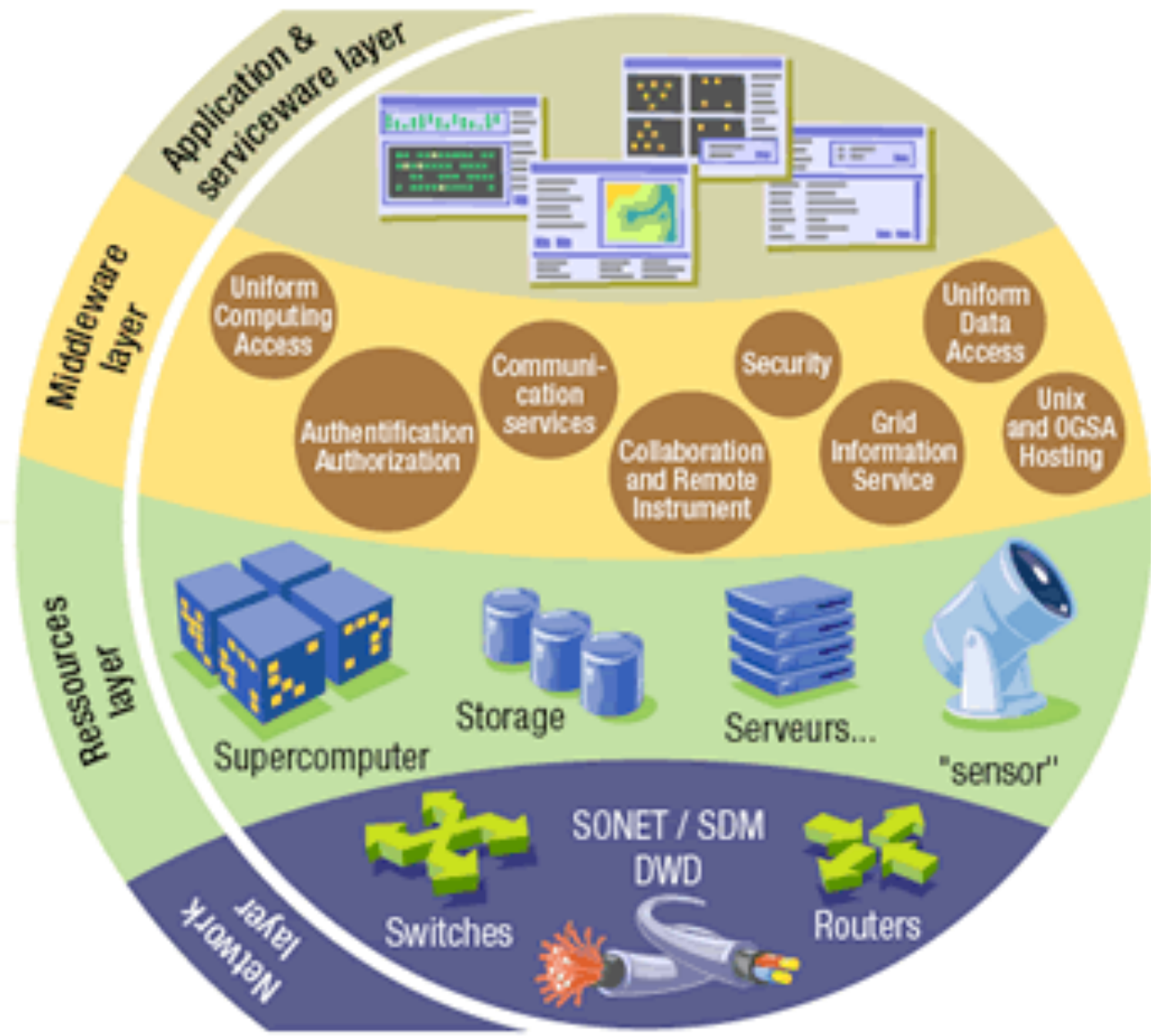


# Deployment of the Sakai portal as an e-Management and e-Community building tool for business professionals

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Novel interfaces



E-Science



Big computing

# What about SMEs?

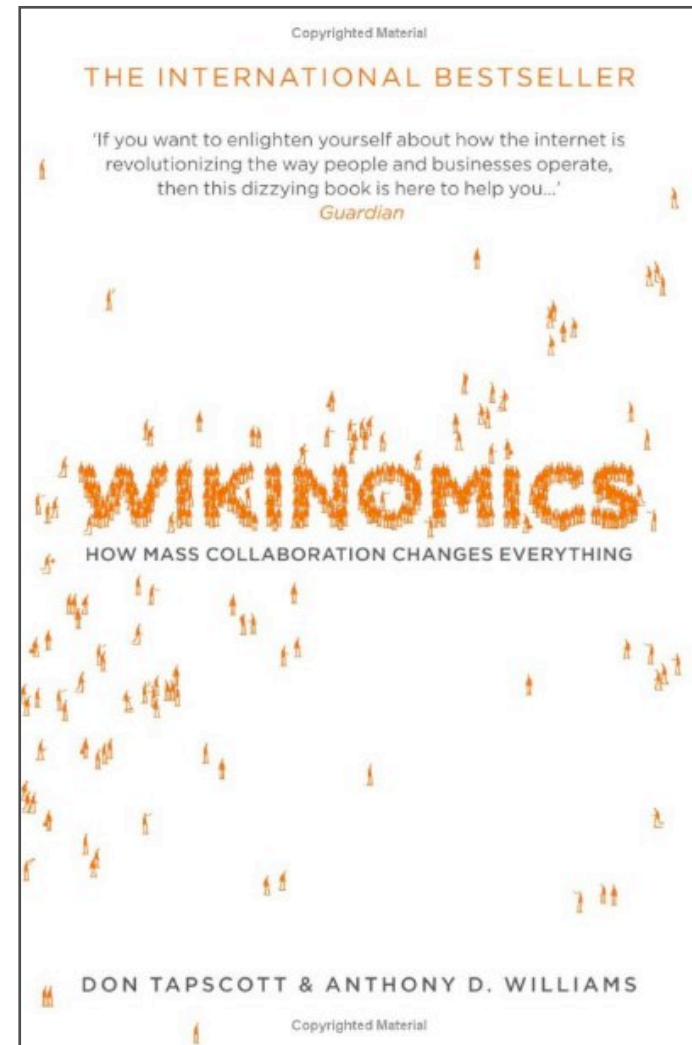
- Large enterprises gain advantage from adopting new ICTs (e.g. ERP)
  - Too complex and expensive for SMEs
  - Large software companies not interested or don't know how to service SMEs
- SMEs sector very significant (60% UK GDP); Large scale issue
- SMEs can benefit from open source, providing it doesn't look like OS!

*It's all about the [Information Age](#), creating user content by users for everyone...*

# Wikinomics

"Open source application vendors could be the force that brings affordable enterprise solutions to the masses of businesses that could never afford an Oracle database or enterprise resource planning (ERP) systems from SAP. And who knows, they might just empower a whole new revolution in business productivity, and perhaps even kickstart a renaissance for the small and medium-size business."

(Tapscott and Williams 2008:84)



# Cloud computing: The future?

- Web based – broadband needed
- E-collaborative potential – e-management?
- Community building
- Intranet/extranet services
- Easy to install/setup and use
- Relatively inexpensive



# Sakai - an open source portal

- Secure log-in
  - From any platform or location 24/7
  - Handles complex hierarchical security issues
  - SSL level security
- Easily integrated into existing systems
- Skinnable / customisable
- Range of tools sharing common data
- Suits a range of purposes
  - Shared resources. Store and access company info anywhere
  - E-Collaboration tools (blog, forums, chat, voice, video)
    - Suppliers, customers, partners, alliances communicating together
  - E-Learning (customer/ staff training)
  - E-management & community building capability



# Demand for e-collaborative environments

- **Phase 1 - market research**
  - Measure need and demand for e-collaboration among SMEs
  - Surveyed 1029 SMEs
  - Key findings: 76% ready to deploy this technology
  - 24% need to share ideas or solve problems with those that are geographically far away
  - 22% indicated that that they felt some meetings should take place face to face but resources were too limited
  - Of the 22%, approx. 1/3 indicated that web conferencing would be a viable solution to the problem of geographic distance
  - Overall, survey report (see ICTResearch.org) concludes that the potential market for these tools is about 400,000 SMEs in the UK



# Talking to entrepreneurs

- **Phase 2 - small scale pilots**
  - 13 qualitative interviews undertaken highlighting cloud computing and the Sakai portal's application to entrepreneurs
  - Key findings
    - Data security is found to be important to most firms
    - Online document storage facilities have wide applicability
    - Web conferencing suite has wide applicability
    - Hosted or self-hosted? Mostly hosted
    - Diverse application range means all requirements are covered



## e-Community tools in Sakai

- New profile tool - more info and better access to that information
- Sakai people - interim tool to show profile of all participants in a site at a glance
- Lots of feedback driving development of other tools (new Forum, more work on Agora...)
- SakaiAdminX - easy to use administrative interface
  - <http://confluence.sakaiproject.org/confluence/ADMX>



# Working with Entrepreneurs

- **Phase 3 - progressive rollout**
  - Ongoing research, hence discussion paper
  - Key findings:
    - Sakai has very good e-learning capability
    - PFA, CME McKinley, LEAD
    - Ability to deliver large or small scale solutions
    - Users enjoy using it, increased uptake for the LEAD community who where previously using phpBB and Moodle!



## Future directions

- The cloud is here to stay
- Sakai portal has a great deal of capability
  - But, it has an academic flavour
    - Need to ‘retune’ it for business purposes
  - Formed company - launching portal next year
    - Highly flexible to meet many SMEs needs
    - Want to develop high-end community building tools
    - Will remain open source
  - Desire to provide platform for the future

## More info

- [ictresearch.org](http://ictresearch.org)
  - research papers
  - survey results
- [opensourceforenterprise.org](http://opensourceforenterprise.org)
  - enterprise hosting
  - open Sakai portal
- contact me
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Thank you  
and questions