

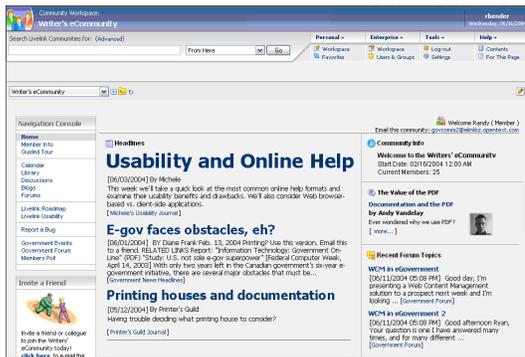
■ **Product Overview**

Open Text Communities of Practice

Share expertise and best practices

In many industries today, companies are characterized by isolated knowledge workers, limited understanding of organizational expertise, and a lack of accepted best practices. Information barriers hamper productivity, decrease corporate awareness, and cripple the pace of innovation by duplicating efforts.

By establishing and supporting communities of practice, organizations help connect islands of knowledge and expertise. Employees with similar challenges can reach out to one another, weaving new social networks for sharing news ideas, standards and best practices.



Communities of Practice

Get immediate access to relevant, timely, and popular community content. Share expertise by uniting users from different teams and projects across your organization.

Promote social awareness and collaboration

A Flash designer in the Marketing department might have the knowledge to solve a design issue being faced by a Flash designer in the Training department. Programmers in the Development department may be working on code similar to that which was already created by others in Services. But in an organization of hundreds or even thousands of employees, how will these users ever meet, share ideas and help each other solve problems?

Communities of practice unite cross-functional users from different teams and projects across an organization. Open Text Communities of Practice breaks down geographical and hierarchical barriers in an organization, enabling groups of people with common interests to create an online community where they can easily find one other and share relevant information.

Identify and leverage subject matter experts

Support groups and forums cannot be all questions—someone has to provide the answers. An effective community of practice has a robust means of identifying the experts within the community and fully leveraging their expertise. To eliminate duplication of effort, encourage participation, build reputation, and enable usage of knowledge artifacts from Q&A interactions, communities need a means of identifying high value individuals within a specific domain of knowledge.

Open Text Communities of Practice allows for designation of subject matter experts and frequent contributors wherever they are referenced in the community. When community members can effectively identify experts within the community, they immediately know who to contact when they have a specific question, or want to initiate a collaborative exchange. The Member Info page provides users with a quick overview of every member in the community, and lists special “expert group” designations applicable to each user. A comprehensive ratings system enables users to actively participate in establishing the community’s expert hierarchy.

Open Text Communities of Practice unites the cross-functional users that exist in different teams and projects across an organization. Member participation is encouraged by ensuring the most relevant and compelling information is immediately presented to users upon visiting the community. Getting involved only takes minutes.

Administrators specify what information is “bubbled up” to the dynamic, data-driven community front page, so that it is readily available to each user who logs in. A timely discussion forum topic could be configured to appear as a featured headline; a weekly blog written by a community member could be featured as a recurring column.

In a single click, community members can reply to the forum topic, creating an ongoing interaction with the author. Members can immediately comment on the article, creating another discussion attached directly to the article. Replying to existing topics, or creating new topics is done in a single click—it’s that easy for users to initiate Q&A interactions with one another.

“Communities of Practice provides a robust document management base, plus an open and seamless integration of all the collaborative working tools we need to build Web-based intranet/extranet business solutions.”

Pasi Rinta-Filppula
Director, Information Processing Services
ISO Central Secretariat



Share best practices and preserve online memory

When users get together and share ideas, the results often reflect best practices and procedures that can be applied to future projects and initiatives. Enabling the results of collaborative exchanges to be stored and archived in the corporate memory for future use enables organizations to extract the maximum value from knowledge generated through community collaboration, and to use that knowledge to ensure optimal operations in later initiatives.

Retaining and publicizing information is crucial in promoting best practices; however, organizations also need to ensure the longevity and security of information. When organizations lose employees, they risk losing their knowledge assets and intellectual property. With Open Text Communities of Practice, knowledge becomes a secure and shared asset of the entire community. As individuals move on, their knowledge and contributions are maintained indefinitely in the community library. This knowledge serves as the foundation for establishing organizational best practices and optimizing processes.

Feature Summary

Wizards and templates	Establish new communities quickly with built-in wizards and out-of-the-box templates, including industry and expert community templates. Define newspaper-like front pages that welcome community members.
Portal-like views	Create a dynamic, customized, newsletter-style view on the community home and personal front desk pages to deliver an overview of the entire community's or your personal activity. Administrators can update the layout of the homepage, selecting topics, blogs, events, FAQs, or other objects in the community to publish to the homepage.
Journaling	Enable prolific community members to share knowledge with advanced journaling capabilities enable members to generate informative blogs specific to their communities.
Forums	Facilitate community interaction in discussion forums. Share common features with familiar Internet-based forums, helping to ensure adoption and usability.
FAQs	Save useful information or answers to common questions in a designated FAQ object. New users will be able to quickly find answers and experts will not be required to answer the same questions repeatedly. There is also a Q&A desk for community directory, communities, and forums.
Customized roles	Assigned permissions can be unique to your community. Community members do not have to learn the role of a Knowledge Manager or Critic before contributing.
Email Notification	Community subscribers remain connected by receiving e-mail notifications when a posting or document of interest is added to the community.

Open Text: Complete and consolidated solutions

Open Text Communities of Practice is a great means of capturing and sharing your organization's knowledge and expertise. Build social networks, share news ideas, standards and best practices. Open Text provides comprehensive, integrated solutions—supported across multiple platforms and applications—to help you create, manage and distribute all forms of information. Our solutions are based on proven methodologies and years of experience with thousands of large-scale installations. Best-of-breed deployment services provide the combination of training, hosting, and support that you need for a smooth and trouble-free roll-out.



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