Get Smart with
Hot Technologies,
Cool Solutions

Building Exceptional Work Experiences with IBM Social Business
:Technical Track

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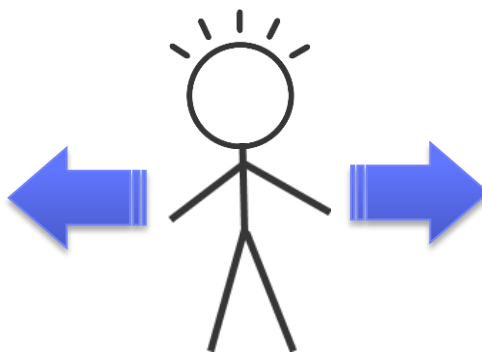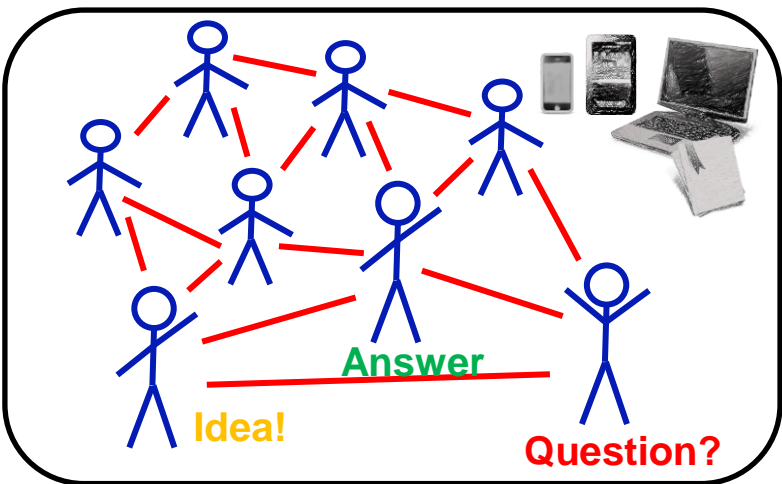
IBM

Smarter Planet

Instrumented **Interconnected** **Intelligent**
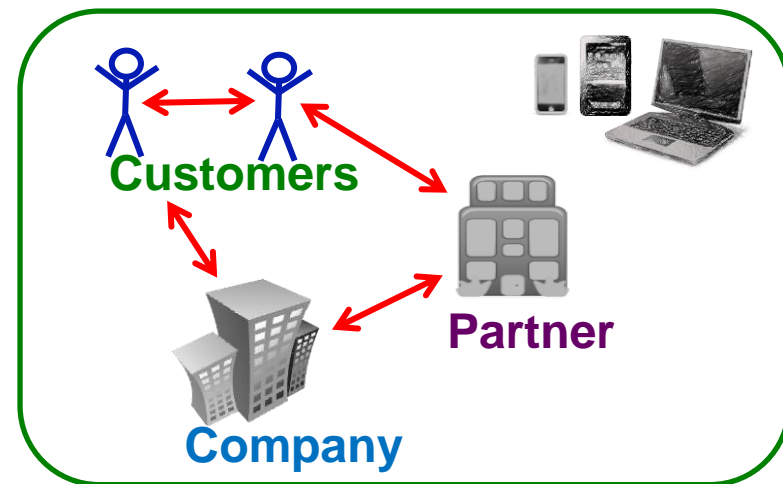
Social Business

ENGAGED TRANSPARENT NIMBLE

WORK EXPERIENCE

Answer

Idea!

Question?

WEB EXPERIENCE

Customers

Partner

Company

IBM

IBM Social Software Leading with
# IBM® Connections

- IBM Connections provides a series of social capabilities (Profiles, Communities, Activities, Blogs, Wikis, Files, Forums, Microblogs, Analytics, Notifications, Ideation, etc.)

- They can be used on their own, or all together, or as a way to make other things more social (like your business application, your e-mail, your portal, etc.)

IBM

Offering the most integration points
to make your business critical applications social

Delivering the most complete set of social software services enabling rich integration with IBM products and other solutions
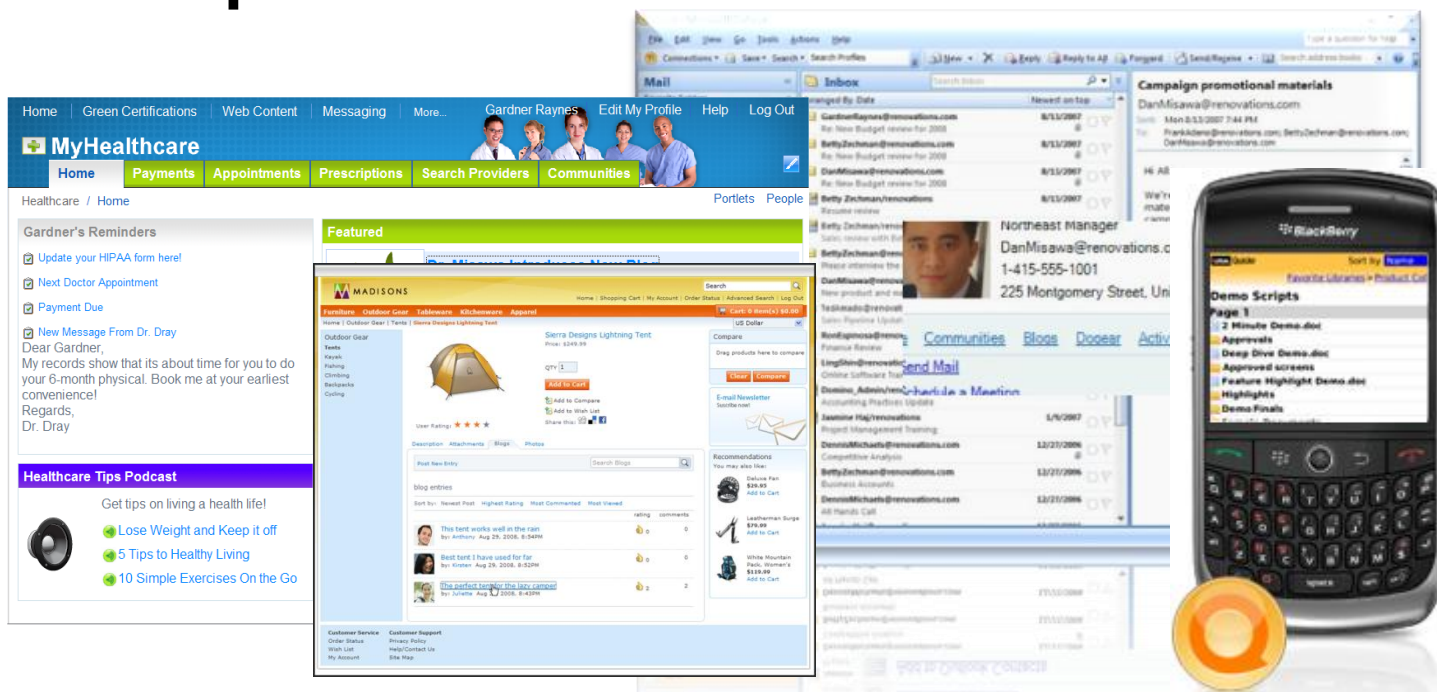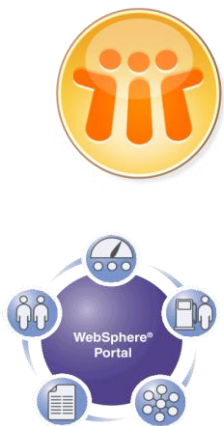
- Stay in the tools you know with integration of social capabilities in familiar desktop productivity tools
- Embed expertise when and where you need it in key business processes
- Take your professional networks and communities on the road with broad mobile support

IBM

Notes & Domino – Integrating Connections Services

- **Notes & Domino provide numerous ways to integrate today**
  - In the Notes client sidebar using Eclipse plugins
  - In the context of your Notes/Domino application
  - At the UI level or via Connections APIs

- **Eclipse™ plugins within Notes**
  - Approach used to deliver out-of-the-box integration with Profiles, Files, Activities....
  - Skills required: Eclipse/Java™ development, REST
  - Pros: provides rich user experience thru sidebar integration and Live Text
  - Cons: not reusable in Web and mobile

- **XPages within Notes, Domino and Mobile**
  - Approach used to embed Connections services within the context of your custom app
  - Skills required: XPages (HTML, CSS & JavaScript), REST
  - Pros: provides a reusable Web asset that can run in desktop browser, mobile web or Notes
    - Today – Can also run in WebSphere Portal and Connections as an iWidget
    - Tomorrow – Add ability to run as an OpenSocial gadget
  - Cons: Well there really aren't any other than you need to be running Notes/Domino/XWork Server 8.5.3 or higher

IBM

IBM Connections API

- **Simple and Easy to Learn**
  - REST-style HTTP based API with XML, JavaScript and HTML formatted output
  - Standard Web 2.0 web development methodology
  - Atom style is "follow the links"

- **Open**
  - Access for all users to all functionality, regardless of client or platform
  - Based on Open standards: XML, HTTP, JavaScript, Atom feeds and publishing

- **Comprehensive**
  - Leverages open standards extensibility (XML, HTTP, atom feeds, etc...)
  - Used internally and partners to build plug-ins and mashups
  - All Lotus Connections services provide an Atom API
    - which is fully documented
    - and all Lotus plug-ins use this API
  - Additionally, Lotus Connections provides a CMIS API for the Files component

IBM Connections Architecture

Browser	Mashups	Feed Reader	Sametime	Lotus Notes	Portlets	Microsoft Office	Your Application

Connections Atom API

HTTP Server & Proxy Cache

J2EE Container

REST API

PUT	DELETE	POST	GET

Atom Entry	HTML Form	JavaScript	HTML	Atom Feed	JSON

Common Services

- JMX / WSAdmin Administration
- Search
- Person Card
- User Directory
- Navigational Header

IBM Connections Apps

Directory

RDB

File System
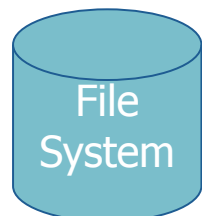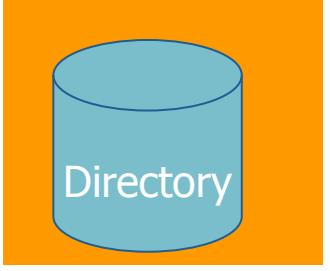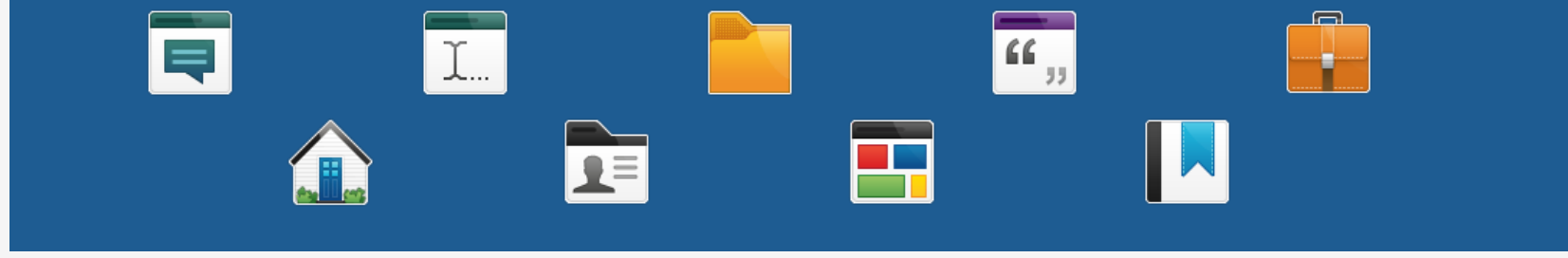
Other Enterprise Services

Wiki	Quickr	Email
ECM	Sametime	...

IBM

Connections APIs

Profiles
Find the people and their information that you need

Profiles Administration
Used to make updates to user data

Communities
Retrieve community information, subscribe to updates, create or modify communities

Files
Add files to a collection and read or modify existing files

Files CMIS
Exposes Files application data using CMIS

Common
Discover information about Connections as a whole, not just specific applications

Search
Search across all installed Connections applications

Activities
Create new activities as well as read and modify existing activities

Blogs
Retrieve Blog information, subscribe to updates, create and update posts, add comments

Forums
Create new forums, read and modify existing forums

Bookmarks
Read and write to the collection of bookmarks

Wikis
Create new wikis, read and modify existing wikis

News repository
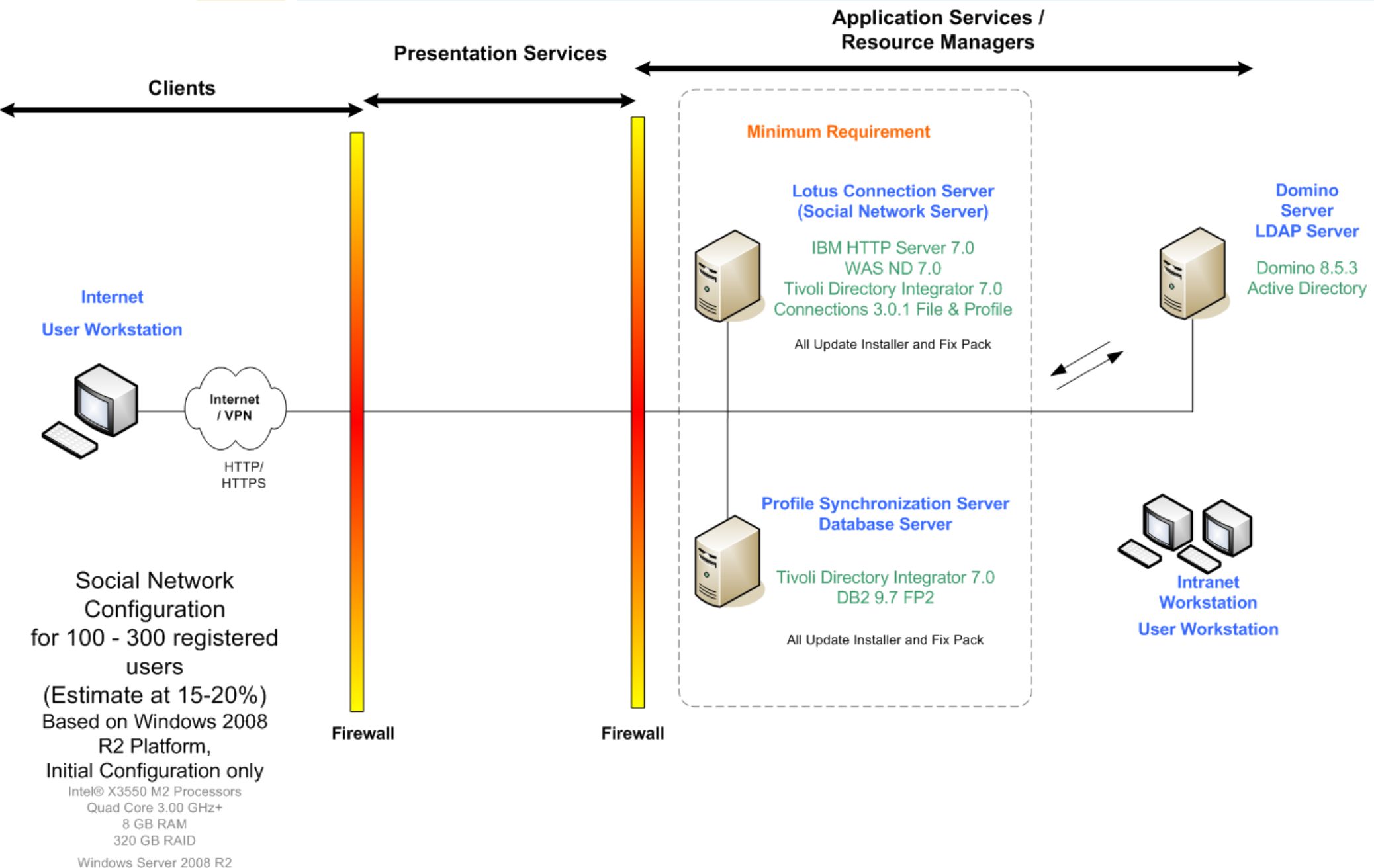Retrieve feed of latest updates made to all installed Connections applications

Quick Wins with Notes/Domino 8.5.3 Connections Entitlement to Profiles & Files

- **Take advantage of Connections Profiles and Files services within the context of your Notes and Domino solutions**

- **Great way to introduce your customers to the value of doing social business with Connections**
  - Establish a beach head with Connections social services
  - With infrastructure in place, allows for upsell of additional Connections applications

- **For customers using Notes client**
  - Use out of the box plugins
  - Get plugins for File and Status updates from Greenhouse*

- **For customers using browsers**
  - Integrate Connections application services using APIs
  - Integrate Profiles and Communities business cards into your application

| Activities | Blogs | Communities | Bookmarks | Profile |

◇ **Samantha Daryn**
Sales Manager
Office: 10352 International Dr
301-555-6104
SDaryn@demoibm.com

Sametime: I am away from my computer now @ New York Office

Send Mail | Chat | More Actions▾

*See Getting Started with IBM Connections Files and Status Updates Plugins

IBM

Application Services / Resource Managers

Presentation Services

Clients

Minimum Requirement

**Lotus Connection Server
(Social Network Server)**

IBM HTTP Server 7.0
WAS ND 7.0
Tivoli Directory Integrator 7.0
Connections 3.0.1 File & Profile

All Update Installer and Fix Pack

**Domino
Server
LDAP Server**

Domino 8.5.3
Active Directory

Internet

User Workstation

Internet / VPN

HTTP/ HTTPS

**Profile Synchronization Server
Database Server**

Tivoli Directory Integrator 7.0
DB2 9.7 FP2

All Update Installer and Fix Pack

**Intranet
Workstation**

User Workstation

Social Network
Configuration
for 100 - 300 registered
users
(Estimate at 15-20%)
Based on Windows 2008
R2 Platform,
Initial Configuration only

Intel® X3550 M2 Processors
Quad Core 3.00 GHz+
8 GB RAM
320 GB RAID

Windows Server 2008 R2

Firewall

Firewall

10

Profile Search

Search Profiles to find the people you need for the task at hand

Profiles Status Updates (a.k.a. "micro blogging")
Update yours and View others in your network

Easy access to Connections Files
Simply double click to edit...

Drag and drop to upload and share new content

IBM Connections on Mobile

- **IBM Connections supported**

  – Apple iPhone and iPod To...

  – Apple iPad

  – Android 2.x devices

  – Nokia S60 3rd and 5th editi...

- **Profiles board, Communitie...**
  Bookmarks are now available

Value = Increase productivities by giving staff all the answers with accessibility anywhere
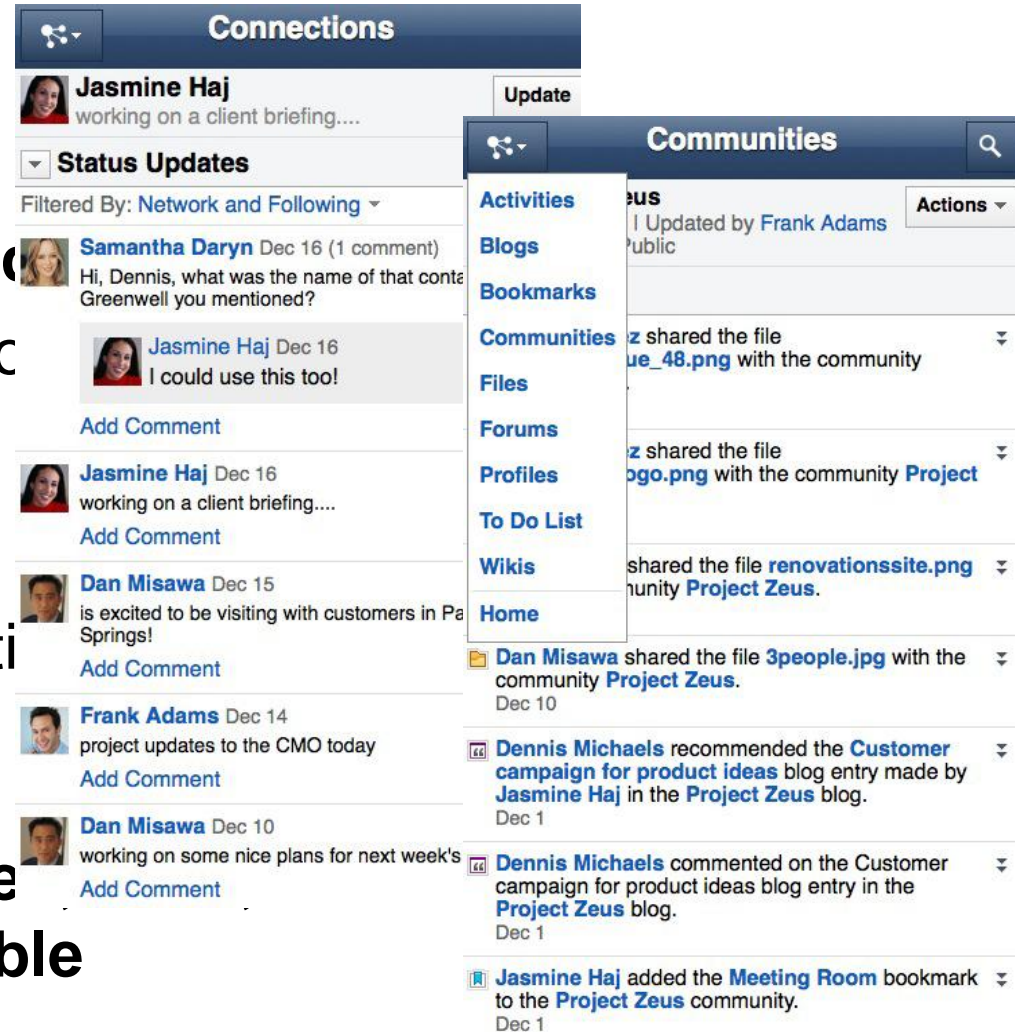
IBM ® Lotus ® Sametime ® 8.5 Value

Persistent Chat Rooms
Social Networking Tools
Instant Screen Share
Location Services

VoIP chat, Video

Telephony Integration

File Transfer, Screen Capture

Web Conferencing

Mobile Clients

Enterprise & Public IM Federation

Extensible Eclipse client & SDKs

Presence Awareness

Secure IM with Rich text, emoticons

Integration with Office

Architect of IBMSametime 8.5

Application Services

DMZ

Clients

Server 4:
Lotus Sametime
Proxy Server

2 Machines of IBM System
x3630 M3 2.13GHz Xeon
E5506 Quad Core 16 GB
2 Cores/CPU

Server 1:
Lotus Sametime
Community Server
and System Console

2 Machines of IBM System x3630 M3
2.13GHz Xeon E5506
Quad Core 16 GB 2 Cores/CPU

Server 2:
Media Manager Server
Media Manager Packet
Switcher / Media Manager
SIP Proxy / Media
Manager Conference
Manager
2 Machines of IBM System
x3630 M3 2.13GHz Xeon E5506
Quad Core 16 GB 2 Cores/CPU

Internet

HTTP

Extranet
Users
And Mobile
Device

**Private
Network
s (eg.
WAN,
VPN)**

HTTP

Intranet Users
Windows Xp,
Vista or better
2 GB RAM physical
memory (RAM)
recommended,

Server 3:
Lotus Sametime
Meeting Server
and Database

2 Machines of IBM System
x3630 M3 2.13GHz Xeon
E5506 Quad Core 16 GB
2 Cores/CPU

**Plug In
for Sametime**

Sample Lotus Sametime
8.5
Configuration

Enterprise Security Management

Enterprise System Managment

Universal Layer

NEW Standards make audio & video over firewalls & NAT'd environments seamless

- **Enables audio and video connectivity across firewalls**

- **A feature of the Sametime Media Manager built on ICE/STUN/TURN standards**

- **No special ports to open**

Corporate Network — Rich, Web — Sametime Clients

DMZ — Sametime Media Manager — Sametime TURN Server — Firewall — Firewall

Internet

Public Network — Web, Rich — Sametime Clients

Home/Partner Network — NAT router — Rich, Web — Sametime Clients
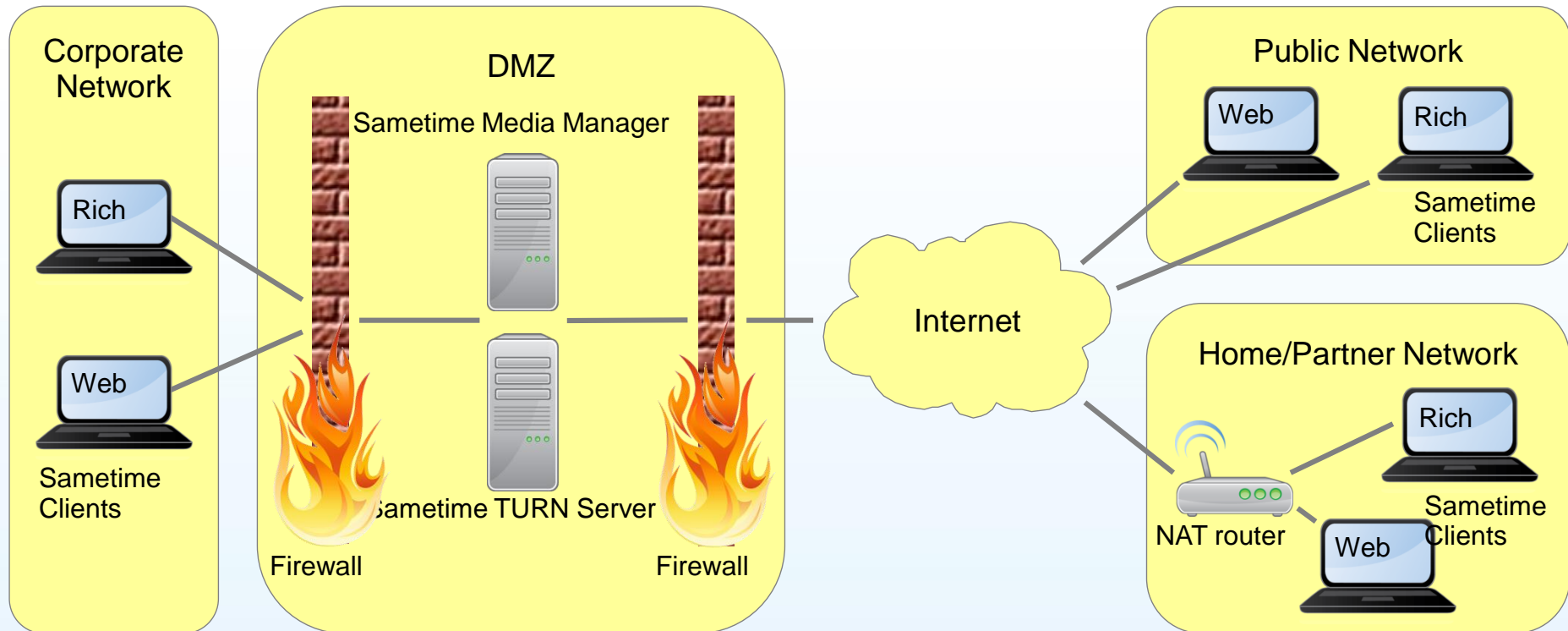
NEW Sametime 8.5.2 Bandwidth Manager

- **Protects the mission critical applications on the network by restricting overall bandwidth used for Sametime audio and video**

- **Administrators set policies based on classes of users and locations**

- **Pr**

Sametime
Bandwidth Manager

Ted
VP (US)

Gail
VP (China)

Amadou
Sales (France)

Fernando
Sales (Brazil)
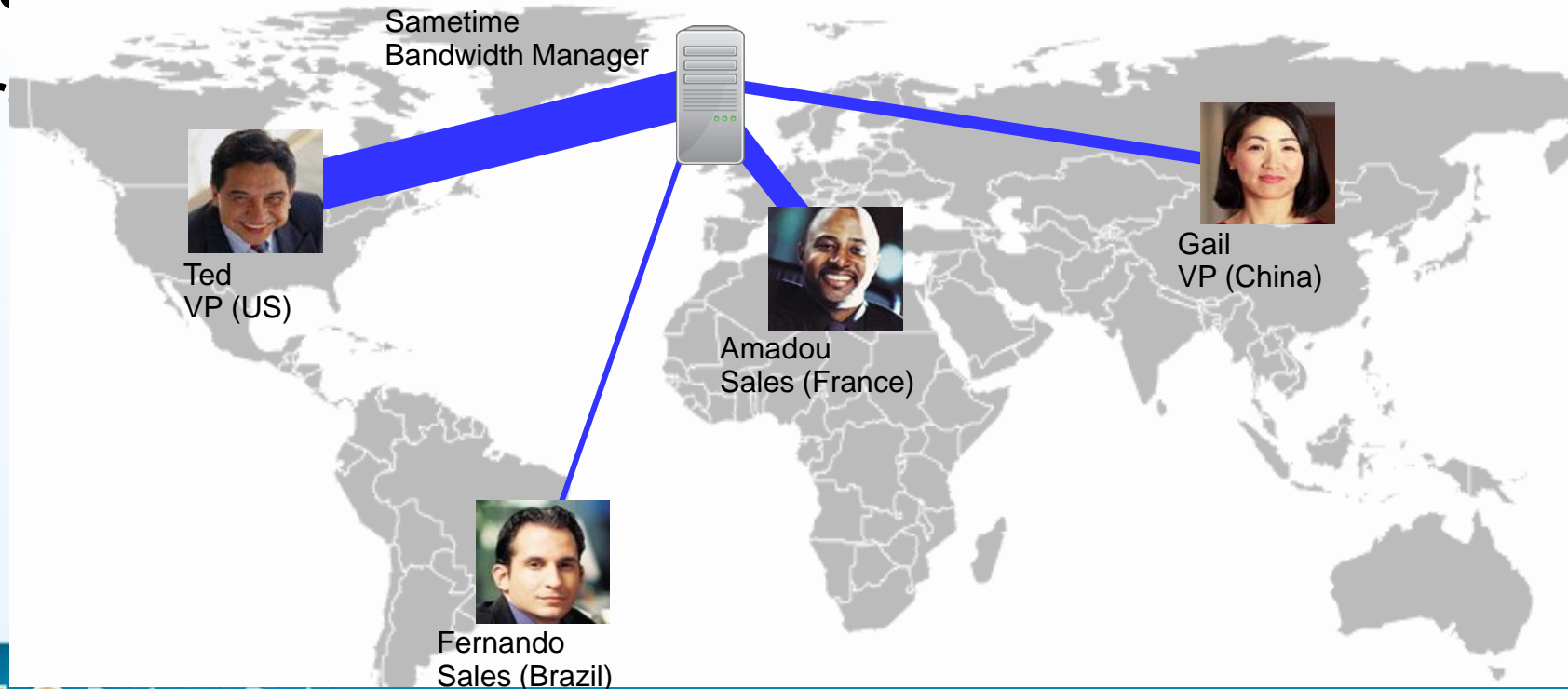
Sametime Proxy architecture

Synchronous HTTP Request/Response
• Login/Logout

REST APIs

Response in JSON

Sametime Proxy Server

ProxyServlet

Chat Service

Presence Service

…

VP

Sametime Community Server

polling

RTCServlet/ rtc4web

Event listener

Response in JSON

httpq channel

Asynchronous Request/Response via long poll, i.e., requests held at httpq channel queue until data are available or timeout
• Status Update
• Chat Messages, etc

Mobility
Rich Presence & Enterprise Instant Messaging, Meetings and SUT

Android OS phones

Apple iPhone

RIM® BlackBerry®

List of supported features on Sametime Mobile

Sametime Features on Mobile	Mobile Client Application	Mobile Browser on Device	Mobile Meeting Client
Android 2.0, 2.1, 2.2, 2.3	**Yes,** Native Android application for Instant Messaging. Only Smartphones supported.		
iOS 3.2 , iOS 4	**Yes,** The new Sametime client for Apple iOS devices that includes a dialer to initiate Sametime Unified Telephony calls	**Yes,** - Support only for Instant Messaging using the Sametime browser-based chat - Support for Apple iPhone 3G, 3GS, and 4 with Mobile Safari - Support for Apple iPod Touch second, third, and fourth generations with Mobile Safari - Support for Apple iPad and iPad 2 with Mobile Safari	Yes Sametime Meeting
Blackberry 4.6 - 4.9	**Yes,** Support for Instant Messaging using Sametime Mobile.		
Blackberry 5.0 and 6.0	**Yes,** Support for Sametime Instant Messaging using Sametime Mobile		**Yes,** Sametime Meetings using Sametime Meetings for BlackBerry
Windows Mobile 2003 SE PocketPC / 5.0 / 6.0 / 6.1 Professional and Standard	**Yes,** Mobile Connect Client. Support only for Instant Messaging using Sametime Mobile		
Nokia Series 60 Feature Pack 1 3.1 3rd Edition, Pack 2 3.2 3rd Edition	**Yes,** Only ESeries supported. Support only for Instant Messaging using Sametime Mobile.		

IBM.

Socialize IBM Products

IBM Lotus® Notes®

- Activities sidebar
- Status Update
- Business Card
- Bookmarks
- Search

IBM Sametime®

- Post chat to an Activity
- Post chat to Community Forum
- Business Card

Home page   Profiles   Communities   Blogs   Files   Activities   Wikis   Bookmarks   Forums

IBM Lotus® Quickr®

- Add page to Activity
- Publish to Quickr
- Community Wiki

IBM WebSphere® Portal

- Portlet integration with services into pages and sites
- Profiles, Activities, Blogs, Bookmarks, Tag, Wikis, Status Update

Socialize IBM Product into Microsoft® environment

Microsoft® SharePoint

- Business Card
- Profiles Search
- Tag cloud web part

Microsoft® Office

- Upload Files to Activities
- Search Profiles
- Add to your blog
- Create Activity ToDos

Home page **Profiles** **Communities** **Blogs** **Files** **Activities** **Wikis** **Bookmarks** **Forums**

Microsoft® Outlook

- Business Card
- Search services

Microsoft® Windows

- Add file to Activity
- Create new Activities

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thank you

Questions / Answers