Located in the lower left corner beneath the main menu, this option provides quick access to the user's profile page and contains contact details and a profile picture of a specific user.
4. **Bottom Menu Bar:** Displayed at the bottom of the interface, it contains a fixed variety of useful tools (e.g. **ToDo**, **Chat**, **Quick Add**, **Notification**, and **Trash**).

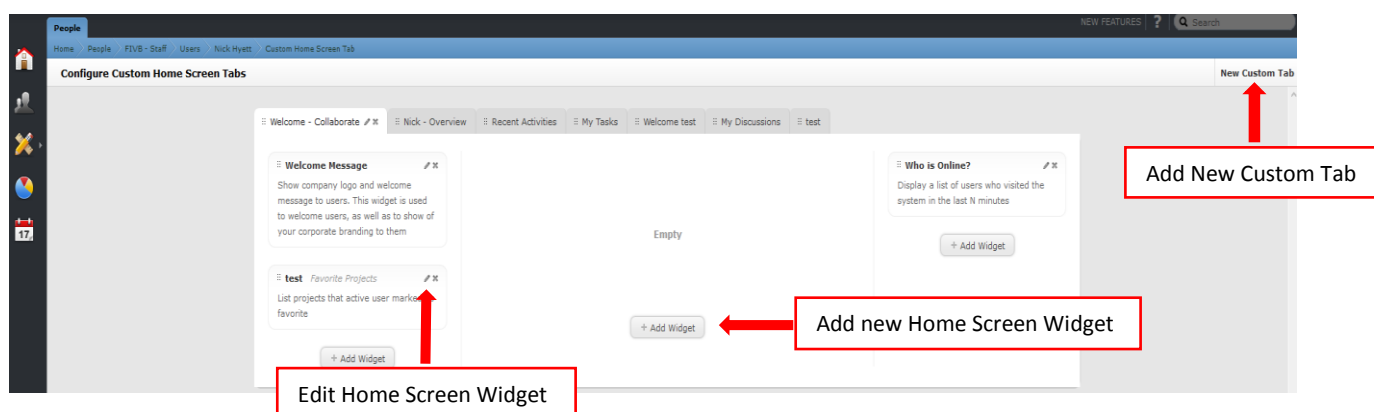


Figure 3 - Exploring the Navigation Pane

2.1 Configuring the Home Screen Tabs

Home Screen Tabs can be tailored by selecting **Configure Home Screen** represented by a small cog icon at the top of the **Navigation Pane** (see *Figure 4*) and then selecting the **New Custom Tab** button (see *Figure 4*). In this space users may select a page layout and add a variety of widgets to the page. A tab can be edited, re-ordered and deleted as the user wishes.

Selecting the **+Add Widget** button provides the user with a variety of widget options to begin configuring the selected tab. All amendments made in the **Configure Home Screen** view are automatically saved. To undo any changes it must be done manually.



A user can change their **Default Home Screen** by selecting their personal icon at the bottom left navigation pane, select **Settings** and then change the **Default Home Screen** from this space.

2.1.1 Recommended Widgets

There are a number of widgets available for users to apply to their respective **Home Screen Tabs** that will have a different impact on different users. Some of the key widgets recommended to apply to a new tab are as follows and will be explained in the following sections;

Figure 4 - Configuring the User Home Screen

- My Tasks
- Announcements
- My Projects
- Recent Activities
- My Discussions

Users are advised to explore all possible widget options available and configure their respective **Home Screen Tab**.

2.1.1.1 My Tasks

My Tasks widget displays a list of tasks based on the following criteria (see *Figure 5*):

- **Caption:** Give the widget a custom name.
- **Responsibility:** Select 'Yes' or 'No' to determine what information the user sees.
- **Project:** A drop down menu allows users to choose between 'Open' and 'Closed' projects, or just one specific project.

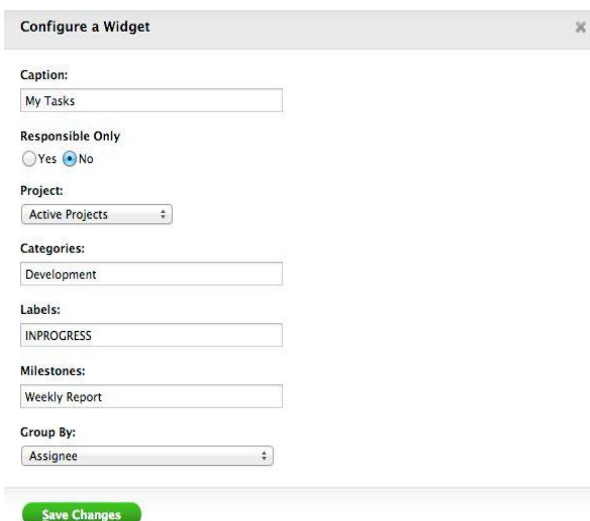


Figure 5 - Configuring Widgets

- **Categories: Labels and Milestones:** These applications help to keep track of task development and status.
- **Group By:** This widget allows users to customise what and how tasks are presented through a **Group by** drop down box menu (see *Figure 6*). This widget can be applied multiple times to one tab and/or create multiple tabs containing the **My Tasks** widget. For example, the user might want to view tasks listed by **Due Date**, **Assignee** and by **Milestone**. This can be done by adding three separate widgets with the **My Task** functionality to one tab or across other tabs each with separate **Group By** functions.

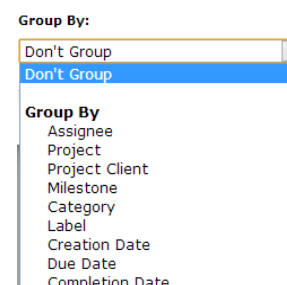


Figure 6 - My Task Widget:
Group by Function

2.1.1.2 Announcements

Announcements do not appear unless created and sent by the Collaborate Administration (see *Figure 7*). The announcements will automatically appear on the user's **Home** screen area.

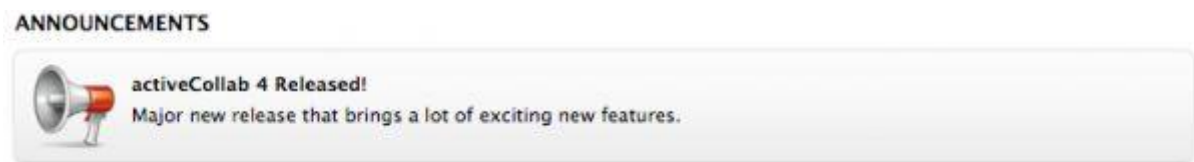
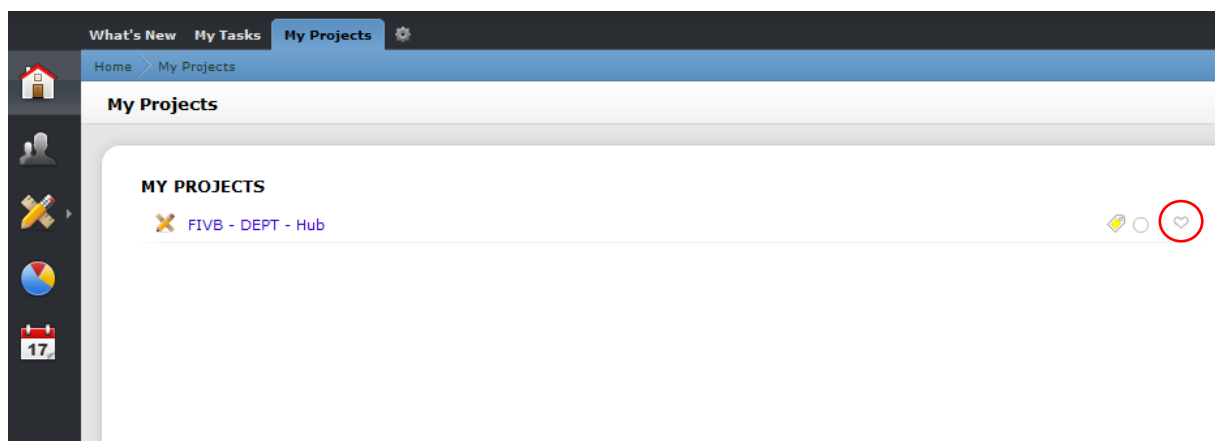


Figure 7 - Announcement Widget

2.1.1.3 My Projects

This widget provides a high level overview of the projects that a user is assigned or has access to, directly from the **Home** screen (see *Figure 8*). Clicking on a project will take the user deeper into that project's content.

To the right of every project definition on the **Home** screen, there are two icons: a circle and a love heart (see *Figure 8*). The circle indicates the completion status of the respective project according to the information contained within the **Milestone** and **Planning Tool**; the 'love heart' icon indicates **Favourite Projects** that will appear in the users profile icon at the bottom left of the page and within the default **Home** screen tab (**My Collaborate Overview**), providing another quick link to the project from this area of FIVB Collaborate.



2.1.1.4 Recent Activities

This widget lists all recent activities that have occurred within projects that a user or has access (see *Figure 9*).

Information captured in this space refers to changes in **Projects, Discussions, Tasks** or **Files** within projects and is automatically updated as activity is created in the Collaborate platform. Please note that the **Recent Activities** widget has a limited capacity to record data therefore user may experience the loss of certain activities if there is a lot of activity within the system at any given moment.

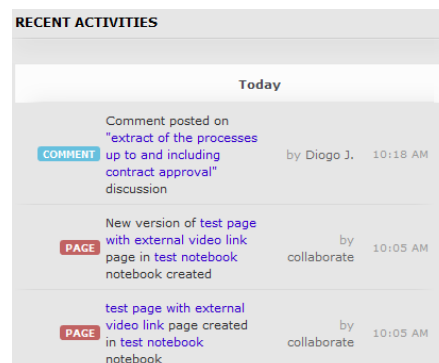


Figure 9 - Recent Activities Widget

2.1.1.5 My Discussions

Discussions allow users to address topics, issues and other areas related to projects in an open environment whereby users can feedback through the Collaborate system. Having quick access to **Discussions** that a user is involved will keep the individual up to date with current topics.

2.1.1.5.1 Sharing Discussions

Discussions can be shared outside the Collaborate environment to external stakeholders in order for them to see a topical area of a project with which they are involved. This feature is useful when stakeholders are working together from different areas in the world and the project can still progress without the key stakeholders being in the same vicinity or country.

This can be done by selecting a **Discussion**, then select **Options** followed by selecting the **Sharing Option** (see *Figure 10*). This allows users to share the discussion online by sending a link to an external email address. Users may also enable comments and allow external stakeholder to interact with the discussion (see *Figure 10*). All external interaction will be seen by the FIVB Collaborate user within the FIVB Collaborate platform.

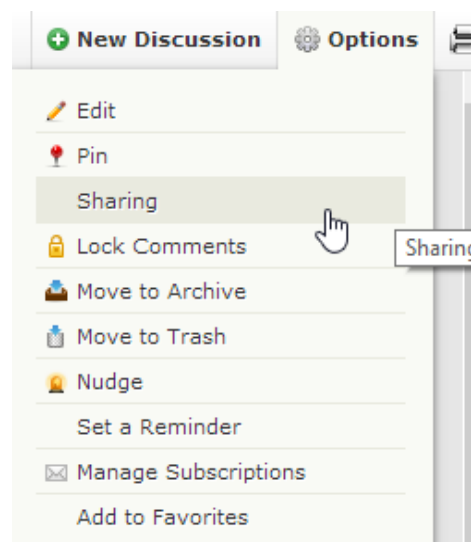


Figure 10 - Sharing a Discussion

2.2 Navigating the Icons

The icons set to the left of the **Navigation Pane** allow users to navigate to a variety of areas in FIVB Collaborate. Hovering the mouse over an icon will make its name appear and by clicking on the icon users will be directed to the corresponding page.

2.2.1 Home

The **Home** icon directs users to the default **Home** screen. Users can change the default **Home** screen by clicking on the **Configure your Home screen** button represented by a small cog icon on the top menu of the **Navigation Pane**.

The **Home** screen can be changed whenever a user wishes by creating or selecting a different tab to be the default **Home** screen (refer to section 2.1). This enables the users to constantly change their preferences to what they feel they need to see and access, ultimately supporting efficiency and the ability to monitor projects.

2.2.2 People

The **People** icon showcases users with an FIVB Collaborate account who are associated to the same project(s) as the logged in user. Each account is categorised according to their company role (see *Figure 11*). User's contact details can be found by clicking on a user name. New users can be added to the FIVB Collaborate system, however this action can only be performed by the system admin.

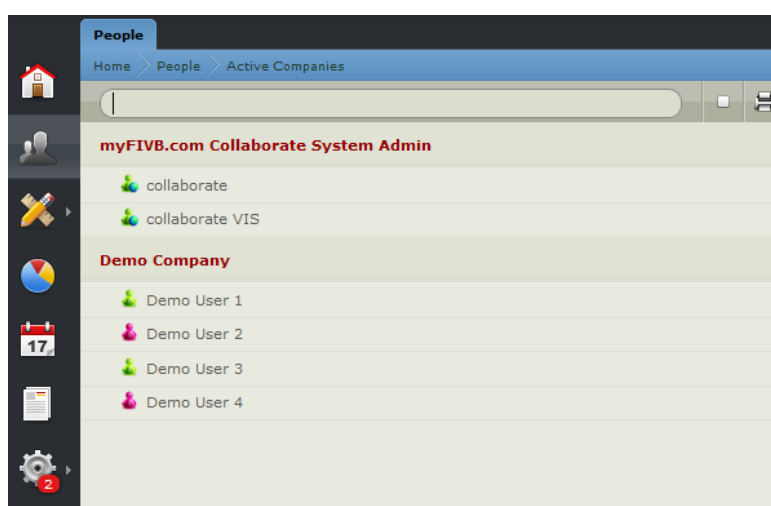


Figure 11 - People Icon

2.2.3 Projects

The **Projects** icon opens a new menu bar which lists all the projects a user may access including specific short-cuts to areas within a project such as the tasks or milestones of that specific project (see *Figure 12*). Each department will have their own project **Hub** which will be used to store general departmental information. Users will also have their own **Lab** which can help develop skills, projects and knowledge by exploring information databases and storing knowledge in notebooks and files within the **Lab**.

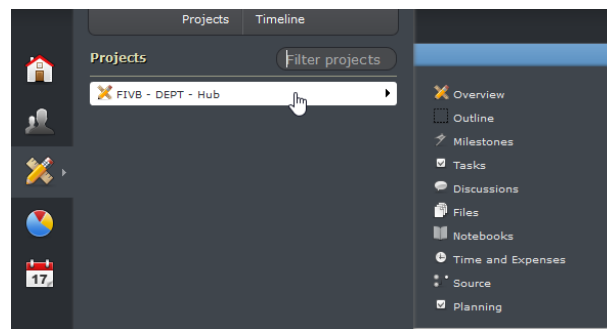


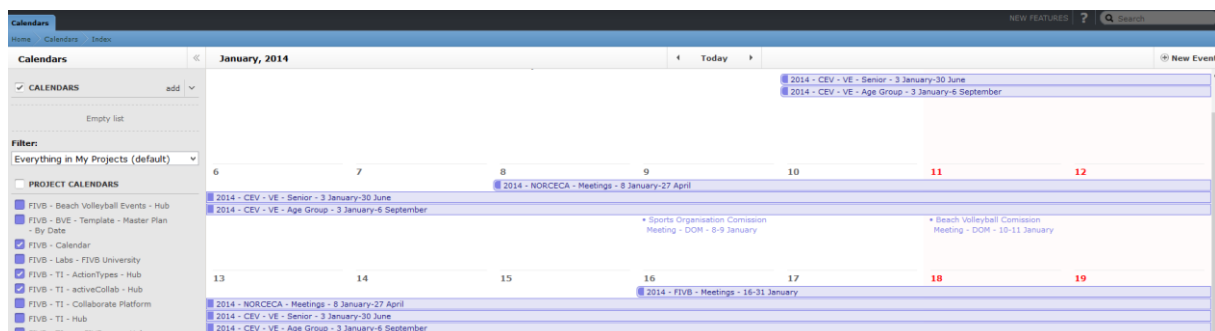
Figure 12 - Projects Icon

User of FIVB Collaborate must adhere to the Project naming convention in order to create consistency through the FIVB Collaborate Platform. The standard naming convention for a departmental project is as follows (please refer to section 4 to find all the categories for project naming conventions);

- Organisation name – Department Acronym – Project name
 - o FIVB-TAI-Hub

2.2.4 Calendar

The calendar icon directs users to a month-by-month calendar view containing **Tasks** and **Milestones** within all projects that they have access to. The tasks are listed according to the due dates (see *Figure 13*). Users can select what they see in the **Calendar** view via the tick box to the left of the

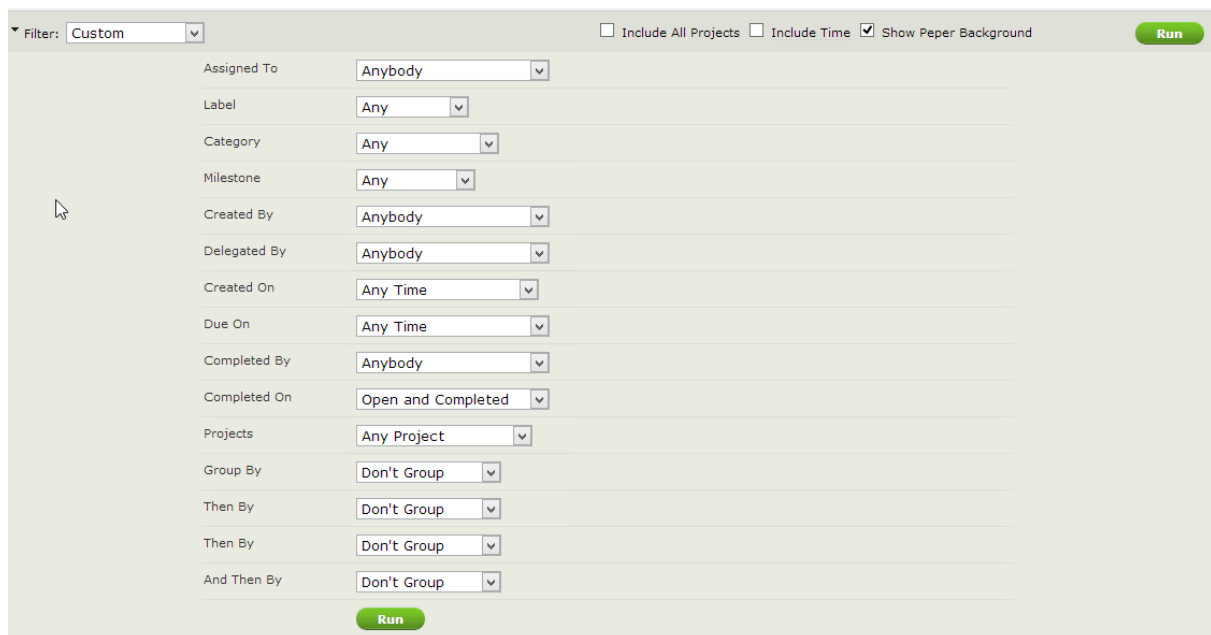


project name. This space is automatically updated by the Collaborate system when a new task is created.

Figure 13 - Calendar Icon

2.2.5 Reports & Filters

The user's role defines the number of reporting functions available. Tracking all tasks in one place when working on multiple projects is important and the **Reports and Filters** tool provides just that. For instance, the **Assignments Plus** option within **Reports and Filters** displays information based on a given criteria defined through a set of filters (see *Figure 14*). These filters can be saved and recalled at any time from a drop down list. See below for the filter options and how they work:



Include All Projects: Only for users with **Project Manager** or **Administration** access rights, this option includes all projects in the report, not just those with which the user is involved.

Assigned to: Enables the selection of assignees associated to a project. It is possible to select an individual user who is assigned and responsible or just responsible, or to select a group of users who are assigned and responsible or just responsible. This filter can be set to display users belonging to a company who are assigned and responsible or responsible only, or you can view assignments who have no assignees or assignments for anybody in Collaborate.

Label: This option sets the filter to display only the assignments that have a specific label, or those assignments that have no label at all.

Category: This filter displays only the assignments that belong to a specific category, as well as assignments that are not in any category. It is also possible to view assignments for all categories.

Milestone: Allows users to view milestone, to any milestone or no

Figure 14 - Assignments Plus

assignments belonging to a specific milestone.

Created By: Allows viewing assignments created by the person using the filter, by anybody, by an anonymous user, created by users from a selected company or by selected users.

Delegated By: Allows viewing assignments delegated by the user using the filter, by members of a specific company or by selected users.

Created On: Allows viewing assignments that were created on a specific day, week, and month or with a date range set by the user.

Due On: Allows viewing assignments that are due on a specific day, week, month or date range. You can also set it to view assignments that do not have a due date, or that are past their due date.

Completed By: This filter displays the assignments completed by the user using the filter, by members of a specific company or by selected users.

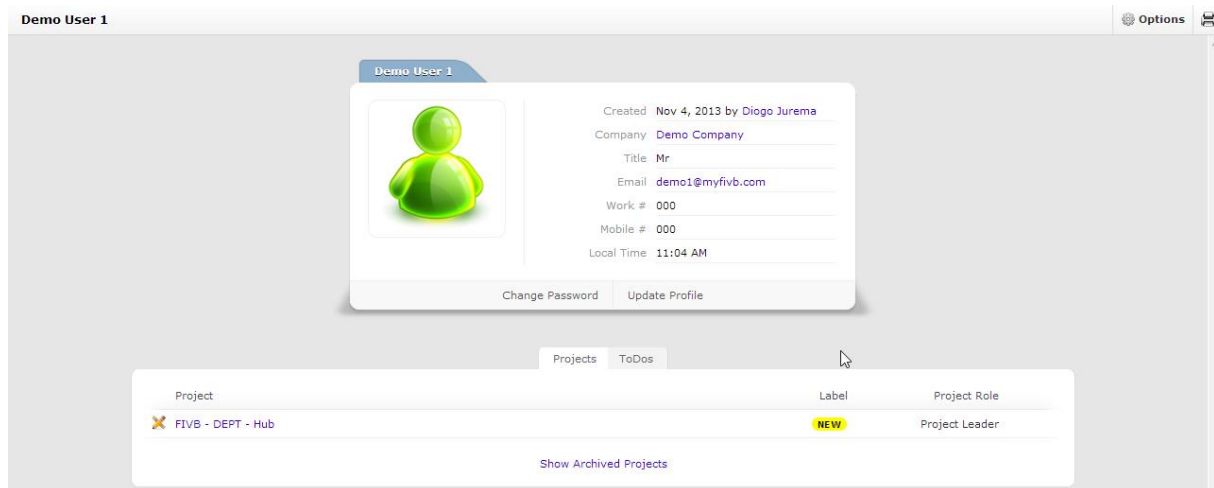
Completed On: This option allows viewing assignments that were completed on a specific day, week, and month or within date range set by the user. It is also possible to view assignments pending completion or all completed assignments.

Projects: This filter allows viewing assignments for active projects, completed projects or projects belonging to a specific category or client.

Group By: This option will group results by an assignee, project, project's client, milestone, category, and label, creation date, due date or a completion date.

2.2.6 User Profile

Users of FIVB Collaborate automatically have a **User Profile**, a place where people can personalise their profile (see *Figure 15*).



To view or edit a **User Profile**, click on the link located in the bottom-left corner of the page represented by a green or pink avatar icon. A side menu bar will appear; click the **User Profile** button at the top of this menu to view and edit user details. This page also allows users to see the projects to which they are assigned.

The **Options** menu found in the top-right corner of the **User Profile** screen provides a set of basic options that will be available to change personal information.

Figure 15 - User Profile

2.3 Status bar

The **Status bar** contains six modules which are available for all FIVB Collaborate users regardless of their role or access rights (see *Figure 16*).



Figure 16 - Bottom Menu Bar

2.3.1 Chat

The **Chat** module can be used to communicate with other users on a public or project level. The default function sends a message to all Collaborate users, however this does not notify people with a numerical icon unless the creator of the message manually selects a recipient. The recipient will then be notified by a numerical figure displaying the amount of messages received (see *Figure 18*).

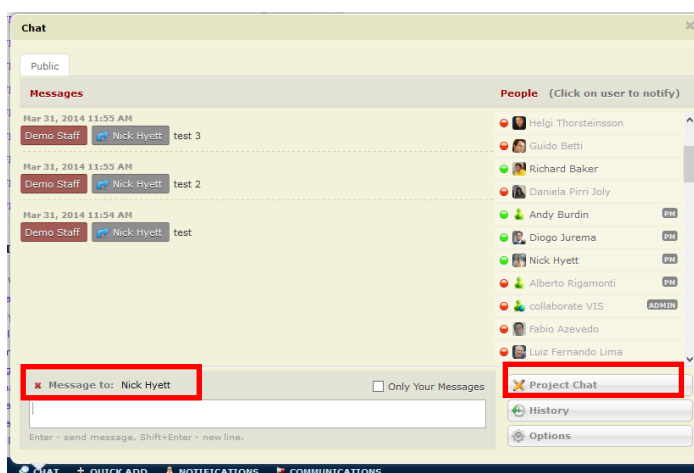


Figure 17 - Chat Feature

Selecting the project chat button will display a list of users able to view the chat within that project space. Users can select one person to send a message to (see *Figure 18*) otherwise a message will be viewable to all of those associated to the project in which the message has been create.

2.3.2 Quick Add

This button allows users to quickly add attributes to any of the projects according to their respective role and access rights in that given project. The quick-add options are represented in *Figure 19*. It is recommended that this feature is used on a regular basis as it enables users to quickly and efficiently add information such as **Tasks** to a **Project** whilst operating or navigating in the FIVB Collaborate Platform.

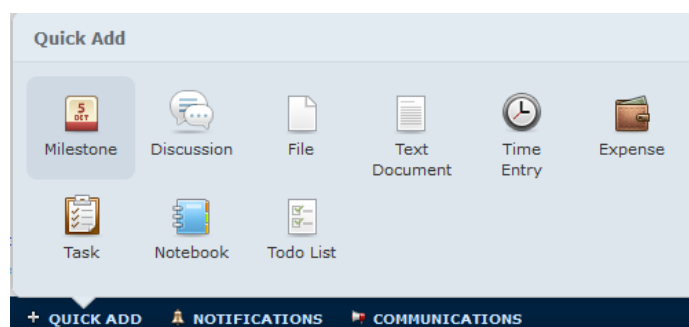


Figure 18 - Quick Add Feature

2.3.3 Notifications

This area notifies users of activities in the projects they are members and the number of notifications are represented by numerical icons. All notifications are found on a slide-up tab with a green dot that indicates the notification has not yet been opened and will be removed once the notification has been clicked on (see *Figure 20*).

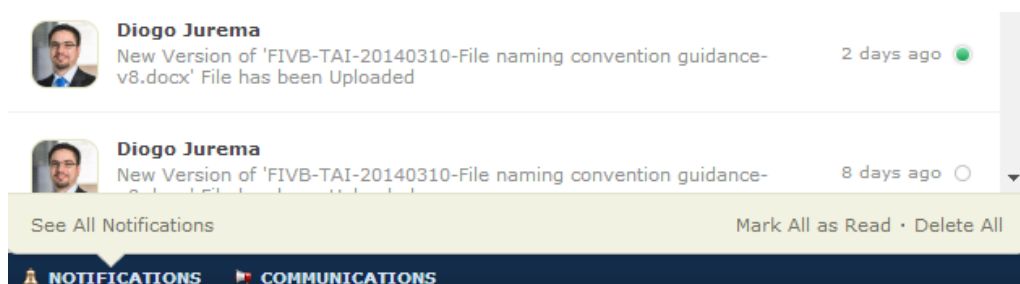


Figure 19 - Notifications Feature

Select the **See All Notifications** button to have an overview of all notifications associated to the users account. Within this view a user can select multiple **Notifications** at one time and manage them accordingly. Alternatively users can select the '**Mark All as Read**' or '**Delete All**' buttons to manage their notifications. (see *Figure 22*).

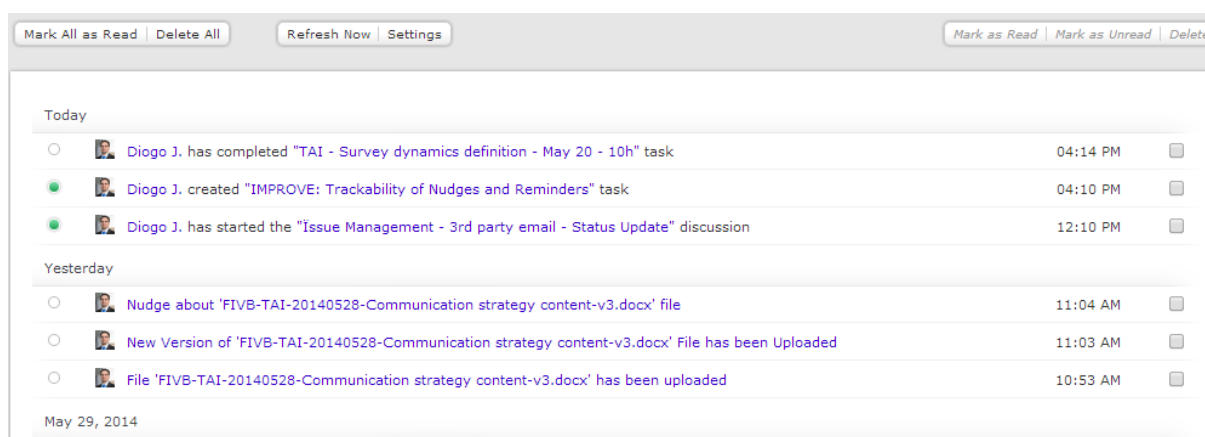


Figure 20 - See all Notifications

2.4 Projects

This section explores the functionalities and features within FIVB Collaborates project space and the best practice for operating within projects.

2.4.1 Project Overview

This is the first page to open when a user enters a project (see *Figure 24*). The **Project Overview** space provides high level information within the project such as:

1. **Late/Today milestones:** remind the user which Milestones are due today and which are already late.
2. **Upcoming milestones:** update the user's upcoming tasks.
3. **Recent project activities:** list the latest changes made to the project. Users can subscribe to the activity by using an RSS feed.
4. **Project details:** include basic project information, such as project name, summary, status and client. This segment also provides icon shortcuts to your project assignments, subscriptions, [project calendar](#), RSS feed and add to favorites.
5. **Project progress:** calculates the completion percentage based on the number of completed tasks, subtasks and milestones in a project.
6. **People in this project:** displays everyone working on the project and their last session within the specific project.

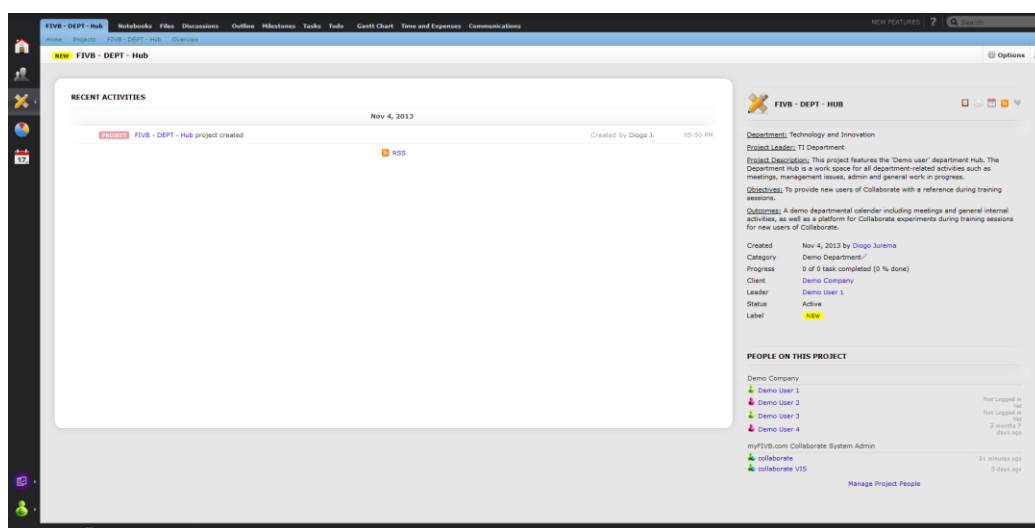


Figure 21 - Project Overview

2.4.2 Nudges and Reminders and Nudges

Nudges are an immediate way to remind someone to address a certain topic or issue within a task. **Nudges** can be sent from **Tasks, Files, Discussions** and **Notebooks**. To do so, select an item in one of these areas, select **Options** and select the **Nudge** option from the drop down box (seen *Figure 25*).

Reminders can be set within the options menu in the same areas identified above. They appear under the **Reminders widget** on the **Home Page** and

have the same format as a **Nudge**

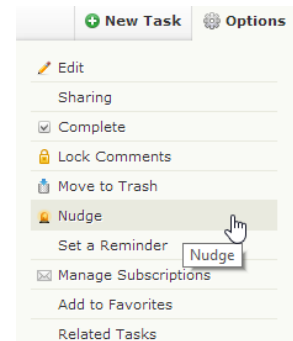


Figure 22 - Nudge Feature

It is recommended to place the reminders widget at the top of the **Home** screen tab to ensure that it has prime visibility once a message comes through and limit the chances of going unnoticed.

2.4.3 Notebooks

Notebooks belong to a section of FIVB Collaborate where teams can work together on text documents. **Notebooks** can be used to hold information such as manually inputted data, hyperlinks, images and external files by storing such information within the **Notebook** overview page or new **Pages**. Once created, users can define a title for the notebook and begin to add more pages that will create content for the **Notebook**. Each notebook can have a different title and front cover to make it stand out (see *Figure 28*).



Figure 23 - Notebook Feature

Users can organise **Notebooks** by dragging and dropping the items into place. **Notebooks** can be moved and copied to different projects, or moved to the archive.

3.2.4.1 Creating new Notebooks

To create a new notebook, simply click on the **New Notebook** button. A form will then appear, where you can set the notebook name and write the description text. **Notebooks** allow users to create basic tables, input text and numerical data, change font style, size and colour (see *Figure 27*).

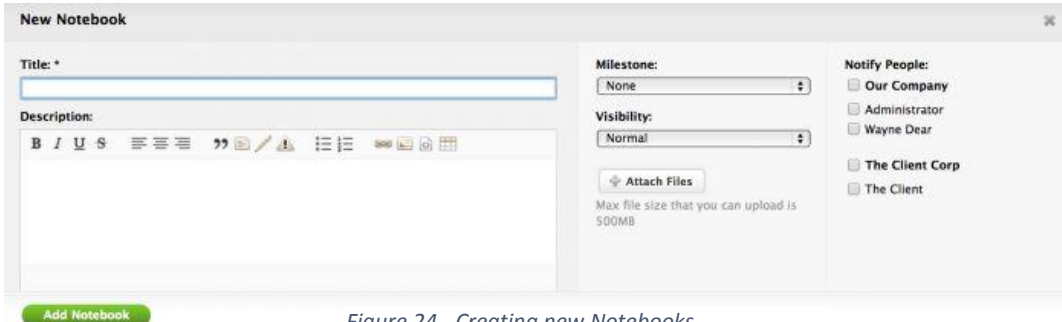


Figure 24 - Creating new Notebooks

After creating a **Notebook** or **Page**, the user can **Notify People** who have access to the project that they by selecting their name in the **Notify People** section (see *Figure 30*). This notification will appear in the **Recent Activities** section on the welcome screen and in a notification on the **Status bar** within the navigation pane.

3.2.4.2 Creating and versioning pages

Inside a notebook, pages are organized in a tree-like structure. One page can have as many subpages as needed, and each of these subpages can have their own subpages (see *Figure 30*).

To quickly and easily reorganize pages, click on the **Reorder Pages** button, while within a specific notebook. A form will appear, allowing users to drag and drop pages to any position within the notebook structure.

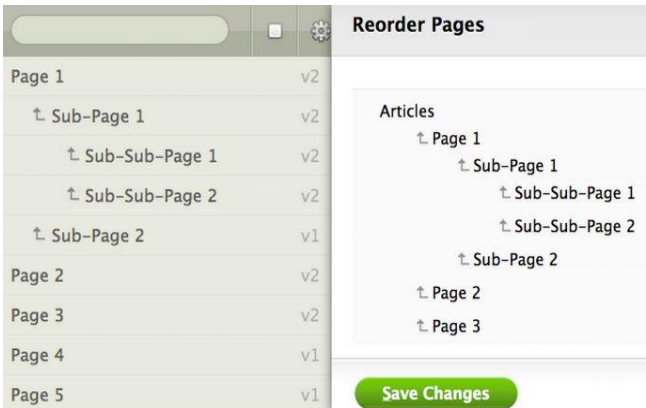


Figure 25 - Creating and Versioning Pages

When satisfied with the new page order, click on the **Save Changes** button.

Every time a page is created or amended, it will be automatically noted by the system's document version control (see *Figure 31*). This process generates data within the recent activities stream of those who have access to that particular project.

| PAGE VERSIONS | |
|--------------------------------|--------|
| #2 by Nick H. (on Nov 4, 2013) | Latest |
| #1 by Nick H. (on Nov 4, 2013) | |

Figure 26 - Page Versions

2.4.4 Discussions

Discussions enable users to raise awareness of a topic. This space allows users to leave comments on a topic to help reach a consensus. To create new **Discussions**, select the **New Discussion** button (see *Figure 32*). This is the same process as

adding a notebook.

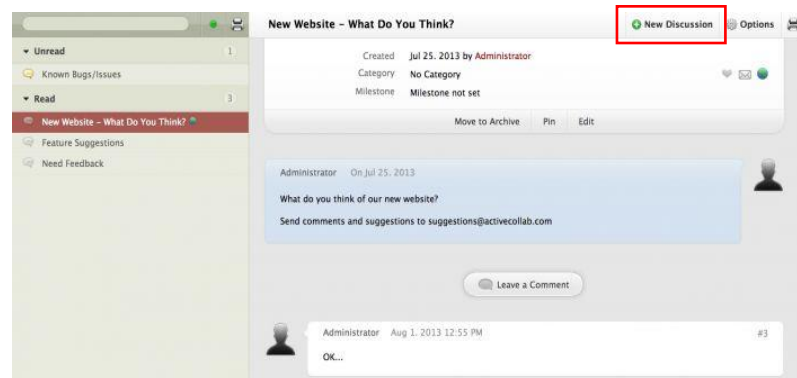


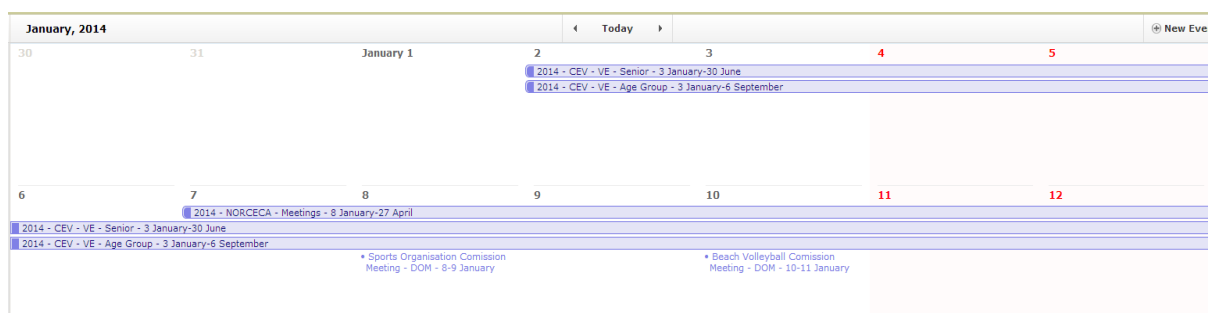
Figure 27 - Discussions Feature

Discussions can be grouped according to **Category**, **Milestone** or **Read Status**. The built in search bar allows you to narrow down the list according to the search criteria: It is recommended that the creator of a discussion leaves a final comment to confirm that the discussion has been resolved and that the project may progress to the next stage. The discussion can also be archived as the creator informs others of the outcomes.

2.4.5 Calendar

This view contains the **Milestones** and **Tasks** within a project in a calendar format. Each project has its own calendar.

This space is automatically updated by the FIVB Collaborate system whenever a user enters a new task into the system and as long as a date has been assigned (see *Figure 36*).



2.4.6 Milestones

This view is similar to the timeline view within the **Planning** tool, however, by default it displays a high level overview of the project milestones and the progression of task completion by percentage. Users can find more information within a **Milestone** if they click on one of the **Milestone** itself (see

Figure 28 - Calendar Feature

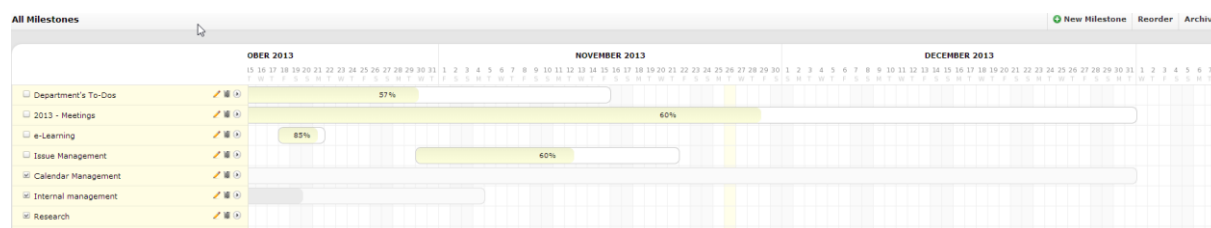


Figure 37).

The **Milestone** timeline is a chronological display of all project milestones, sorted by start date. It can be accessed by clicking on the **Milestones** tab or by opening the **Projects** menu item and clicking on **Milestones** within a project. *Figure 29 - Milestone Feature*

The milestone details view lists **Discussions**, **Files**, **Notebooks** and **Tasks** that are filed under a particular milestone. Linking these project items to a milestone allows team members to see which part of the project the items belong to.

To create a new Milestone click on the **Create New Milestone** button. The following process is very similar to creating a **Notebook** and a **Task** (see *Figure 38*).

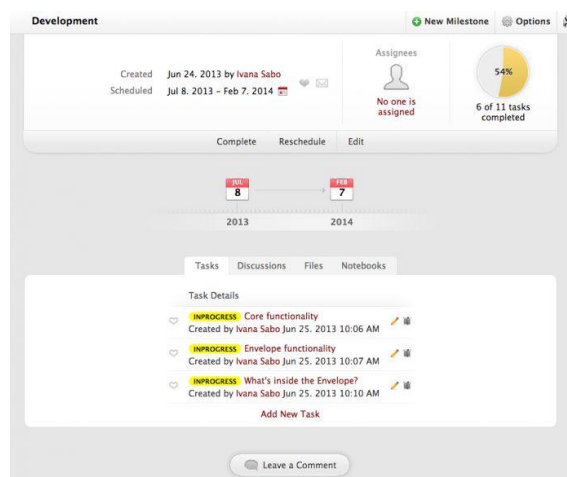


Figure 30 - Milestones Project Overview

Milestones can be reordered if they are not in the correct space by clicking the **Reorder** button and dragging and dropping the milestones into the desired area. Furthermore, Milestones can be **Rescheduled** by applying the drag and drop protocol in the overview page of the Milestones (see



Figure 39).

Figure 31 - Moving Milestones

2.4.7 Tasks

Tasks are essential to the FIVB Collaborate space as this is the function that enables users to take the necessary steps to complete projects. A **Task** can be assigned to a **Milestone** and can contain any number of comments, attachments or subtasks to support the completion of the **Task**.

Tasks to which users are associated or have ownership can be viewed in various areas within Collaborate – e.g. directly within **Projects**, from the **Home** screen, the **Notifications** tab.

New tasks can be created by clicking the **New Task** button and entering the task name. You may also enter the **Description**, select/create a **Category**, choose the **Milestone**, **Priority** and **Visibility**, set a **Due Date** and **Time Estimate**, **Attach Files** and delegate the **Assignees** (see *Figure 41*).

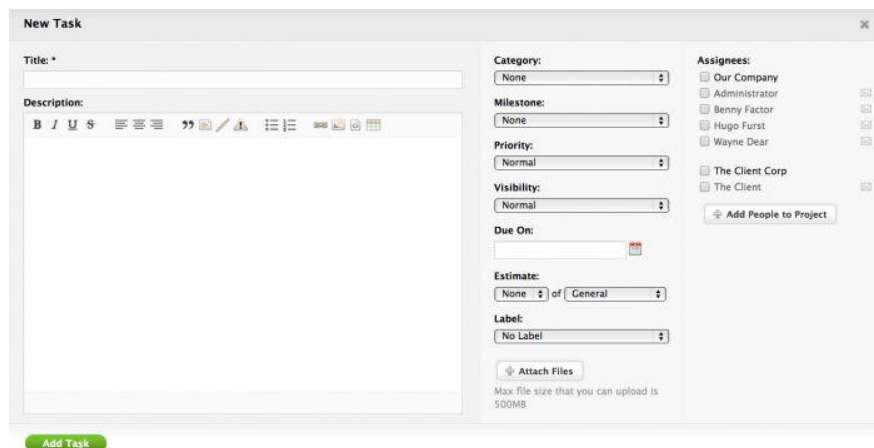


Figure 33 - Tasks Feature

Tasks can also be added from different areas within Collaborate such as the **Planning** tool, **Milestones** and **Quick Add**.

It is important to categorise tasks as this forms the filing structure for the project task items. Each category can be expanded or minimised depending on what view the user wants to see (see *Figure 42*).

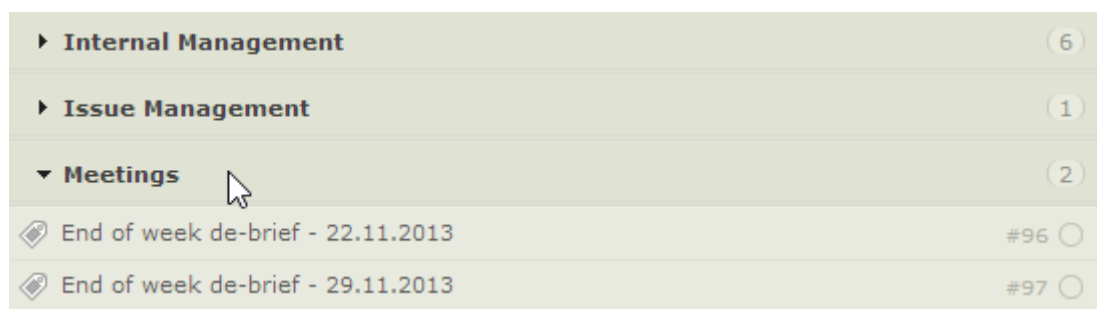


Figure 34 - Tasks Categories

3.2.9.1 Subtasks

The **Subtask** function allows for a breakdown of existing tasks and delegates responsibility to colleagues.

Subtasks can have their own title, due date, priority and label status; however, it does not have a start date. The owner of the sub-task can be selected from the **Assignee** drop down box and should be associated with the project. **Subtask** progress should be updated manually by the individual. Once the **Subtask** is completed, the user should click the small blank box next to the **Subtask** item. This will fade out the **Subtask** and fill the box with a tick to indicate that it has been completed (see *Figure 43*).



| | | |
|-------------------------------------|---|---|
| <input type="checkbox"/> | Diogo J. Issue management process (Nov 21, 2013) |  |
| <input type="checkbox"/> | Diogo J. Project creation protocol (Nov 21, 2013) |  |
| New Subtask Reorder | | |
| <input checked="" type="checkbox"/> | Nick H. User guidelines (Nov 21, 2013) | |

Figure 35 - Subtask Feature

2.4.8 Files

This area allows project members to save a variety of files within the project space and share documentation or project related information such as:

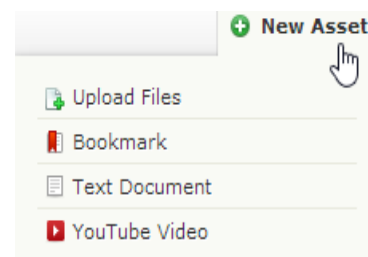
- **Files:** a variety of files can be uploaded ranging from imagery to text documents.
- **Bookmarks:** that are of valuable to other users or related to a project.
- **Text Documents:** create a simple text document on the spot and work on it with other people.
- **YouTube Videos:** copy the URL of the video and upload into the file space.

These assets can be found in the **New Asset** tab, on the right side of the files page.

The FIVB Collaborate file convention considers that every document should stand on its own in order to secure efficiency in capturing important completed documents. Refer to the file naming convention in the Contract Management Framework (CMS) Library. This can be found via a hyperlink in the **Project Description** section.

3.2.10.1 Uploading files

To upload files, hover over the **New Asset** button, in the upper right corner of the page and select the **Upload Files** option, from the drop-down menu (see *Figure 45*).



Once a file has been successfully uploading a notification will be sent to all users associated to that projects through their **Recent Activities** stream feed.

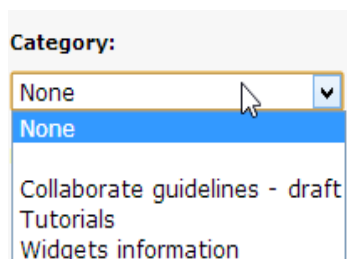


Figure 37 - Categorising Files

Each file can be allocated to an existing category, or alternatively a new category may be created (see *Figure 46*).

When the user uploads a new version of a file, an in-built version control at the bottom of the page keeps track automatically.

3 Recommendations and constraints

Each user will find their own way of interacting with FIVB Collaborate, however this section aims to outline some recommendations that will help with the user experience by providing information on some key tips and also the constraints.

It is important to outline that the Collaborate platform operates as a web based server and is subject to technical issues. This will be managed by the Administrator to ensure that any problems are addressed before they have an impact on daily operations. If a user identifies an issue with the system then it is kindly requested that they report this as a discussion in the **Collaborate Help Desk**.

3.1 Search function

FIVB Collaborate contains search bars in different areas of the platform that can be used to quickly find information and filter through content. The search box in the **Navigation Pane** directs users to any information within the platform whereas the search bars held within projects only searches for information within that project.

3.2 Operating and printing from web browsers

FIVB Collaborate is compatible with all web browsers. It is recommended that **Google Chrome**, **Mozilla Firefox** and **Internet Explorer** are the main browsers used when operating in the Collaborate space. Due to Collaborate being a web based program, it is subject to bugs. Therefore, it is recommended that either Google Chrome or Internet Explorer are the predominant web browsers used as these two seem to outperform Mozilla Firefox in this regard.

When printing, users may have different experiences with each of the browsers. In general, when printing from FIVB Collaborate, a new tab appears and the page is exported to a PDF template. Only then the document may be printed as a PDF. Alternatively, documents also may be transferred to a Microsoft Office programme and printed from there.

Internet Explorer

Upon selecting to print, the users will be asked to save the document as a PDF file. Once completed the user can view the document in a pop-up Adobe page and select to print the document from there.

Google Chrome

After selecting the print option, the document is automatically presented in a PDF format from which users can print.

Mozilla Firefox

Even though small errors have systematically occurred with Firefox while trying to print, users may try to save the document as a PDF file. Otherwise, users should select 'print'; a pop-up box appears and reads 'preparing'. Usually, this is as far as it goes to print, so users are advised to log into a different web browser.