

# OpenVCE

Support for the Virtual  
Collaboration Protocol





# The Virtual Collaboration Protocol

- 7 main phases of the VCP:
  - identify problem dimensions (asynchronous)
  - agree problem dimensions (synchronous)
  - describe relevant experience per dimension (asynchronous)
  - discuss experience and decide on subteams addressing different problem dimensions (synchronous)
  - subgroup work on different dimensions (asynchronous)
  - presentation of solutions (synchronous)
  - solution integration (asynchronous)
- OpenVCE website supports asynchronous work
- OpenVCE I-Room supports synchronous work

# The Team Home Page



1  
OpenVCE  
Main Menu

OpenVCE  
open virtual collaboration environment

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...Virtual Collaboration Environment Experiment Team A

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4  
Link to 3D  
Virtual World

2  
Collaboration  
Facilities

Team A

View Edit Revisions

No posts in this group.

Collaboration Facilities

- Team E-mail: Send an e-mail to the team
- Current team member roles
- Team protocol: the Virtual Collaboration Protocol (VCP)
- Team protocol: video introduction - download (M4V) [backup 1 (M4V), backup 2 (M4V and WMV)]
- Team 3D Space: IZone located at: <http://slurl.com/secondlife/VCE/128/80/22> [Chat Applet]
- Doodle Polls [none]
- Post personal blog entry
- Team Wiki

5  
Team Links

7  
Link to  
Team Page

3D space

Teleport now

Access: Chat, Wave, HW, QT  
[Setup/Help, Register avatar]  
[Terminals, Presenter, Blogger]

Team A

- Create Group post
- 15 members
- Manager: admin
- My membership

My groups

Group New

Team A

3  
Progress Overview  
(To-Do List)

VCP Progress: Overview

Case: Teach VCP

[Help: SOP]

VCP Task	Help	Completed
Before Meeting 1:		
Process coordinator: introduce themselves; communicate case to team; introduce individual problem map	SOP	done
Team members: complete individual problem maps	SOP	done
Process coordinator: organize team meeting; create draft integrated problem map	SOP	done
Meeting 1:		
Process coordinator: welcome	SOP	done
Team: introductions; discuss and agree integrated problem map	SOP	done
Process coordinator: lay out timeline; reference process norms	SOP	done
Team: agree project roles	SOP	done
Before Meeting 2:		
Team members: complete individual experience matrix	SOP	done
Process coordinator: organize team meeting; generate experience slides (from accountability matrix)	SOP	done
Meeting 2:		
Process coordinator: reference discussion norms; introduce the problem dimension		

8  
Help Links  
"SOP"

6  
VCP Links  
(synchronous &  
asynchronous)

9  
Tick-off  
boxes

Who's online

There are currently 2 users and 0 guests online.

- gwickler
- atata

# VCP on the Wiki



VCP Task

Before Meeting 1:

- Process coordinator: introduce themselves; co-ordinate the meeting and create a problem map
- Team members: complete individual problem maps
- Process coordinator: organize team meeting

Meeting 1:

- Process coordinator: welcome
- Team: introductions; discuss and agree inter...

Help Completed

procedure discussion edit history move unwatch

## Procedure: Introductions, Agree on Team Process Guidelines and Define/Rate Core Problem Dimensions (First Second Life Meeting)

The process coordinator will welcome everyone and thank them for their time. They will then introduce themselves and ask each team member to spend a minute or so on their professional background and then one or two points about themselves personally (e.g., interests, hobbies, alma mater, etc.).

### Subtask: Create Integrated Problem Map

When done the process coordinator will indicate that this first meeting is to gain as holistic an agreement as possible on the problem space and key problem dimensions. S/he will indicate that the first step will be to review and gain agreement on the problem dimensions based on his/her best effort in integrating the individual problem maps. Before beginning the process coordinator should emphasize that this is just a starting point as s/he attempted to capture people's thoughts and that the hope is that this will be built out and added to in the next hour or two.

The process coordinator will then present his/her understanding of each problem dimension based on the consolidated problem map table below (which will also be posted in the same area of Second Life). S/he will represent the problem dimension and then ask the team member contributing that problem dimension to further clarify their thinking on the issue and its implications and importance. As this person(s) adds or clarifies points the process coordinator will capture this live in the collaborative workspace in Second Life. When the contributing party(s) is done adding any additional ideas or clarifications the process coordinator will ask if others have anything to add and will at this point emphasize the importance of all people weighing in with ideas to capitalize on the expertise on the team. When no more thoughts are added to a problem dimension the process coordinator will move on to the next one and repeat this process until the list is complete.

When complete, the process coordinator will engage in a voting process of high, medium and low. This process will help to quickly gain agreement on the prioritization of problem dimensions and so facilitate development of the initial timeline.

The process coordinator will then lay out the overall timeline and some suggested milestones for the team to meet in delivering its plan. In doing this s/he should reference process norms that s/he hopes the group will adhere to. These norms can be posted in the collaborative space of Second Life (please see an initial table of suggested norms below for use as a starting point). At the appropriate point in the meeting the process coordinator should take team members to the place in Second Life where the norms are posted (a collaborative space that will also be used to post other team work products) and describe each of the process norms that s/he feels are important to adhere to as the team delivers its work product. S/he should then ask if people are comfortable with these and if not to please suggest changes or additions. As any input comes in the process coordinator can adapt the norms in real time. This process will help to get early agreement on high level norms while also demonstrating functionality that the team members will need to use in the final stages of crafting and editing their plan.

### Subtask: Agree Project Roles

From this point, the Process Coordinator will indicate that the final purpose of this Second Life meeting will be to agree on and assign three roles that will help to advance the plan on time as well as some discussion norms to ensure that synchronous and asynchronous dialogue remains constructive throughout this important phase. S/he will indicate: Our next step will be to agree on and assign three important roles to help us ensure a good team process going forward. Let me review the roles I think important and please let me know if you think we should add to either the list of roles or expectations of each role. I would like one person to volunteer for each process role going forward. The roles I think are important are:

- Process Coordinator:** To help frame the problem dimensions and establish team processes for solution development.
- Case Planner:** Document and remind people of deliverables. Help us to all keep on plan for delivery of our parts of the solution.
- Gatekeeper:** Make sure that everyone gets a chance to contribute and that the team is not dominated by one or two people. Help keep us on a productive timeline in Second Life meetings.
- Integrator:** Ensuring that task deliverables are integrated and consistent, regardless of how the tasks are performed.

After the Second Life meeting the team coordinator will organize the results, categorize the issues from high to low in terms

navigation

- Main Page
- Community portal
- Current events
- Recent changes
- Random page
- Help

search

Go Search

toolbox

- What links here
- Related changes
- Upload file
- Special pages
- Printable version
- Permanent link

MediaWiki

2

Text from  
VCP Word  
Document

1

Navigation  
and Search

3

SOP  
Extension  
Links

# Technical Help on the Wiki



2  
Link to  
Described  
Page

1  
How to use the  
VCP Support  
Pages

procedure discussion edit history move unwatch

## Procedure:Complete Project Plan Accountability Matrix

The team members have to agree on the different subteams that will work on the solution for each problem dimension. The <http://easdale.ai.i.ed.ac.uk/accountability-matrix> accountability matrix supports this task.

**Contents [hide]**

- 1 Consolidate the individual experience matrices
- 2 Generate the experience slides for the second SL meeting
- 3 Updating the accountability matrix
- 4 Generating the solution templates
- 5 Visibility

**Consolidate the individual experience matrices** [edit]

This job is done automatically by the system and no action from the process coordinator is required.

**Generate the experience slides for the second SL meeting** [edit]

The process coordinator can use the accountability matrix to generate a set of HTML pages that summarize the experience of the different team members per dimension. Simply press the Generate Presentation button at the bottom of the page. The resulting page will have a list of links to the generated pages above the table. As before, there is one page per dimension. These pages are automatically available to the process coordinator as a presentation in Second Life using the presenter screen.

**Updating the accountability matrix** [edit]

To update the matrix the **case planner** make the desired changes:

- select a subteam leader from the drop-down menu for a given problem dimension;
- add or remove subteam members by checking/unchecking boxes next to their names;
- edit the solution approach in the text area in the third column of the table; and/or
- edit the deadline for solution delivery in the final column.

Do not forget to save the changes.

**Generating the solution templates** [edit]

A second button below the table will allow the case planner to generate empty solution nodes on the website. Pressing the button will generate one node per dimension. The button will no longer appear once the pages have been generated, i.e. it can only be used once. The resulting solution templates will be linked to the accountability matrix: the link will appear below the solution approach text area in the table, and it will simply be labelled "Solution".

The generated page is of a different nature from the form that the team has dealt with so far. Technically, the solution template is a Drupal node of a specific type. The main difference from a user perspective is that these nodes allow for more elaborate content that can be edited using a WYSIWYG editor.

**Visibility** [edit]

As before, the page only becomes available from an appropriate point in the VCP, and it is no longer editable from a later point. Furthermore, the buttons below the form also change according to what is appropriate and who is looking at the matrix.

	Help	Completed
produce individual	SOP	<input type="checkbox"/> done
	SOP	<input type="checkbox"/> done
problem map	SOP	<input type="checkbox"/> done
	SOP	<input type="checkbox"/> done

# Individual Problem Map



OpenVCE  
... open virtual collaboration environment

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Search the wiki:  Search

...Virtual Collaboration Environment Experiment Team A

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## Individual Problem Map

Submitted by **admin** on January 11, 2010 - 13:31

VCP Individual Problem Map for Gerhard Wickler

Case: Teach VCP

[Help: SOP]

3D space

Teleport now

Access: Chat, Wave, HW, QT  
[Setup/Help, Register avatar]  
[Terminals, Presenter, Blogger]

My groups

Group  New

Team A

Who's online

There are currently 2 users and 0 guests online.

gwickler  
atate

2  
Rationale

1  
Problem Dimension

4  
Previously  
Defined  
Problem  
Dimensions

5  
Space for Additional  
Problem Dimension

6  
Save + Add

Help: SOP

Dimension	Rationale	Ranking
What kind of teaching material is available?	Teaching material is important for teaching sessions as well as later revision.	<input checked="" type="radio"/> high <input type="radio"/> medium <input type="radio"/> low
How can we deliver the teaching material in Second Life?	Teaching in SL is a new field and we need to look into its effectiveness.	<input type="radio"/> high <input checked="" type="radio"/> medium <input type="radio"/> low
How can we train users?	Teaching alone is not good enough. Training is important, too.	<input type="radio"/> high <input checked="" type="radio"/> medium <input type="radio"/> low
		<input type="radio"/> high <input checked="" type="radio"/> medium <input type="radio"/> low

Save changes / Add dimension

3  
Ranking

# Integrated Problem Map



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...Virtual Collaboration Environment Experiment Team A

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## Integrated Problem Map

Submitted by **admin** on January 12, 2010 - 11:04

Add new comment

### VCP Integrated Problem Map

Case: Teach VCP

[Help: SOP] — Help: SOP

#	Dimension	Rationale	Ranking	Action
1	What kind of teaching material is available?	Teaching material is important for teaching sessions as well as later revision.	<input checked="" type="radio"/> high <input type="radio"/> medium <input type="radio"/> low	<input type="radio"/> merge <input type="radio"/> delete <input checked="" type="radio"/> keep
2	How can we deliver the teaching material in Second Life?	Teaching in SL is a new field and we need to look into its effectiveness.	<input type="radio"/> high <input checked="" type="radio"/> medium <input type="radio"/> low	<input type="radio"/> merge <input type="radio"/> delete <input checked="" type="radio"/> keep
3	How can we train users?	Teaching alone is not good enough. Training is important, too.	<input type="radio"/> high <input checked="" type="radio"/> medium <input type="radio"/> low	<input type="radio"/> merge <input type="radio"/> delete <input checked="" type="radio"/> keep

Update Integrated Map Update and Generate Presentation

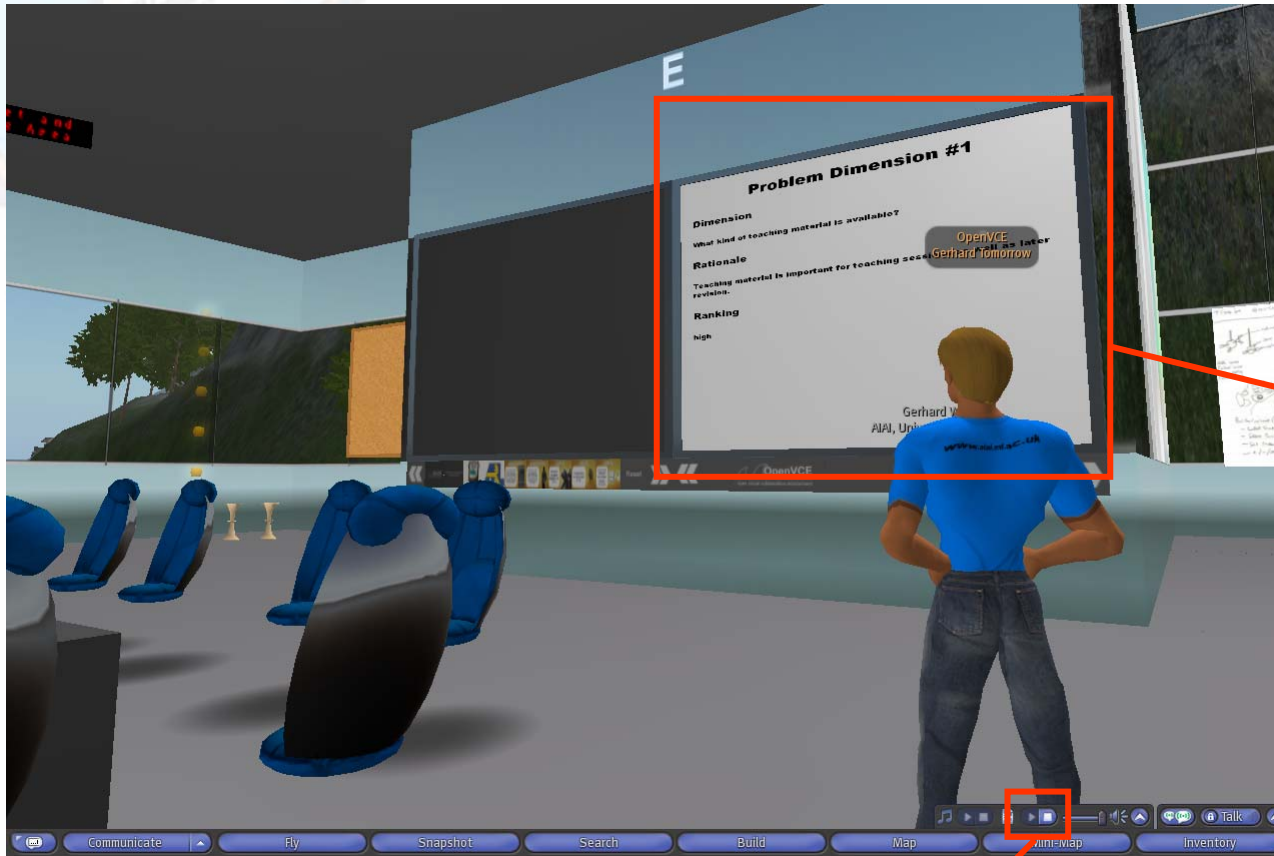
1  
Problem  
Dimensions  
from  
Individual Maps

2  
Actions:  
merge  
delete  
keep

3  
Save +  
Apply Actions

4  
Generate  
Presentation

# Presentation in SL



1  
Presenter  
Screen  
(Touch to  
select  
presentation)

2  
Press Play to see the presentation!

# Team Group Page and Roles



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... open virtual collaboration environment

...Virtual Collaboration Environment Experiment Team A

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List

Faces List

Web Administrator Stephen Potter Andre Cusson Austin Tate Brian Moon

Cort Jensen Dianne Foster DJ Russell Dominick Tesoriero Ed Bohlman

Gerhard Wickler Jeff Hansberger Kate Messier Ruth Bigio Rob Cross

3D space

Teleport now

Access: Chat, Wave, HW, QT  
[Setup/Help, Register avatar]  
[Terminals, Presenter, Blogger]

Team A

- Create Group post
- 15 members
- Manager: admin
- My membership

My groups

Group  New

Team A

Who's online

There are currently 2 users and 0 guests online.

gwickler

atate

VCP Team Member Roles

Case: Teach VCP

[Help: SOP] — Help: SOP

Role	Expectations	Team Member
Process coordinator	To help frame the problem dimensions and establish team processes for solution development.	Gerhard Wickler
Case planner	Document and remind people of deliverables. Help us to all keep on plan for delivery of our parts of the solution.	not assigned
Gatekeeper	Make sure that everyone gets a chance to contribute and that the team is not dominated by one or two people. Help keep us on a productive timeline in Second Life meetings.	not assigned
Integrator	Ensuring that task deliverables are integrated and consistent, regardless of how the tasks are performed.	not assigned Andre Cusson Austin Tate Brian Moon Cort Jensen Dianne Foster DJ Russell Dominick Tesoriero Ed Bohlman Gerhard Wickler Jeff Hansberger Kate Messier Rob Cross Ruth Bigio Stephen Potter

Save

Done

1

Team members with links to their OpenVCE profile pages

2

Team members filling VCP roles

3

Process coordinator can update (at appropriate stage)

# Individual Experience Matrix



OpenVCE  
... open virtual collaboration environment

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Search the wiki:  Search

...Virtual Collaboration Environment Experiment Team A

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## Individual Experience Matrix

Submitted by admin on January 12, 2010 - 16:34

VCP Individual Experience Matrix for Gerhard Wickler

Case: Teach VCP

[Help: SOP](#) — [Help: SOP](#)

#	Dimension / Rationale	Skills / Knowledge	Basis of Knowledge
1	What kind of teaching material is available? Teaching material is important for teaching sessions as well as later revision.	Develop slides for teaching	I have developed teaching material for several university courses
2	How can we deliver the teaching material in Second Life? Teaching in SL is a new field and we need to look into its effectiveness.	Use presentation technology developed in Edinburgh	I have contributed to the development of that technology
3	How can we train users? Teaching alone is not good enough. Training is important, too.		

### 3D space

Teleport now

Access: Chat, Wave, HW, QT

[Setup/Help, Register avatar]

[Terminals, Presenter, Blogger]

### My groups

Group  New

Team A

### Who's online

There are currently 2 users and 0 guests online.

gwickler

atate

Save Changes

Please supply additional information about yourself that is not specific to this case on your OpenVCE profile.

1  
Agreed  
Problem  
Dimensions

2  
Input Area  
for describing  
relevant  
knowledge &  
background  
(leave blank  
for no  
experience)

4  
Save

3  
Link to  
OpenVCE  
profile

# Team Experience & Accountability



VCP Integrated Team Experience and Accountability Matrix

Case: Teach VCP

[Help: SOP]

#	Dimension / Rationale	Subteam	Solution Approach	Deadline
1	What kind of teaching material is available? Teaching material is important for teaching sessions as well as later revision.	Lead: <input type="text" value="unassigned"/> Team: <input type="checkbox"/> Andre Cusson <input type="checkbox"/> Austin Tate <input type="checkbox"/> Brian Moon <input type="checkbox"/> Cort Jensen <input type="checkbox"/> Dianne Foster <input type="checkbox"/> DJ Russell <input type="checkbox"/> Dominick Tesoriero <input type="checkbox"/> Ed Bohlman <input checked="" type="checkbox"/> Gerhard Wickler <input type="checkbox"/> Jeff Hansberger <input type="checkbox"/> Kate Messier <input type="checkbox"/> Rob Cross <input type="checkbox"/> Ruth Bigio <input type="checkbox"/> Stephen Potter		
2	How can we deliver the teaching material in Second Life? Teaching in SL is a new field and we need to look into its effectiveness.	Lead: <input type="text" value="unassigned"/> Team: <input type="checkbox"/> Andre Cusson <input type="checkbox"/> Austin Tate <input type="checkbox"/> Brian Moon <input type="checkbox"/> Cort Jensen <input type="checkbox"/> Dianne Foster <input type="checkbox"/> DJ Russell <input type="checkbox"/> Dominick Tesoriero <input type="checkbox"/> Ed Bohlman <input checked="" type="checkbox"/> Gerhard Wickler <input type="checkbox"/> Jeff Hansberger <input type="checkbox"/> Kate Messier <input type="checkbox"/> Rob Cross <input type="checkbox"/> Ruth Bigio <input type="checkbox"/> Stephen Potter		
3	How can we train users? Teaching alone is not good enough. Training is important too.	Lead: <input type="text" value="unassigned"/> Team: <input type="checkbox"/> Andre Cusson <input type="checkbox"/> Austin Tate <input type="checkbox"/> Brian Moon <input type="checkbox"/> Cort Jensen <input type="checkbox"/> Dianne Foster <input type="checkbox"/> DJ Russell <input type="checkbox"/> Dominick Tesoriero <input type="checkbox"/> Ed Bohlman <input type="checkbox"/> Gerhard Wickler <input type="checkbox"/> Jeff Hansberger <input type="checkbox"/> Kate Messier <input type="checkbox"/> Rob Cross <input type="checkbox"/> Ruth Bigio <input type="checkbox"/> Stephen Potter		

Generate Presentation

1  
Problem  
Dimensions

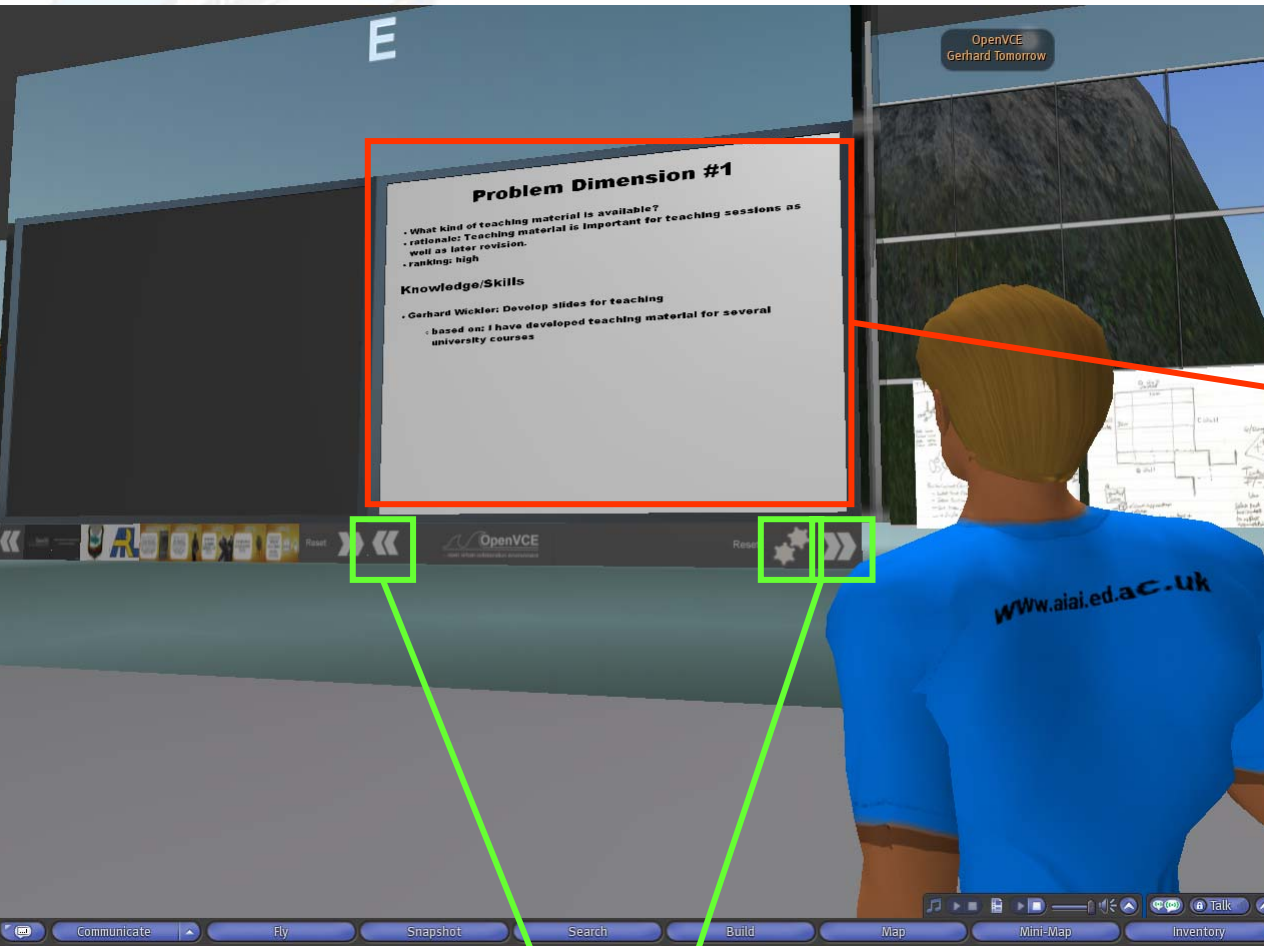
2  
Subteams  
(from  
Individual  
Experience)

3  
Generate  
Presentation

4  
Record Subteam Leader,  
Subteam Members,  
Solution Approach and  
Deadline

5  
Links to  
Solutions  
(later)

# Presentation in SL



1  
Presenter  
Screen  
(Touch to  
select  
presentation)

2  
Screen Controls



# Done



## VCP Progress: Overview

Case: Teach VCP

[Help: SOP]

VCP Task	Help	Completed
<b>Before Meeting 1:</b>		
• <b>Process coordinator:</b> introduce themselves; communicate case to team; introduce individual problem map	SOP	<input checked="" type="checkbox"/> done
• <b>Team members:</b> complete individual problem maps	SOP	<input checked="" type="checkbox"/> done
• <b>Process coordinator:</b> organize team meeting; create draft integrated problem map	SOP	<input checked="" type="checkbox"/> done
<b>Meeting 1:</b>		
• <b>Process coordinator:</b> welcome	SOP	<input checked="" type="checkbox"/> done
• <b>Team:</b> introductions; discuss and agree integrated problem map		
• <b>Process coordinator:</b> lay out timeline; reference process norms	SOP	<input checked="" type="checkbox"/> done
• <b>Team:</b> agree project roles		
<b>Before Meeting 2:</b>		
• <b>Team members:</b> complete individual experience matrix	SOP	<input checked="" type="checkbox"/> done
• <b>Process coordinator:</b> organize team meeting; generate experience slides (from accountability matrix)	SOP	<input checked="" type="checkbox"/> done
<b>Meeting 2:</b>		
• <b>Process coordinator:</b> reference discussion norms; introduce the problem dimension solution template	-	<input checked="" type="checkbox"/> done
• <b>Team:</b> discuss individual experiences (by dimension)		
• <b>Team:</b> discuss and agree subteams	SOP	<input checked="" type="checkbox"/> done
• <b>Case planner:</b> complete accountability matrix		
• <b>Case planner:</b> generate empty solution pages (from accountability matrix)	SOP	<input checked="" type="checkbox"/> done
<b>Before Meeting 3:</b>		
• <b>Gatekeeper:</b> monitor progress	SOP	<input checked="" type="checkbox"/> done
• <b>Subteams:</b> develop solutions		
• <b>Team members:</b> comment on others solutions		
• <b>Subteams:</b> create solution presentations	SOP	<input checked="" type="checkbox"/> done
• <b>Integrator:</b> begin integration		
<b>Meeting 3:</b>		
• <b>Subteams:</b> present solutions and discuss	SOP	<input checked="" type="checkbox"/> done
<b>After Meeting 3:</b>		
• <b>Integrator:</b> integrate and deliver final solution	-	<input type="checkbox"/> done

Save

1  
Tick off  
Active Task  
when  
Complete