



**From Roman Chariots to Wireless Palmtops:
Lessons Learned Implementing
eCollaboration @ DuPont**

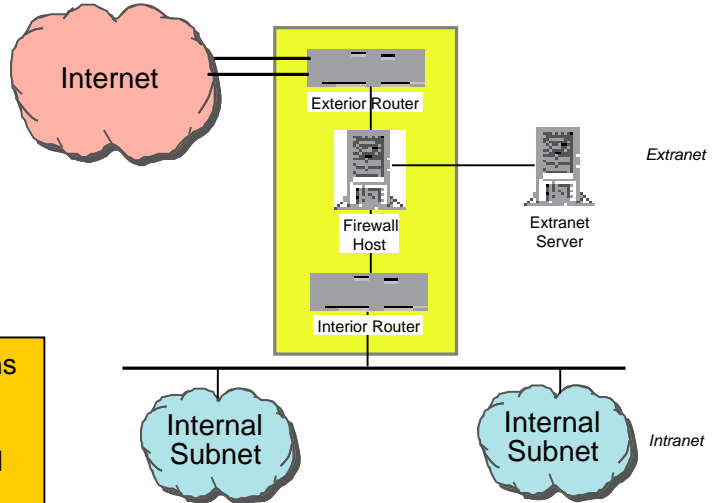
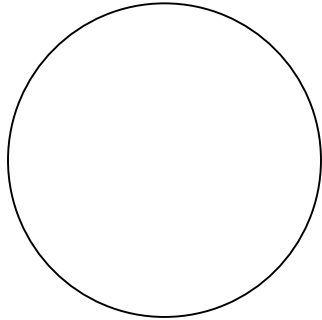
Presented by:

Bill Ringle, Managing Director, StarComm
Rich Kinard, Sr. Integration Manager, DuPont

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Collaboration is...

Networking Basics Illustrated



eCollaboration focuses on the technology solutions that enable teams to communicate effectively, securely, and spontaneously; share knowledge across different boundaries on a global basis; and to improve the value of our work for our partners and clients.

Characteristics of Key Collaborators:

Technology Pioneer	Business Champion
Focus on technology — platforms, new software, updates, version, compatibility issues, bug fixes, what's next.	Focus on the business — results, processes, and relationships
Is resourceful with troubleshooting	Is resourceful with funding projects
Is rewarded when "everything works"	Is rewarded when "business value is achieved"
High tolerance for uncertainty	High appreciation for measurable success
Tends to be detail oriented	Tends to be big-picture oriented
Reads Cnet.com, zdn et.com, wired.com, and slashdot.org to relax and stay current.	Reads Wall Street Journal, Fast Company, and CNN.com to relax and stay current.

Who do I know who is a key collaborator? More of a Pioneer or Champion?

eCommerce vs. eCollaboration

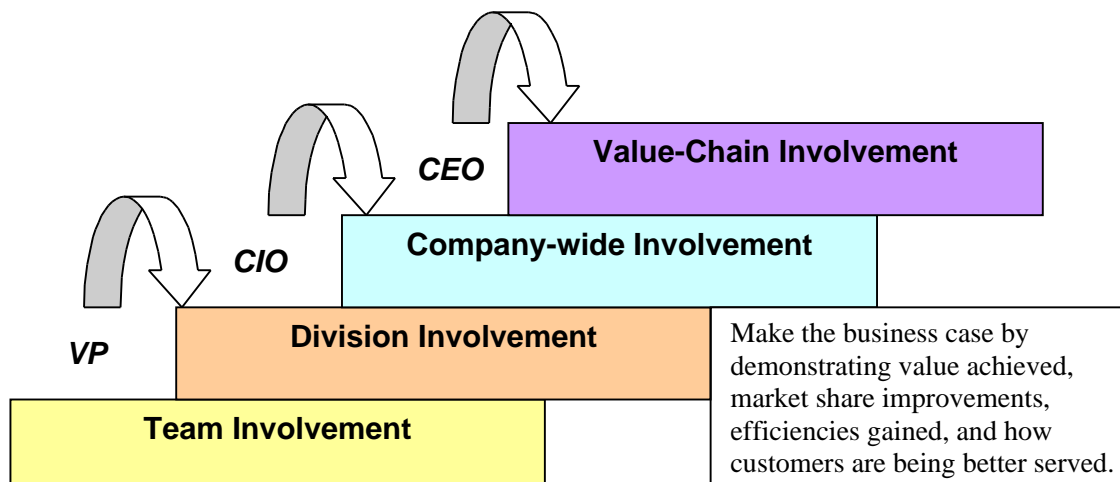
Transaction-based

Knowledge exchanged

Ten+ Ways to Customize Learning Experiences:

- | | |
|--|---|
| <ol style="list-style-type: none"> 1) Survey your audience's needs 2) Present as a leader-led workshop 3) Facilitate a retreat with a cross-section of constituents. 4) Provide background information on a CD-ROM. 5) Create a web-based system. <ol style="list-style-type: none"> a) listserver b) database c) discussion group d) screen sharing e) document management | <ol style="list-style-type: none"> 6) Write a workbook to reinforce points made. 7) Design a contest to quickly generate interest and excitement. 8) Host a conference to share ideas with other sites and organizations. 9) Engage participants in a project that uses the tools and techniques. 10) One-on-one coaching to develop desired skills, attitudes, behaviors. |
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Taking the Next Step:



Action Steps	Wow Ideas

About the Presenters

Bill Ringle <Bill.Ringle@starcomm.com>

Bill Ringle is a technology strategist, published author, and 20-year Internet veteran.

Bill runs the consulting firm StarComm Development, which works with organizations that want to use Internet technology to produce innovative and measurable results.

Companies such as MetLife, General Electric, and Pitney Bowes rely on Bill's perspectives, coaching, and consulting to advise their management on how to build better systems, enhance communications, and improve workflow using technology.

Bill has worked with DuPont on their collaboration and eBusiness initiatives for the past seven years.

Bill is author of **TechEdge: Using Computers to Present and Persuade** and a contributing author to: **The Complete Idiot's Guide to Great Customer Service**, and **The LAN Times Guide to Telephony**.

He is a frequent radio and television commentator on technology trends in business, and has written over 110 articles for publication in magazines, newspapers, corporate newsletters, and web sites.

Rich Kinard <Richard.D.Kinard@usa.dupont.com>

Rich has worked for DuPont for almost 30 years. He is currently a Senior Engineering Associate and Senior Program Integrator.

As such, Rich is responsible for forming and leading cross-functional, multi-site teams who develop break-thru technology that accelerate Top Line Growth programs.

From 1995-2001 he was first Engineering Department's, then the Corporate eCollaboration Program Manager for DuPont, raising virtual team collaboration to unprecedented heights. He was a key member of DuPont's C3PO Team and their global Electronic Collaboration and Communication Network.

Many of the technologies that his teams worked on are now "productionized" and widely used throughout the Company.