Community of Practice IT Platform

SBAC Coordination and Dialogue Event
UfM- Barcelona June 24, 2022

IT Plateform

Platform Pillars :

DIALOGUE

KNOWLEGE

COMMUNITY

PRODUCTS & TOOLS

OPPORTU-NITIES

CoP Platform – Way forward / Pilot:

How user centric can be translated from your perspective?

Can you share 3 key features (must have) to reinforce Launch / Grow / Sustain ?

Are you interested to be part of beta testing?

CoP Platform – User Centric :

What is user-centered design

Research
It begins with research to get to know the users, their objectives and contexts

Empathy
It is based on empathy to put themselves in the place of the users

Iteration
Uses an iterative process that allows for constant evaluation and improvement

CoP Platform – User Centric : Who and how?

Core team – The core team forms the heart of the community that will organize, charter, market, nurture, and operate the community.

Active – These members work closely with the core team to help shape the definition and direction of the CoP. This includes defining the community's shared vision, purpose, roles, strategies for interaction, marketing, and communications.

Occasional – These members participate when specific topics of interest are addressed or when they have something to contribute to the group. They are often the largest group in the community.

Peripheral – These members feel a connection to the community but engage on a limited basis. These could be newcomers or those who have a more casual interest in community activities.

Transactional – These members are the least connected to the community and may connect only to access CoP resources or to provide a specific service to the CoP (for example, website support).

Key features for a CoP

Site Map

- Home page: relevant information and news, latest news on the progress of related activities and projects, ongoing activities and online discussions
- About the community: background information, expected outcomes and impact
- News and announcements: news archives, email newsletter archives
- Library (repository of relevant documents and tools)
- Discussions (online discussions on particular topics of interest)
- Members: list of members with background information and email addresses
- Photo gallery
- Links to other websites
- Help (information on how to use the site and how to get support
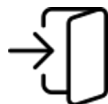
Enrollment

- How to enroll, using your social identity
- Start with an onboarding

Look and feel

- Lively and dynamic
- Friendly and accessible
- Professional and credible

Tools

- Search facility
- Email this page/notify members of this page
- Download and print this page
- Optional: online chat facility, an events calendar

Tagline, Data

- A memorable phrase to brand the communication platform and strengthen awareness of it.
- Intelligent functionalities based on data (Data analytics)

Community Testing
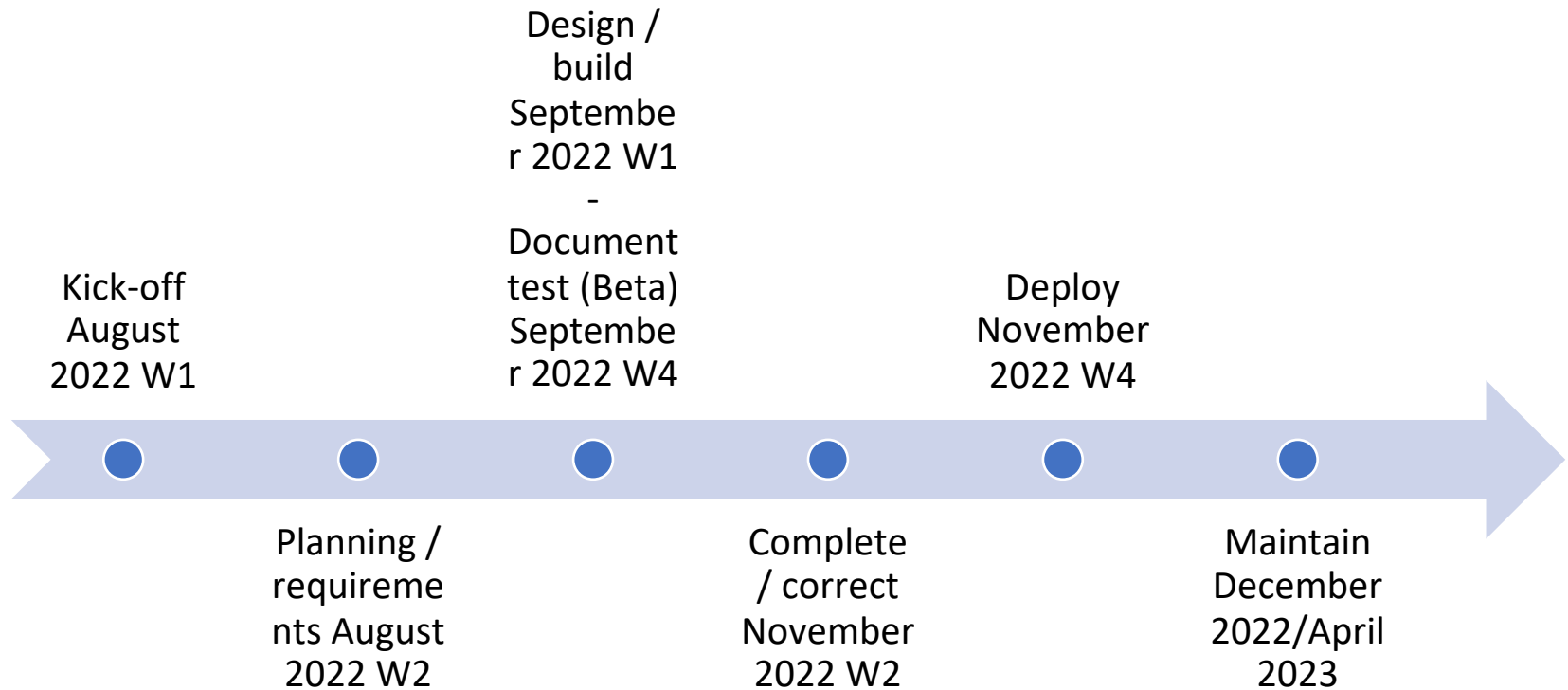
Community Testing

The friends and family test (FFT) is an important feedback tool that supports the fundamental principle that community who use the CoP Platform should have the opportunity to provide feedback on their experience.

Implementation

Define touch points where users can test and provide feedback
Agile development.
Backlog updated based on feedback
This reduce the risk for rework or lack of adoption.

CoP Platform – Planning

Kick-off
August
2022 W1

Planning /
requireme
nts August
2022 W2

Design /
build
Septembe
r 2022 W1
-
Document
test (Beta)
Septembe
r 2022 W4

Complete
/ correct
November
2022 W2

Deploy
November
2022 W4

Maintain
December
2022/April
2023

Next Steps

Thank you