



Integrated Workforce Experience Case Studies

Central Development Organization: IWE Portlets

"IWE for CDO has the potential to transform the product development process by allowing engineers to efficiently share technical advances within and across virtual communities and also to quickly locate skills, knowledge, or expertise, thereby helping to break down organizational silos."

- Murali Sitaram, VP/GM,
Enterprise Collaboration Platform
Team

Key Benefits:

- Quick and easy access to two most used applications
- Ability to enter multiple search terms
- IWE Powered by WebEx Social portlets are customizable and reusable

Business Value:

- Speed
- Scale

Executive Summary

The Cisco® Central Development Organization (CDO) specific portal, "Engineering at Cisco," was a static way to access resources and information needed for daily work activities, but was becoming insufficient to meet the demands of the current and future business environment.

With the introduction of the Integrated Workforce Experience (IWE), CDO saw an opportunity to transform its collaboration through the development of two specific portlets (Electronic Document Control System and Cisco Defects & Enhancements Tracking System), available to all IWE communities, creating a "one-stop shop," where users can access the applications that they need on a regular basis from within the IWE environment. These portlets allow them to access and share centralized and targeted information quickly, making content more accessible across departments, communities, and theaters.

About CDO

The CDO is the largest functional group within Cisco, with over 30,000 employees. Spanning five Business Groups (Enterprise, Commercial and Small Business; Emerging Technologies; Development, Strategy and Operations; Consumer; and Service Provider), six continents, and numerous Business Units, CDO is the most diverse organization within Cisco.

CDO's management structure is also unique. A Development Council (DC), consisting of a core leadership team of five senior vice presidents from each of the Business Groups, sets the technology strategy for the Cisco customer segments and engages with the broader CDO leadership team to manage the CDO business.

Business Situation and Challenge

With the deployment of IWE, the Engineering at Cisco portal was an obvious first choice to transition to the more dynamic IWE collaboration platform.

CDO conducted a user survey to identify what would add value to CDO IWE communities. The goal was to make IWE relevant to CDO by providing functionality that users need in everyday tasks.

The overwhelming response was based on access to two engineering applications, namely:

1. **Electronic Document Control System (EDCS):** A document repository
2. **Cisco Defects & Enhancements Tracking System (CDETS):** The primary defect-tracking system

The survey feedback was further substantiated by existing metrics, which indicated that it was quite common for users to access both EDCS and CDETS from the static portal.

About IWE

Integrated Workforce Experience (IWE) is a Cisco internal collaboration initiative encompassing business process, culture, and technology.

IWE allows you to more effectively connect, communicate, and collaborate with people and communities, as well as share information to help accelerate growth, encourage innovation, and create sustainable productivity.

In addition, Cisco WebEx Social, the underlying platform for IWE, is our very own product, which is being sold to customers and partners.

Solution and Benefits

This understanding led to the development of two portlets, which provide quick and easy access into the two applications from within the IWE communities.

EDCS portlet

Users have the ability to:

- Search for EDCS documents
- Filter search by content, document ID, author, title, and file name
- Mark and view Favorites
- View online EDCS resources

CDETS portlet

Users have the ability to:

- Search defects
- Mark and view Favorites
- View online CDETS resources

In addition to the Search and Favorites functionality with the EDCS portlet, the CDETS portlet also allows users to enter multiple search terms at the same time, a capability that is currently not available in the application itself.

Looking Ahead

Portlets are customizable in IWE Powered by WebEx Social and are available to users from the “Add Application” option within a

Community. Through this, users have the ability to add and delete portlets that they would like to use on a daily basis.

To support the personalization capability offered through IWE Powered by WebEx Social, both EDCS and CDETS portlets will be redesigned to help ensure that they are reusable portlets that can be embedded in communities.

CDO is enthusiastic about the promise of IWE powered by Cisco WebEx Social.



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