



Digital Collaboration in Standards Development

Mark Ace
VP Client Services
Higher Logic

Topics

Introduction

Context

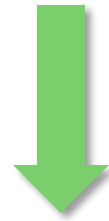
Challenges

Future Possibilities



Introduction and Background

KAVI[®] WORKSPACE[™]



Higher Logic



Experience: 250,000+ Communities



Inc. 500/5000: Strong, Private Companies



50 Great Places to Work



98% Retention Rate of Clients



AMS Secure Integration



Accessibility (IAAP)

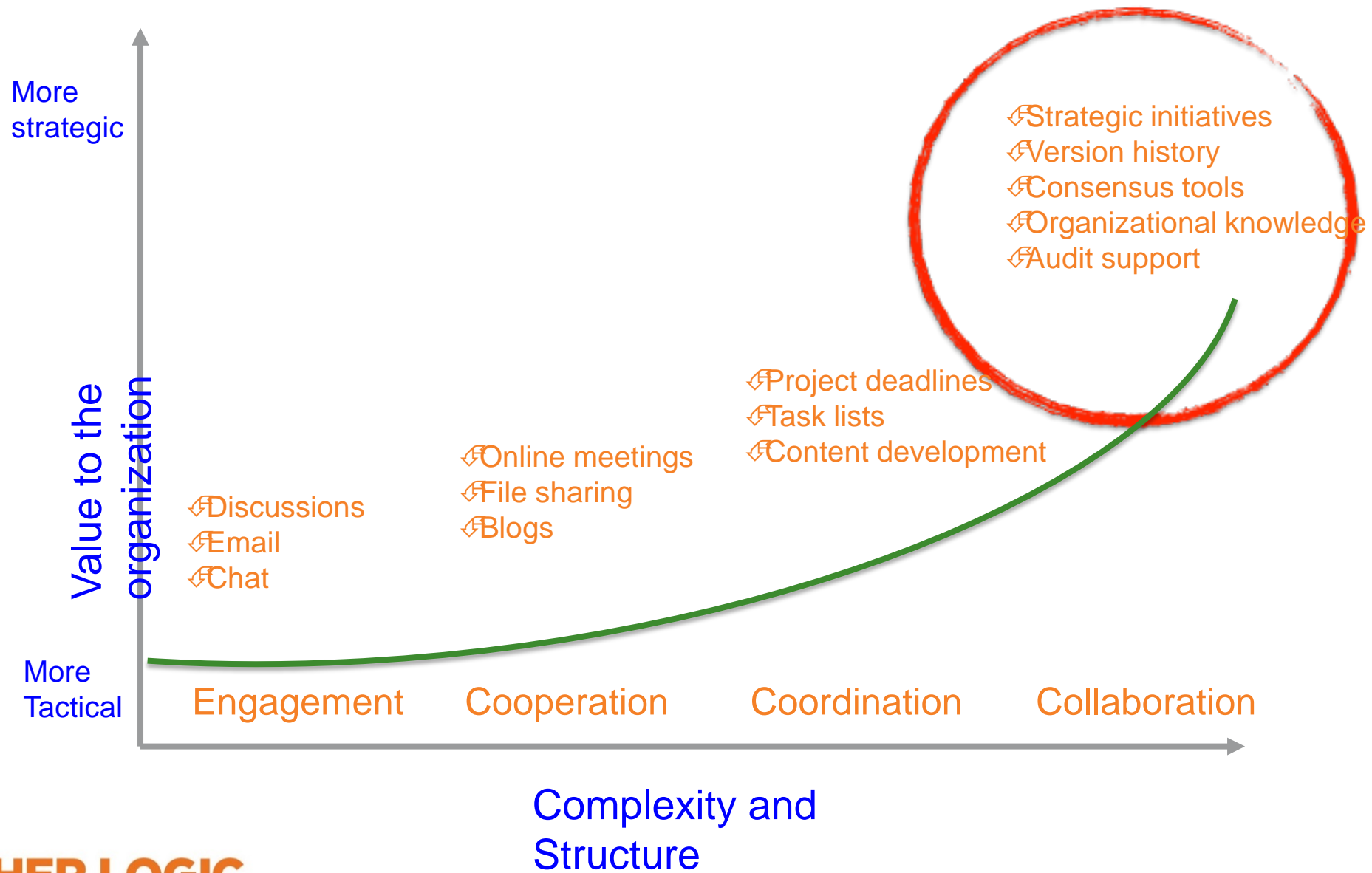


Guided Implementation & Best Practices



The Chasm





Context

Meetings

Content
Development

Project
Management

Governance

Meetings



Online Meetings (!?)

Conference Call				
B	I	N	G	O
"Mute your phone please"	"Is _____ on the call?"	"Ok, let's get started"	(coughing)	Child or animal noise
5 seconds Awkward silence	People talking at the same time	"This was shared ahead of time"	Echo noise or feedback	Sound of someone typing
"Can you repeat that?"	Sound of telephone ringing	FREE ★ SPACE	"Can you share that by email?"	Sound of background conversation
"...technical difficulties."	(sigh)	5th "Thank you"	"Time is just about up"	Powerpoint malfunction
"I was on mute."	"Can you see my screen?"	unintended interruption	"__ can you comment?"	"I need to step out..."

Project Management



Content Development



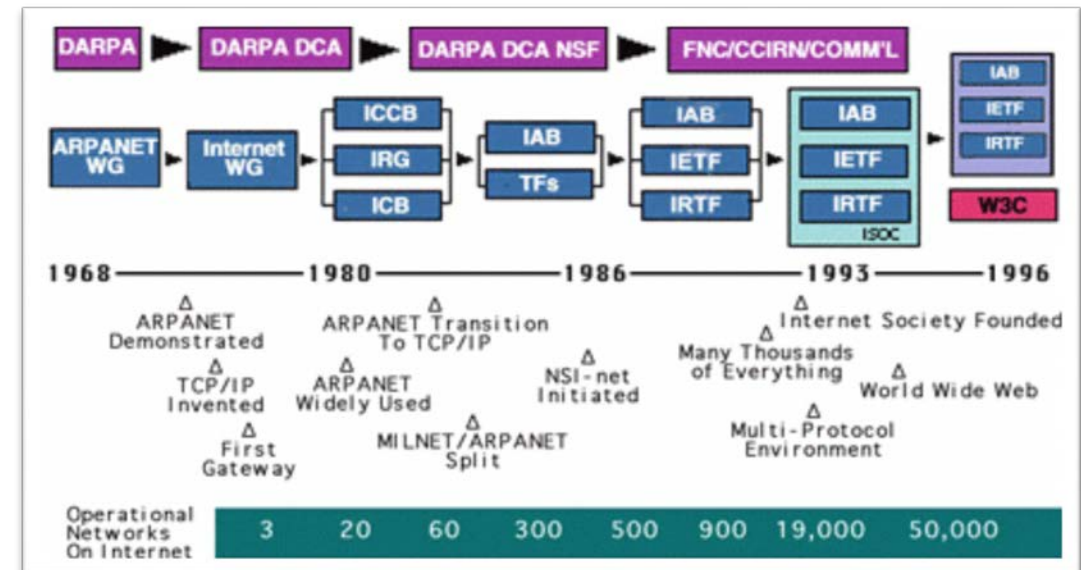
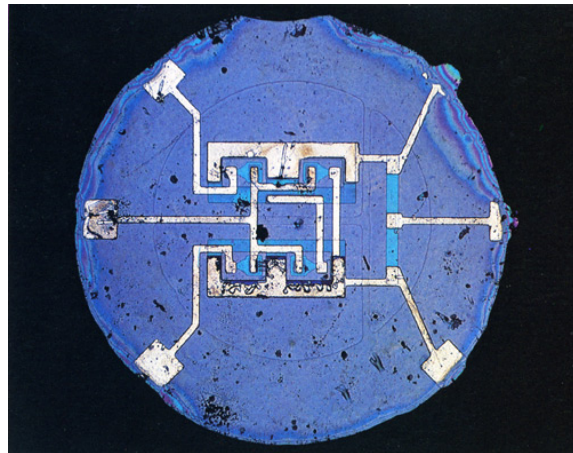
Online Documents



Governance



Evolution of collaboration tech



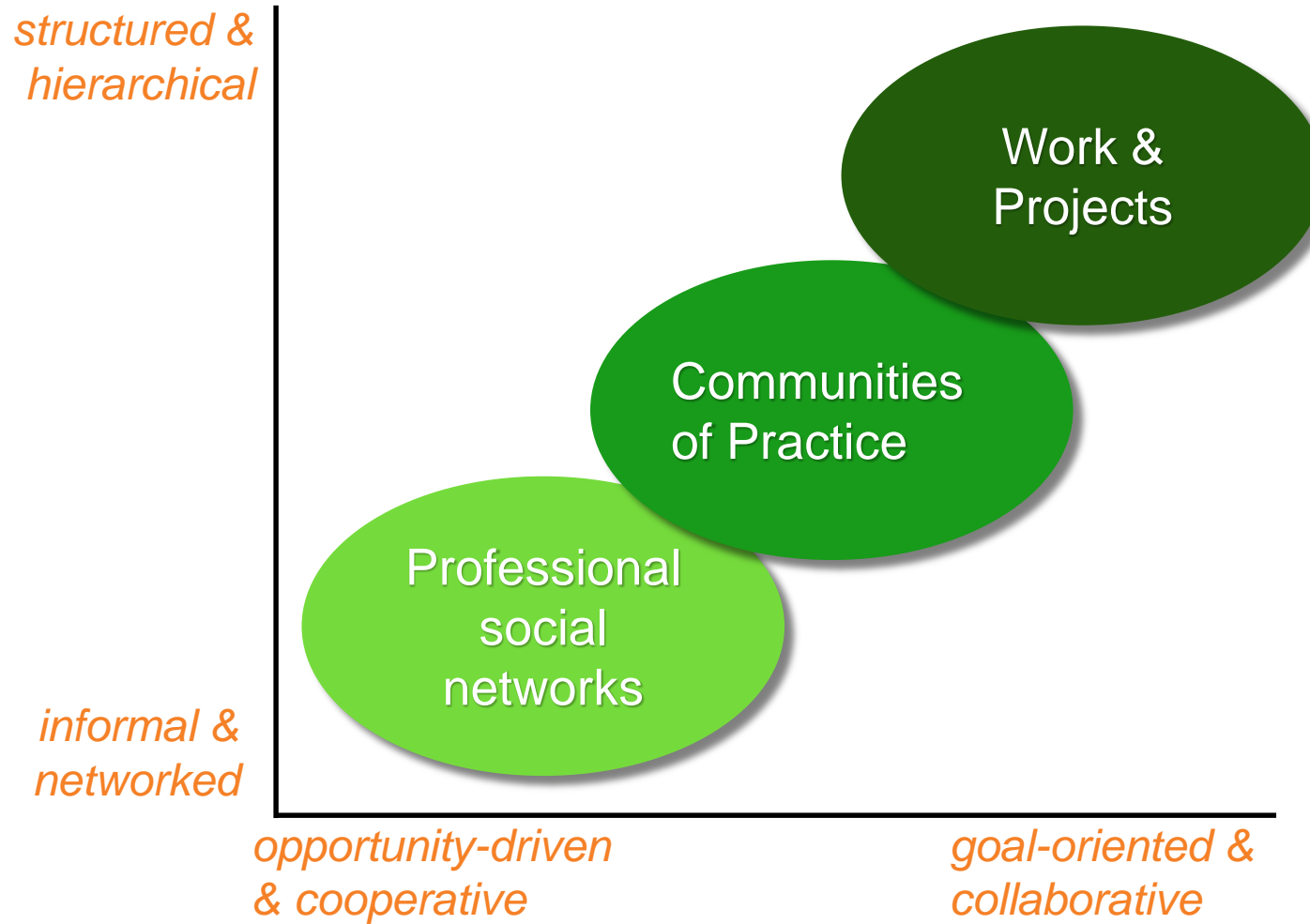
Is technology helping?

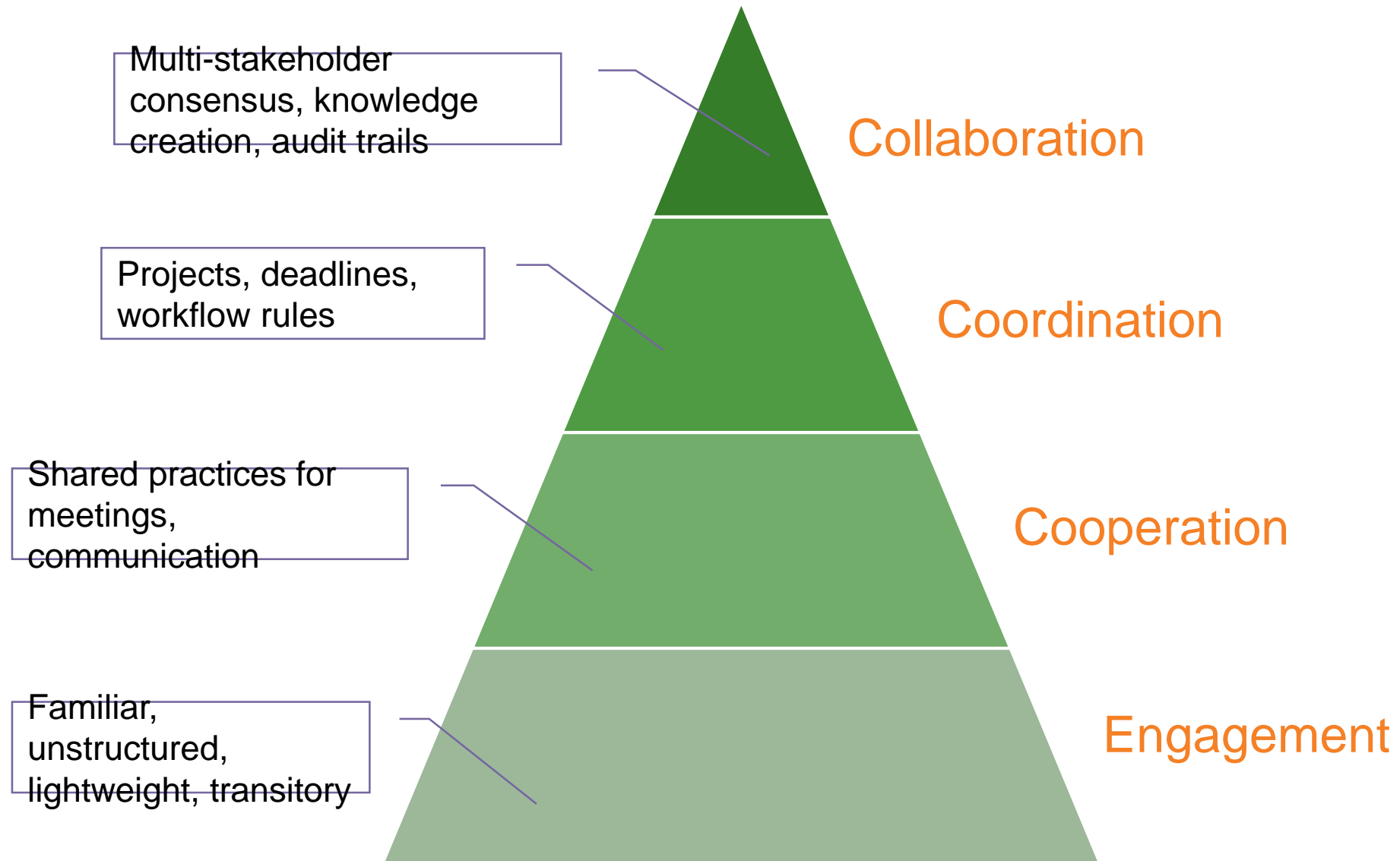


Hope for the future

- AI
- Document interoperability
- Talking to the machine
- Standards as data
- Big data
- Targeted identity and community engagement







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HIGHER LOGIC
ALL TOGETHER