



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

LOCATION:
Waukegan, IL, US

ORGANIZATION:
Cognizant Technology Solutions

YEAR:
2011

ORGANIZATION URL:
<http://www.cognizant.com>

STATUS:
Laureate

PROJECT NAME:
Collaboration Portal

CATEGORY:
Collaboration

PROJECT OVERVIEW

Response: The goal of the SECP (Science and Engineering Collaboration Portal) is to provide a tool to enable and facilitate cross-divisional collaboration, facilitate a true R&D community, and help scientists, engineers and statisticians for entire organization and make connections that solve critical business problems internally, faster and improve efficiency. The SECP is a tool unlike any other anywhere else in our industry, which enables the sharing of information and challenges to the entire R&D community to find solutions. SECP even being a collaboration site, it was really brought in much business value across the organization just by the way it was used. The self-policed forum functionality allowed users from different divisions to come together in one common platform (which was never a case in any of the systems here in this organization). For the very first time where were able to meet and know users with same or similar interest by using "My network" webpart and allowed them to add colleagues in their Colleague list webpart. The forums let the users enter the problem statement they were working on daily basis and if some discussion were sensitive to the organizations, users have power to flag the items themselves as inappropriate and the content automatically gets removed by the system if it has 2 (configurable) such flags. There are many such features in the site all across, to help build collaborative environment which is unique and makes it not just an information sharing portal but something that the organization looked as a very valuable asset.

SOCIETAL BENEFITS

Response: SECP benefited the entire scientific community of the organization, where they were able to interact and work together (virtually) with each other and share various ideas, vision, collaborate etc.

PROJECT BENEFIT EXAMPLE

Response: There were numerous instances when the scientific community at Abbott was able to suggest ideas using the collaboration features of the program implemented. The ideas are rated by the users and based on the



popularity of the ideas; the collaborative decisions were made collectively. "R&D forum" is a specific example where all the idea generation features were managed and various feedback and comments are entered

IS THIS PROJECT AN INNOVATION, BEST PRACTICE? Yes

ADDITIONAL PROJECT INFORMATION

Response: This project was built on SharePoint 2007 platform. This was built using out of box features of SharePoint and was rapidly developed with sleek UI and well designed collaboration framework. Features like Self policing of articles (where users have the power to flag the content themselves), Rating, People search based on their skills, area of work, hobbies etc were very popular tools to build collaborative environment within the organization which was lacking before the launch of the project. Biggest achievement of this project was to bring disparate scientific community working on different problems day and night to one place and share their ideas and built better solutions for the people.