










Introduction to Teamworks

A secure knowledge-sharing site for the entire Development Network

WELCOME TO TEAMWORKS, the globally available, secure Web 2.0 social networking platform that enables UN organisations and their external partners to leverage the collective knowledge of communities, individuals, programmes and projects.

What you can do with Teamworks

-  Profile your work and experience
-  Share files, photos, and videos securely
-  Stay up-to-date on colleagues' activities
-  Find and consult with recognized experts
-  Exchange content in any language
-  Participate in Communities of Practice
-  Search the network for solutions
-  Create spaces for all partner collaboration
-  Get support on policy and tech issues

Teamworks was launched in November 2010 as a rich, full-featured platform incorporating the feedback received from users during the earlier test prototype phase. The current version represents an important milestone in the development of Teamworks.

BY USING Teamworks you are joining thousands of colleagues across the globe and across the United Nations family to share knowledge and expertise and collaborate in ways never previously possible. The information you find in the Orientation space should help to get you started with Teamworks. Please come back for more tips and how-tos. We look forward to your knowledge sharing contributions.

Sincerely,
The Teamworks Team

What's new on Teamworks?

- User profiles featuring your professional knowledge, experience and skills;
- The Teamworks Sitemap: a direct line to advisory teams and peer-support networks in every area of our work;
- Timely feedback to your queries from peers, advisors, and familiar knowledge network facilitators worldwide;
- Connection to peers across regional and country offices;
- Status updates, comments, and other features for staying in touch with colleagues and teams;
- Improved email notification and posting;
- Templates you can use to set up collaborative spaces in minutes, into which you can securely invite your counterparts for discussion and collaboration;
- Easy sharing of recommendations, bookmarks, videos, polls, and blogs;
- Instant and effective global searches to find knowledge assets, experts, or consultants.

Who has access?

Teamworks brings together not only UNDP core and project staff but also staff from participating UN entities and, by invitation, trusted partners worldwide, as well as consultants, alumni, and retirees.

Participating UN entities are setting up dedicated areas on Teamworks, either in their own domains or under an umbrella *one.unteamworks.org* domain that is available for UN groups that have decided to leverage the power of knowledge sharing.

How does Teamworks security work?

Teamworks enables a comprehensive approach of broad consultation and standardized knowledge sharing. The platform has a strong and straightforward security model: when you share information on Teamworks, you yourself set the “visibility” for that item. You can make content private, share it with selected colleagues, within a given space, with everyone in your Agency, or with everyone on Teamworks. Remember, Teamworks is still a secure, invitation-only platform.

What will I find on Teamworks right now?

As a staff member using Teamworks for the first time, you will find that a limited amount of your profile information is already there, drawn from corporate systems of record. With the new, full-featured Teamworks platform now fully functioning, content will be improved regularly, with new databases and references added as they become available.

What languages does Teamworks support?

Teamworks navigation and help content will be published in English, French and Spanish. These language packs will be improved and expanded whenever new features are added to Teamworks.

In addition, instant machine translation, using Google Translate, is already available for anything you read on Teamworks.

If I have questions, who can I contact?

Teamworks has a global support team providing 24-hour coverage, and can be used by UNDP staff as well as guest users by sending an email to support@unteamworks.org. Live chat is also available and can be accessed through the Orientation Space. The Teamworks helpdesk is integrated with the iHelp@undp.org corporate helpdesk to support the needs of UNDP staff. Teamworks-related support requests coming through the iHelp helpdesk are forwarded to the Teamworks helpdesk team..

Will there be further changes to Teamworks?

Development and improvement of Teamworks will continue constantly. To ensure that Teamworks continues to reflect user needs, we encourage you to provide feedback through the feedback discussion board, via our periodic questionnaires, or at any time through the helpdesk.

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