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Social networking website

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PU	Public	X
PP	Restricted to other programme participants (including the Commission Services)	
RE	Restricted to a group specified by the consortium (including the Commission Services).	
CO	Confidential, only for members of the consortium (including the Commission Services).	

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1 - What is Tweegg ?

Companies, organizations and communities weave relations with their environment / ecosystem and use more and more the social networks to get acquainted, identify interlocutors, experts, employees, and partners.

Once these relations established thanks to the professional social networks (Viadeo, LinkedIn, XING and in a lesser measure Facebook), companies and individuals realize their projects with rudimentary means (Excel file of follow-up of project), burst (resident documents on microcomputers or in servers difficult to access), in the intranet, in the messaging systems, on smartphones. These exchanges are often bidirectional (email, phone, sms) or complexes for the most part of stakeholders (software of project management, PLM) and are not the object of storage, sorting, and relevant selections for the fascinating parts.

TWEEGG facilitates team working, fluidifies links between the members of a workgroup and help to find solutions and answers to the daily needs of companies. TWEEGG allows answering to key questions within all organizations:

- Where are we on this project?
- Who takes care of it?
- Shall be we in time?
- Why did we are in late?
- What happened for the last week?
- What happened during my absence?
- What are all the current projects?
- Where is the updated document of work?
- Who is absent this week?
- Who relieves?
- Who knows someone?

Therefore Tweegg is a well adapted SaaS to support the European Water Community both for its day to day life and to highlight some research results to all the community in order to find participants interested in improving these results by working in private collaborative group.

This is a new great and more efficient way to work together.

2 - The main features

Tweegg has an approach centered on the team work.

The homepage of the European watercommunity engages visitors to join in a few clicks; it is voluntarily simple to put the attention of the visitor on the recording, for which he enters his professional email address and his password (which was passed to him by email).

Every project gives birth to a public or private group, which combines according to my needs the co-workers of my community and/or the extern participants (customers, partners, providers, freelance)

TWEEGG offers inside every group 7 big functions to facilitate team working:

- News
- Polls

- Ideas
- Files
- Team

2-1 News

It is the virtual wall to exchange short messages. It is the dashboard of the group-project where each comes to inquire and to inform the other members of the group about " **the current projects, the concerns of moment, the questions to resolve, the important news, any production of contents useful for the group** ".

Whatever the format is, all types of files/documents can be shared and be up to 15 mega per attachment.

Images and videos can be seen directly with just a click via an integrated viewer. Other files are downloadable either individually or together in a zip file

2-2 Polls

It is the interface of express poll. Sound the members of the group-project to know their opinions very quickly, kick away a trend, facilitate the decision-making, measure the resistances, and identify the opportunities.

Whether it is to choose the place, the date and the agenda of the next meeting, make the teams react on the creations of the next commercial leaflet, to create an express poll in two clicks allows answering questions such as " **what do you prefer? What is your opinion (notice)? That to choose?** ".

2-3 Ideas

The electronic suggestion box. An idea to subject to the group, with Ideas, the ideas are better because shared and always improving. With Ideas, the teams get involved and bring to the others, it is the place of exchanges of ideas and answers to questions such as " **what do you think of this idea? What can you bring to this idea? How much does it cost to implement? Who digs the subject?** "

The members of the group project have the possibility of commenting on the ideas and voting for or against, what allows getting closer to a consensus, to manage priorities, to value the ideas and their issuers.

2-4 Files

The file of TWEEGG. To find easily all the documents shared in your group, these are automatically archived in files.

An associated search engine allows finding immediately the one that you look for.

2-5 Team

The dynamic group photo. Every contribution of each participant is associated with its profile for consultation in the page Team, the dynamic directory of the group project.

The profile of every member includes:

- His business card: to contact this person in any situation: function, email, phone, Skype
- His activity: to find all contributions on TWEEGG (in the groups which we have common, him and I)
- His digital identity (optional): combines all the social networks which constitute his digital life included into a single place to know more about him: LinkedIn, viadeo, blog, twitter, slideshare, netvibes, and to identify skills and members of his network who you did not know.

2-6 Search engine

At any time you can find the accurate information

Standard: Find information and discussions that interest you both quickly and easily.

Advanced: Refine your search by content type, shared links or even file name for even faster and more accurate results.

2-7 Administration

Every creator of group is named, by default, an administrator of his group (can be modified on simple request).

The administration interface of TWEEGG allows him:

- To transfer the rights of moderation to an other persons temporarily
- To moderate or to modify the contents exchanged within his group
- To have access to the activity statistics of his group
- To have access to the statistics on the numeric facets presented by the co-workers
- To compile and to export all the interactions of his group in the form of a file to be downloaded.

2-8 Iphone application

Tweegg has its iPhone app version so you may stay in touch with your groups, wherever you are. No problem for all other mobile devices, Tweegg has been optimized for small-screen displays.

3 - Security

To secure the exchanges within the working groups, a professional valid address is required for the registration and during the following connections (all the email addresses except those offered by access providers and search engines). All the exchanges realized on the platform are coded by a key of 128 bits.

The technical architecture of TWEEGG is another fundamental safety component of databases and the exchanges. TWEEGG will give the means to make certify and check in regular interval its high level of reassurance.

Important

SINGLE SIGN ON - SSO

Some of you may be working for several organisations and therefore need several private networks. Tweegg lets you do just that, without having to constantly log in and out.

4 - First Results for the European Water Community

4-1 Quantitative

The collaborative platform “European Water Community” already gathers 150 members, coming from all sides of water management and policy across Europe. 45 groups have been created, over 1000 news and 50 ideas exchanged.

Though we can see the conversation has started between the stakeholders, we know the platform could benefit greatly from being animated by projects managers.

To be efficient in this role, one needs to master the platform tools, so individual training sessions were organized:

In each session, we started with assessing the level of platform proficiency and then adapted the followings steps : a theoretical tour of all the mains tools to make sure that their purpose was understood, then going through exhaustive practicing on the platform, using case-studies created for the training. During the session was also gathered feedback about improvements and/or new functionalities.

So far, five partners have been trained and committed to pass on their knowledge to the other members of their team.

Some participants have brought up the need of a second round of training, focusing on the soft skills of community animation and the specific needs of this network. Only

At this time only 10% are active on the Platform. But since the beginning of the year we notice a deeper engagement from all the participants. It seems they start to understand how valuable this way of working might be and we are very confident in the future.

Furthermore a stronger strategy of Community Management is about to be implemented in order to federate deeply all the participants.

4-2 Qualitative

Already some features developed to answer the requests of the participants

- Improvement on the email notification system to include the content within the email (so users do not need to go onto the platform to be informed)
- Development of a new feature « Useful info », allowing the group administrator to make key informations available at all time, on every pages within a group.
- New section for the community administrator's need : A page with the list of all members by joining date and the possibility to download the list in .xls format (with participants email adress).
- Usability improvement on group navigation : groups that have not been active for 2 weeks are moved to an (easily accessible) « Archive » folder.
- Extention of admin rights (giving them more powers over groups)