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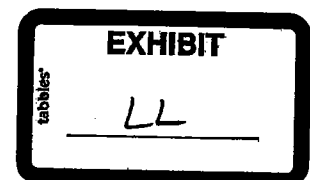
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Nikos Drakos

Attendees at a recent Gartner conference roundtable shared their expectations and concerns surrounding the business use of social software. The discussion looked at the business value of blogs and wikis, their risks, the investment justification and the perennial issue of defining social software.

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The results of a survey carried out during a Gartner "Socializing Technology" presentation indicate social interactions are important to enterprises and that IT can play a role. But more people appreciate the value of social interactions than believe their IT investments add value to them.

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Jeffrey Mann

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Tom Austin

IT managers will need expertise on social interaction as a focus on enhancing social interactions subsumes and supersedes more-traditional uses of IT.

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Performance will be enhanced if firms help employees improve the non-routine aspects of their jobs. Socializing, and finding the right people and information to work with, are key. IT will do this very differently by 2010.

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Whit Andrews

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Anthony Bradley

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Lotus Connections is a useful social software for connecting people and information in an organization, despite its flaws. Early adopters should consider Lotus Connections as an option for the broad deployment of specific capabilities, but not as a complete suite.

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Diane Morello

Peer-to-peer social networking, a phenomenon among students worldwide, poses interesting opportunities for enterprises. Get ahead of the phenomenon.

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Toby Bell | Tom Austin | Nikos Drakos | James Lundy | Matthew W. Cain | Gene Phifer | Jackie Fenn | Waldir Arevolo De Azevedo Filho

Cool vendors in the high-performance workplace are helping to bridge the gulf between people and ideas and/or information. Some of the vendors in this report are Web-based, while others are tied to enterprise or individual software components, but all could significantly improve the way we get things done.

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Toolkit Case Study: Altitude's User-Centered Wiki Becomes a Mission-Critical Tool
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Nikos Drakos

In 2004, Altitude Software carried out a wiki documentation experiment using an open-source product. This application went on to become a mission-critical platform for effective collaboration across the entire organization.

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Tom Austin

Our eight-question social process diagnostic survey should be used to determine if (and where) social process support may add value. We present the survey, give some of the thinking behind it and detail three steps to take if an enterprise decides to proceed with such an undertaking.

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David Mario Smith | James Lundy

IBM's integration of IBM Lotus Sametime with Second Life suggests a new frontier where corporate instant messaging and presence systems will extend to virtual worlds and environments.

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