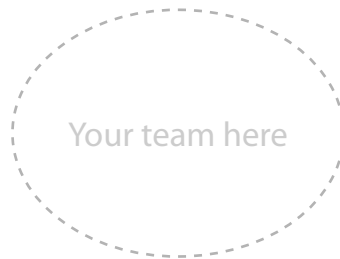
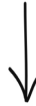


STEP 1 – IDENTIFY TEAM INPUTS AND OUTPUTS

INPUTS

.....
.....
.....
.....



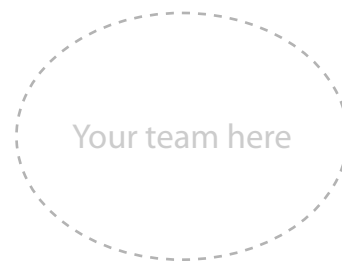
OUTPUTS

.....
.....
.....
.....

Write the name of your team in the middle shape, then outline the inputs and outputs that occur between your teams and those teams and individuals you interact with.

Refer to page 77 of **Designing Collaboration: An Essential Handbook for Today's Digital Workplace** (the book) to better understand who to include and leave out of your touchpoint profiling.

STEP 2 – CREATE A MORE DETAILED MIND MAP



Write the name of your team in the middle shape, then sketch all the individuals and teams you and your team need to collaborate with, and what that interaction consists of.

There is an example on a later page.

STEP 3 – Fill in the following for each Touchpoint

WHO

From the mind map, choose a person or team that your own team needs to collaborate with in order to successfully deliver on your objectives. Then fill in these blanks:

As a(n) *(your team/role)*

I/we need to collaborate with *(person or team)*

In order to *(business outcome)*

WHAT

Describe what needs to happen in that interaction for it to be successful. Do that by answering these questions:

What knowledge and/or content needs to be transacted?

Is the knowledge unstructured and informal (e.g. catch-ups, updates), structured (e.g. collaborating on documents or data), or formal (e.g. decision-making, approvals, formal records)

.....
.....
.....

What type of interactions need to occur? Meetings, document creation or sharing, updates, sign-offs, request for information or advice, other?

.....
.....
.....

What business content or knowledge needs to be transacted (gathered, created, processed, transferred, negotiated, shared, documented, and/or stored) as part of this interaction?

.....
.....
.....

For each type of business content or knowledge, specify the transaction method (e.g. gathered, created, processed, transferred, stored, shared, documented, etc).

.....
.....
.....

How often does the interaction need to occur?

.....
.....
.....

How much control do we need over privacy?

.....

For each knowledge type, what is the best form of 'transit' (moving the knowledge around), and why? *E.g. Face to face meeting, common document library, community discussion space, video hookup, etc.*

.....
.....
.....

Lastly, what tool, or tool feature, best fits the need/needs of the touchpoint?

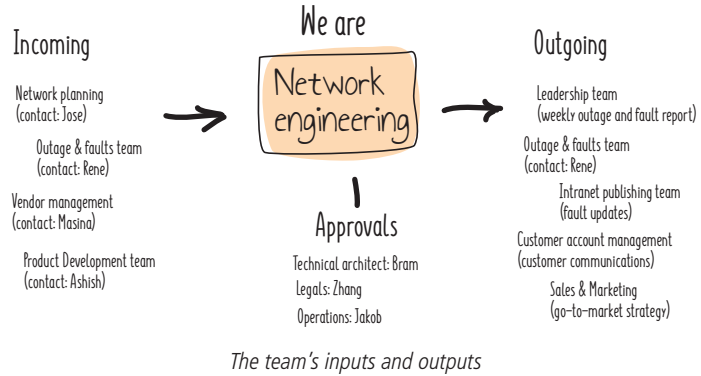
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ADDITIONAL NOTES:

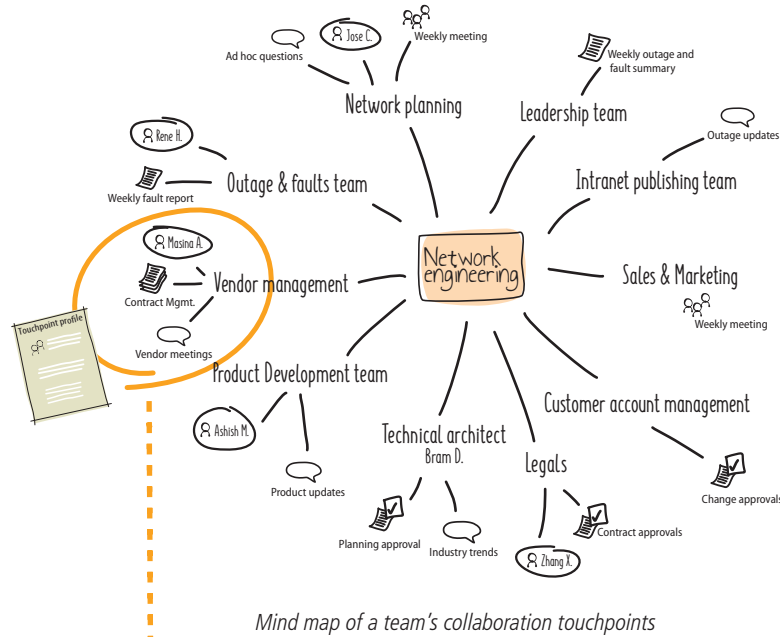
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Example of a collaboration touchpoint exercise

1 Sketch your team's inputs and outputs



2 Draw a more detailed mind map of the touchpoints



3 Complete the profile for each major touchpoint. Use it as the basis for discussions on tool selection.

