

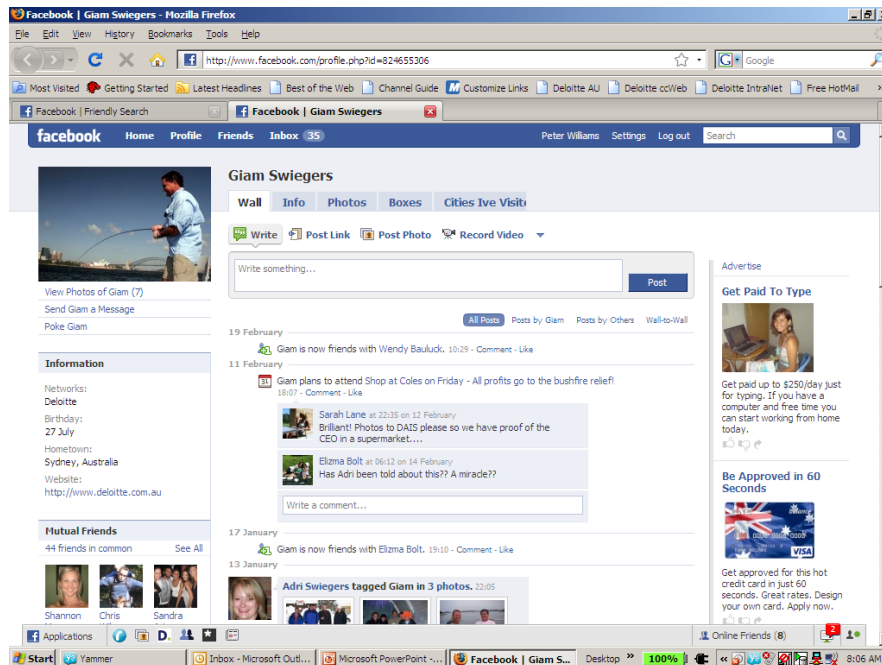


Collective Intelligence 2010

The future of enterprise collaboration

Peter Williams | CEO – Deloitte Digital

It starts with leadership and culture



Back in 2005 Giam Swiegers, Deloitte CEO, sent an email to all Deloitte partners. Many were worried about our long standing open internet access policy.

“Messenger, Youtube, Myspace, and all the new things that will emerge on the web cannot be stopped. We must not fear them but learn how to embrace them”

The Dumbest Thing – Using a Blog to drive efficiency

Deloitte. Home | DIY | e-Space | PSR | i-desk | DESC | CanTrac | Smartnet | e-time

DAIS

JOIN THE BLOG ...

The dumbest things we do
tell us what we can do better!

Home > About Deloitte > The dumbest things

The dumbest things ...

Waste of time? Overkill? Unnecessary task? Silly practice? Stop*/;^#!

We've all come across work practices that are silly, useless, antiquated or – just plain

Are you ready? Enter the dumb zone...

DAIS home page - Microsoft Internet Explorer

Address: http://das.au.deloitte.com/

Deloitte. Home | DIY | e-Space | PSR | i-desk | DESC | CanTrac | Smartnet | e-time

DAIS

Search

VIRTUAL CFO COLD CALLS AND SALES TIPS SALES FEST - UP A GEAR INNOVATION

Deloitte sites

The world @ Deloitte

Deloitte OnLine

Deloitte Resources

Deloitte.com.au

Deloitte Leadership Academy

Innovation Zone

Learn with Fusion

Inspiring Women videos

Knowledge sites

Consulting Doc Lib

Consulting KM Portal

Deloitte Audit Plus

Growth Solutions CoE

Risk Services CoE

MM CoE

Research journal

Local intranet

Deloitte. Home | Up

DAIS

The dumbest things...

Search for: Document (Any) Search

Home | Up

Add Collaboration Group Memory » Dumbest Things Campaign

Manage contents

The Dumbest things we do

Monday, 23 February 2009

Usage Counts: 81266 Views, 1244 Edits since 12/11/08

285 Days left to blog!

our name on the blog:

You can choose to have your name withheld from being published with your blog entry on DAIS. If you choose to withhold your name, we will still require you to enter your office, service line and level so that we can gather data on where to focus our improvements from all the suggestions left.

When making a comment on a blog entry your name will appear. If you wish to remain anonymous then please start a new blog entry.

How to contribute:

Select a category that best suits your contribution

Search to see if your suggestion has been published already

Add to someone's blog: click on the name of the blog to add your comment

Make a new blog entry: click on the left hand menu to start up a new topic

Edit your blog: click on the blog to open it and select Edit from the left hand menu

Tag your blog: type in words that will help other people find it when they search

Please contact us if you have any concerns about any content in a blog, including anything that may be in breach of our terms of use.

Name	Views	Edits	Modified
People & Performance	6842	68	14/02/09 14:16

Using an internal Twitter



The screenshot shows a Mozilla Firefox browser window displaying the Yammer internal social network interface. The browser's address bar shows the URL: https://www.yammer.com/home#polling=true&feed_key=feed_received_id45412_net2760&threaded=extended&ofk=feed_following_id. The browser's address bar also shows the search engine used: vbrra. The browser's toolbar includes buttons for Back, Forward, Home, Stop, Refresh, and Print. The browser's menu bar includes File, Edit, View, History, Bookmarks, Tools, and Help. The browser's status bar shows the text "Done".

The Yammer interface is displayed in a dark blue header with the Yammer logo and navigation links: Home, Profile, Members, Groups, Org Chart, Admin, and Invite Your Colleagues. A search bar is located in the top right corner of the header. The main content area is divided into two columns. The left column features a "Share something with My Colleagues" section with a text input field, an "Update" button, and an "Attach File" link. Below this is a notification: "You have 3 pending group requests. Please view them on the invitations page." The "Received" section shows a post by Peter Williams (rexster) about collaborating with Google over the Google Wave pilot, with a "Liked by" notification and a "Show 2 older replies" link. The right column features a "Welcome" message from Peter Williams (rexster) and a list of navigation links: My Feed, Received, Direct Messages, Sent, Liked, Bookmarked, All, RSS, and Groups. Below this is a "Following Settings" section with a message: "You are following updates by everyone in the Deloitte Australia network. Go to the suggestions page to follow your colleagues only."

Self Organising Communities of Interest



The screenshot shows a web browser window displaying the Yammer website. The browser's address bar shows the URL: https://www.yammer.com/home#polling=true&feed_key=feed_group_id30736_net2760&threaded=extended&ofk=feed_following_id45. The page header includes the Yammer logo, navigation links (Home, Profile, Members, Groups, Org Chart, Admin), and a search bar. The main content area features a "Share something with Social Media Strategy" section with a text input field and an "Update" button. Below this, a notification states: "You have 3 pending group requests. Please view them on the invitations page." The "Social Media Strategy" group feed shows a post by Matthew Collinson: "We think of writing as either good or bad... knowing who you're writing for and why you're writing might be the most crucial factor of all." The post includes a link to <http://www.wired.com/techbi...> and is dated "27 days ago". A second post by Matthew Collinson is also visible, dated "28 days ago", with an attachment titled "IIS_Partners_-_Safe_to_Play_whitepaper_2008-02.pdf". On the right side, a "Welcome" box for Peter Williams (rexster) is displayed, along with a list of navigation options: My Feed, Received, Direct Messages, Sent, Liked, Bookmarked, All, and RSS. A "Following Settings" box at the bottom right indicates that the user is following updates from everyone in the Deloitte Australia network.

- Breaking silos and making connections
- Driving client opportunities
- Driving innovation
- Knowledge sharing
- Resource location
- Project Management
- Staff engagement

Blog for internal comms



Inside DD - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://insidedd.blogspot.com/?zx=8c6b8a3c5aacae26

SEARCH BLOG FLAG BLOG Next Blog» petfwill@gmail.com | New Post | Sign Out

Deloitte.DIGITAL
Covering news and other developments within the world of DD

FRIDAY, FEBRUARY 20, 2009

Amazon Web Services Outline

I was writing this in an email and I thought I would share it here as well in case anyone finds it useful:

Amazon's web services (<http://aws.amazon.com/>) are not only a great business model, but they also enable some really cool things. The current services make it easy for developers to roll out systems that scale easily so they don't have to worry about hardware - leaving them to focus on the actual application itself.

* S3 (simple storage service) - you sign up for an account and you get a developer API (no interface) and you can upload as much data as you like. It can be private or publicly accessible. My Yabble website for example will use this for all of the photo or video files that people upload. You pay for storage and bandwidth as you need it and there are no fixed costs. There are no guarantees but they geolocate everything so it is fairly secure, and Amazon use this for their own sites.

* Mechanical Turk - I have just trialled this recently. It is basically an API

blog archive

- ▼ 2009 (12)
 - ▼ February (7)
 - Amazon Web Services Outline
 - Work/Life Balance & Positivity
 - Ringtail Users Group
 - What are the answers and why?
 - The DD Question box
 - Innovation Academy prototype is now live
 - Are you part of the conversation on Yammer?
 - January (5)
 - 2008 (14)

cloud

AFTnet benchmarking DDACs DealRooms DLA dress code dumb things Exits global Google GreenID HR innovation Jim Quigley launch

Blog for External Comms



Our Innovation Program uses Social Media



The screenshot shows a Mozilla Firefox browser window displaying the Deloitte Innovation Academy website. The browser's address bar shows the URL: <http://deloitte.innovationacademy.com.au/DIN/panels.aspx?id=Home&T=633893118307506112>. The website header features the Deloitte logo and the text "Innovation Academy". A navigation menu includes links for HOME, TOPICS, INSIGHTS, IDEA ZONE, SERVICE LINE, TOOLS AND TIPS, and ABOUT. A search bar is located on the right side of the header. The main content area is titled "Welcome to the Innovation Academy" and features a large graphic of a smartphone with various app icons. To the left of the graphic is a "Topics" sidebar with a list of links: Why innovate?, Examples of innovation, Solving the right problems, Types of ideas, How to get involved, The Innovation Program, and Innovating with clients. To the right of the graphic is a "Mobile Apps month" section with a "CONTRIBUTE" button. Below the graphic is a "We're talking about Mobile Apps this month" section with a "VIEW" button. At the bottom of the main content area is a "Most viewed content" section with a "MORE" button, featuring a link to "How to warm up your brain" by Amantha Imber, dated 24 August 2009. The browser's status bar at the bottom shows "Done".

Idea Capture and Collaboration



My idea is ..
- enter your idea -

top ideas | hot | new 1 | accepted 28 | completed 1

87 votes | 3 | **Automated credit portfolio analysis platform**
An automated "early warning" platform for financial institutions that aims to reduce the number of clients sliding into financial stress through the provision of rule-based outputs to complement existing credit risk practices within financial institutions and which is sufficiently scala... [More](#)
by [Matthew Johnson](#) | 8 comments

Status: planned

Hi Matt, the council have approved your idea and would like you to consider the following before submitting a business case to the I&G:
1. How you could add value around the integrity of data input?
2. The possibility of building a prototype with a Microfund to begin with to test the market, without building the whole platform?
3. How to integrate A&A capability - please contact Phil Hardy (A&A Banking Partner) to discuss
Your council sponsor is Peter Williams.
[Innovation Admin](#)
admin

55 votes | 3 | **Project Intelligence**
I have developed a tool that Risk Services can use to assess the health of a client's project and provide Senior Management/ Executive with intelligence about that project that would not otherwise be available. Based on PMI's PMBOK Project Management framework, the tool will present a subset of... [More](#)
by [James Wright](#) | 6 comments

Your Ideas

- 2 Innovation is the innovation **started**
- 3 Project Intelligence **started**
- 1 Twitter/Yammer Visualiser for Public Displays **planned**
- 1 Professional writers market online **planned**
- 3 Automated credit portfolio analysis platform **planned**

Need Help?

Forums

- Game Changing Ideas (20)
- Process, Agility and Execution Ideas (75)
- Quick to Market Ideas (41)

And Delivers ROI of 400%



- Mash Up of elearning, blog and idea management
- Lives in the cloud
- Delivers new products and services to market

What about Wikis



The screenshot shows a Mozilla Firefox browser window displaying a Wiki page titled "Flowerdale Forum II" within the "Flowerdale Bushfire Recovery Team Wiki" workspace. The browser's address bar shows the URL "https://flowerdale.pbworks.com/Flowerdale-Forum-II". The page content includes:

- VIEW** and **EDIT** tabs at the top of the page.
- Star icon and title: **Flowerdale Forum II**
- Last edited by: peterj.auty@gmail.com, 18 hours ago. A "Page history" link is visible.
- Text: "Format for the day will be a 30 - 40 minute presentation upfront, followed by questions. We will then talk through what's next on some of the longer term items namely Communications, Water, Economy, Youth and Recreation. The forum will be held at the Community Hall commencing 1.00pm. The hall has been booked."
- Presentation Content** section:
 - Flowerdale Forum**: "The presentation should start from the Flowerdale Future Forum in July 19th. Flowerdale Future Forum Blog Post <http://helpflowerdalenow.blogspot.com/2009/07/future-flowerdale-outcomes.html> Flowerdale Future Forum Pictures (Need to get from Sann Hall/Julie Bateman), facilitators may have photos"
 - Recovery Plan**: "A full copy of the recovery plan is here. <http://www.scribd.com/doc/18966800/Flowerdale-Community-Recovery-Plan-Final> The last page of the plan has the votes from the Community on how they wanted the issues prioritised Photos of the session we had with Community members and Recovery Stakeholders to review the initial draft <http://www.flickr.com/photos/flowerdale/3809827618/> The Recovery Plan was delivered to VBRR on 18th August. We understand we were the only Community Recovery Committee to submit by the due date. maybe Christine or Ben talking positively about the process and meeting the deadline could be contained in the opening address or alternatively a short

On the right side of the page, there is a sidebar with a search box "Search this workspace" and a list of links under "SideBar":

- Flowerdale Forum II
- Planning Office
- Arts Shed
- CFA
- Community House
- Communications
- Fundraising
- Calendar
- Supporters
- Rebuilding Website
- Media Contacts
- Contacts List
- VBRR
- Flowerdale in the News

Results from Wiki collaboration



Flowerdale - Mozilla Firefox


File Edit View History Delicious Bookmarks Tools Help

http://www.builditback.org/

community house flowerdale

Flowerdale

o. Welcome 1. Finance 2. Site preparation 3. Approval 4. Architecture 5. Sustainable design 6. Construction 7. Finalising building 8. Safety & prevention

 Flowerdale

Your rebuilding journey starts right here →

Welcome and About Us
Flowerdale has set up an Integrated Planning Office and

1 Finance
Information on grants, insurance, mortgages & financial counselling.

ANZ Home Loans - How much can I bor...
A mortgage calculator at ANZ that allows you to calculate how much you can borrow. Please...

Financial Ombudsman Service :: Bush...
The Financial Ombudsman has a hotline service if you are having any difficulty with insura...

Victorian Bushfires (Victoria Onlin...
A comprehensive list of grants available to bushfire victims

2 Site preparation
Information on moving back to your block, temporary housing.

Bushfire Information CSIRO
CSIRO Guide to strategies you can undertake to make your land and house

PH - Hazards on Property After
A document provided by the Building Commission regarding what you need to

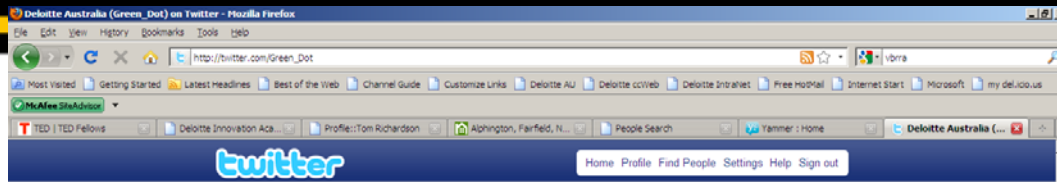
Protecting Yourself Factsheet WEB2
A document issued by the Building Commission regarding things to keep in

Safe Return Booklet. 23 Feb
A document issued by the Building Commission on Safe Return to your

Temporary Houses
Comm... es the

- Collaborate across the globe
- No email flurries
- Work across time zones
- Single Source of Truth
- Speed
- Accuracy
- In the cloud

Using Twitter



Green_Dot

Following

Fastrack ideas on email efficiency, graduate recruitment, hotel guest ID, and small business advice. Five weeks now to strengthen their case about 21 hours ago from web

Deloitte Fastrack students are pitching their ideas to our Innovation team today. Putting their Entrepreneurship courses into practice 1:52 PM Sep 22nd from web

Sore today. Congratulations to those Deloitians who completed the Sydney Marathon at the weekend. Swearing never again... until next year 4:26 PM Sep 21st from web



Deloitte. FederalBudget

Following

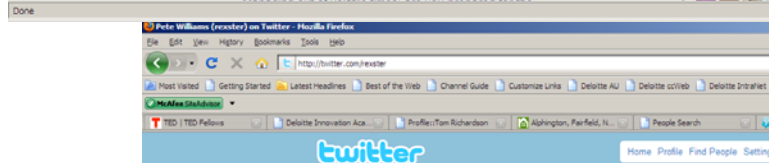
1st FederalBudget Twitter done. Time to head off for a well deserved break. We'll be tweeting again for Budget 2010- hope u will too!

2:04 PM Jun 25th from web

Thanks for all the follows if you haven't read the FederalBudget report we produced you can access it here <http://bit.ly/soym> 2:01 PM Jun 25th from web

@Government_News Great my colleague Karina is going to be in touch with a piece very shortly on infrastructure and the budget 11:38 AM May 14th from web in reply to Government_News

paulmkeon should spk to my colleague Zeyad @sirjadola who is



rexster

@seancallanan yeah but Fonzie should never have been seen in water about 5 hours ago from web in reply to seancallanan

sitting in melb airport waiting for the dust to settle about 5 hours ago from web

sitting on a plane waiting to go to Sydney but cant move due to #DustStorm wonder if we will get away not confident after seeing pics about 8 hours ago from web

#schiaavello times up good session basically make workplace flexible, comfortable, personalisable, design for function FTW about 18 hours ago from Twitter

#schiaavello Jacqueline Vischer need to consider flexibility in workplace to future proof for tech change, changing roles and tasks

- Doing nothing is the biggest risk
- Confidentiality
- Public Arguments
- Inappropriate Content
- Reputation

Sometimes it can get messy



We have got people everywhere - Mozilla Firefox


File Edit View History Bookmarks Tools Help

http://www.rosshill.com.au/article/people-everywhere/

McAfee SiteAdvisor

mininova online accounting in plain

Groundswell We have got people everywhere

**ROSSHILL**

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Ross is at home in Geelong

flickr [\(friend\)](#)



We have got people everywhere

Prince William visited the town of Flowerdale on his recent visit for a community barbecue, playing a game of cricket with the kids as well as Matthew Hayden, Brett Lee and Brad Hodge from the Australian Cricket Team. There was a lot of media interest in the visit and this photo appeared in some of Australia's major newspapers.



Done

090323_New_Opportunities_-_Wes.ppt [Compatibility Mode]

But it all worked out OK



- Develop a social media policy
 - Don't disclose confidential information
 - Don't diss your company, colleagues or clients
 - Don't publish inappropriate content in public forums
 - Use common sense (What would your mum say?)

- If you don't provide it we will get it ourselves
- Beware people issues pretending to be technology issues
- Don't over engineer, launch and learn
- Leverage the Cloud
- Sustain what works

- Leadership and Culture is where it starts
- Experiment and Embrace
- It's participative
- Don't be scared
- It is emergent and you will get benefits that you never expected
- Less on business casing and more of business doing