



Community in a Box

BRINGING COMMUNITY MANAGEMENT TO THE ENTERPRISE

The Community in a Box services help software development teams establish and nurture the collaborative culture characterized by the most successful open source communities. The package includes:

- A proven set of activities and templates to plan, rollout, monitor, and grow an enterprise community. These can be realized through a **half-time Community Advisor service or full time Community Manager service**
- **One hour audit** with one of our experienced community managers. Auditors will ask a number of questions to uncover key management-related components of your community. In return, you will receive a SWOT analysis of your community.
- **Community Management Cookbook** - a new, content-rich compilation of wiki pages that provide prescriptive information about foundational community components based on CollabNet's 10+ years experience supporting Open and Enterprise communities. This cookbook is an open, online resource available to registered members of openCollabNet, the company's online community. Free registration for openCollabNet is available at: <https://sfee.open.collab.net/sf/sfmain/do/createUser>
The Community Management Cookbook is available at: <https://sfee.open.collab.net/sf/projects/community-mgmt>

DEMYSTIFYING COMMUNITY MANAGEMENT

Healthy communities have a clear mission that helps new members understand how to get the most out of the community. The vision of a healthy community is best realized by active members, who can attest to the value they've experienced working collaboratively.

CollabNet Community Managers use a core set of key components that help customers define their community mission, and establish the guidelines to help drive and support it. The components are fundamental to Open Source, Enterprise, or government communities and the CollabNet Community Management Cookbook provides prescriptive steps for each.



Community Management Components



GET STARTED

Visit [openCollabNet](http://open.collab.net) to access the free Community Management Cookbook. In it, you will find answers to your tough Community Management planning questions.

Registered members of openCollabNet get additional benefits, such as:

- Participation in discussion forums around Open Source or Enterprise Community Management topics
- The openCollabNet Technical Newsletter

<http://open.collab.net>

WHY COLLABNET?

- 10+ years of proven Community Management experience
- In-house Community Management experts
- Enterprise-class support, training and consulting services

WHEN TO INTRODUCE COMMUNITY MANAGEMENT

A typical Community Management engagement can span from 6 months to a renewed, continual service. For new CollabNet customers, it is recommended that Community Management Services are introduced after the CollabNet site has been installed and before the site is launched to the community. Although there is slight overlap, the CollabNet Community Management service is independent of the CollabNet Tool Deployment service as seen below.

Deployment Timeframe Estimates



BENEFITS OF HAVING A COLLABNET COMMUNITY MANAGER

CollabNet Community Managers help customers make the right decisions about how to plan for and set up their community as well as how to make the most of their CollabNet tool investment. This is achieved through working with customers to define and measure their business goals related to:

- Code and Knowledge Reuse
- Adopting a new Application Lifecycle Management (ALM) process
- Accelerated on-boarding of tools
- Globally Distributed Development (GDD)
- Eliminating internal silos

Working towards common goals in an environment that promotes transparency and reuse results in higher productivity and efficiencies throughout the development process. CollabNet Community Managers help drive the definition, implementation, and continued collaboration for your community – making sure that all participants have the visibility and information they need to succeed.

Transparency breeds trust, which drives reuse.

RELATED RESOURCES

Find related materials including blogs, whitepapers, videos, and more by visiting:

http://blogs.open.collab.net/oncollabnet/community_mgmt

CONTACT US

Corporate Headquarters
8000 Marina Blvd.
Suite 600
Brisbane, CA 94005
United States
Phone: +1 (650) 228-2500
Toll Free: +1 (888) 778-9793
Email: info@collab.net

Chennai, India Office
Phone: +91 44 4220-3700

Shanghai, China Office
Phone: +86-21-61221082

Seoul, Korea Office
Phone: +82-2-722-8271

Tokyo, Japan Office
Phone: +81-3-5798-3101

London, UK Office
Phone: +44 (0) 207-397-8690

Munich, Germany Office
Phone: +49 (89) 24218-442