Title: **OpenSocial Gadgets and Streams**

Purpose: Proposed discussion topic for "W3C and OpenSocial Workshop on Social Standards: The Future of Business" 7-8 August 2013, San Francisco, CA
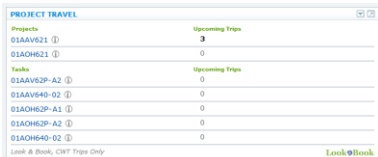
Beth Lavender lavender@mitre.org

Background

MITRE uses OpenSocial (OS 2.5) gadgets for its corporate portal, Person profile, and Portfolio dashboard applications, with Apache Rave and Shindig for the gadget container and rendering.   In total, we have over 130 OpenSocial gadgets; all but eight are internally developed with "MITREized" views and interactions to many of our diverse enterprise business and knowledge systems, web services, and feeds. The majority of the gadgets provide valuable status and situational information to my actions, fiscal summaries, upcoming travel, document posts, staff in/out availability, jobs postings, time sensitive compliance, service status, project status, quick polls, internal news and events.   It's expected that many of these gadgets will be reused with minimal refactoring for applications such as Project profiles, Project Leader dashboard, Department profile, Dept/Org Leader dashboard, and future task-focused dashboards. Thus far, our main value proposition for OS 2.5 standard is the gadget spec; we have explored but have not made use of the OS 2.5 social APIs.

Embedded Experiences in Activity Streams

The paradigm of an Activity-centric view with embedded OpenSocial gadgets for quick, in-context views of business status and frequent actions is on our roadmap. We have several systems today with activity streams including our social network system, called Handshake, used for partner and customer collaboration. We are exploring more business activity use cases and matching the business activity with the appropriate "MITREized gadget" for additional context or action. For

example:

The above project travel 'activity' can be paired with the Project Travel status gadget if the user chooses to see how many trips are currently booked on their projects.

Discussion

Based upon our experience, we will need to minimize and greatly simplify the users role in tuning and tailoring. Activity Streams with too much noise lose value (and thus users). Integrated Activity Streams with business-social and business-oriented activities and gadgets can grow quickly.   Delivering useful

Activity Streams with Embedded Experiences will require tuners to rollup or filter out activities. It will also require smart tuners for user attention management (e.g., I have 5 minutes and want only the important activities and all gadgets collapsed). Smart tuners should also serve to optimize performance with progressive download of activities and gadgets. How are these capabilities being considered in Streams and OpenSocial projects and/or standards?

Complementary Status Stream

As mentioned previously the majority of the "MITREized gadgets" provide valuable business status and situational information to my actions, fiscal summaries, upcoming travel, document posts, staff in/out availability, jobs postings, time sensitive compliance, service status, project status, quick polls, internal news and events. We are working on consumption via handheld devices where the gadgets are responsive and stacked vertically like the former iGoogle mobile experience. The MITREized gadgets that contain rich up-to-date business information stacked vertically in a scrollable window provides the user with a 'stream-like experience'; yet it's not an activity stream.

Discussion

There is value in both paradigms: (1) an integrated activity stream with embedded gadgets for the enterprise, and (2) a stack of rich enterprise gadgets providing a point-in-time snapshot of the business; easily scrollable on handheld or other devices. Can these two paradigms be combined for an integrated user experience?