Chatter social media platform

Introduction

What is this service?

Chatter is a real-time web service, social media network, and collaboration platform. It’s like Facebook but internal to UCSF for work-related communications. It’s a product of Salesforce.

Why are we using it?

Because UCSF has a close relationship with Salesforce founder Mark Benioff, Salesforce and Chatter became more easily available to the UCSF community in [2011?]. Chatter offers a richer environment for collaboration and communication than other solutions commonly or previously in use at UCSF such as LISTSERV and Google Groups. For us, Chatter is social communication for work. It enables us to share and learn topics of interest with our peers. It also can provide collaborative workspaces.

Timeline summary

<table>
<thead>
<tr>
<th>What</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>We started using it</td>
<td>February 2, 2012</td>
</tr>
<tr>
<td>We stopped using it</td>
<td></td>
</tr>
</tbody>
</table>

People

Every faculty and staff member at UCSF can begin using Chatter at any time.

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nina Jameson</td>
<td>SOM ISU program manager for Salesforce, Chatter evangelist</td>
</tr>
</tbody>
</table>

SOM = School of Medicine

ISU = Information Services Unit

Within the School, as of December 2012, the following are known to be actively using Chatter:

1. Frank Farm
2. Eric Davila
3. Michael Williams
4. Tina Brock
Who owns the responsibility?
Ed Martin

Who created it?
Salesforce

Who are the end users?
Potentially every faculty and staff member

Whom does it serve?
Potentially every faculty and staff member

What markets, customers, or business units are served?
Various

Who develops or maintains it?
Salesforce

Who is responsible for testing and quality assurance?
Salesforce

Training and support

How are users trained?
Sweet roll dessert carrot cake croissant soufflé halvah. Macaroon chocolate bar cupcake marshmallow candy soufflé croissant soufflé wafer.

How do users get support?
Sugar plum liquorice cake dessert powder pastry jelly-o toffee liquorice. Chocolate cake dessert sweet biscuit marzipan.

What is the support model?

Implementation

Where are the physical components of this service located?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

What are its specifications, architecture, engineering?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

Does it share data or communicate with other systems?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

How is authentication handled?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

What security is involved?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.
What processes or procedures are involved?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

Availability

How is the service backed up?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

What are the known risks that could lead to downtime?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

In the event of an outage, how would we recover?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

Pretend that a disaster destroyed this service, and a sysadmin you don’t know is reading this section. Describe everything he or she needs to know.
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

Accountability

Provide an annually updated assessment of...

...how much the service is used.
January 1, 2050: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.
January 1, 2051: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.
January 1, 2052: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

...service quality.
January 1, 2050: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.
January 1, 2051: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.
January 1, 2052: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

...data integration issues and requirements.
January 1, 2050: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.
January 1, 2051: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.
January 1, 2052: Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

Accounting

How much does it cost?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

How much do we charge others to use it?
This could be either internal or external customers.

How is it budgeted?
Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

What contractual agreements exist?
For example: contracts, service level agreements, memorandums of understanding, or terms of use.

**Context**

**Is this service owned by a governance committee?**

Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

**How does this service fit...**

...**in the mission of the School of Pharmacy?**

Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

...**in the context of other services available at the School of Pharmacy?**

Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

...**in the context of other services available at UCSF or UC?**

Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

...**in the context of related trends in the broader market?**

Tootsie roll chupa chups apple pie powder sesame snaps tiramisu donut jelly beans gummies. Apple pie marshmallow jelly beans wafer.

---

**Chatter Desktop Settings**

**Name:** UCSF Chatter

**Login URL:** https://ucsf.my.salesforce.com

**Getting Started With Chatter**