AD302: New Ways to Work with Your IBM Connections Communities

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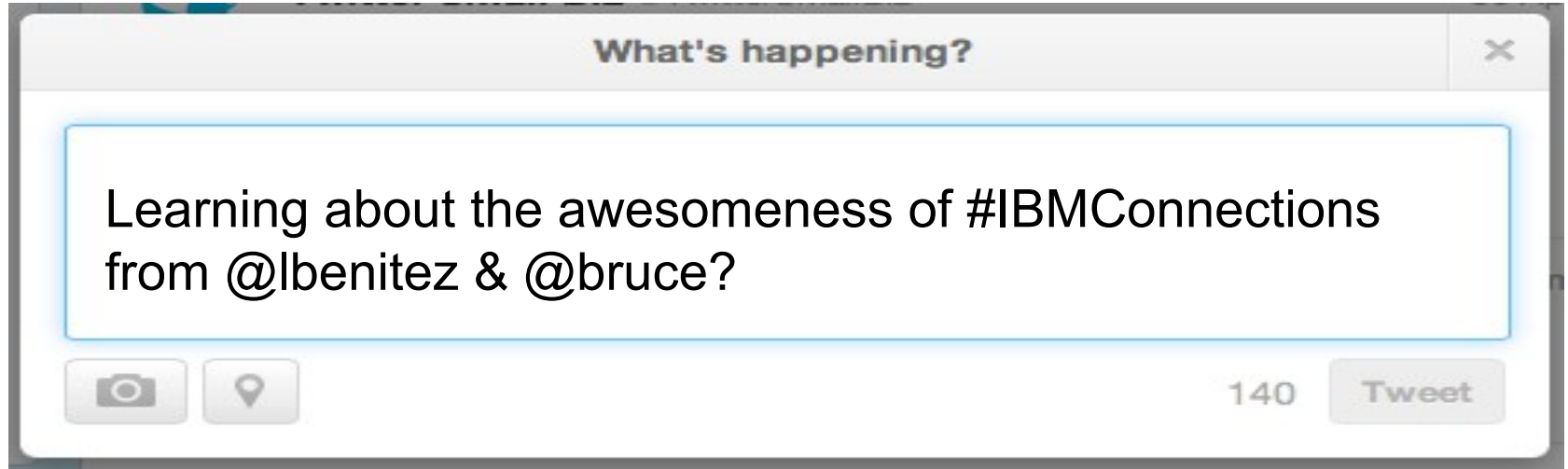Luis_Benitez@us.ibm.com

IBM

Agenda

- Introductions

- Connections Communities Overview

- What's New – Quick Intro

- What's New – Deep Dive

  - End-user function AND

  - Public APIs with demo code

- Where to get more information

- Wrap-up

- Q&A

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Share Away...

What's happening?

Learning about the awesomeness of #IBMConnections from @lbenitez & @bruce?

140   Tweet

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Some Market Data

28

# of hours employees spend writing emails & searching

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Source: McKinsey, July 2012
http://www.mckinsey.com/insights/high_tech_telecoms_internet/the_social_economy

That's

70%

of someone's time
spent in oblivion

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Source: McKinsey, July 2012
http://www.mckinsey.com/insights/high_tech_telecoms_internet/the_social_economy

That's time spent searching, instead of...

Re-using intellectual capital to:
- drive growth
- drive innovation
- solve customer problems
- sell more ... !

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It's time to discover and re-use!

Don't re-invent
the **wheel**

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Marketplace Trends

68%
of CxO's focus
is in social/digital
interaction

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Source: The Customer Activated Enterprise, November 2013
http://public.dhe.ibm.com/common/ssi/ecm/en/gbe03572usen/GBE03572USEN.PDF

Marketplace Trends

87%
of CMO's primary technology focus is collaboration

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Social Means Business Value

25%

Improvement in knowledge worker productivity

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Communities
Hub for Team Collaboration

- Help people who share common interests to exchange and share information and ideas

- Create public, private, and moderated communities

- Share files, watch videos, vote on ideas, plan projects, work with wikis, forums, and more

- Events provides a central place to plan and coordinate team events

- Measure engagement with metrics

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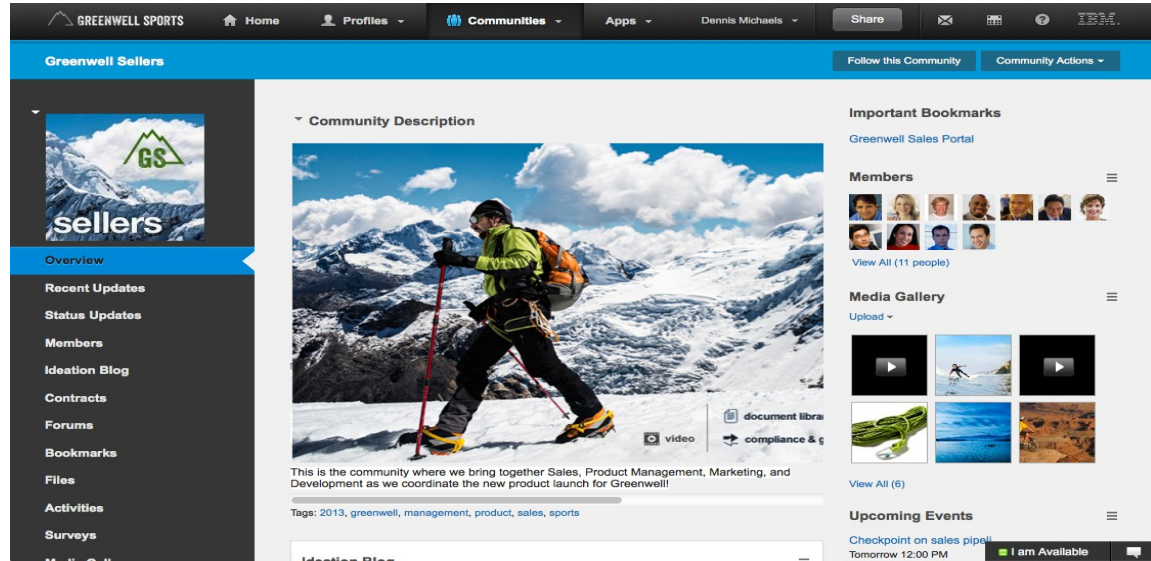
Leading social business communities

Experts and Professionals *Expertise*	**Teams and Project Workspaces** *Practice*
Personal Networks *Interest*	**Initiatives and Services** *Engagement*

Source: Dion Hinchcliffe; http://zdnet.com/blog/hinchcliffe

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Example Community Types

Public Relations and Marketing

Project Execution

Product and Service Innovation

Service and Support

14

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Key Social Business Strategies
1) Harnessing External Ecosystems
2) Relationship + Data Ownership & Control

control

engage

Social Data

Enterprise

The Social World

Captive Communities

1

2

cultivate & exchange value

strategic value

- Customer needs
- New ideas
- Business opportunities
- Support info
- Customer relationships

capture

Enterprise Communities
- Customer care (Social CRM)
- Product development
- Early product access
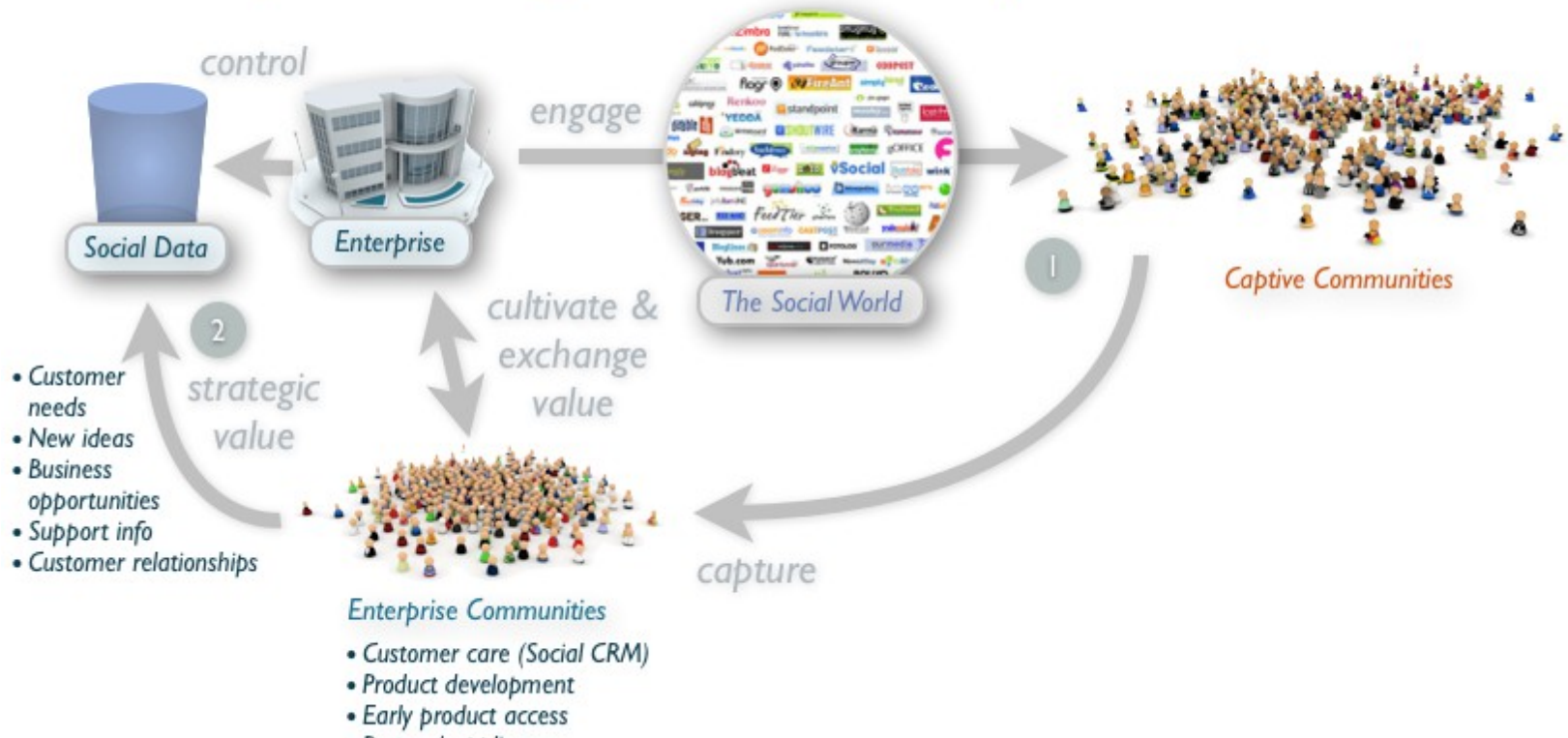
What You Can Do Today
Add Custom Apps to Communities

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What You Can Do Today
## Manage your Communities programmatically

Screenshot To-do..

Over to Bruce for a Deep Dive!

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Communities as Social Center for Groups to Get Work Done!

- Easy for users to get to work!
  - User provisioning for quick start time
  - Simple membership management model and sub-communities
  - Centralized content creation and sharing with well known components like Files, Forums, Wikis, Media Library etc.
  - Cross-component capabilities: tagging, searching, activity stream attention management, etc.
  - Available everywhere: Web, Desktop, Mobile

- Extensible platform:
  - UI extensions via Widget model
  - Programmatic services:
    - Atom based public APIs for programmatic access to Community and Component capabilities
    - Java SPIs for back-end event handling.

- Admin commands for system administration

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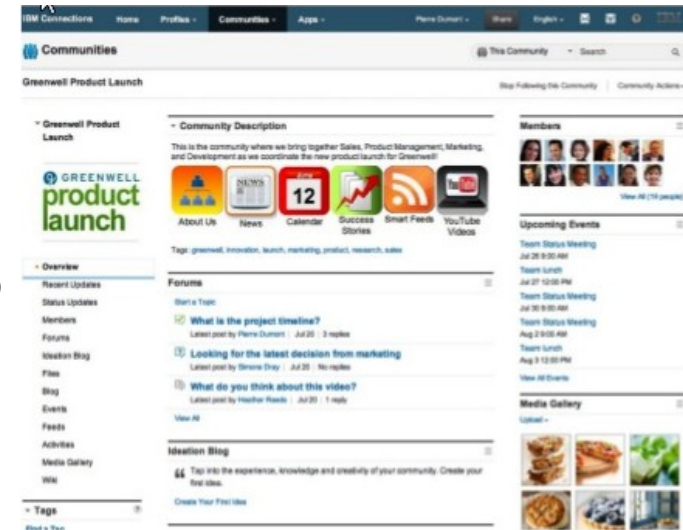
Focus of this session

- New Communities capabilities (since Connections 4.0) and their associated admin and programming extensions

- Quick demo of each

- WARNING: entering the "geek" zone :)

GEEK ZONE

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What We'll Cover

- Widget Development
  - Creating custom widgets
  - Programmatic widget manipulation

- Start Page
  - Owner can choose initial page shown for Community

- Communities Trash
  - Recover deleted communities from trash

- Community re-parenting
  - Move Community to be a Sub-Community and vice-versa

- Public API additions and extensions to support programmatic access for each capability

- GOAL – Spark ideas for you to use for your customers and installed base!

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Community Widget Development

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For Widget Writers

- Custom Widgets can be deployed to your server and made available to Community owners
  - Has been available for multiple releases. Find out more in online doc (reference at end of this deck.

- Multiple widget instances supported **New**
  - Set *uniqueInstance="false"* for your widget definition in widget-config.xml

- Provide a custom title for your widget **New**
  - Use widget attribute api to set/get widget title:
    this.iContext.getiWidgetAttributes().setItemValue("widgetTitle",form.widgetTitle.value);
  - Title is persisted
  - Title is surfaced in all Community UI: search tabs, edit tabs, left navigator, etc.

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Widget Feed **new**

- List Widgets in a Community

- Add/remove/re-position/re-title widgets in a community

- Usage examples now enabled via programmatic access
  - Templating – provision a Community and populate it with Widgets.

- This feed is exercised in IBM products now: Portal, Mobile, others.

- NOTE: For access to underlying content of Widget - use "remote applications" feed.

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Widget Feed

- To get all Widgets
  - http://<server>/communities/**service/atom/community/widgets**?communityUuid=<id>

- To retrieve widgets of a particular type:
  - http:/<server>//communities/service/atom/community/widgets?communityUuid=<id>**&widgetDefId=<widgetType>**
  - Note: Multiple widget types can be retrieved with multiple &widgetDefId URL params like this:
    - http:///communities/service/atom/community/widgets?communityUuid=**&widgetDefId=CustomLibrary&widgetDefId=Library**

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Widget Feed

- Add a Widget (POST to Widget feed)
  - Post to the feed with widgetDefId, Custom Title(optional), visible or not, column location, location within column

- Modify a widget (PUT to Widget feed)
  - Change title, visible or not, location

- Remove a Widget (DELETE request)

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Widget Feed
# Sample Feed Entry

…
```
<entry xmlns:snx="http://www.ibm.com/xmlns/prod/sn">
  <id>https://brobertsvm3.swg.usma.ibm.com:9444/communities/service/atom/community/widgets?communityUuid=e0a8c3b1-d739-4d16-b12b-f208caa3554b&amp;widgetInstanceId=W1de42d9828ad_4e28_9f67_c910abfe79b6</id>
  <title type="text">Files</title>
  <category term="widget" scheme="http://www.ibm.com/xmlns/prod/sn/type">
  </category>
  <link href="https://brobertsvm3.swg.usma.ibm.com:9444/communities/service/atom/community/widgets?communityUuid=e0a8c3b1-d739-4d16-b12b-f208caa3554b&amp;widgetInstanceId=W1de42d9828ad_4e28_9f67_c910abfe79b6" rel="self"></link>
  <link href="https://brobertsvm3.swg.usma.ibm.com:9444/communities/service/atom/community/widgets?communityUuid=e0a8c3b1-d739-4d16-b12b-f208caa3554b" rel="edit"></link>
  <link href="http://brobertsvm3.swg.usma.ibm.com:9081/communities/service/html/communityview?communityUuid=e0a8c3b1-d739-4d16-b12b-f208caa3554b#fullpageWidgetId%3DW1de42d9828ad_4e28_9f67_c910abfe79b6" rel="alternate"></link>
  <snx:widgetDefId>Files</snx:widgetDefId>
  <snx:widgetInstanceId>W1de42d9828ad_4e28_9f67_c910abfe79b6</snx:widgetInstanceId>
  <  snx:widgetCategory></snx:widgetCategory>
  <snx:hidden>false</snx:hidden>
  <snx:location>col2</snx:location>
  <snx:previousWidgetInstanceId>Wb5f009ef3412_4a5f_9749_f66e98f78cf2</snx:previousWidgetInstanceId>
</entry>
```
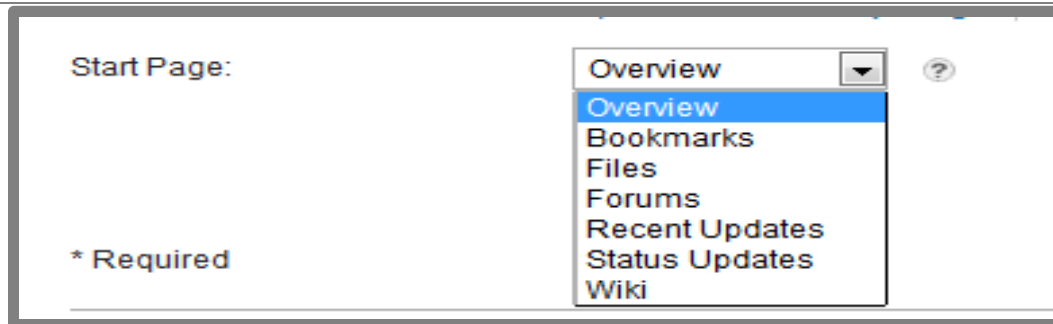
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Widget Feed Demo

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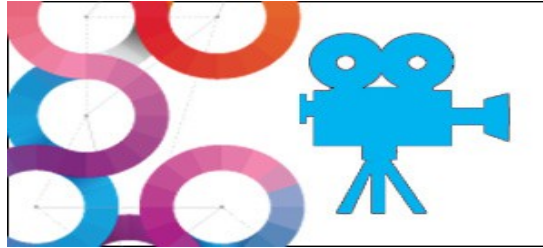
Communities Start Page
User experience

- Community Owner can optionally determine initial page seen when entering a Community

- Any Community component that appears in left navigation can be made the Start Page

- Use to bring members to most used section of Community
  - Example: Wiki page with full wiki editing to control
  - Control what your Community "front door" looks like.

Start Page: | Overview ▼ | ⑦
Overview
Bookmarks
Files
Forums
Recent Updates
Status Updates
Wiki

* Required

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Communities Start Page
URL addressing changes

- Some changes to Communities URLs
  - Goal – on upgrade, existing bookmarks go to Start Page
  - Can still bookmark the Overview page by bringing it up in browser and bookmarking
  -

- Details:
  - communities/service/html/**communityview**?communityUuid=XXX
    - Redirects to Community start page if one has been set.

  - communities/service/html/**communityoverview**?communityUuid=XXX
    - Goes explicitly to Community overview page, can be used to bookmark overview page.

  - communities/service/html/**communitystart**?communityUuid=XXX ****new****
    - Used to go to community start page if one has been set. Many clients that point to Communities use this url now: Catalog page, Mega-menu, search results, mail messages.

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# Communities Start Page Public API Update Support

- Element added to Community instance entry: **<snx:communityStartPage/>**

- No start page set: - empty attribute
    - **<snx:communityStartPage></snx:communityStartPage>**

- Start page selected – attribute shows widget id for start page:
    - <snx:communityStartPage>**W09a7c9eaaf41_4fac_9dec_da3c0caffb3e**</snx:communityStartPage>

- To set/reset start page do PUT to Community instance entry with communitystartPage value desired

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Communities Start Page Demo

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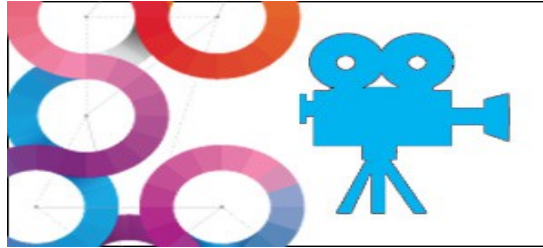
Communities Trash

.

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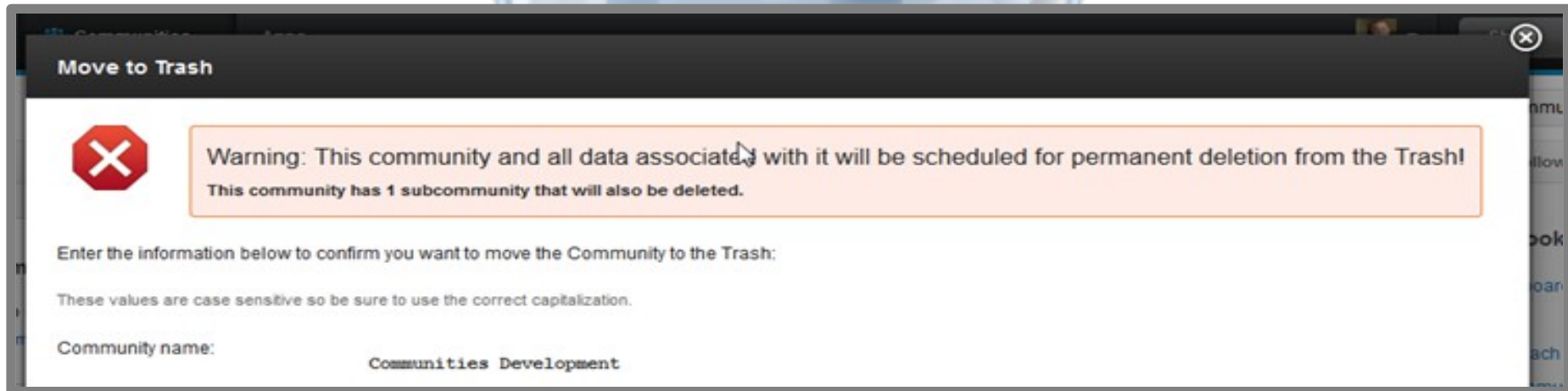
Communities Trash
User Experience

- Deleted Communities now go in a Community Trash

Move to Trash

Warning: This community and all data associated with it will be scheduled for permanent deletion from the Trash!
This community has 1 subcommunity that will also be deleted.

Enter the information below to confirm you want to move the Community to the Trash:

These values are case sensitive so be sure to use the correct capitalization.

Community name: Communities Development

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Communities Trash
User Experience

- Can be restored by Community owner or Administrator until purged by background task (default – after 90 days – controllable by Admin)

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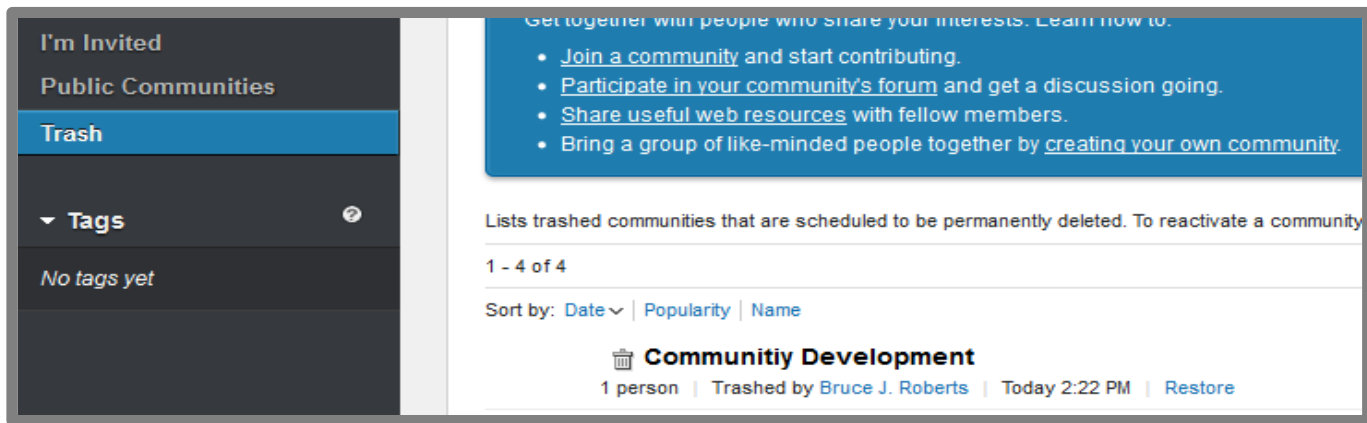
Communities Trash
Background Task to Purge from Trash

- Communities in trash are "purged" after 90 days by default

  - "purging" is exactly the same logic as Community Delete in 4.5 and earlier

    – All Community and component's data are deleted.

  - communities-config.xml

    – **<!-- Number of days after which a soft-deleted community will be fully deleted -->**

    – **<comm:daysToDelete>90</comm:daysToDelete>**

Communities Trash
Admin Commands

- CommunitiesService.getSoftDeletedCommunityUuidList("date")
  - List all soft-deleted communities deleted prior to "date"
  - CommunitiesService.getSoftDeletedCommunityUuidList() - lists all

- CommunitiesService.unDeleteCommunity("communityUuid")
  - Restore community from trash

Communities Trash
Some Implications for Restore

- When a sub-community is restored – parent may have been modified since time of deletion. Fixup is done if necessary to maintain Community integrity:

    – Owners of parent must be owners in sub-community.

    – Members of sub-community must be members in parent.

    – Sub-community must be at least as restrictive in access as parent.

- Note – for very typical restore case these actions won't be necessary

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Communities Trash Feed

- Community feed gets all communities in trash.

- Specified in Community services page:
  - <collection href="**http://brobertsvm3.swg.usma.ibm.com:9081/communities/service/atom/communities/trash**">
    - <atom:title xmlns:atom="http://www.w3.org/2005/Atom" type="text">Trash</atom:title>
    - <atom:category xmlns:atom="http://www.w3.org/2005/Atom" scheme="http://www.ibm.com/xmlns/prod/sn/collection" term="trash"></atom:category>
    -
  - </collection>

- New category flag for Community Instance feed
  - <category term="deleted" scheme="http://www.ibm.com/xmlns/prod/sn/flags"></category>
  - Marks Community as being in trash.
  - Doing a PUT of the same Community ATOM entry to the trash feed *without* this category flag restores the Community from the trash.

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Communities Trash Demo

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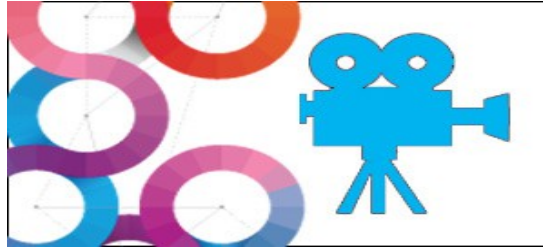
Communities Re-parenting

- Reparenting – moving a top level Community to be a sub-community, or moving a sub-community to be top level

- Two new wsadmin commands
  - moveCommunityToSubcommunity(parentCommunityUuid, communityUuid)
  - moveSubcommunityToCommunity(subCommunityUuid)

- Error case: can't re-parent community that is already a parent, etc.

- Member and community type fixup logic shared with Community restore action

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Communities Re-parenting Public API

- Builds on existing Community instance ATOM entry

- Do a PUT to the Community's edit URL with a link to the community's new parent
  - Note – to "unparent" a sub-community, do a PUT of the sub-community to itself as parent.

- Example to make community with id **772b2cd7-e3da-455b-8c48-b67f9c6df1be** a sub-community of community with id **2ead4515-1421-4bef-a89e-313cffc46f88:**

```
<entry xmlns="http://www.w3.org/2005/Atom">
  <snx:communityUuid xmlns:snx="http://www.ibm.com/xmlns/prod/sn">772b2cd7-e3da-455b-8c48-
b67f9c6df1be</snx:communityUuid>
  <id>http://communities.ibm.com:2006/service/atom/community/instance?communityUuid=772b2cd7-e3da-455b-8c48-
b67f9c6df1be</id>
  <title type="text">child</title>
  <category term="community" scheme="http://www.ibm.com/xmlns/prod/sn/type"> </category>
  <link href="http://lc45linux2.swg.usma.ibm.com/communities/service/atom/forms/community/instance?
communityUuid=2ead4515-1421-4bef-a89e-313cffc46f88" rel="http://www.ibm.com/xmlns/prod/sn/parentcommunity">
   </link><link href="http://lc45linux2.swg.usma.ibm.com/communities/service/atom/forms/community/instance?
communityUuid=772b2cd7-e3da-455b-8c48-b67f9c6df1be" rel="self">

                        ...
</entry>
```

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Communities Re-parenting Demo
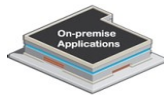
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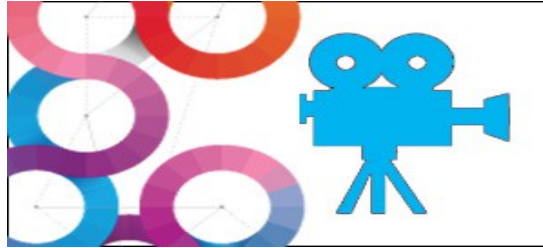
A Word on What's Available When

- Connections and Communities deliver as an on-premises application AND to IBM Cloud

- Cloud first! On-premises release gets code fully vetted in cloud environment.

- To help distinguish where a feature is available I'll use these symbols:
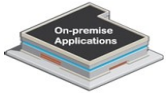
  Cloud

  On-Prem

  - Note that any cloud features appears in next major on-prem release.

  - So.....

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Availability

4.5
CR3

- Widget extension services

- Start Page
  - Owner can choose initial page shown for Community

- Communities Trash
  - Recover deleted communities from trash

4.5
CR3

- Community re-parenting

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Wrapping up

- Communities is the hub for team collaboration

- Communities are extensible and programmable with new capabilities for
    - Widgets and Widget feeds
    - Trash
    - Start Page
    - Parenting

- Let me know if you want access to the demo code I showed as a way to learn more

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References

- Writing and deploying custom widgets:
  - General Doc: http://www-10.lotus.com/ldd/lcwiki.nsf/dx/development-guide
  - Example with walk-through: http://www-10.lotus.com/ldd/lcwiki.nsf/dx/Using_IBM_Connections_more_as_a_platform_than_an_application#Develop+an+iWidget+on+IBM+Connections

- Public APIs
  - General Doc - IBM Social Business Development Toolkit
    - http://www-10.lotus.com/ldd/appdevwiki.nsf/xpDocViewer.xsp?lookupName=IBM+Connections+4.5+API+Documentation#action=openDocument&content=catcontent&ct=prodDoc

  - Widget feed:
    - http://www-10.lotus.com/ldd/appdevwiki.nsf/xpDocViewer.xsp?lookupName=IBM+Connections+4.5+API+Documentation#action=openDocument&res_title=Working_with_community_widgets_ic45&content=pdcontent

  - Community Re-parenting, Community Trash
   - Will be available next major on-prem release.

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Don't Miss These Sessions

- KEY101 – *Social Next: The Evolution of Collaboration to the Leading Social Platform*, Jeff Schick, Mon @ 11a

- ID400 – *What's Coming in IBM Connections*, Luis Benitez/David Brooks, Mon @ 1p/3:45p

- AD301 – *What's New on the IBM Social Business Toolkit*, Mark Wallace/Manish Kataria, Mon @ 2:15p

- BP304 – *What We Wish We Had Known: Becoming an IBM Connections Admin*, Gab Davis, Mon @ 3:45p

- ID605 – *Make Your Microsoft Stack Social with IBM Connections*, Baan Slavens/Steve Foley, Mon @ 5p

- ID403 – *Social and Content – Better Together with IBM Connections Content Manager*, Rene Schimmer, Tues @ 11:15a

- KEY103 – *The Power of Social Software in the Enterprise*, Jim Battle/Heidi Ambler, Tues @ 1:30p

- INV115 – *Pardon the Interruption: Social Business Hot Topics*, Luis Suarez/Louis Richardson/Luis Benitez, Tues @ 5:30p

- INV117 – *If You Build It, Will They Come? Debunking The Myths of Social*, Joyce Davis/Suzanne Livingston, Weds @ 8:15a

- ID507 – *IBM Connections + Portal for Exceptional Digital Experiences*, Albert Nichols/Margaret Rora, Weds @ 10a

- ID401 – *What's New in IBM Connections Mobile*, Baan Slavens/Chris Reckling, Weds @ 4:15p

- ID405 – *The Power of Files with IBM Connections*, Steve Foley/Ed Shockley, Weds @ 5:30p

- AD302 – *New Ways to Work with Your IBM Connections Communities*, Luis Benitez/Bruce Roberts, Thurs @ 10a

- ID402 – *A Look Inside IBM's Deployment of IBM Connections*, Bill Kilduff/Jay Boyd, Thurs @ 10a

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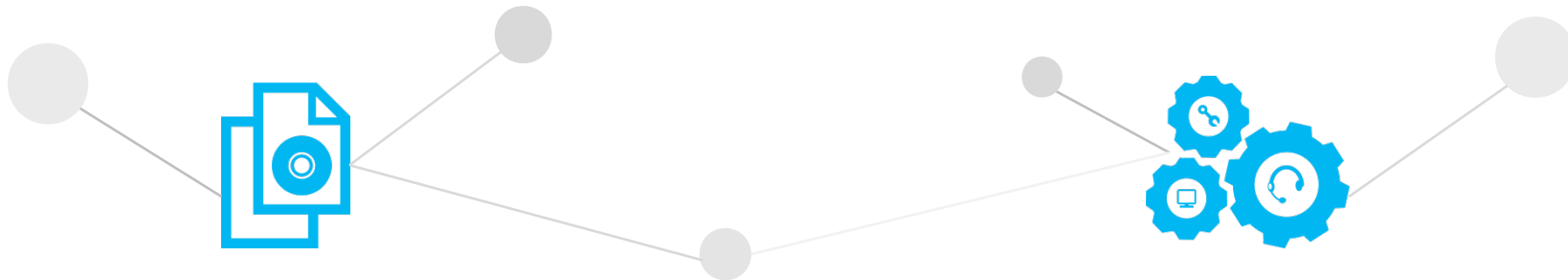
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  - Connect Online kiosk onsite

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Engage Online

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  - Join the epicenter of Notes and Collaboration user groups

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  - **@IBMConnect and @IBMSocialBiz**

- **LinkedIn http://bit.ly/SBComm**
  - Participate in the IBM Social Business group on LinkedIn:

- **Facebook https://www.facebook.com/IBMSocialBiz**
  - Like IBM Social Business on Facebook

- **Social Business Insights blog ibm.com/blogs/socialbusiness**
  - Read and engage with our bloggers

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