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ISO/IEC JTC1 Ad-Hoc Group on Enabling Tools To Support JTC1's Work

JTC1 Ad-Hoc Group N013

TITLE: Questionnaire on IT Collaborative Tools Used in JTC1

SOURCE: Ad-Hoc Group Convenor

STATUS: For circulation to JTC1 SCs, WGs, SWGs and NBs. JTC1 SCs, WGs, SWGs and NBs are requested to send in their responses to the questionnaire by 20 May 2011 via the weblink provided.

NO. OF PAGES: 2

Questionnaire on IT Collaborative Tools Used in JTC1

At the November 2010 JTC1 Plenary, an Ad-Hoc Group on Enabling Tools was established to determine and recommend a set of collaborative tools to assist JTC1 and its SCs, WGs, and SWGs in improving their work and collaboration methods.

The Ad-Hoc Group would like to do a survey to determine the nature of tools currently being used by SCs, WGs and SWGs (referred to as "groups"). The responses from this survey will be collated, analyzed and a set of recommendations on collaboration tools and best practices will be made at the 2011 JTC1 Plenary.

In some of the responses, if a URL could better provide an answer (like feature list, product background etc), please provide that.

Please complete the survey by 20 May 2011 using the weblink: <http://ur1.ca/3vzgy>

The Ad-Hoc Group would like to thank you for your participation in this survey.

Thank you.

Harish Pillay Convener
Ad-Hoc Group on Enabling Tools.
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April 20, 2011

Question 1

Capturing your usage of ISO's GoToMeeting facility

1. Do you use the ISO GoToMeeting (webconferencing) facility as recommended and available from ISO? *
No - go to question 2
Yes, please answer the following sub questions (1a ... 1e)
- 1a. How often does your group use the tool (weekly, monthly etc)?
- 1b. What purpose do you use GotoMeeting
- 1c. What are the features in GoToMeeting that you and your team finds useful?
- 1d. What capabilities/features do think would be good to have but are missing from GoToMeeting
- 1e. What limitations are there in using GoToMeeting (number of participants, etc)

Question 2

Does your group use other IT collaborative tools, e.g., WebEx, Google docs, Skype, Basecamp, etc.? If yes, what are the tools currently in use? Please also provide the following information on the IT collaborative tools currently in use in your groups. There are 16 sub-questions in this section so please pace yourself.

- 2a. Name and description of the IT collaborative tool. If your group is using more than 1 tool, please list them accordingly. Do put in URLs as appropriate. [1/16] *
- 2b. Is this a proprietary, or subscription-based or freely available tool for use by anyone? [2/16] *
- 2c. If the tool conforms to standards, please indicate them. [3/16] *
- 2d. Why does your group use the IT collaborative tool? [4/16] *
- 2e. How often does your group use the IT collaborative tool? [5/16] *
- 2f. What are the features in the tool that you and your group finds most useful? You may list the features here as well or place a URL to the source. [6/16] *
- 2g. Are these tools used during your group's face-to-face meetings? [7/16] *
- 2h. Are these tools used outside your group's meeting? [8/16] *
- 2i. What are the short comings or limitations of the IT collaborative tool, e.g. security, privacy, accessibility? Note: Accessibility features include features for people with disabilities. [9/16] *
- 2j. To what extent does the tool(s) have accessibility features and /or provide support for Assistive Technology (AT)? [10/16] *
- 2k. What are the supported platforms for the tool (e.g. Linux, Mac, Windows, etc.)? [11/16] *
- 2L. How is the tool being used? E.g. for document exchange, online project collaboration, teleconferencing etc. List them out or point to a URL. [12/16] *
- 2m. How often is the tool used? e.g. monthly, daily, only at face-to-face meetings or a combination of them [13/16] *
- 2n. Is there any archival process or document life cycle defined by your SCs, WGs, and SWGs for documents that are shared using the IT collaborative tools? [14/16] *
- 2o. What is the cost of using the tool? Do state the cost of usage (monthly/annual/pay per use costs), whether it is sponsored and if it is paid for, who bears the cost (ISO, SC Secretariat, others) [15/16] *
- 2p. What other feedback do you have of the IT collaborative tools currently in use? [16/16] *

Question 3

What are your wish lists for additional IT collaborative tools to help enhance the effectiveness or productivity of your respective groups?

Question 4

Outside of JTC 1, have you had any experience using collaborative tools in your work environment and can you provide details of tools that might be useful for JTC 1 to consider (giving information as in 2 above)? Again, URLs to relevant information will suffice. Do explain and clarify as appropriate.

Question 5

Voice based Collaboration

- 5a. Has a voice "call-back" service been useful? Please elaborate your experience (include drawbacks).

5b. Audio quality - what has your experience with any of the voice-based systems in terms of audio quality? Has the quality been good consistently?

Question 6

Scheduling Challenges

6a. What kinds of timezone scheduling challenges have you faced?

6b. How often (overall percentage) did you MISS attending meetings because of timezone confusion?