

## Firebrand 2008

### Community Ideas Unconference Session Rob Stevens/Doug Lessing taking notes

- Publishers can collaborate by sharing successes
  - Macmillan had to sell Title Management into different groups - always looking for the hooks and payback for their user community
- Hold Webinars for new version releases - especially 7.0
- Collaborative design
  - Pull together online demo/discussion of upcoming functionality
- Build out the Wiki as a resource - especially training documents
- Scheduled webinars
- Training webinars
  - Try to determine training issues, schedule meetings on a weekly/monthly basis
- Discussion forums are critical. Topic areas include:
  - catalog production quark/inDesign
  - Crystal/Cognos
  - TMM intro
  - database
  - wish list forum
  - Eloquence forum
  - \*each thread has a Firebrand moderator/Expert and a Client moderator/Expert
- clients can help set priority on development
- Wiki should contain, pitfalls, tips and tricks
- wiki technical manuals and user experience pages.
- reports sharing/resources
- sharing workflows and experiences. starting threads.
- Including inbedded links in our applications for User Administrators the ability to plug in there specifi Helpinformation or links to help docs
  - Can we have links from the program to help documents created by client or FBT?
  - section headers to a linked document or wiki?
- Initiate a 'call for experts' on subjects. can we build profiles where users can say what there specialties are?

- incorporate a tool to allow folks to put in suggestions for training. voting on topics.
- Establish opt-in for email blasts based on different topics. Extend invitation throughout user community – not just our main contacts