IT

The collaboration checklist

8 questions every IT leader should ask

A big decision
Collaboration software can do much more than simple messaging or conferencing.

Choose the right platform and you'll streamline and accelerate work across the entire company. But only if you make the right choice. These eight questions will help.

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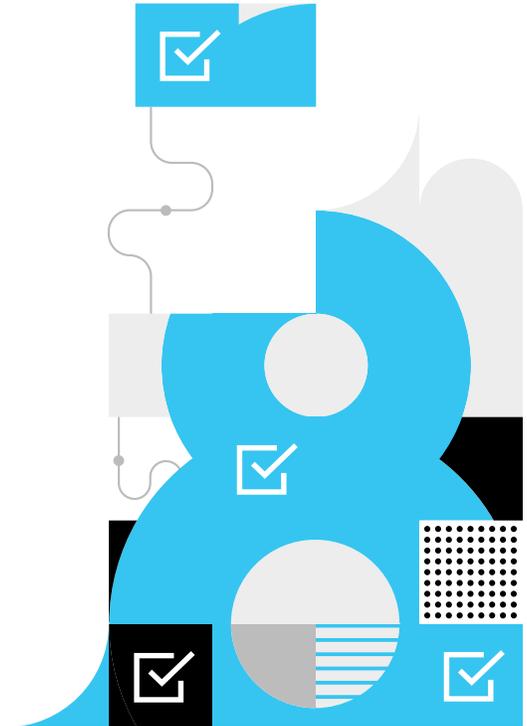
1. What's your vision for collaboration and its impact?

- Aim high—don't settle for isolated, limited tools.
- Tie collaboration to your company's biggest initiatives.

Takeaways

- **Your collaboration hub can accelerate transformation.**
  Show stakeholders how.

- **Collect as many use cases as you can.**
  The value adds up.

Think strategy

Example goals	Collaboration questions
Becoming more customer-centric	How do customer-facing and internal teams work together? Do feedback loops reach customer support, sales and marketing efficiently?
Improving employee experience	Are HR and business leaders working together to improve onboarding? Are internal engagement metrics visible to all?

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2. What are people using right now?

- Audit all the tools your teams are using now.
- What would simplifying all this look like?
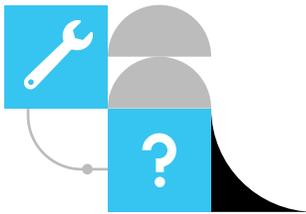
Takeaways

Build a case to centralize collaboration, based on:

- **Network effects**
  Collaboration tool value increases with its reach and usage.
- **Cross-departmental work**
  Break down silos.
- **Less training**
  People learn one tool, once.
- **More value from knowledge assets**
  Make everything more discoverable.
- **Easier support and administration**
  Simplify your world.

3. How many different departments should your collaboration hub support?

- More and more work happens across departments.
- Look for tools that adapt to all kinds of work, not just specialized domains.

Takeaways

- **Talk to a wide range of departments.**
  IT, software engineering, HR, sales, marketing, customer support, legal, finance, corporate communications, etc.
- **Identify processes that cross departments.**
  How will a hub help them work together?

4. How will your collaboration hub work with your existing software?

- Your collaboration hub should integrate with software your people use every day.
- Look for off-the-shelf and custom integration capabilities.

Takeaways

- **Look at every vendor's app directory.**
  Do they already have the software your people use most?
- **Take a tour of the API.**
  How easy will it be to create custom apps?

5. How will you secure all your collaboration hub activities?

- Security is non-negotiable.
- But you don't want to overly constrain agility either.
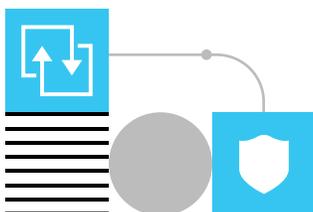
Takeaways

A collaboration hub should cover 3 security dimensions:

- **Controlling access**
  Control for identity, devices, single sign-on, user provisioning, enterprise mobility management, etc.
- **Securing the data**
  Look at encryption in transit and at rest, encryption key management, data loss prevention (DLP), etc.
- **Governance**
  Consider granular retention policy management, eDiscovery, certifications, etc.

6. Do you want to loop in collaborators outside your main enterprise system?

- Work is increasingly distributed across remote workers and suppliers.
- Can you invite guests but limit their access?

Takeaways

- **Look for guest access controls.**
  Can you limit guests to specific channels?
- **How will you enforce guest policies?**
  Is policy administration centralized?

7. What do your users really want?

- User adoption is critical to realizing value from collaboration.
- Your collaboration hub should grow without having to force people to use it.

Takeaways

- **Consider your evolving user base.**
  You're supporting long-serving employees and a new, younger workforce.
- **Look for real evidence of user love.**
  Is there spontaneous adoption and usage growth?

8. What resources do you have for admin, user training and change management?

- This is a new way of working.
- Think about change management and user support.

Takeaways

- **How easy is the tool to learn?**
  Will users need a lot of training?
- **How will your deployment and users be supported?**
  Will anyone be there for rollout, user enablement and learning?

Find your fit

There's a perfect collaboration platform for your business. Asking these 8 questions will help you shape your search for the right one. Still confused? Get in touch—we love to talk about this stuff.

Learn more

Visit **Slack.com** and request a demo

Get the full e-book

www.slack.com/choosing-collaboration