

Collaboration Action Plan
Moderator: Julie Marcy, Courtney Chambers, Seth Cohen
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2:00 pm CT

(Julie Marcy): Hi everybody. This is (Julie Marcy) and Courtney Chambers from the ERDC Environmental Lab along with (Seth Cohen) of the Conflict Resolution and Public Participation Center of Expertise at IWR. We will be your co-hosts today for our webinar. At this time, Courtney is going to apply a listen-only feature that'll mute all participants until we begin a Q&A session to reduce our background noise. Courtney, go ahead and...

Recording: All participants are now in listen-only mode.

(Julie Marcy): Okay. So welcome everyone to our joint Collaboration and Public Participation Community of Practice and Facilitators Exchange webinar. This topic will be on South Pacific's divisions, virtual collaboration action plans, making virtual collaboration work for you. To start us off, (Seth Cohen) at IWR has some opening remarks about the value of virtual collaboration. So, (Seth), take it away.

(Seth Cohen): Yes. Thank you (Julie). I just wanted to thank everyone for being here as this is part of our series of webinars on collaboration and public participation and just say a few brief words that the topic of collaboration has really been a hot topic lately, something that's had a lot of interest in discussion. How can the Corps collaborate better as well as taking a really good look at assessing the state of collaboration in the Corps and even what we mean by the word collaboration? How is that being understood and defined by people in the field as well as by senior leaders and so, virtual collaboration has become even more and more important with budget constraints and other challenges.

There's more and more meetings being conducted virtually through various forms -- which we're going to learn about today -- and so, I really want to thank the presenters for giving us a window into their new process and how they're utilizing it and that our CoPs will archive this webinar as well as other resources on virtual collaboration in the shared documents section if you're interested in following up after this to check out those resources. With that, I'll turn it back to you (Julie).

(Julie Marcy): Okay. Thanks (Seth). Just a few quick logistical items. As (Seth) mentioned, we are recording this presentation and it'll be archived for both the facilitators exchange webpage and with links and files on the collaboration page as well. If you have a question during the presentation, you can use the chat feature in the lower right hand corner of your screens and please send that to everyone or you can use the little raised hand feature so that we can call on you and then we'll also have a dedicated question and answer session at the end of the presentation.

At that time, we'll return everyone to interactive mode and you can ask your questions either verbally or using chat. In order to have a more comprehensive list of our attendees, if it's not already apparent in your participant listing the way your name and office appears, if you would take just a moment to use chat so that we can tell who you are and what your office is. Like, (Joe Smith) Fort Worth district or Jacksonville, five participants or whatever is appropriate. If your name and organization already appears in the participant listing, then you're already set and with that, Courtney Chambers, I'll turn it back over to you to introduce today's speakers.

Courtney Chambers: Great. Thanks (Julie). I'm very happy today to introduce to you (Cynthia Fowler) of the San Francisco district and (Jason Gipson) of the Sacramento district. (Cynthia Fowler) is an environmental manager in the San Francisco

district. She began her career as an Army intern in 2003 and in addition to her work in the environmental planning section, she's been deployed to Iraq and also Florida in support of her Hurricane Wilma and she serves as an assistant team leader for emergency response where she collaborates with FEMA Corps offices and federal, state and local agencies.

Our second speaker, (Jason Gipson), began his Corps career as an Army intern in the Sacramento district and also did a developmental assignment with the US Official Wildlife Service Office in Sacramento. He then served as a regulatory project manager in the bountiful Utah field office before his current position as a Supervisor of the Utah Nevada Regulatory Branch for the Sacramento district.

More information about our speakers' backgrounds can be found in their bios posted on the facilitators exchange page along with a copy of the Power Point they're going to be sharing today. (Cynthia) and (Jason), we're very happy to have you with us today to inform us about the (SPD) Virtual Collaboration Toolkit. So at this time, I'm going to switch to your presentation and give you the presenter rights and as a reminder, make sure you unmute your phone line and then we can begin.

(Jason Gipson): Okay. Thank you Courtney. As Courtney said, my name is (Jason Gipson) and I'll be co presenting today with (Cynthia Fowler) and we will be talking with you today about our project Regional Leadership Development Program Class Project which was the development of a virtual collaboration action plan or VCAP as those people who are so fond of talking in acronyms.

I did want to introduce, just quickly, the other members of our team who were instrumental in helping to create this project. We have (Kylan Kegle) from the Sacramento district, (Daniel Garcia) from the Albuquerque district, (Andrej

Macejko) from the San Francisco district, (Ken Mueller) and (Jimmy Granillo) both from the LA district.

So today's project overview of what we're going to cover today is our project assignment and mission that we were charged with, which was creating virtual collaboration plan and we'll focus on the recommended webinar software/platforms but also touch on some of the other tools as well as we have time. We'll talk about the virtual collaboration purposes and processes and discuss some of the best management practices for virtual collaboration and then finally, and probably most importantly, we'll give a demo of our virtual collaboration regional toolbox and some of the recommended software and platforms that we have identified through our project.

So our project assignment was given to us from SPD's Regional Management Board at the beginning of our Leadership Program in October of 2013 and really the basic idea - the basic premise of this project was to be able to do more with less and that's probably something that everybody is seeing across the nation, agency-wide. We're starting to see limited budgets and trying to be able to conduct our mission successfully without those increasing resources.

So the RMB's challenge to us was to look at, for one thing, the psychology of change and one of the biggest challenges with change, is change itself. And the RMB had recognized that changing from the traditional, in person, face to face meeting format to a more virtual collaboration focus was going to be a challenge for the workforce. It's engrained in our culture and a cultural change is one of the hardest changes to make. Secondly, they wanted us to focus on reducing of costs that result from traditional meetings. People who are in distant locations need to travel to the meetings, and that travel incurs a cost. Also the time away from the office, the lack of productivity, is also a cost when you're not getting other things done.

Additionally, they wanted us to develop an implementable virtual collaboration process that really transcended business lines and can be used for multiple types of purposes and was easily accessible to the staff within our whole Division. They also wanted us to research virtual collaboration tools and to ultimately make recommendations for the tools that we were to use and then develop an implementable process. Something that can be easily and immediately implemented within our workforce.

So our project mission as we saw it was to develop an action plan and toolbox to promote virtual collaboration throughout our division. And because virtual collaboration may mean different things to different people, we thought it was important to define what it was that we were trying to do. What we came up with as a definition for virtual collaboration was a method of working together to accomplish goals, utilizing regional expertise and technology based resources with team members who are geographically separated. So, during the course of our year long project that we were engaged in, we conducted quite a bit of research and some of that research included coordinating our work with virtual collaboration subject matter experts within and outside of the Corps.

We looked at the functionality of different tools that are available either within the Corps and outside. What we ended up doing was actually focusing only on the tools that are readily available to us, and really the reason for this is for anybody who's tried to work with ACE-IT in getting different programs approved knows that it takes a lot of time and potentially some additional financial resources in which do that. In fact, Cynthia, at the beginning of our project, requested a simple add-on to AT&T web meeting, which is what we're using today. That approval finally came in April of this year. So 18

months later, we got approval for a simple piece of software. So that's why we focused on stuff that's already ACE-IT approved.

We also researched the virtual collaboration being used within other agencies and in the private sector. It may not be a surprise to folks but what we found was the Corps, if not the army in general, is severely behind the times when it comes to implementing virtual collaboration. We also interviewed the ACE-IT leadership within our districts to identify any constraints or requirements that we needed to be aware of, things like any hiccups or barriers that we needed to overcome. We also surveyed the workforce within our division to get a handle on peoples comfort and experience with virtual collaboration -- whether they were experts, newbie's or just had an apprehension to changing the face to face dynamic that we're so accustomed to.

Deliverables from our project actually included the following. The most important deliverable was our report which is a culmination of all of the research, the survey results that we got from our division, all the tools that we found and ultimately our final recommendations. This report is actually located on the virtual collaboration toolbox which Cynthia will demonstrate here shortly. The toolbox actually breaks up a lot of the components of the report, best management practices, the tools that we found, etc. and it's an easily accessible tool and it's a very user friendly site.

We also created a Quick Start Brochure for the staff within the Division to introduce staff to virtual collaboration. We also conducted brown bag training in all four and then today spreading the word further with this Virtual Collaboration Webinar. So, some of the tools that we had found very useful and recommend in order to have successful virtual collaboration are the following tools.

One of the best tools that we found for trying to schedule meetings is the program called Doodle and it is a very easy to use program that quickly surveys your meeting participants, identifies the day that most people can attend the meeting. It really cuts the time of setting up meetings in half or more. I use Doodle extensively and it's a God send.

Also, having a conference call number is essential. There are some programs that you can use the internet, what's called voice-over internet protocol or VOIP but as a backup, it's always good to have a conference call line. There's two different ways to get the conference call numbers and webinars. One is by calling (ACE-IT) directly each time you need to have a meeting and two, which is a recommendation that we have is to get what's called an AT&T Reservationless number. This is a number and webinar that is permanently assigned to an individual, or a branch or section that can be used any time, all the time. It doesn't cost anything to have. It only incurs a cost when you use it. And we recommend a branch or section having one or two so that staff can check it out or reserve it as needed and then utilize it as necessary when they have their meetings.

Two of the software programs or platforms that we found that were probably the best to use are what's called Defense Connect Online or DCO, which some of you may be aware of and then the AT&T web meeting program which we're using today. This is the program that probably more people are aware. Another essential component for successful virtual collaboration -- especially when you're working on remote teams -- is to have a data repository. And this can be either transferring information via FTP sites, something that we're currently using now, using a Share Point or shared file directories within individual districts. Another option that is currently a pilot program within SPD is a program called Project Wise. This is another centralized repository

for data and project information to be stored where anybody who's authorized on that team can access that information.

So I just wanted to quickly jump into some of our recommendations and just highlight some of the findings of some of the platforms that we have identified. So for Defense Connect Online - some of the best purposes for using this program are conducting internal meetings within the Corps, trainings and telework. It is a free program. It was developed by Department Of Defense and is free to use for anybody within DOD and as a DOD employee you can even sponsor other federal agency members so that they can acquire a Defense Connect Online account as well.

It does have the voice over internet protocol (VOIP) where you can use your microphone on your computer to conduct the voice component of your webinars, but we do always recommend having a telephone conference number at the ready just in case there are glitches and you need to default to the telephone. Some of the options and features that DCO has, as with many other virtual platforms, is chat rooms and the use of webcams so you can personalize your meeting, the ability to record the meeting so that it can be viewed at later times by people who may not have been able to attend and it has a unique feature -- that programs like AT&T don't have -- which is breakout rooms. This is the equivalent of having a traditional face to face meeting, breaking out in subgroups, discussing issues and then coming back and briefing the larger group. This is a way to do that same type of activity in a virtual setting. It does require the voice function but when that's available, it's a pretty savvy way to conduct that type of activity in a virtual setting.

Pros and cons to this are it's very user friendly. However, it may not be as user friendly as AT&T for newbie's. It does have a little bit steeper learning curve but once you've learned those ins and outs -- which is not a very hard

thing to do -- it is actually much more functional and customizable than AT&T and it also has user profiles so that you can actually save any information that you upload into the meeting. It will actually stay there and does not go away. So when you log onto the meeting the next time, the information is still there via the chat room or any files previously uploaded.

The second recommended platform, again, is what we're using today is AT&T Web Meeting and we found this best for conducting external meetings and trainings, mostly because most people are aware of and familiar with AT&T Web Meeting and there may be less apprehension for using it. There is a drawback in that it does have a cost. It's \$0.12 per minute per user and then an additional \$0.03 per user if you're using the teleconference line. So what we're conducting here today is \$0.15 per minute per user. A way to mitigate that is to put people in groups and use one teleconference line and one computer to help reduce the overall cost of the meeting.

Again, it does have similar functions as DCO and of other platforms such as the chat room, webcam. You can use it to do real-time editing of documents and transferring information back and forth. It too is very user friendly and probably most familiar to people in and outside of the federal government and to the general public. It does not have user profiles so any information on this webinar here today will go away when you close out to the program. So when you open it back up, it'll start with a clean slate. So with that, I'm going to turn it over to Cynthia and she's going to go over some of the virtual collaboration purposes and processes and then give a demonstration of the Share Point site and hopefully the DCO platforms if we have time.

Courtney Chambers: (Cynthia) you should have the presenter rights now. Just remember to unmute your phone line.

(Cynthia Fowler): Great. Thank you. Hi. I'm (Cynthia) from the San Francisco district. I'm going to talk to you more about the virtual collaboration purposes and processes and this is getting at how you can make virtual collaboration work for you. When we polled and started interviewing SPD folks, we tried to develop what the needs of SPD employees are. What does the workforce need? How do they collaborate in general? We found that PDT meetings and other team meetings are common. These are smaller meetings. Generally anywhere 10, 12, 15 people, external meetings with other agencies, stakeholders and customers, public meetings -- those are going to be the larger meetings - perhaps for a national environmental policy act or a regulatory action where you have to invite the public to inform them of what the Corps is doing --also trainings, and those can be prospect trainings or division trainings. Telework, teleworking is also a form of virtual collaboration. Basically, nearly any meeting requirement you could do virtually.

So I briefly want to compare and contrast the various virtual collaboration requirements. This is your typical idea of a traditional meeting. We're all familiar with this but just to give an idea of what we're talking about; I'm going to use me as an example. I'm here in the San Francisco district and most of the other federal and state agencies are located in the Sacramento district, California's capital. I often have to work with people from Los Angeles from technical expertise that we may not have here in the district. Generally, we all travel to Sacramento. So when I travel to Sacramento, it's a 100 mile trip each way. So if I have a one or two hour meeting in Sacramento it takes up my entire day. I don't do anything else. I travel to the meeting, I come home and that's it.

For Los Angeles, they may travel to Sacramento or they may just call in but calling in does lead to inefficiencies if you're just using conference call because they may not have the same materials you're looking at, they may not

be on the same slide or the same data. So basically, it just is a little inefficient. Overall what happens is it results in additional time spent and additional money spent for travel and also time really is money. Now let's look at virtual meetings.

Basically with a virtual meeting, you have your agendas, your designs, your meeting notes, your schedules, whatever you're looking at on one screen is what people from other districts or other locations can access and view. So it's like you're meeting in person but you don't have to deal with the cost and the time of traveling. So now we're going to focus on the different types of meetings you may have and this slide here is just showing you regardless of where you are, you can virtually collaborate. If you are going on vacation and your boss says you have to call into one meeting to be able to go, you can do that virtually and you can see and listen to everything everyone else is doing.

So now we're going to focus on the different meetings. Smaller meetings are going to be more like your PDT, design meetings, construction meetings, contractor meetings. They may be something different for all of you. In a smaller meeting, you're going to have a meeting host and the meeting host is directly going to present the meeting information to the rest of the team whether it's an agenda, designer, port, whatever it is and the teammates are all going to call in from various locations.

So let's talk about the roles here. The meeting host not only is going to present the information, he or she is going to monitor the chat box and make sure everybody can hear and see the presentation. Whatever is going on, the meeting host is going to work as the facilitator and the presenter. The meeting host can grant other people presenter rights so they can present material or work on material. I put the Essayons dredge on there - I'm sure everyone knows that's one of our federal dredges. I put that on there just to show that

with these virtual collaboration programs, you can really call in and meet from anywhere. Whether you're doing a ship to shore meeting with the dredgers or working with the field offices like (Jason) is in, you can really call in from anywhere. These programs, the AT&T webinar and DCO are available on your iPhones, your Smart Phone and iPads. So even if you don't have cellular reception, you can get the reception through your phone and call into these meetings.

Next we're going to look at a larger meeting. These are your charrettes or public meetings. You will have a lot of people there and maybe the meeting host can't facilitate the meeting by themselves. In this instance, the meeting host would log into the meeting and grant the presenter, presenter rights. The presenter would show the material on the screen that the participants would log into and see what the presenter is presenting. This is similar to a small meeting except there are some other roles here. The meeting host is going to be monitoring the chat box and by monitoring the chat box, if participants have questions, comments, they can't hear, the presenter is speaking too fast, type it into the chat box and let the host know and the host will alert the meeting presenter that someone has a question or comment and maybe we can stop and let him or her ask the question, or we need some clarification on this subject and the meeting presenter can clarify or yield the floor to a participant to speak.

Trainings are a little bit different and I'm going to use myself as an example because I just recently attended a traditional training and a virtual training. So let's say you have a training with three districts. Generally everybody travels to one traditional training room. Well this is going to cost – with the TDY's and airfare and possibly rental cars and all that. It costs quite a bit of money! The recent traditional training I attended in LA this past year – just for the travel and TDY was near \$70,000. That's a lot of money!

Now let's look at the virtual training. You have the same districts attending the same training but instead of travel, everybody sets up their own training room within their district and we recommend that you set up your own training room because instead of sitting at your desk trying to be fully engaged in a weeklong training, you're sitting with participants and engaging other people on the subject. So it feels a little bit more like a traditional training.

So how does this work? You're still going to have your meeting host and your meeting presenter. They don't necessarily have to be in the same facility, however. I've set it up here on this slide as if the host and presenter are in the same room, –but, you can have a meeting presenter in a different room, district, headquarters, or anywhere. That's fine because the instruction is done virtually. In virtual trainings, the roles are going to be a little bit different than in virtual meetings. For virtual trainings, the meeting host is going to be monitoring the chat box, taking questions, and the meeting presenter is going to be presenting information and just basically instructing with the students of the subject. That being said, we do recommend that both the meeting hosts and the meeting presenter be instructors if possible, rather than having the host not be familiar with the subject.

Generally at a training or a prospect course, there's going to be more than one meeting instructor -- sometimes three or four or five -- so if both the host and presenter of them can be an instructor, the host can be fielding questions from students. If a student asks a question using the chat box, the host can respond directly and let all the student know the answer through the chat box.

Additionally, if both the host and presenter are instructors, they can switch presenter and host roles such that when one is speaking, the other is serving as the host. This is similar to what the Communications CoP, Jason, and I are doing today.

We also recommend that each district have a subject matter expert physically located at the district and since there's often more than one instructor, it's a good idea to just send one instructor to each district participating in the training. If the subject matter expert is an instructor, that person will keep the students engaged, they'll make sure that people are on track, they can answer questions as they come up in the classroom and they can also facilitate the group discussions and the group exercises. So using this virtual training method can be very similar to a traditional training. And just as an example, last week we had a virtual AE contracting training between San Francisco and Sacramento.

Both districts set up a training room, we had our projector set up so we were looking the instructor and so did they. We all saw the same training materials that we viewed at the same time. There was one instructor in San Francisco and the other one in Sacramento. So basically each instructor worked with the students at their respective district, they took us through the exercises, and answered student questions. It worked really well. The only difference really was that it was virtual and there was only one TDY for one instructor instead of several TDYs for all the attendees.

So moving on, we're just going to recap the meeting host and presenters for the various roles.

A meeting host dials in as the host, provides the host password – similar to what the communications CoP did today. They control the overall meeting, they grant presenter rights to the various presenters or instructors, upload relevant material to the meeting share box. We didn't talk about the share box too much but I'll show you that in a little bit when I open the toolbox. The

host also monitors the chat box, alerts the presenter when participants have questions and end the meeting.

The presenter on the other hand, dials in as a participant and in a traditional meeting, they would likely host or facilitate the meeting as well. But in a large virtual meeting or training, they're going to serve as the presenter. They may be an instructor or project manager...generally they are the person with the knowledge about the subject being presented. They also present material from their own computer or alternatively, they can present it from the host's computer as we're doing today and they would provide the relevant material to the host ahead of time so the host can load it up on a share box or make sure it's sent out ahead of time.

What if there is no presenter? What if you have a small meeting? That's pretty easy. Basically the first two roles go away, there's not going to be a separate presenter dialing in or presenting materials, the host is going to serve as the presenter and the host will take on the other presenter roles. So participants -- that's all of you out there -- it is important that you be really engaged virtually. It's going to take some getting used to. I know it's really easy to sit at your desk and have your email open, other projects open and doing other work -- but don't. Just close down everything and focus on the meeting you're attending. You're not going to see the body language out there that you would generally see in a traditional meeting so just be aware and think about how other people might take what you're typing in the chat box or doing on the web camera -- if you use it.

If there's more than one participant from your office or district, really try and get a meeting room. Don't stay at your desk. It just helps you to stay engaged and feel like you're working a little bit more traditionally. Use the chat feature for meeting related subjects only. I've been guilty of not using the chat box

properly. I intend to just send something to (Jason), for example, and I end up chatting to everybody and maybe I've embarrassing myself or (Jason) or worse said something that's rude. So just be really cognizant that the chat feature is there for meeting related subjects only. Do alert the chat box monitor or host if you have any questions or comments that are meeting related. Do use your camera for smaller meetings. It's really great for instructors to use their cameras too, or even the presenter to use their camera. But if it's a large meeting, it just isn't that effective.

We're going to briefly touch on some best management practices for virtual meetings and trainings but we went through these as we stepped through the slides. So I'm just going to highlight a couple of these. Login early to troubleshoot. It's really important especially if you're a host, instructor or presenter. If you are a host, presenter, or instructor, login 20 to 30 minutes early and get everything working. We logged in 20 minutes early today and were still trying to make sure things were set up right. But getting there a early is something typically you do in a large meeting anyway just make sure you are on time. So, if you're a participant, log in a few minutes early so that you're starting the meeting on time.

Building virtual trust. In a virtual setting, you may not be able to do this as easily. It's really important. We recommend if you're starting a virtual team, send out bios. Don't be too work, work, work in your bio. Be a little personal. Include things like: I have three kids, I play soccer on the weekends. Something like that so that other virtual teammates know who you are.

Listen and respond to legitimate concerns, do that all the time, be professional and courteous especially on chat, create team rules and norms. When you start out on your virtual team, understand and agree upon standards and

expectations. You do this in a traditional meeting but make sure you do it in a virtual one as well.

Use a centralized data repository. This is very important. We didn't dive too far into this in our project because it's being looked at at the corporate level – USACE corporate. Right now they're looking at ProjectWise which is a pretty good repository. –However, if you have data that you need to share, you can set up a SharePoint to use as a centralized repository. It's really important to have a central repository to share data. Mute your phones, phone etiquette, send out agendas ahead of time. Those are just typical best management practices. One thing about the agenda is make sure the webinar information is on it before you send it out. The teleconference and webinar is on this agenda example – just to show you a standard one. It has your teleconference information and your webinar information. If this is DCO, there'd be a DCO information on the right side.

So the final thing we're going to show you is our virtual collaboration toolbox and this is the big thing that came out of our project. Here's a screenshot of it. It's not the actual toolbox though. We've updated it since then. So I need to share my screen. Can everybody see that okay?

Courtney Chambers: Yes. We're seeing it.

(Cynthia Fowler): Okay. Great. So this is the SPD's virtual collaboration regional toolbox and if you log on, this is what you're going to see. Over here on the left -- like other Share Point sites -- is the library. I'm going to show you some of the library items - here 'using this site', just tells you how to use the site, 'which virtual collaboration tools should you use', is just a flow chart that walks you through the tools for the various purposes you need, 'virtual collaboration tools and applications' -- we're going to come back to this later on.-- 'Best management

practices', we talked about some of those but I really recommend taking a look at those. We have some for different types of virtual collaboration needs. I'm going to show you what they are. They're just tables telling you how to best work on a virtual team, in a virtual meeting, at a virtual training successfully. So I'm going to click out of that and move on.

'Tips and tricks'. This is probably going to be one of the most helpful. These are tips and tricks for using each program that we recommend, we put together a tips and tricks that I just clicked on and brought up for AT&T teleconference functions. This is a really great table. It tells you how to customize your teleconference or use important functions. For example, if you don't like those pesky beeps when people call into your conference call, this table shows you how to turn them off. It tells you how to record a meeting if you need to record a meeting. We also have tips and tricks for DCO and for all of the platforms we recommend.

We also have a brochure. I'm not going to show that to you but if you just want a desktop brochure that helps you get started, you can download this. Our action plan is on here. If you feel like reading 80 pages, but basically this toolbox will give you everything you need to successfully virtual collaborate. So let's go here to the virtual collaboration tools and applications.

So this has all the tools and applications we recommend. DCO, AT&T Web Meeting, Doodle, RepliWeb. You can click right on the DCO and within the area on the page where DCO is located, there is a quick start guide or training just how to quickly get started. There's also one for AT&T - all of you know how to use AT&T Web Meeting because you are on AT&T Web Meeting right now. We do have a quick visual start guide for AT&T too - if you're having a meeting and you want to send that out to participants to help them

get started. You can also get to official trainings or user guides on this page as well. So let's look at the Defense Connect Online.

I just want to briefly show you how to get started. I really like Defense Connect Online. So when you log on, this is what you're going to see – either log on with your CAC card if you have an account or create an account if you don't have one.. You are going to accept the rules of using a government computer. Many of you may not have a DCO profile so you would create one with your CAC account - it takes just a few minutes and the program will walk you through the steps of setting up an account. I'm not going to set up an account now because I already have one. I'm just going to sign in with my CAC account.

I want to point out that DCO is really great because you can log on with your CAC or on your home computer it'll prompt you for a password rather than a CAC if you use your personal computer. You can also log on using a password from a non-DOD computer. Your account will have all your current meetings and meetings that you've had in the past and set up. You can save meetings there, you can create meetings, record a meeting and view it, chat - chat is great. The chat is just not for meetings, It's just a separate chat feature that we recommend using if you're working from home or out of the office. You can keep your chat on and quickly chat with your supervisor or people you work with a lot.

To create a meeting, you come to the start page that comes up after you log on and it asks you for a meeting name. I recommend that you personalize your meeting by including a meeting name I'm just going to put my name here as the meeting name – and I've personalized this room. You don't have to personalize the URL, if you don't want to. But, the URL is the link that you send to people who are going to attend the meeting. I always personalize the

URL because it tells the participants what the meeting is. I usually just put the meeting name or something. It does ask for a date or time. That's not really important. You can put it in a date here, but if this is a recurring meeting, like a weekly meeting, you can reuse the same meeting URL without recreating it. So this date or time may be one meeting or it may be a recurring meeting – you could still use the same link. You can either make the meeting public or private. I usually make mine public because I don't have anything I wouldn't share with anyone else and the public is not going to be able to get into the meeting unless they have the personalized URL I created.

Next, you are going to finish setting up your meeting. If you set up a private meeting, you're going to have to add the email of all the participants in this box. You can either look for a name - if participants already have a DCO account - you can look for a name and add them that way. I know (Jason) has a DCO account because we've used DCO several times together. If participants don't have a DCO account, you can just stick their email address in and it will send them an email. I'm just going to continue as a public meeting.

So my meeting successfully created and here's a URL link to it. Now I can copy and paste this link into an outlook email and send it to all the participants. Once they click on this link, they're directly sent to the meeting. If somebody doesn't sign up for a DCO account and you want to use DCO, they can still attend your meeting by logging in as a guest. They don't have to have an account. I like DCO because as you'll see, there's a lot more features. Down here on the right hand corner is the share box where you can upload files that others can save to their computer, you can take notes from the meeting, you can chat with folks and your chat history can be saved, unlike AT&T. You have all these features here where you can ask the speaker to

speaking louder; you can agree or disagree with things, let the host and other participants know that you are stepping away

There's just a lot of different things you can do here. You can start your webcam, share your screen here and I just wanted to briefly show DCO to you because so many people have never seen DCO and I recommend it over AT&T. Once you get familiar with it, it just has a lot more features and abilities.

(Cynthia Fowler): To conclude my presentation, there are many tools out there. If you have a tool that works better for you, use it. If it's not (ACE-IT) approved, you may have to go through the approval process but make virtual collaboration work for you. It's not really a question of when we switch to virtual collaboration, it's when. Everybody's doing it; we're behind the times so we really need to get on board. There's lots of interest from the districts and divisions, people are supportive of it and basically the big takeaway here is that leadership support is imperative. It's not going to be successful in the Corps without our leadership support and the best promotion and training is lateral. Take this, go try it and tell your fellow employees.

You don't have to travel 100 miles to have a meeting. If you're having a public meeting, set it up virtually as well so that you're not forcing the public to all drive to a particular place. The big, big conclusion is that virtual collaboration is easy. Using virtual collaboration, you have resources in the palm of your hands. Districts, divisions, agencies, headquarters, other people anywhere in the world, it's really easy. They can log on and work with you. With that, I'd like to thank the communications cop for this opportunity and open the floor to questions or comments.

Recording: All participants are now in interactive talk mode.

Courtney Chambers: Okay. At this time, if there's any questions, you can unmute your phone line and ask audibly or if you'd like to utilize the chat feature -- some of you already have -- you're welcome to do that. I can start us off with a couple of the chat questions. We had a question from (Doug) just asking if there were any issues with drag or tracking, et cetera. (Doug) if you need to speak up to clarify, please do so.

(Cynthia Fowler): At times there are. It really depends on the bandwidth you are using. If you look at some of the BMP's, you can see how to reduce the bandwidth you use through sharing different things. You can share a document instead of your screen where you share just one document. You can share an application instead of your screen where you share an entire application or your whole screen and everybody will see what's on your screen. We've had some problems. When the bandwidth was lower, there's issues but I can honestly say not that many. Generally it functions pretty well. We do recommend though that you have a backup if your webinar is not working.

(Cynthia Fowler): If your webinar is not working, you still can continue with your conference call.

Courtney Chambers: Great. Okay. I received another chat and this was just sent to me privately but it was asking for a little bit of clarification. Well, the first question was, are there any security issues using Doodle and he had the follow-up question that connecting Outlook using a software tool developed in a foreign country might be a problem, but using outlook versus Doodle... those are two entirely separate programs, correct?

(Cynthia Fowler): Yes. I was going to get into that but we didn't have a lot of time so I'm glad you asked the question. Doodle has two platforms. A web based platform and

one that you download into your computer. We spoke with (ACE-IT) about this. You can use the web based platform that is not downloaded onto your computer. You can use any web based platform on a government computer, if you don't have to download it, without the approval of ACE-IT. So with Doodle, you can sign up for an account and all you do is poll participants to determine the best time. If I'm going to send an email to 10 people saying I have a meeting and these are my availabilities within the next two weeks...the dates and times, so please click on the dates and times that work for you.

You send that out using your outlook after you create the poll in Doodle. Doodle will give you an email link that people can click on. You copy and paste that into your outlook and then send that to people and they can click on the link and then basically click on days and times that work for them. Once you get everybody's response, you can find the best date and time that works for everybody and then use your outlook scheduler to schedule that meeting. So you're not linking the two platforms together. You're using them separately but just using the poll feature of Doodle that outlook currently doesn't have.

(Seth Cohen): I just want to real quickly to suggest that since we've all been unmuted, if you - unless you're speaking or making a comment, just mute your own line for the time being.

Courtney Chambers: Thanks (Seth).

(Seth Cohen): Thanks (Cynthia) and (Jason).

Courtney Chambers: We had another - a few other questions here in the chat box. There's a question. Are there disadvantages to virtual collaboration that maybe you all found whenever you were exploring and when would you not recommend it?

(Cynthia Fowler): After sequestration, we ended up having to do most of our LDP program virtually. It was like using ourselves as a case study and LDP is a very personal class. We didn't recommend things like LDP that are very personal team building explorations to be virtual. Maybe after you get to know each other it works better but generally, I found that virtual collaboration works great with projects where you can work together on one thing on a screen...but maybe if you're initially trying to build a team, you may want to budget in one or two in person meetings just for that teambuilding comradery and that's about it but I found virtual collaboration really works for me most of the time.

Courtney Chambers: Great. Okay. Another question. We had just an issue -- a personal experience -- receiving complaints when using AT&T Web Meeting about the size of the presentation not loading or something like that or it showing up with a very large border. Well, okay. These are two separate questions. I'm sorry. The issue with it not loading up in the full screen and having a wide border, is there a way to fix or avoid that that you're aware of?

(Cynthia Fowler): Yes and we did put that in the tips and tricks. Everybody who is on AT&T has the ability to adjust the size and the view of their own computer. If you're sitting at your own computer and the presentation is too small, you can go up to the top where it says view -- and I can't show you this because you don't have access to my screen right now -- but, you can change the view to full screen or part screen in both DCO and AT&T. You have the ability to adjust your own computer and that's what I would recommend. You'll find that in the tips and tricks page of AT&T and DCO.

Courtney Chambers: Okay and then this is the question I was blending it with. Somebody's had an issue sharing desktops in AT&T where it doesn't load all the way and they

had said that (ACE-IT) recommended maybe using Mozilla or Foxfire. Have you all run across any issues with that or do you have any tricks?

(Cynthia Fowler): Sometimes that happens – if there's a cross hatch or something you just have to unshare and reshare your screen or document. I haven't had problems with it not fully loading, except if there's a cross hatch. Again, what AT&T says to do is just unshare and reshare and if you're sharing your screen. Also, it takes a lot more bandwidth than just sharing an application or a document and you know when you first log onto your meeting room in AT&T, so, you can share a document, share an application, share your screen. Sharing your screen takes more bandwidth so maybe I'd be better just to share one document or share an application if you're working within one application.

(Stacy): This is (Stacy). I just want to follow-up and clarify because that's very interesting that you've had different problems than I have because I find the sharing your desktop most reliable and sharing applications have been fine. When I have the trouble, it's in sharing a document and it'll - it'll just freeze up on me and then I have to get out of the whole thing and start over.

(Cynthia Fowler): Yes. I haven't experienced that but to be honest, I usually share an application or my screen. I haven't worked with sharing the document much. I'm reading to you from what AT&T Web Meeting proposes. It's good to point out that maybe the sharing the document is problematic because generally I don't share a document.

(Stacy): It's problematic but I think that's what you've done today and it's - I like it because now you have different tabs for the two Power Points that you shared and I, as a user, can flip to the next page myself independently. So now I'm on Page 22 and gives all the users a lot more features. So I like it but it's so frustrating because I've just given up using it.

(Cynthia Fowler): Yes and that's one thing I like – it shows that there are a lot of features that we haven't worked through. I recommend just starting a webinar yourself – you don't need other participants – and go through the features, or log on with a friend. Just get more familiar with the programs.

(Julie Marcy): (Cynthia) this is (Julie Marcy). One of the tricks to using shared desktop is to close out other applications on the presenter computer that's going to use it. The more presentations that you have open -- like your outlook, Word, Excel, whatever -- the more things you have open, the more chance of errors occurring. Courtney and I have been using it for years and we've experienced all kinds of weird errors, but if we have folks close out the other programs - other than the WebEx meeting and the program they're going to be demonstrating, it's been pretty smooth.

(Cynthia Fowler): Yes. I recommend that too. Not just for the smoothness but it also keeps you engaged in what you're doing if you don't have other things open.

Courtney Chambers: Great. Are there any other questions? Feel free, again, to unmute your phone line if you'd like to speak.

(Seth Cohen): I have a comment if there's time.

Courtney Chambers: Certainly.

(Seth Cohen): So this is (Seth) calling again from the CPCX. I was just thinking about it and the comment earlier about when it is appropriate or not appropriate and sometimes you don't have a choice but I did like (Cynthia's) comment that sometimes it might be good to have some kind of kick off meeting for that relationship building that happens in person if that's feasible and then move to

the virtual component. I think - I think one area that's important to think about is if you have external stakeholders involved in any way that virtual may not be possible or may not be the best way to go. So I would just - It seems like some kind of assessment would be really good to do to just assess when it would...

(Cynthia Fowler): I'm going to slightly disagree though. I virtually collaborate with other agencies and stakeholders often. Since I've been doing it, they're actually happy that they don't have to come all the way to San Francisco or meet somewhere and it has been pretty successful. We held a huge (charette) with about 60 people attending for a project I work on. About 40 of them attended virtually and it worked very well. I do agree though that you may want to have that kickoff meeting to get to know people but virtual collaboration has worked very, very well with stakeholders, customers and agencies not being there.

(Seth Cohen): Yes. I'm not - I'm not - I don't disagree with you actually on certain processes and over time, I have seen it more when it's maybe less agency stakeholders but members of the public who've been invited or smaller stakeholders to participate and it's been - there's been some glitch that has allowed them not to participate fully or in the same way. So I guess a bigger question for the group or to think about that maybe we can't answer today is should we be thinking more about - can we - how do we accomplish and achieve all the goals that we have for face to face meetings where those relationships are built? How do we - how can we achieve that similarly through virtual meetings? So just going beyond the steps of using Defense Connect Online and WebEx, what are some of the other tools and things that we should be bringing into that virtual experience to make that more successful? Just a thought/question.

(Julie Marcy): Yes and (Seth), this is (Julie). One comment I'll make on that. (Jason) and (Cynthia), I think you all addressed AT&T Connect in the toolbox? ACE-IT has started issuing some reservationless numbers for AT&T Connect and it's more robust than AT&T WebEx. Courtney and I are still testing it because she and I demand a lot of these systems. For instance, we require transcription services that AT&T WebEx has but DCO does not. So you just need to find the tool that works best for your needs.

(Cynthia Fowler): Yes. We did briefly look into AT&T Connect and we talked with headquarters about it when we were doing our research but our project was ahead of Headquarters implementing it

(Julie Marcy): Yes.

(Cynthia Fowler): We are hoping that our project would be a little more of a working project whereas new programs and things come up could be added to the website. In fact, DCO changed from the time we published our document to what it is now. I mean, it was a slight change, but they did a revision of it. So now there's some information in our report that isn't as up to date.

(Julie Marcy): Yes. That would be great if you can continue to update it. It would be wonderful and I think you'll like the AT&T Connect. It has some great features and many of the Headquarters' webinars - like communicators webinars and so forth -- have been done using it. Courtney and I still need to do a few more tests for the different types of recording that we do using it to see if everything's compatible. Were there any other questions for (Cynthia) or (Jason)? All right. You did an excellent presentation and I can tell it was a very timely topic of great interest because we've had such wonderful participation today from folks all across the country. So (Cynthia) and (Jason), thank you very much. We really appreciate you being with us today. As we

had mentioned, we will be posting a PDF of the Power Point, a transcript of our presentation and discussion and the video file of the narrated Power Point on the sites we gave you and (Seth), did you have any closing remarks?

(Seth Cohen): No. I think it was really interesting and valuable and it would be interesting to do more on this. Perhaps something like lessons learned and best practices of some of these inner agency virtual collaborative meetings that are going on. So just thank you to all of you for sharing your experiences.

(Julie Marcy): Yes. It's great and again, for any of you that are participating, if you know you would like to see an additional web meeting like more in depth on DCO or more in depth on another topic, just let us know. Just send (Seth) or myself or (Cynthia) or (Jason) an email and we'll see if we can make it happen for you. With that, on behalf of (Seth) and (Courtney), I thank all of you for attending and look forward to talking with you soon. That will conclude our meeting.

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