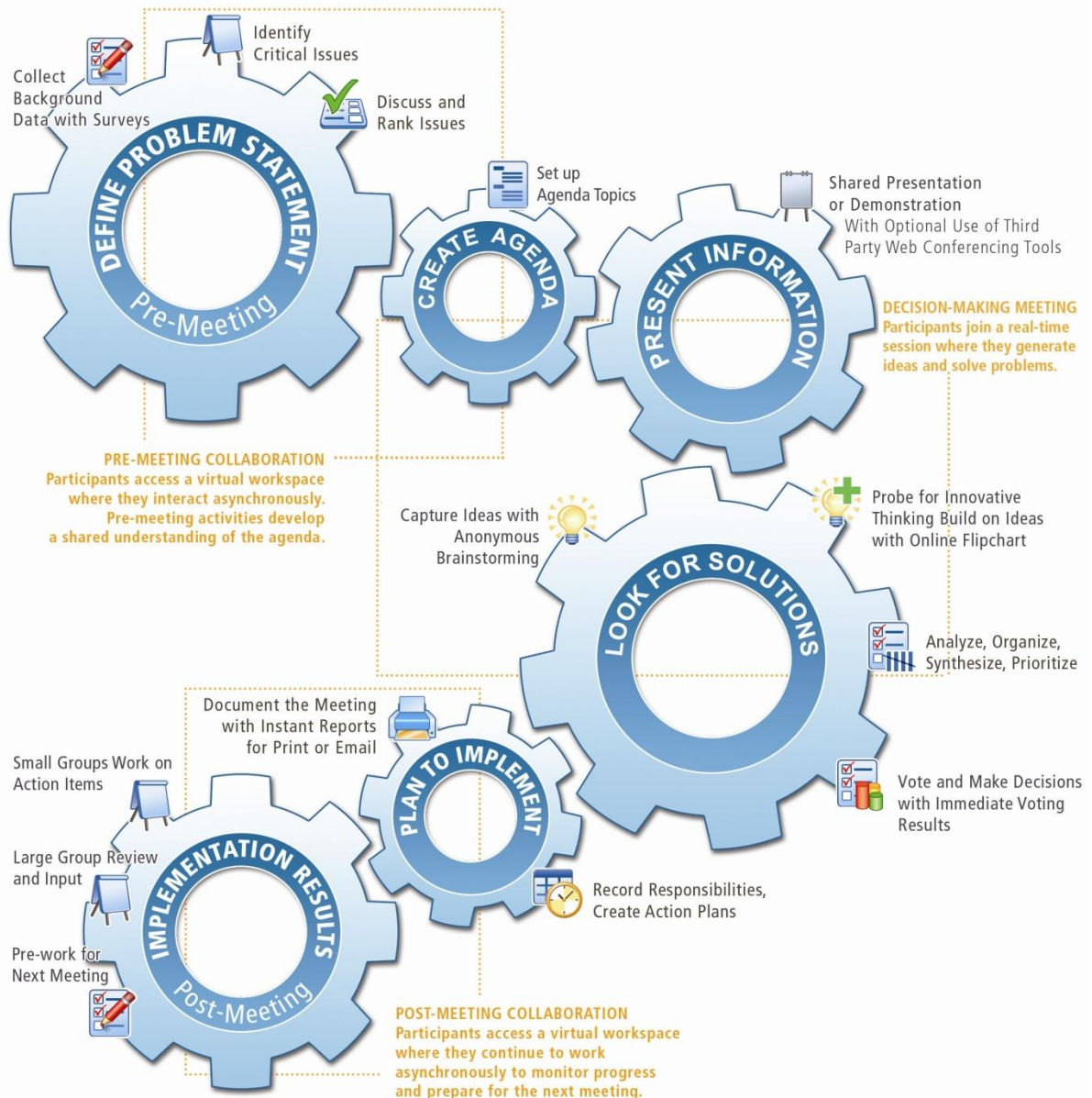


FacilitatePro™

WEB SOFTWARE FOR HIGH PERFORMANCE MEETINGS



Capabilities Overview

FacilitatePro Capabilities Overview

FacilitatePro: Collaboration Software for High Performance Meetings

Organizations must be able to innovate, think globally and work across boundaries in order to thrive and grow in today's economy. These same qualities are essential when people meet to solve problems. Unproductive meetings are simply bad for business. Ineffective meetings drain your organization's economic and creative resources.

It's time for high performance meetings. FacilitatePro web meeting software helps break through the barriers to effective idea generation and problem solving with the tools and techniques to support innovative thinking and decision making, in real time or across time zones.

An effective meeting process starts well before the meeting begins and continues well after it ends. FacilitatePro supports pre- and post meeting activities by providing an online meeting space where surveys and structured discussion topics get participants involved early in the process.

Once the meeting starts, FacilitatePro moves a group successfully from idea generation to decision making by enabling objective and open participation. Tools for focused brainstorming, idea building and prioritizing get difficult issues on the table and help shift negative group dynamics towards objective problem solving and consensus. Action planning documents outcomes and sets the stage for implementation.

FacilitatePro takes web and audio conferences to new levels of effectiveness by enabling focused and fast-paced two way exchange of ideas. When it's time for the group to build solutions and make decisions, FacilitatePro is easily accessed from a web presentation, chat window or shared desktop via a simple hyperlink, taking the group directly into a structured vote or discussion topic.

Why FacilitatePro

FacilitatePro helps create a group environment that supports innovative thinking by enabling:

- High volume idea generation from which a few worthwhile solutions emerge
- The ability to engage individuals, with many diverse perspectives, cultures, experiences and areas of expertise
- Clear definition of the problem at hand
- A safe setting where people have permission to explore, test out, build up and nurture ideas
- A means to compare, prioritize, and evaluate ideas to build up to a consensual decision
- A means to synthesize and organize ideas into action plans

Specifically, FacilitatePro improves meeting outcomes in the following ways:

➤ **Encourages Innovative Thinking**

Anonymous parallel brainstorming produces a higher number of ideas with more novelty than traditional brainstorming, resulting in productive “out-of-the-box” thinking. Participants control their own brainstorming process, first by contributing their own ideas and then considering the ideas of others. This often generates another round of creative thinking.

➤ **Promotes objectivity**

FacilitatePro encourages rational and even-handed decisions. Online anonymous parallel brainstorming and multi-criteria voting ensure that all perspectives are considered and that political or cultural barriers are diffused. The result is a broad range of documented ideas around a focused set of issues, fully documented for action.

➤ **Removes meeting logjams**

FacilitatePro boosts productivity in two ways. First, capturing ideas and evaluation online lets the facilitator monitor progress and make immediate information available to participants. Second, the anonymity option helps the group to move through a process without becoming stalled by difficult debates and entrenched positions.

➤ **Augments Web or Audio Conferencing for a High Performance Meeting**

Web conferencing enables virtual meetings to take place anywhere. But without tools and techniques that maintain good meeting discipline, a virtual meeting can still be unproductive. FacilitatePro provides an online meeting space for both real-time and cross-time collaboration and augments web and audio conferences by enabling highly productive idea exchange and group decision making.

“
FacilitatePro has enabled us to accelerate the change process through collaborative brainstorming regardless of physical location. We've reduced by 20-25% the amount of executive time this would normally require.”

FacilitatePro Product Highlights

FacilitatePro is an electronic conference center with group decision-making tools. Any number of groups meets simultaneously in this virtual conferencing space. FacilitatePro provides the same benefits in an in-house meeting or in a virtual meeting over the Internet. You decide whether the data gathering is real-time or across time zones.

› ***An intuitive and Engaging Experience***

FacilitatePro uses the familiar concept of agendas, notepads and flip-charts. The agenda introduces individual topics for group discussion; participants enter ideas in a text box on the screen and “post” them to an electronic flip-chart for the group to work with. This simple design means that participants require no training and are immediately comfortable with the software.

› ***Choose the Facilitator Interface That’s Right for You***

New facilitators start with FacilitateExpress, a simple interface designed so that setting up an agenda and moving participants through idea generation, prioritization and reporting takes just a few minutes of training. When ready, meeting facilitators can add a wide array of viewing, editing, voting, surveying and customization features simply by selecting a more advanced interface. This allows enterprises to effectively roll out the FacilitatePro tool suite to a wide range of project managers, team leaders, internal consultants or faculty members.

› ***Easy to Customize***

FacilitatePro is readily customized with the look and feel that you want. Select from a variety of agenda and voting templates that support graphics, videos, files attachments and links. Or create your own, including your own logos and color schemes.

› ***Performs Reliably and Securely***

FacilitatePro has unsurpassed reliability and performance over the Internet or within a meeting room, with a record of 100% server uptime and split second response time. FacilitatePro offers the latest security options including: password protections; SSL encryption; and, automatic data file backups. It is firewall compatible.

› ***Scalable From Small to Very Large Meetings***

FacilitatePro makes idea generation and evaluation possible on a large scale, enabling groups of 250 or more to have highly productive meetings and document a broad range of ideas around a focused set of problem statements.

› ***Innovatively Priced to Deliver Maximum Value***

FacilitatePro is licensed for an unlimited number of concurrent meetings and users. This allows you maximum flexibility to run multiple sessions for any size group. Secure user group partitions allow groups and facilitators to work completely independently all within a single electronic conference center.

“
FacilitatePro is a lot more flexible, more robust, and delivers more value for money than the other products we looked at.”

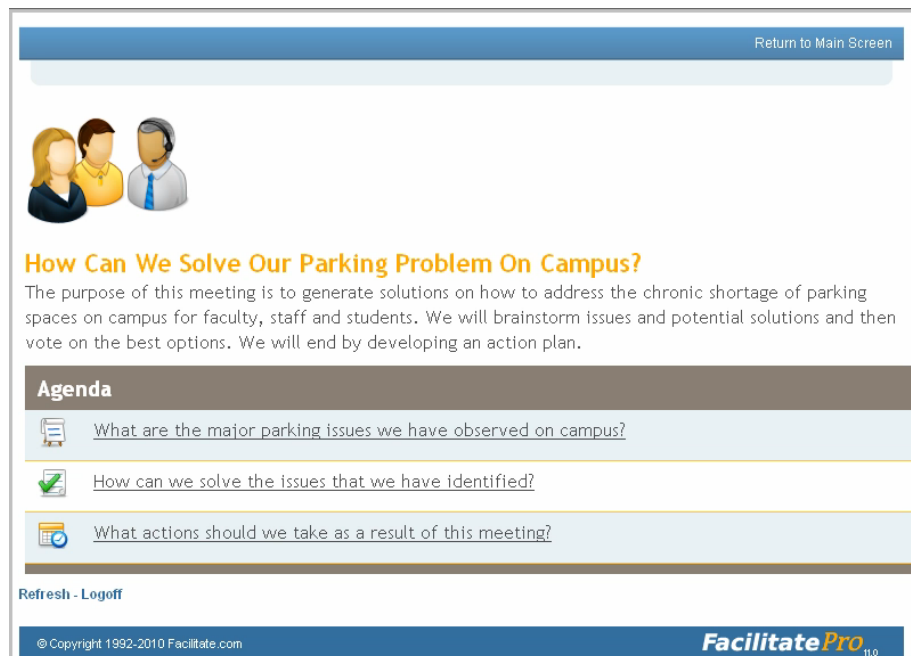
FacilitatePro Features and Capabilities

Creating an Agenda


- › Set up the meeting structure as a series of brainstorm, voting or action planning topic links
- › Select from a variety of agenda templates or customize your own with logos, images document attachments or web links

1

The agenda provides the structure and focus for the meeting.



Return to Main Screen



How Can We Solve Our Parking Problem On Campus?

The purpose of this meeting is to generate solutions on how to address the chronic shortage of parking spaces on campus for faculty, staff and students. We will brainstorm issues and potential solutions and then vote on the best options. We will end by developing an action plan.

Agenda

- What are the major parking issues we have observed on campus?
- How can we solve the issues that we have identified?
- What actions should we take as a result of this meeting?

Refresh - Logoff

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FacilitatePro 11.0

Brainstorming

- › Collect ideas from an unlimited number of participants simultaneously
- › Contribute ideas via an “electronic note pad” and post to an “electronic flip chart”
- › Select user-initiated refresh or auto-refresh to see new ideas come in
- › Choose whether contributions are anonymous or attributed

Building and Expanding

- › Build upon any idea with comments, attachments, web links or email addresses
- › Expand brainstorming by sharing documents and images

2

Anonymous brainstorming and idea building helps ensure that all voices are heard and all ideas are carefully considered.

[Return to Main Screen](#)

What are the major parking issues we have observed on campus?

Parking was identified as the #1 issue in the 2010 campus-wide survey. (To link to full survey results: [click here](#).) Let's start by brainstorming the issues that we have observed and heard directly from others, thinking about **why** they occur.

Add an Idea

One parking issue is...

The campus is not bike friendly

Additional Detail:

Not enough bike racks, poorly marked bike paths

Add New Idea Refresh List Finished Print

Electronic Flip Chart This session is anonymous. The following 17 items have been contributed to this Topic:

2 **Campus buses are old and smelly**
Students don't want to use them

Organizing and Categorizing

- Organize brainstormed list into categories to stimulate ideas or capture emerging themes
- Allow group to categorize during idea generation or categorize behind the scenes
- Choose whether to categorize by menu selection or using drag-and-drop

Electronic Flip Chart This session is anonymous. The following 18 items have been contributed to this Topic:

Facilities & Traffic Flow

3 **Parking lots are too far away from most facilities**
Walking in summer time is good for us, but in winter it is slippery and dangerous.

4 **People are taking up two spaces**
Because the spaces are too small for the average sized car

7 **Too many small parking spaces - my Humvee takes up three slots**

10 **The elevator in the North Campus parking structure is broken**

14 **Adding two stories to the South Campus parking structure was put on hold.**
Waiting for an earthquake retrofit report before new construction can go ahead. This has been in the works for a couple of years. What is the delay?

17 **Traffic jams in and around parking structures**
Need to address traffic flow - we put a lot of unnecessary carbon in the air while people sit waiting in traffic queues.

Alternatives Forms of Transport

1 **The campus is not bike friendly**
Not enough bike racks, poorly marked bike paths

3

Anonymous voting helps shift negative group dynamics towards problem solving and consensus.

Voting and Prioritizing

- Turn a brainstormed list of items into a voting ballot in a matter of seconds
- Votes are presented as traditional ballots or in drag-and-drop format
- Choose from a list of standard voting templates including: checkbox, rating, ranking and level of agreement options; allocation of points; and, multi-criteria voting scales
- Create custom prioritization and decision-making schemes with up to six criteria at a time using numerical or text entry, pop-up menus and radio buttons
- Reissue ballots quickly and easily for multiple rounds of voting and building towards consensus

How can we solve the issues that we have identified?

Let's brainstorm as many ideas as we can about how to address the parking problems that we have identified. After the brainstorm we will prioritize those solutions that we think will work best and review the results.

INSTRUCTIONS:
Rate the impact of each of these possible solutions.

		IMPACT
1	Charge more for parking Use the market economy - people will self-select out if it costs too much. <i>Comments:</i> 1. Is this fair for poor students and junior faculty?	Select a Response Select a Response R) High Y) Medium G) Low
2	Put in more lighting Ensure that all facilities are well lit. Motion detectors will help keep the	Select a Response

Viewing Voting Results

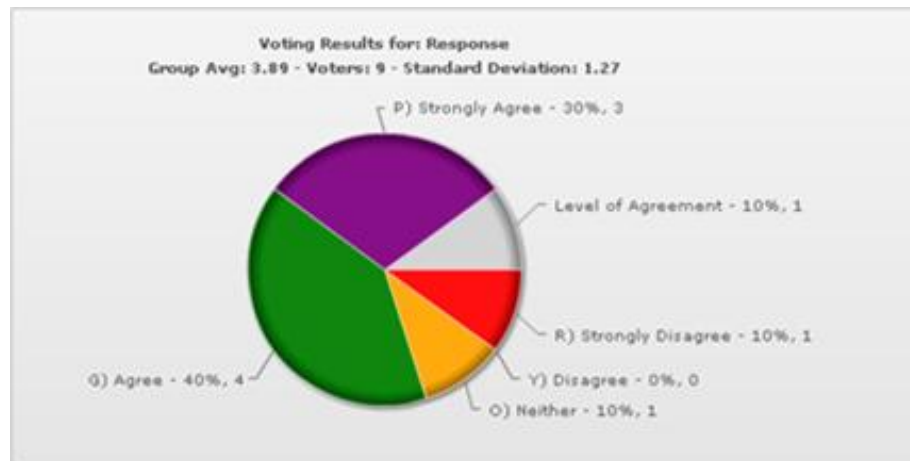
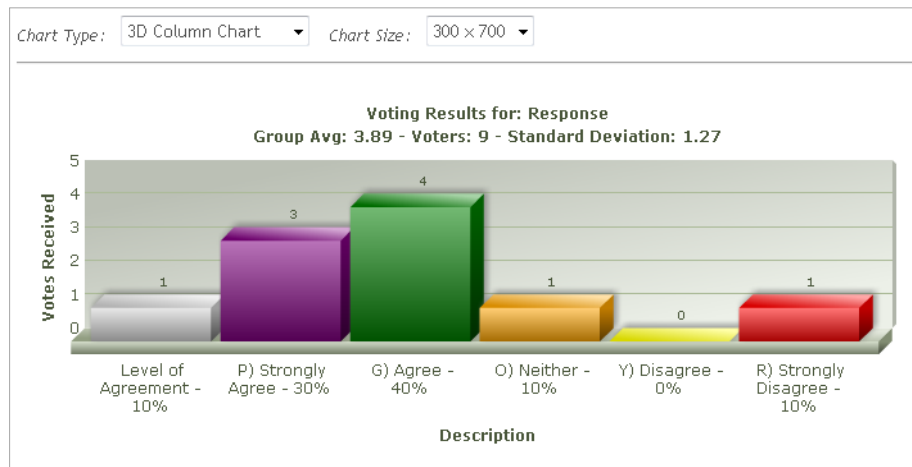
- View voting results immediately, whether for a complex survey or a prioritized list of ideas
- Instantly view a summary table showing overall scores, weighted averages, standard deviation and other summary data
- Visually assess the level of consensus with voting distribution graphs for each item

4

Decision making is greatly simplified when everyone ranks or prioritizes ideas and you instantly display the collective results.

Voting Results

			IMPACT	Value	Voters	Graph																								
💡	2	Put in more lighting		2.4	16																									
💡	1	Charge more for parking		2.1	16																									
💡	13	Limit parking to certain week	<table border="1"> <thead> <tr> <th colspan="2">IMPACT</th> <th colspan="2">Votes Received</th> </tr> <tr> <th>Description</th> <th>Value</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>Select a Response</td> <td>0</td> <td>(0)</td> <td></td> </tr> <tr> <td>R) High</td> <td>3</td> <td></td> <td>(10)</td> </tr> <tr> <td>Y) Medium</td> <td>2</td> <td></td> <td>(2)</td> </tr> <tr> <td>G) Low</td> <td>1</td> <td></td> <td>(4)</td> </tr> </tbody> </table> <p>Group Avg: 2.38 - Voters: 16 - Standard Deviation: 0.89</p>				IMPACT		Votes Received		Description	Value			Select a Response	0	(0)		R) High	3		(10)	Y) Medium	2		(2)	G) Low	1		(4)
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R) High	3		(10)																											
Y) Medium	2		(2)																											
G) Low	1		(4)																											
💡	4	Provide incentives for car and NOT commuting alone																												
💡	5	Make the campus bus service a priority																												
💡	9	Tuesday bike to work days		1.9	16																									
💡	10	Bike friendly campus		1.9	16																									
💡	6	Give staff and faculty free bus and train passes		1.9	15																									



Action Planning

- Use action planning mode to record responsibility, start and end dates and status information for each item
- Items are displayed graphically in a time chart
- Use action planning mode to help move a group all the way through to action items and to provide an online summary of a team's activities
- Export action plans in an ASCII text tab-delimited format for use by other project planning tools

5

Action plans allow you to document decisions and track progress towards their implementation.

What actions should we take as a result of this meeting?

Add an Idea

Action Item:

Additional Detail:

Who:

Start Date: 2 / 10 / 2010

End Date: 2 / 10 / 2010

Status: On Schedule % Complete: 0

Electronic Flip Chart This session is anonymous. The following 4 items have been contributed to this Topic:

	Mar 1, 2010	Mar 31, 2010
1		
2		
3		

Surveys

- Set up complex surveys for distribution over the Internet/Intranet
- Monitor results online immediately
- Summarize results by up to three levels of organization while maintaining individual respondents' anonymity
- Print from an extensive list of instant reports or export survey results as ASCII text tab-delimited data for use by spreadsheet or statistical packages

6

Data gathering before and after a meeting makes the actual meeting much more productive. Surveys also help you keep on top of trends and issues.

The Future of Distributed Meetings

Collaboration Survey

INSTRUCTIONS
 This survey is expected to take 10-15 minutes. Please plan to complete it in one sitting so that we can be sure to receive your responses. Click on the Save and Submit button when you are done.

SELECT A RESPONSE

General Information
 For purposes of this survey, think about your work group, the meetings you attend and the people that you collaborate with. If you are a consultant or facilitator, think about a typical client that you work with.

What type of organization do you work for?	Private firm <input type="button" value="v"/>
What is the size of your work group?	51 - 100 people <input type="button" value="v"/>
How dispersed are the people in the group(s) that you work with most?	Multiple locations in several countries <input type="button" value="v"/>
What is your role?	Select a Response <input type="button" value="v"/>

Distributed Meetings and Technology
 Distributed meetings are defined as groups of 2 or more people in different locations using technology to interact with one and other in real-time.

1. What kinds of collaboration technologies do you use? Select all those that apply.

Audio conferencing	<input type="checkbox"/>
VoIP telephone and voice over IP	<input type="checkbox"/>
Video conferencing - room-based	<input type="checkbox"/>
Video conferencing - desktop (ISDN and/or IP)	<input type="checkbox"/>
Data/Web conferencing - shared presentations, distance demos, etc.	<input type="checkbox"/>
Meeting software - scheduling, agenda building, document editing, whiteboard	<input type="checkbox"/>
Group decision support systems (GDSS) - brainstorming, voting, action plans	<input type="checkbox"/>
Instant messaging/chat	<input type="checkbox"/>
Other	<input type="checkbox"/>

Select a Response
 Executive
 Division/Department Manager
 Supervisor/Project Manager/Team Leader
 IT Professional
 Academic/Researcher
 Internal Facilitator
 External Facilitator/Consultant
 Collaborative Technology Supplier
 Other

Meeting Documentation and Reports

- Instantly print complete conference reports for a paper or electronic record of the meeting from wherever you are
- Import meeting results easily into MS Word
- Tabulated and graphed reports of voting results are standard features of FacilitatePro
- Use ASCII text reports to print and export detailed survey results to spreadsheet, document or database formats




7

Participants walk away with a full conference report. None of the meeting is left on the table.

How can we solve our parking problem on campus?

The purpose of this meeting is to generate solutions on how to address the chronic shortage of parking spaces on campus for faculty, staff and students.

Conference Agenda

-  1. **What are the major parking issues that you have observed on campus?**
Total Items: 21
-  2. **How can we solve the parking problems we have identified?**
Total Items: 13
-  3. **What actions should we take as a result of this meeting?**
Total Items: 4

What are the major parking issues that you have observed on campus?

Facilities & Traffic Flow

- 3. Parking lots are too far away from most facilities**
Walking in summer time is good for us, but in winter it is slippery and dangerous.
- 4. People are taking up two spaces**
Because the spaces are too small for the average sized car
- 7. Too many small parking spaces - my Humvee takes up three slots**
- 10. The elevator in the North Campus parking structure is broken**
- 11. The left hand turn into campus of Campus Drive causes long back up**
Buses in particular get delayed as this is their only route onto campus. Car drivers can go to another gate.
- 14. Adding two stories to the South Campus parking structure was put on hold.**
Waiting for an earthquake retrofit report before new construction can go ahead. This has been in the works for a couple of years. What is the delay?

“
Your firm is a shining
example of what
exceptional customer
service and solid
software programming
really look like.”

Additional Information

Online Help for Facilitators

- › Online help icons from every facilitator screen link directly to the relevant section of the Facilitator’s Guide.
- › Online video tutorials guide new facilitators through each step of building the agenda, managing participant access and running the meeting.

Web Interface Options

FacilitatePro lets you choose how you want participants to join an ongoing conference or survey. For example:

- › A welcome screen with a single button that takes participants to the current topic.
- › A list of topics or conferences when multiple discussions are in progress.
- › A simple web link from a web site or portal directly into a FacilitatePro brainstorming topic or survey.
- › Notification via an email note with a direct link to the survey or meeting agenda.

Security

- › FacilitatePro is licensed for an unlimited number of participants and facilitators, meetings and surveys. Access to concurrent activities is managed and secured by user groups (secure data partitions) and individual user ids.
- › Individual and shared user ids and passwords limit access to meeting and surveys as defined by the facilitators. Several levels of security are available.
- › Options for SSL encryption with 3rd party encryption certificates.
- › Automatic and manual data file backup options.
- › Firewall compatible.

System Requirements

- › Participants need only a standard web browser. No plug-ins or client-side downloads. Just click and go!
- › FacilitatePro is a standalone web server application. (No third party web server software, such as MS IIS, required.)
- › Minimum server requirements include: PC running Windows XP / 2003 /2008 Server / Vista / Windows 7; 500 MB of free disk space; 256 MB of RAM; 1 GHz processor.