

Google™



Google Wave and the Enterprise Environment

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May 20, 2010

Overview

- Why Google Wave in an Enterprise?
- What have businesses been doing with Wave?
- How can you improve your Wave experience?

View live notes and ask questions about this session on Google Wave: <http://bit.ly/d6vNIS>

Google Wave - Get stuff done with groups of people

The screenshot displays the Google Wave interface. On the left is a navigation sidebar with sections for 'Inbox', 'All', 'By Me', 'Requests', 'Settings', 'Trash', 'Spam', 'EXTENSIONS', 'SEARCHES', 'FOLDERS', and 'Contacts'. The main area is divided into an 'Inbox' and a detailed view of a wave. The 'Inbox' shows a list of waves with their titles, locations, times, and message counts. The detailed view shows a wave titled 'Altostrat Weekly Meeting 08/04/10' with a location of 'Conf room 3' and a time of '2pm'. It lists attendees: Bob, Harry, Heather, and Greg. The wave content includes an agenda with items like 'Introductions', 'Review the previous action items', and 'Feedback on the new product demo video'. It also shows a poll asking 'Do we need a team outing?' with a '+1 / 1' result. The interface includes various icons for actions like 'Reply', 'Edit', 'Playback', 'Unfollow', 'Archive', 'Spam', and 'Read'. A search bar is visible at the bottom of the wave view.

Simple Sharing Model

Reply Anywhere

Live Editing

Custom Extensions

A wave is equal parts conversation and document

“We have achieved major time savings and greatly accelerated productivity by utilizing Wave. We’re excited to grow alongside the Wave platform and to contribute insights back to Google so they can consistently make Wave more excellent for teams like us.”

Mehrdad Baghai, Deloitte As One Flagship co-leader

Why Google Wave in an Enterprise?

- Google Wave is about collaboration
- Most collaboration happens in small groups
- Current tools are the most broken in small groups
- Enterprises are full of small groups
- Every Enterprise is different
- Google Wave extensions allow for a tailored experience

What have businesses been doing with Wave?

Campaign
Coordination

Month End
Summaries

Project
Management

Task
Tracking

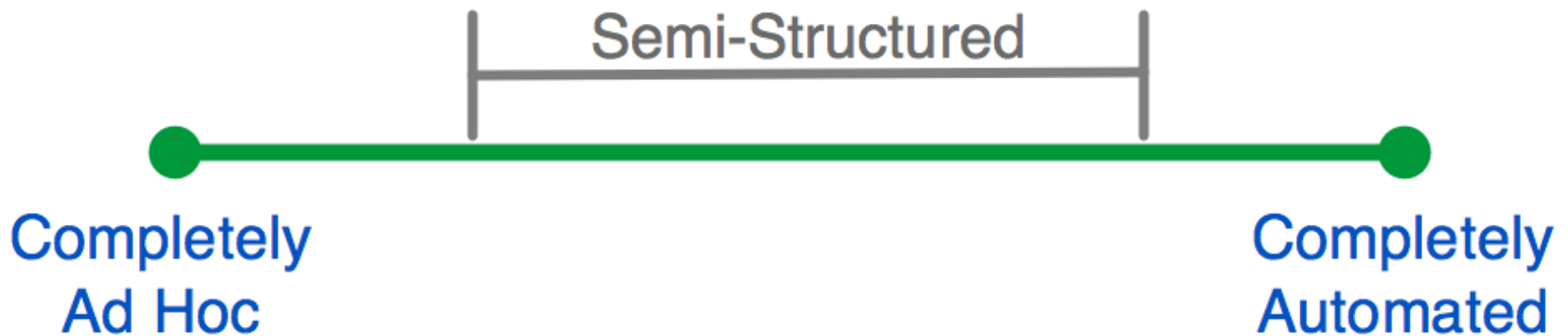
Creative
Writing

Release
Management

Writing Code

What have businesses been doing in Wave?

- People working together in semi-formal processes
- Combine structured with unstructured information all in one place



How can you improve your Wave experience?

Acme Wave!

- (Fictional) 200 Person software company
- They have a half-time release manager who takes care of their whole release process
- Their excellent product (AcmePro) includes the following components:
 - Website
 - Backend
 - Client
 - Database

How can you improve your Wave experience?

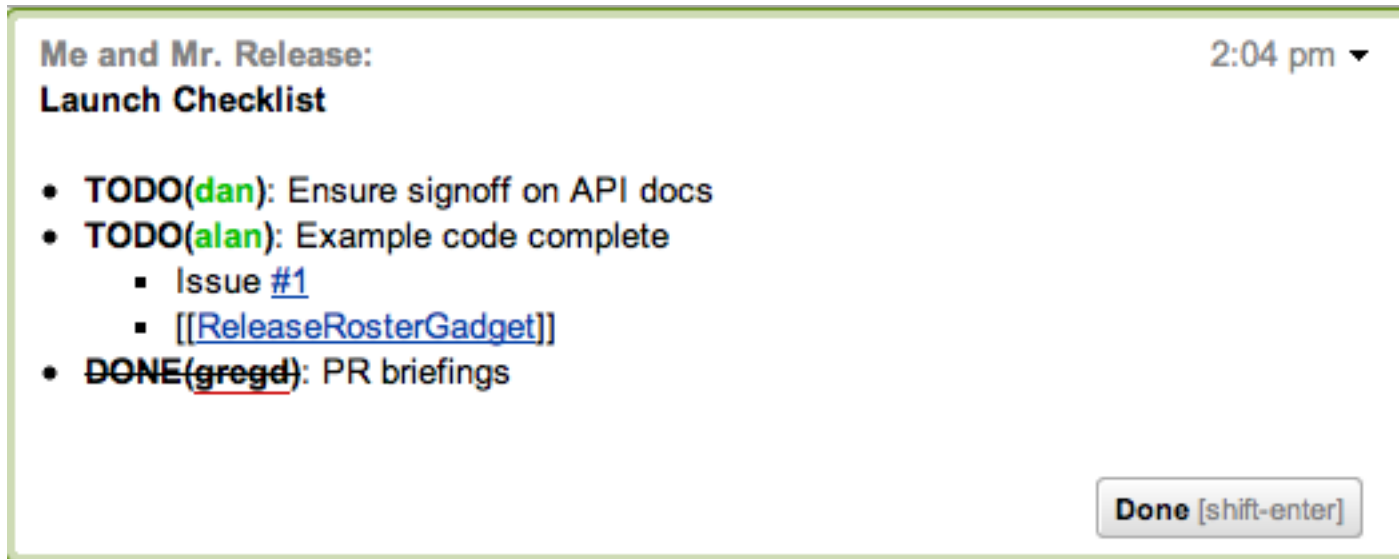
Step 0: Use Google Wave

- Track the status of each release through Wave
- Developers individually update build status
- Email notifications keeps everyone updated
- All the builds can be listed and easily accessed

How can you improve your Wave experience?

Step 1: Augment existing communications

- Robots are automated participants that do almost anything a person can do
- For instance, find references in a wave and link to internal systems



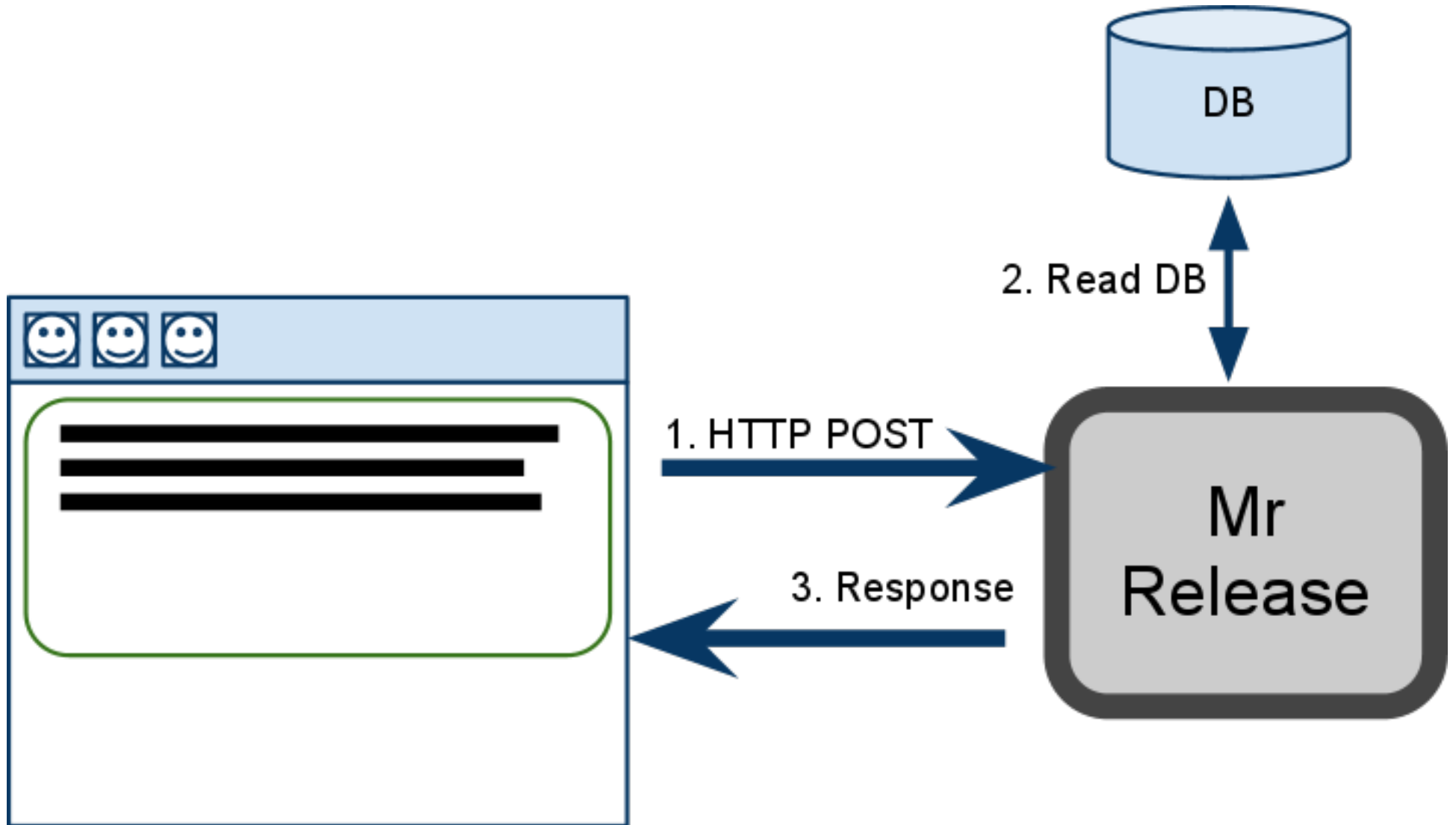
The screenshot shows a chat window titled "Me and Mr. Release:" with a timestamp of "2:04 pm". The main content is a "Launch Checklist" with the following items:

- **TODO(dan)**: Ensure signoff on API docs
- **TODO(alan)**: Example code complete
 - Issue [#1](#)
 - [\[\[ReleaseRosterGadget\]\]](#)
- **DONE(gregd)**: PR briefings

A "Done [shift-enter]" button is located at the bottom right of the chat window.

How can you improve your Wave experience?

Step 1: Write a Simple Robot








How can you improve your Wave experience?

Step 2: Supporting structured interactions

- Gadgets are real-time interactive representations of non-text based information, aka pretty pictures
- For instance, Roster Gadget

Mr. Release, me and Aaron (Wave UX Research): 2:12 pm ▾

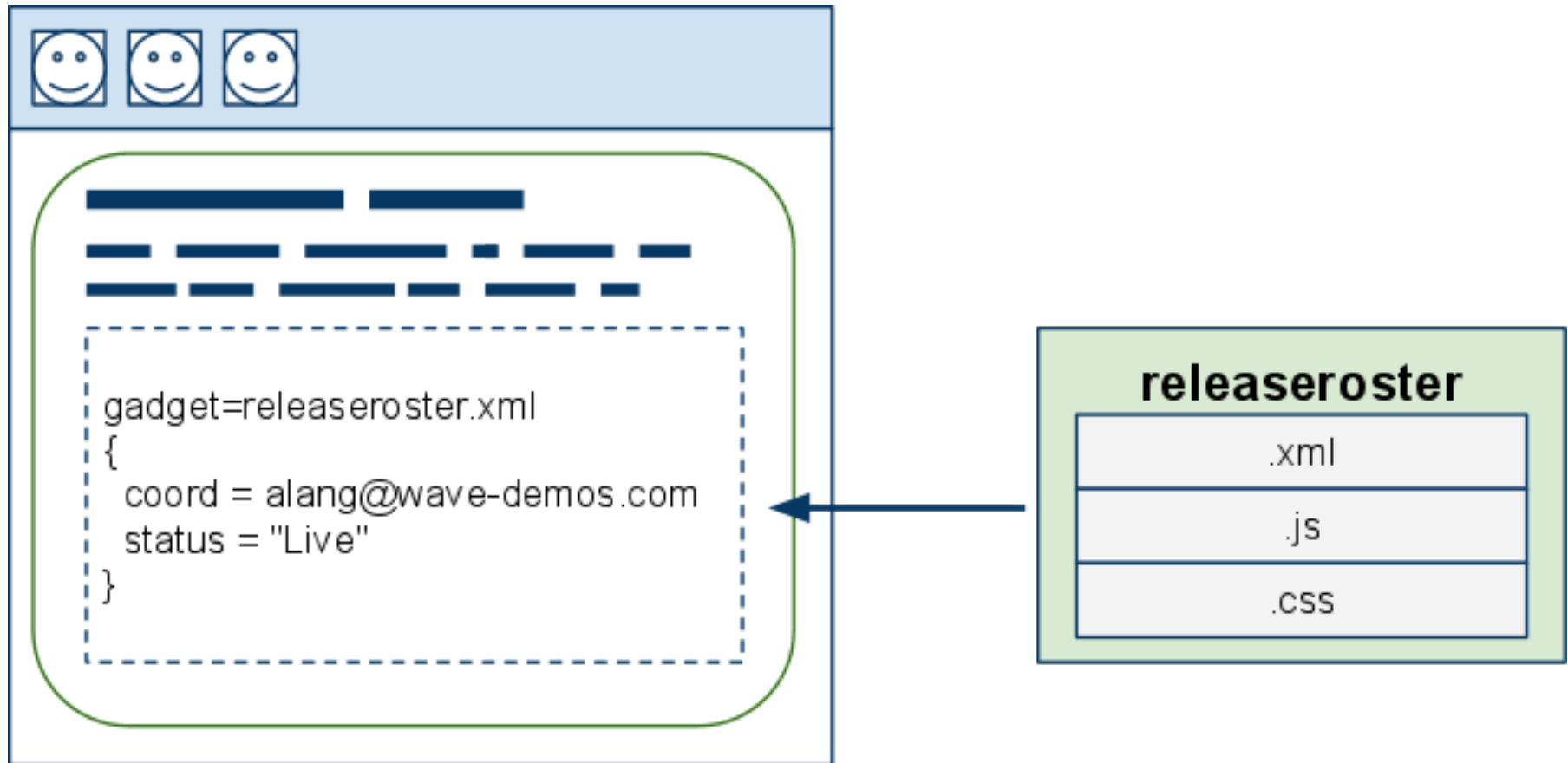
Release Roster

Date	Release Name	Coordinator	Status
2010-APR-13	Finally First	 Aaron (Wave UX R) ▾	Live
2010-APR-20	Super Second	 themaninblue@g ▾	Live
2010-APR-27	Totally Third	 Alan Green ▾	Live
2010-MAY-4	Fearless Four	 Greg D ▾	Testing
2010-MAY-11	Freaky Fifth	 themaninblue@g ▾	Build

[Add Release](#)

How can you improve your Wave experience?

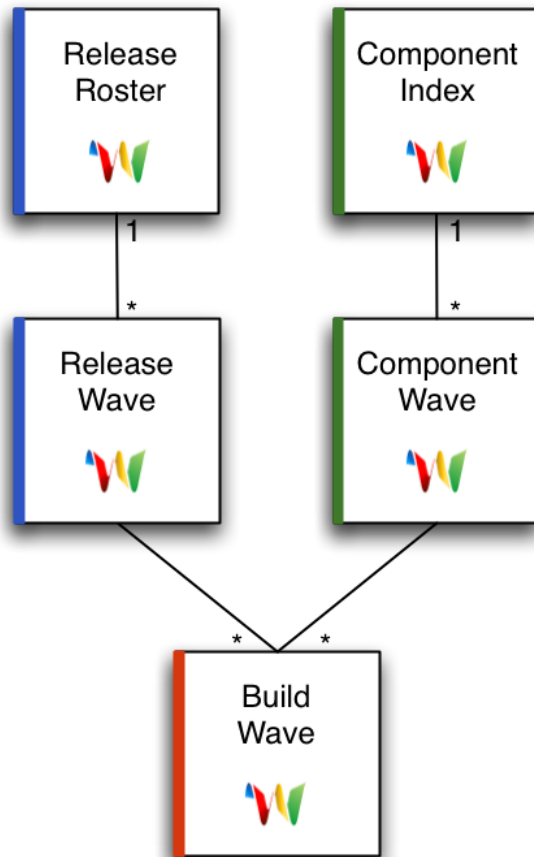
Step 2: Write a gadget



How can you improve your Wave experience?

Step 3: Semi-structured process automation

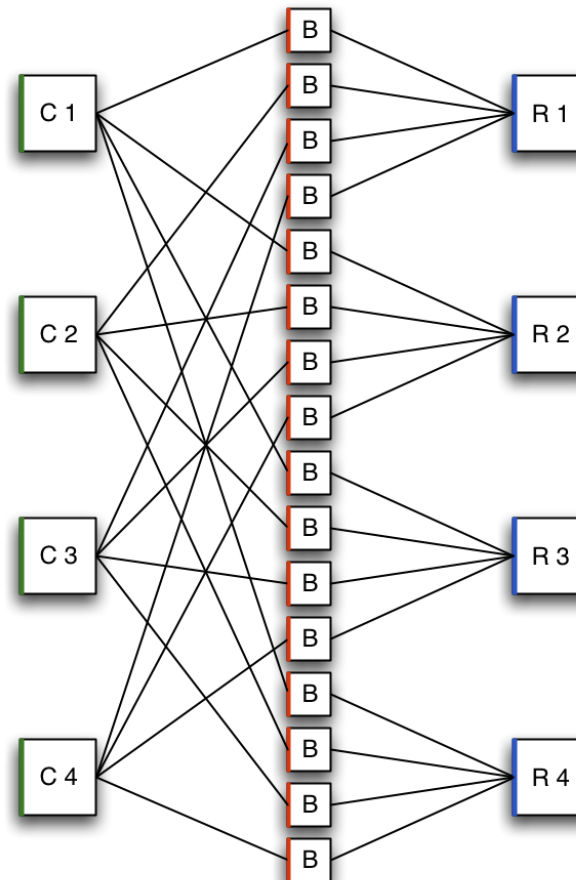
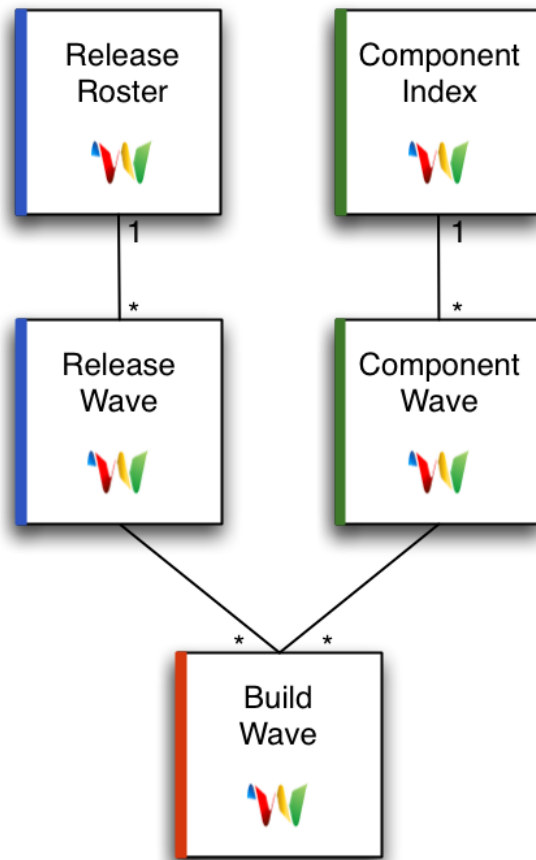
- Since robots can do many things a person can do, they can keep things organized
- For instance, a release process



How can you improve your Wave experience?

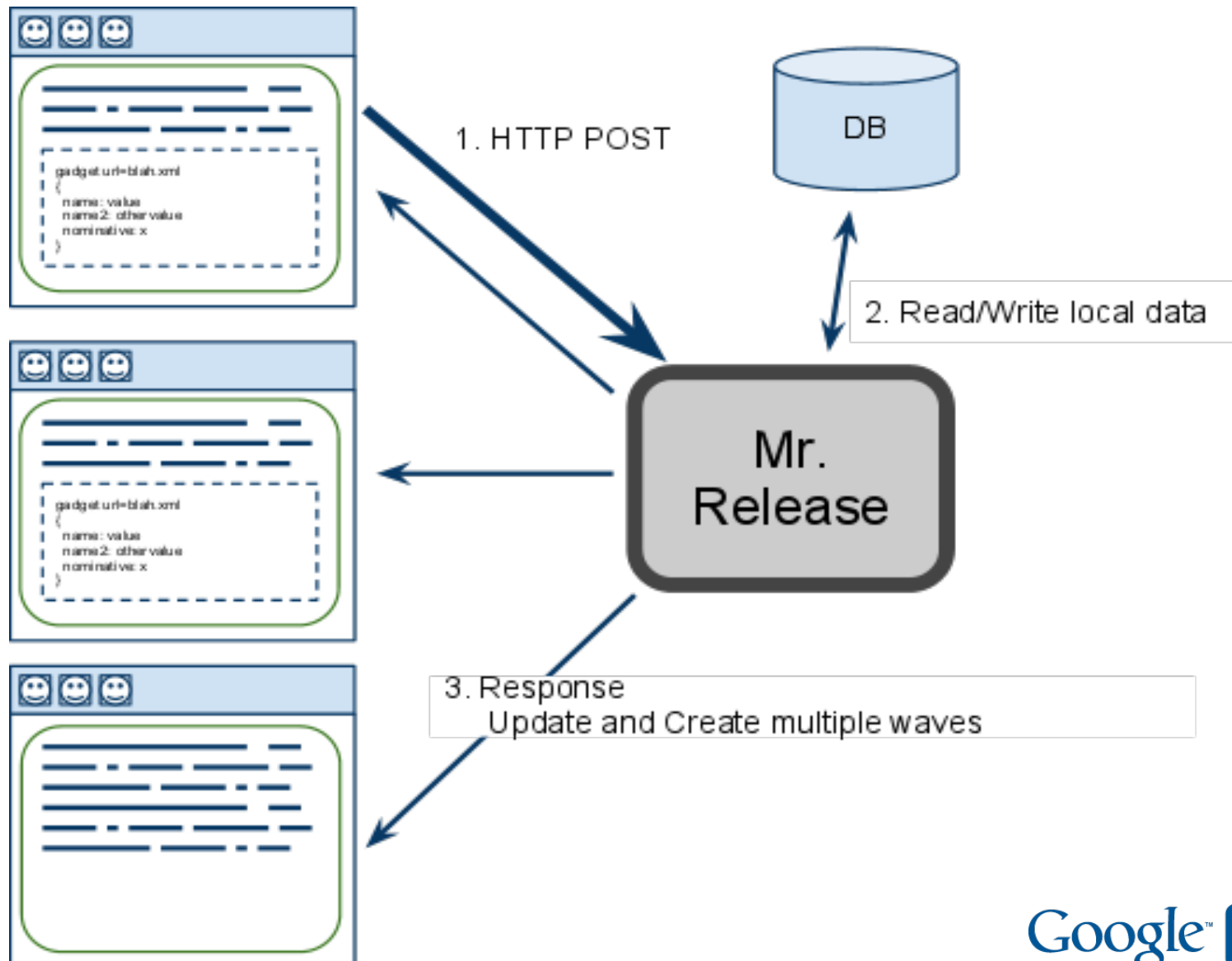
Step 3: Semi-structured process automation

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- For instance, a release process



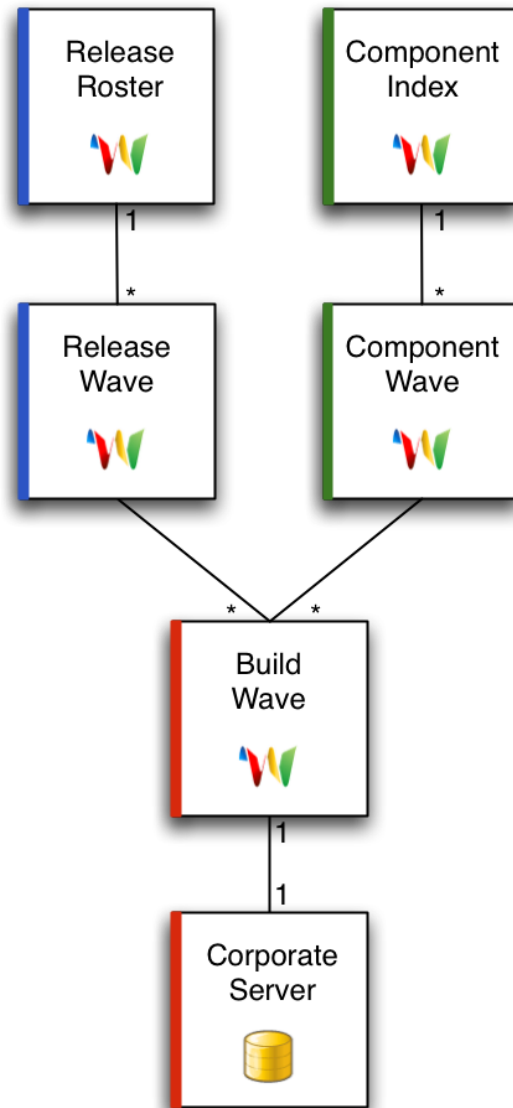
How can you improve your Wave experience?

Step 3: Have a robot manage waves



How can you improve your Wave experience?

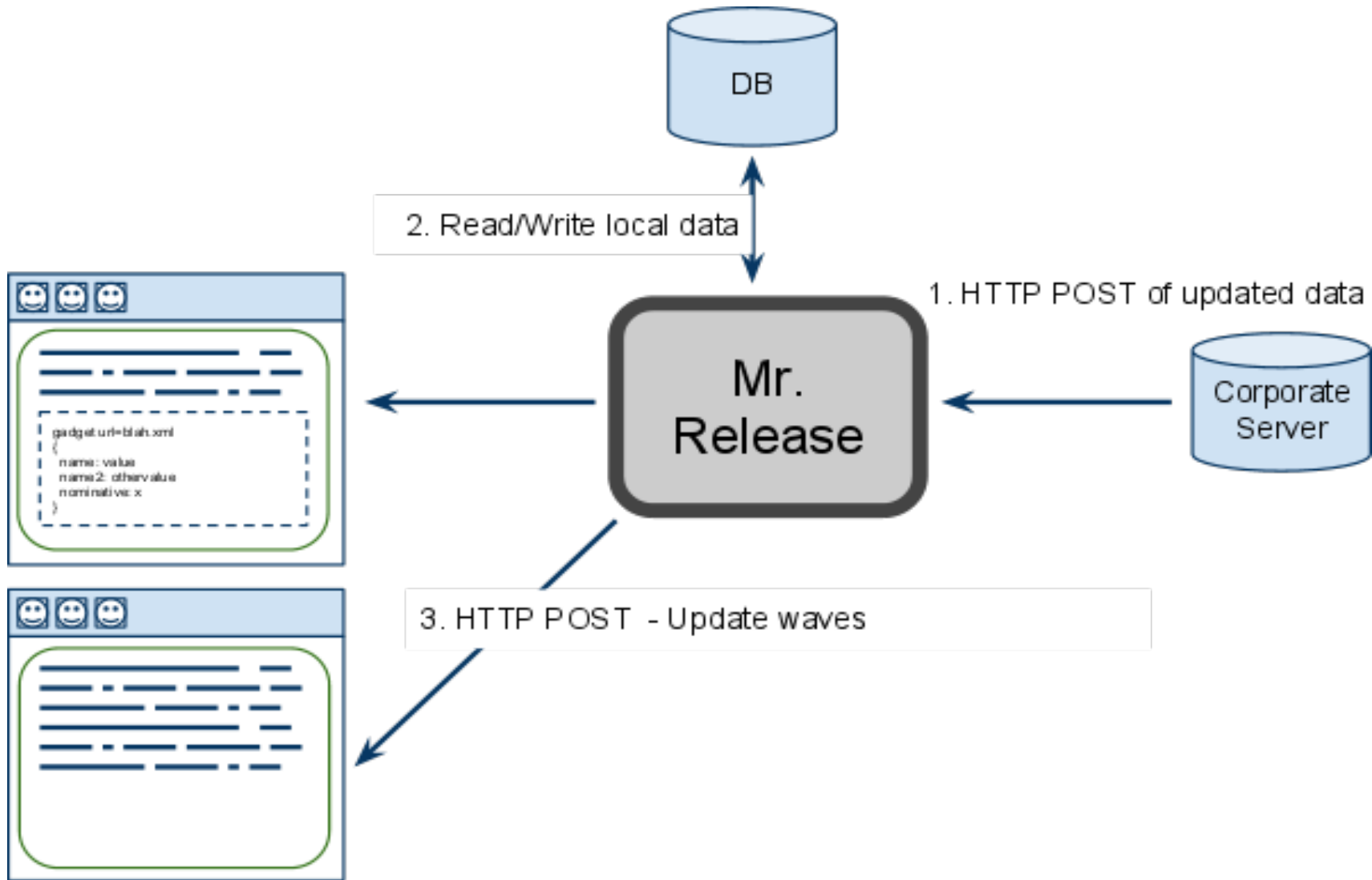
Step 4: Integrate with existing systems



- Robots can also transfer information from your corporate systems
- For instance, update status information

How can you improve your Wave experience?

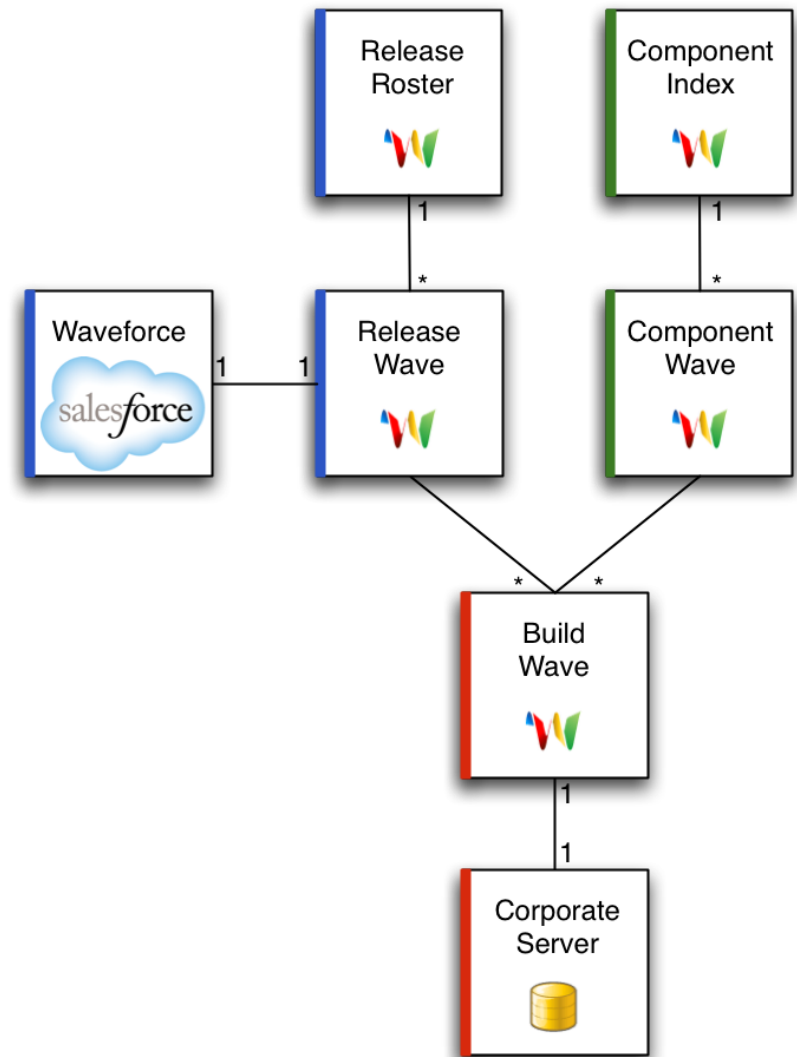
Step 4: Robot incorporates live data



How can you improve your Wave experience?

Step 5: Integrate with 3rd party systems

- Numerous 3rd party developers working on Google Wave extensions
- salesforce



Q&A

Mr Release code available at: <http://code.google.com/p/mr-release>

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