Measuring the Success of Enterprise Cooperation

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Measuring the Qualifications of Your Presenter

Comtech and CIDM

- Over 30 years providing consulting services to information development organizations in all industries around the world
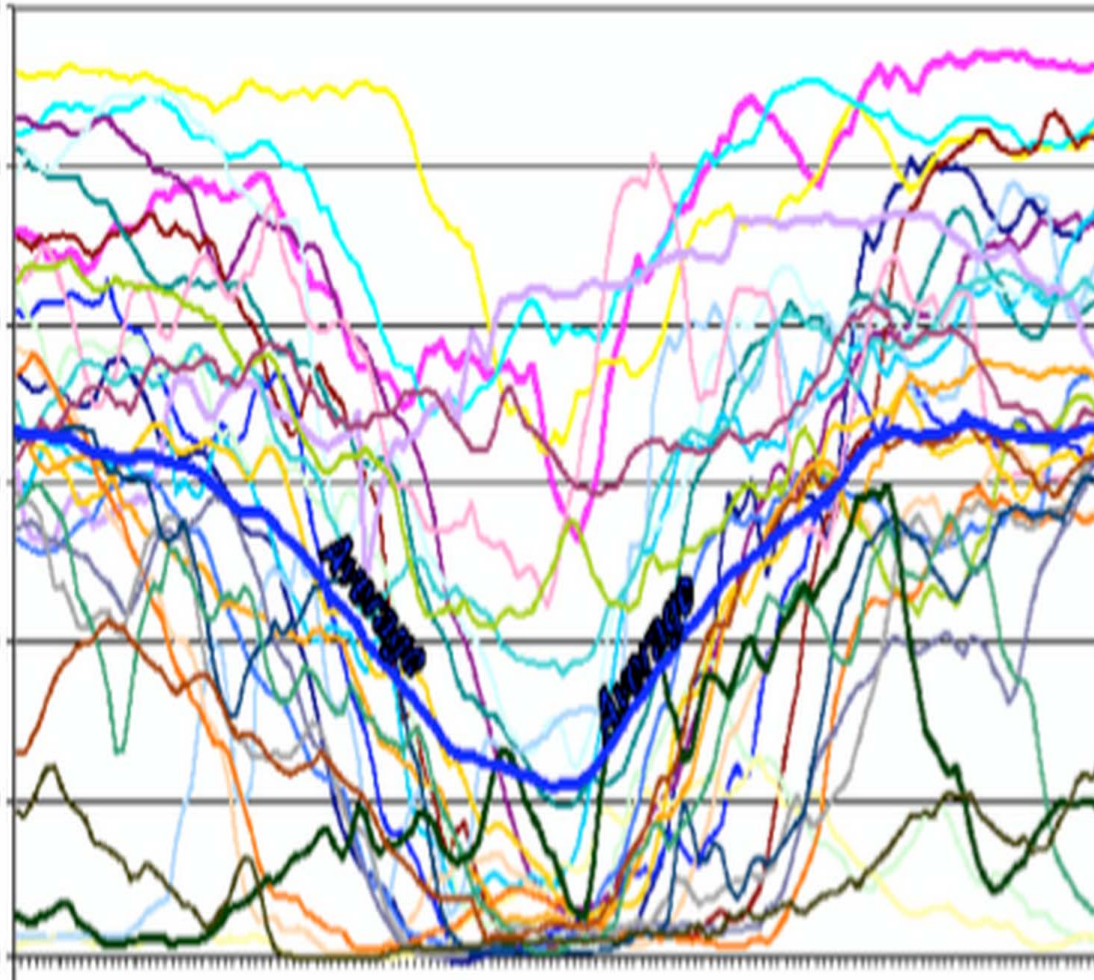

Myself

- 26 years in information development
    - 11 years managing a combined documentation and training organization
    - 15 years at Comtech

Measuring successful collaboration

- Number of meetings with other organizations
- Number of documents received from or shared with other organizations
- Time spent using collaboration software

3

Measuring successful collaboration

- You can give a team collaboration opportunities and mandates, but you can't make it collaborate.

What are the goals of the collaboration?

- To stay well-informed
- To increase the visibility of our department across the enterprise
- To increase quality of content by providing a unified message across the enterprise and reducing content errors through improved checks and balances across departments
- To gain another perspective on challenges we cannot solve alone
- To reduce duplication of effort, increase productivity, and save time and money

What does successful collaboration look like?

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Have I reached the party to whom I am speaking?

What does successful collaboration look like?

Do you trust me?

What does successful collaboration look like?
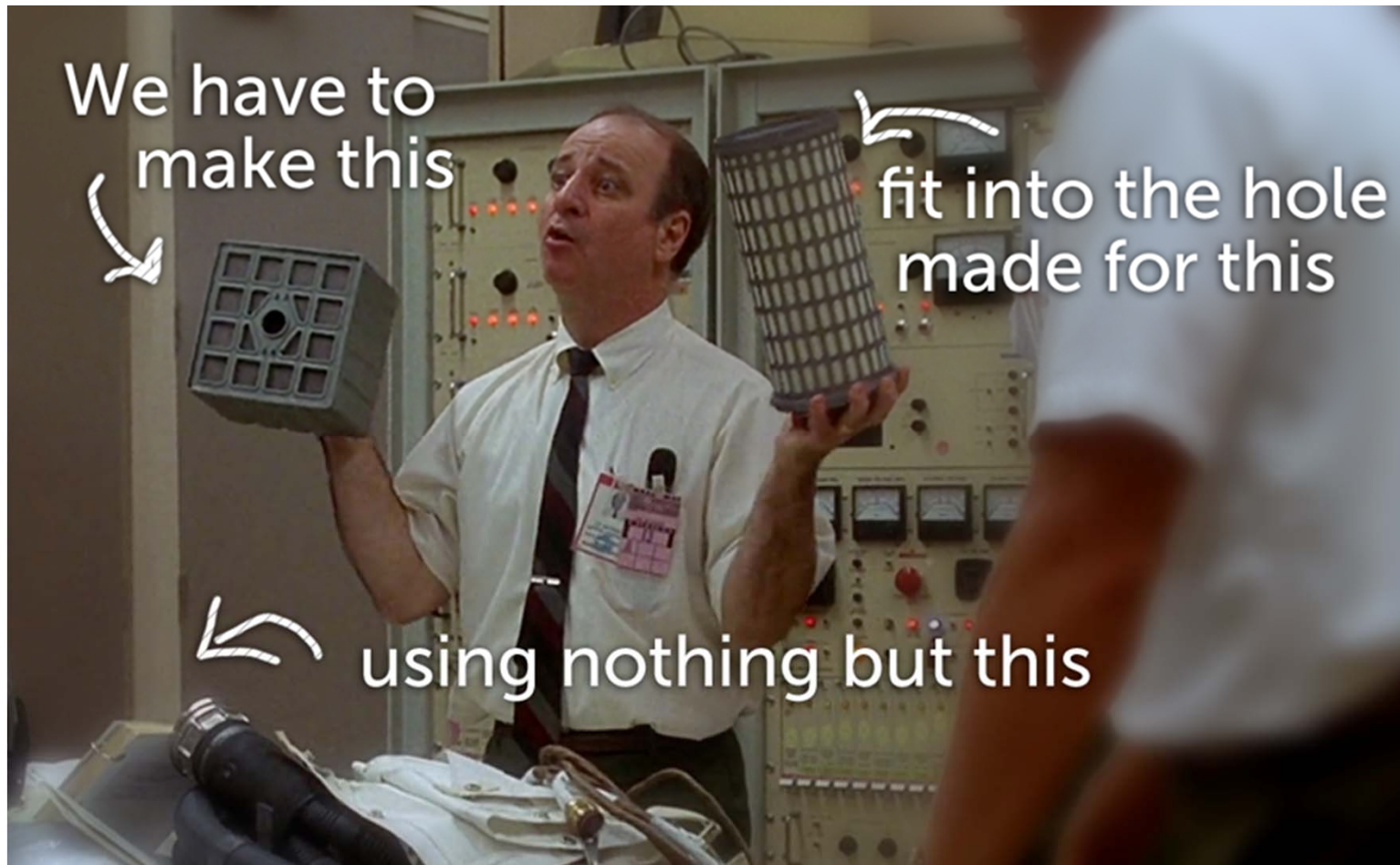
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⚠️ You Get What You Measure

Questions?

Everything is awesome. Everything is cool when you're part of a team.

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