

# Introduction to TeamTap

## What is TeamTap?

TeamTap is a new feature that is available within the Planview Spigit platform. It is designed to complement the existing Spigit enterprise innovation capabilities with a new set of lean innovation capabilities.

Enterprise innovation incorporates broad campaigns and transformational use cases and is often multi month in duration. While these events drive high orders of value from the crowdsourcing program, they often only run periodically throughout the year. This is because Planview Spigit challenges operate at the organizational level, have a wide audience, and need to have carefully considered outcomes.

TeamTap has a different focus. Designed to be a user-driven lean innovation feature, it's targeted at departmental or team levels, where continuous improvement or more informal brainstorming is already carried out but not captured. By combining enterprise and team level features into a single application, we are unifying all crowdsourced innovation activity and data. This is a first for the platform.

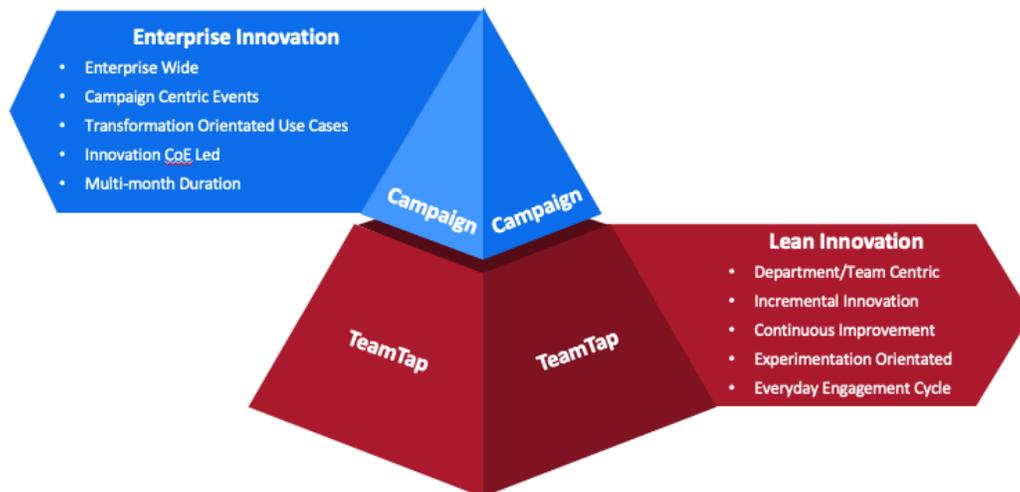


Figure 1 - Enterprise Innovation and TeamTap

## Why Use TeamTap?

In traditional innovation management solutions, all the collaboration is driven by the top-down enterprise model, which can take considerable time to execute.

Allowing the crowd to engage with each other to drive more incremental value and usage benefits the overall program. In doing so, we have shifted how we think about collaboration, ideation, innovation, and crowds. Our aims are:

1. *Big Data* – by facilitating more crowd collaboration through TeamTap, future Spigit functionality, and integrations, we will see higher levels of unstructured data being entered into the solution. We plan to unify this data into visualizations that show idea clusters, trend and sentiment analysis, and key influencers. This data will be a focal point for early decision making and program value delivery.
2. *Continual Crowd* – offering a blended platform that connects lean innovation activities and enterprise capabilities is key for customers in the coming years. Encouraging continual usage in a safe and secure manner will assist organizations in focusing the crowd, when needed, on those larger enterprise events.
3. *Platform Services* – TeamTap will be a platform service that will become accessible in other Planview solutions over the coming months and years. Our intent is to provide crowdsourcing and idea and innovation capabilities without the need for a user to be to be an innovation expert.

The Early Access version of TeamTap is the beginning of our journey into the next generation version of Planview Spigit. We will deliver additional features and capabilities over the coming months.

## Where Does TeamTap Fit?

TeamTap is designed as a platform service that will become available to other Planview solutions after we launch TeamTap in September 2021.

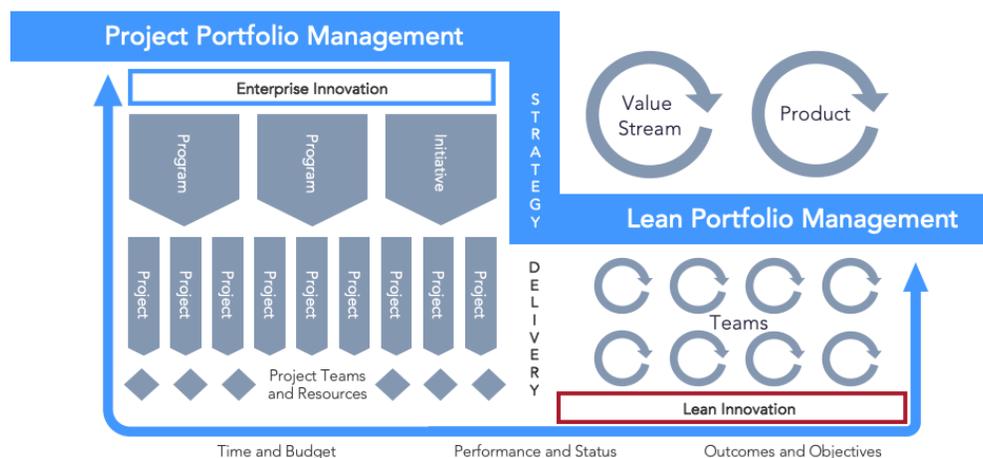


Figure 2 – Spigit and TeamTap fit into the Lean Innovation capabilities

The enterprise innovation capabilities of Spigit sit well with the established PPM world, feeding ideas and concepts into programs and ultimately projects for delivery. With TeamTap, we are seeking to connect an appropriate set of collaborative innovation capabilities to the Lean Project Management (LPM) world without the need for innovation experience or training.

TeamTap offers teams ways to gather feedback and ideas in a more virtual manner, without the facilitated session use case. TeamTap delivers broader crowd connections, diversity of thought, and prioritization from within each Tap. These are important capabilities to bring to teams working in the delivery chain.

## How Does TeamTap Work?

In our Early Access and GA versions, TeamTap will be integrated into any Spigit instance. TeamTap is therefore accessible by any registered user who has access to Spigit. No extra credentials or accounts are needed; it will function within Spigit just like any other feature. Once a user is authenticated into the Spigit instance, they will have access to the TeamTap feature. The button is present on all pages within the instance, allowing users to quickly navigate to TeamTap, no matter where they are in the site.

TeamTap is focused on engaging users by allowing any registered user to start a micro challenge or Tap on a subject of their own choosing. This new model of engagement democratizes access to the crowd, allowing a more streamlined model to take shape within the feature. Users can pose questions, frame challenges, or seek solutions at any time. These all take the form of Taps and are both visible and accessible to all users who navigate to TeamTap. Furthermore, Taps can be launched instantly, removing the need for administrators to be involved in launching smaller challenges and campaigns.

By creating this mechanism, TeamTap promotes collaboration and ideation on a consistent basis within smaller teams, using the crowd, instead, to problem solve.

## Feature Capabilities

TeamTap is designed to be a scaled down, simple feature that allows responses or ideas to be easily gathered. To achieve our goals of increased collaboration, we have focused on a simple user interface, harnessing calls to action to drive Tap creation and response submission.

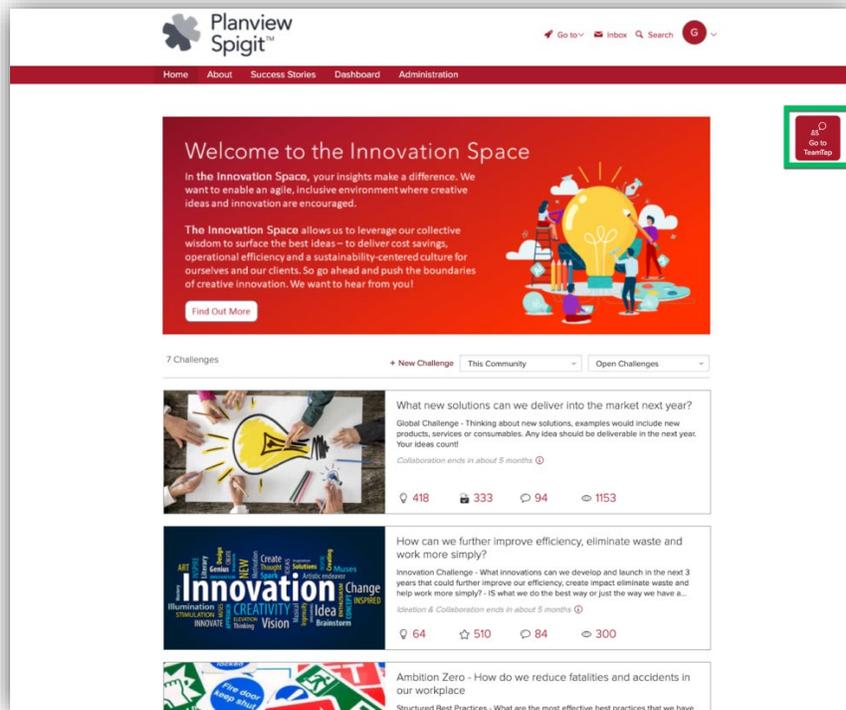


Figure 3- TeamTap Access Button (in green)

From TeamTap Home, a user can easily create a Tap, search for existing Taps, and filter or sort those searches. Using the central call to action, a Tap can be created and made ready in three clicks.

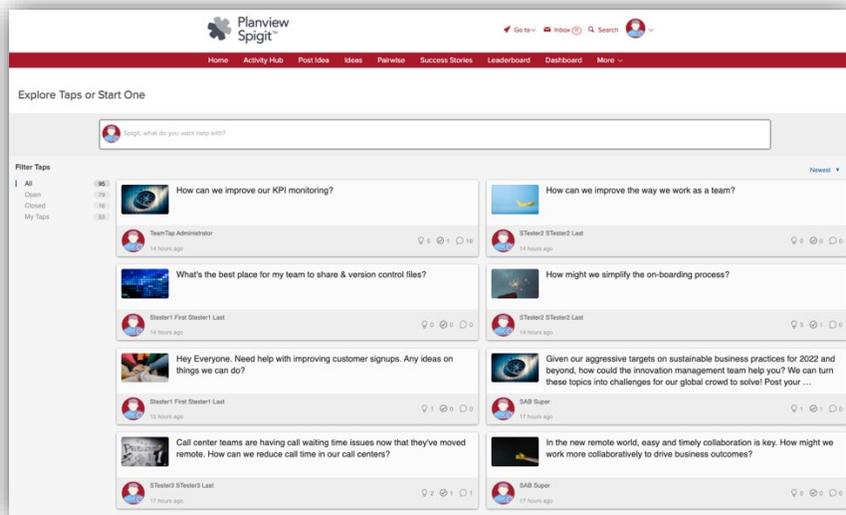


Figure 4 - TeamTap Home Embedded in Planview Spigit

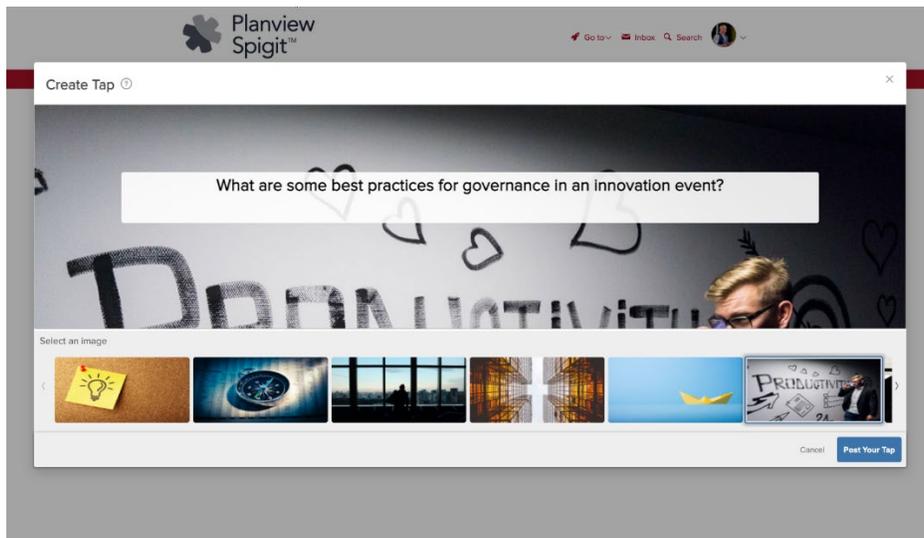


Figure 5 - Create a Tap Flow

Once a tap is created, it is both visible to any other user (via TeamTap Home) and ready to be shared directly with others. During Early Access, sharing is facilitated by an auto copy to clipboard of the Tap deep link. This can then be pasted to email or a communication system for subsequent sharing.

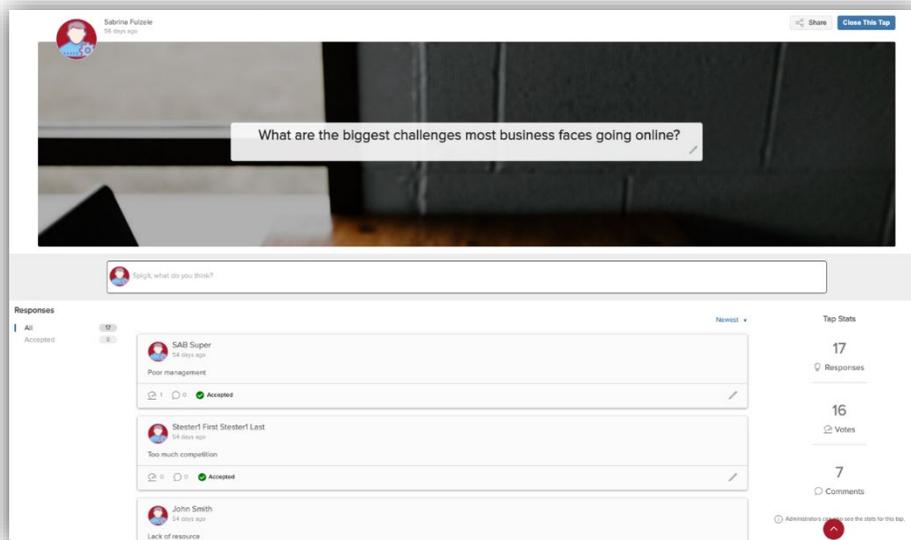


Figure 6 - Tap with Responses



Taps are intended to be short, virtual engagements and to that end, the tap owner or a Spigit administrator can select any number of responses or ideas to take forward, and then close the Tap. The results are held inside TeamTap.

TeamTap is available from Early Access within our existing mobile browser user experience. It is fully accessible within a responsive mobile user experience, scaling automatically to meet the user screen dimensions and offering all capabilities that are currently found within the desktop version.

TeamTap will not be available without a Spigit instance initially. It will become available through integrations in the coming months, and taps and ideas will be manageable from within other Planview solutions.