

# Facilitation Remote Meetings with Mural

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# Other Options

## Miro.com

The screenshot shows the Miro.com homepage with the headline "Where distributed teams get work done" and a sub-headline "The online collaborative whiteboard platform to bring teams together, anytime, anywhere." A "Start a whiteboard" button is prominent. Below the main text, there's a "3 boards and unlimited teammates for free" offer. The bottom part of the image shows a sample whiteboard titled "Strategy & Planning" with a Gantt chart and various sticky notes.

miro Product Use Cases Resources Pricing Enterprise Contact Sales Log in

### Where distributed teams get work done

The online collaborative whiteboard platform to bring teams together, anytime, anywhere.

Start a whiteboard →

3 boards and unlimited teammates for free

miro Strategy & Planning

UX team	13-19 Apr	20-26 Apr	27 Apr - 3 May
Cassie	New account structure		New account structure
Trevor	Search to navigate on the board		
Jules	Link sharing		Slack integration
Leah	Issue integration	Templates	
Mark	Live cuesors		
Joanna	Sticky notes import from spreadsheet		Flames
Robert	Update timer and voting plugin		

- Meetings & Workshops
- Ideation & Brainstorming
- Research & Design
- Agile Workflows
- Strategy & Planning
- Mapping & Diagramming

## Lucidspark.com

The screenshot shows the Lucidspark.com homepage with the headline "Where ideas ignite" (the word "ignite" is circled in red in the original image with an arrow pointing to it). A sub-headline reads "Lucidspark is a virtual whiteboard where teams can come together to bring their best ideas to life." A "Sign up free" button is visible. Below the main text, there's a sample whiteboard titled "Ideas" and "Next steps" with a "Comments" panel showing a comment from Andy W.

Lucidspark Product Solutions Resources Enterprise Pricing Log in

### Where ideas ignite

Lucidspark is a virtual whiteboard where teams can come together to bring their best ideas to life.

Sign up free

miro Strategy & Planning

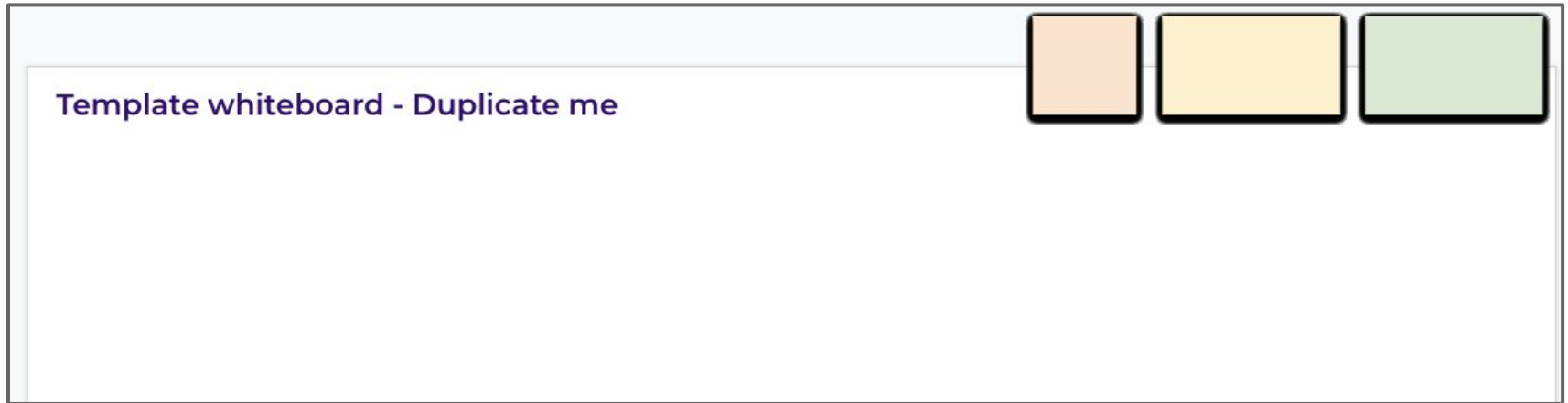
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# What had we tried

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Setting up Google Slides with preformatted boxes to act like stickies.



# Why?

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- > I didn't know enough about the products to write meaningful requirements.
- > Play to learn some.
- > Use to learn a lot more.

*“The challenge with hybrid teams is that they tend to exclude remote colleagues. Facilitators must work to involve everyone.*

*As Dave Malouf, designer and founder of the IxDA, says: **“If one person is not in the room, no one is in the room.”***

From **The Definitive Guide to Facilitating Remote Workshops** (link on Mural site).

# My Experience so far:

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## Itana Wiki Refresh WG

- > Multiple Days
- > Good Sized Group
- > Consistent Interaction
- > Multiple Facilitators



## API Management Session

- > Simplified Session
- > Second Session
- > More People Had Experience
- > Simplified Mural



## Future of SIS Session

- > Too Complex
- > Newbies
- > Too Complex of Mural Set-up

# What is Mural?

## As An Architect...

... I want to **build or define an EA practice** so that ...

As an Architect, I need to understand the context, culture and maturity of the university so that I design the right approach to EA.

As an Architect, I need to know who is a champion who can help me build my practice.

As an Architect, I need to understand my customer's needs so I can deliver value.

As an Architect, I need to demonstrate success and show the value to maintain and build support.

As an Architect, I need to build consensus across campus in order for change to occur successfully

As a new / aspiring Architect, I need to know what success looks like and how to measure it so I can build the EA practice to its next level of maturity and value.

... I want to **mature my practice and increase influence** so that ...

As an Architect, I need to help IT throughout campus set priorities

As an Architect, I need to help campus / IT select priorities so that we make effective and timely decisions

As an Architect, I need to build an effective change management practice to successfully lead initiatives.

As an Architect, I need to ensure the work products my practice creates are relevant to and consumable by decision makers.

As an Architect, I need to develop and deliver a compelling message to build followers.

As a new / aspiring Architect, I need to identify gaps and duplications in IT solutions so we can be effective in our investments and service catalog.

... I want to **architect the portfolio** so that ...

As an Architect, I need to help my customers build a strategic plan so their work delivers the greatest architectural and strategic value.

As an Architect, I need to help a service build a strategic roadmap so their work delivers the greatest architectural and strategic value.

As an Architect, I need to identify gaps and duplications in IT solutions so we can be effective in our investments and service catalog.

As a new / aspiring Architect, I need to identify synergies in IT projects to manage resources more optimally

As a new / aspiring Architect, I want to help derive organization and clarity from chaos and complexity to help the institution use its limited resources most effectively

As a new / aspiring Architect, I need to know what are the most important skills to put me on my journey..

... I want to **understand architecture skills and context** so that ...

As a new / aspiring Architect, I want to understand the different types of Architectural domains

As a new / aspiring Architect, I want to know what the core competencies I should have so I can build a development plan.

As an Architect, I need to know what success looks like and how to measure it so I can build the EA practice to its next level of maturity and value.

As a new / aspiring Architect, I need to know what are the most important skills to put me on my journey..

As a new / aspiring Architect, I need to understand how to speak the language of the business decision makers

As a new / aspiring Architect, I need to know what are the most important skills to put me on my journey..

- > Virtual sticky note tool
- > Designed by designers
- > Design-Thinking Driven
- > Has lots of templates
- > Collaborative by design

# Lessons from Itana Wiki Refresh

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- > Having two facilitators (or more) is **really** helpful.
- > Multiple days in a row lets participants get into the tool.
  - **Multiple days. Intro to Mural session prior.**
- > You can expand the board as you need. But - boards get really big and stickies stay small. Make pseudo-stickies to test size of layouts.
- > Set up a “[parking lot](#)” area on your board.
  - Think about working space vs. ideation / storage space
- > Set up activity areas on your board. Leverage the Outline feature to guide users.
- > Voting is cool. Screen grab to export results.
- > Export to text is [cool](#)

# Itana Wiki Refresh Mural Board

**Itana Wiki Refresh**

**Before the session / Introduction**

**Strategies and Best Issues that bring you to the Wiki**  
As a (general) / (insert tag) (see that)

**EA Skills**

**As An Architect...**

**What are Wiki Content**

**Top Level Wiki Page - Template - GROUP 1**

**Second Level Wiki Page - Template - GROUP 2**

**Where in the world?**  
Where are you from? (insert tag) (see that)

**Person 1: Help Problem Solver just wants to solve an architectural problem.**  
We should not use the Wiki for... (insert tag) (see that)

**Person 2: Engineer is looking to explore what EA issues and best issues.**  
We should not use the Wiki for... (insert tag) (see that)

**Person 3: EA wants to explore EA issues and best issues.**  
We should not use the Wiki for... (insert tag) (see that)

**Person 4: Senior EA Architect only wants to know how to be an Advocate for EA and help other organizations setup their EA practice.**  
We should not use the Wiki for... (insert tag) (see that)

**Person 5: Most people want to know their career in EA and grow their own practice (general meeting, best skills, etc.)**  
We should not use the Wiki for... (insert tag) (see that)

**Person 6: Two Architecture firms is looking to start an EA Practice.**  
We should not use the Wiki for... (insert tag) (see that)

**Next Steps**

**Baby Steps**

**Big Steps**

**Journey (Working Groups)**

**Tuesday Early Feedback**

**Tuesday Late Feedback**

**Wednesday Early Feedback**

**Direct Feedback**





# Lessons from Future of SIS

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- > **Way** to complex for a 50 minute session
- > Too many **Newbies**. Not enough **Users**. (No Intro Session)
- > People didn't do the (30% did the homework)
- > Links out of Mural are confusing and not obvious
- > Multiple boards (1 for each breakout) was too difficult to navigate and difficult to set up (create each board, set up permissions, link back).
  - Mural best practice / reality not so much

# Mural Board: Future of SIS

**Using Analytics to Drive Change**

1. Understand the current state of the system.
2. Identify the problem statement.
3. Define the scope of the project.
4. Measure current performance.
5. Analyze the data to identify trends and patterns.
6. Develop a strategy to address the problem.
7. Implement the strategy and monitor progress.
8. Evaluate the results and make adjustments as needed.

**Posting List**

**Learning Outcomes for this Session**

1. Apply the concepts of a "Wicked Problem" to the SIS space.
2. Apply the concepts of "Pace Layers" to the SIS.
3. Understand and Explain how Experience Drives Design impacts the voice for the Users and the SIS.
4. Explain why the Student Information System (SIS) is different from other ERP's.
5. Explain the tradeoffs and why vision for the future of SIS and how we get there.
6. Apply this vision to your own roadmap and strategies that are affected by the future of the SIS.

**Activity 1: Apply the concepts of a Wicked Problem to the SIS space.**

**very complex**

End-user's expectations to fig. desired data system?

Can't be integrated from the contact

Relationships, students - access class schedules, degree planning, getting information about their specific situation, financial aid, community

Curricula in alignment team, advisors of information about students' progression, financial other things that might lead them to want to find special support services (mentorship, tutoring, campus positions, faculty how many students in a class, class labs, emails, contact info of students, needs, process, variety of majors, campus leadership, parents, student affairs, residence hall, athletics

It isn't so "Wicked" as some would say - often we will always have our own specific requirements and conditions will always continue to change.

Many unique needs, workflows, and use cases depending on student type and where they are in their student journey.

Conflicting stakeholder requirements.

Schools & colleges fit first level requirements and concepts around data.

Rational minds will disagree - no good answer

A broad smattering of tech - logics and required integrations.

**unrealistic expectations of technology**

**Activity 2: Explain how Experience Drives Design impacts the vision for the future of the SIS.**

Who	What	Wow	ITF	Students	Enterprise Architecture	UW Finance	Enterprise Data Platform

The difference of the SIS system quality maturation for other system implementation

**Activity 3: Apply the concepts of Pace Layers to the SIS space.**

**Room Password: TechConnect2020**

**Conclusion**

The Difference Between

# Lessons from API Management

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- > **Greatly simplified the session**
- > Fewer **Newbies**
- > More people did the homework (70%)
- > Rupert Berk helped facilitate from the side
- > Voting worked well
- > Skipped the multiple boards (Everyone on in main board)

# API Management Board

**Links to Learning for this session**

1. **Understand the role of the "Connective Tissue" in Pace Layers**
2. **Apply the concept of Pace Layers to the Data Integration space**
3. **Explain the role of Connective Tissue in key components of Digital Transformation**
4. **Explain the "Digital Business Spaghetti" non-architecture and avoid building it**
5. **Explain and apply the Layered API / Mesh / App Service Architecture concepts**
6. **Apply these lessons to your own roadmap and plans**



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**Working List**

**Activity 1: Implications of Pace Layers and Digital Transformation on Data Integration Strategy.**

**Data security and SUBJECT ACCESS**

**Layered security architecture**

**need for flexibility**

**Innovation layer:** Experiments and proof-of-concepts in data portability, provenance, trust, and authenticity/verifiability within and beyond the traditional boundaries of the UW; sharing authoritative UW data with others

**Microservices style architecture?**

**Microservices style architecture?**

**Activity 2: Digital Spaghetti vs. Layered APIs**

**Digital Spaghetti** will inhibit SCALABILITY, GUBNER and Governance

**Layered APIs** - more granular, more modular, more flexible for different use cases, more resilient to digital disruption, more resilient to digital disruption

**Microservices style architecture?**

**Microservices style architecture?**

**Activity 3: Requirements for the Mediation Layer at UW (Layered APIs)**

**REST resources in place today - but need to define reusable REST resources**

**Need standards around restricting data access in definition of the REST resources**

**REST resources in place today - but need to define reusable REST resources**

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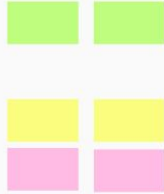
# EA Backlog - Internal Use

## EA Backlog

EA mapping of Impact of efforts vs. Organizational Readiness

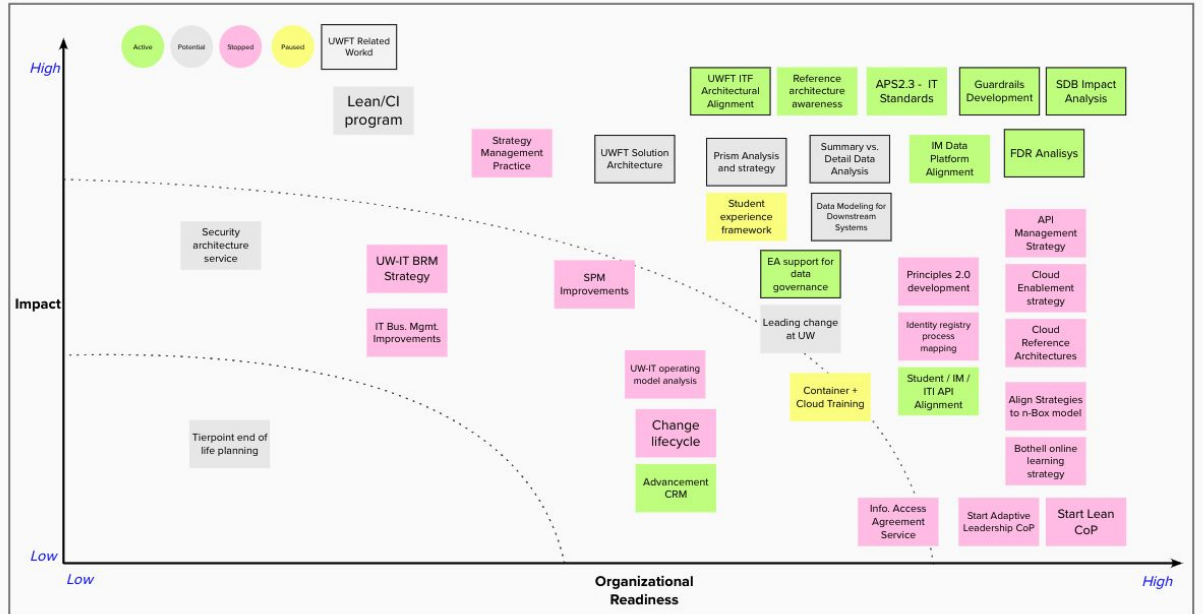
1 Collect your ideas in one place

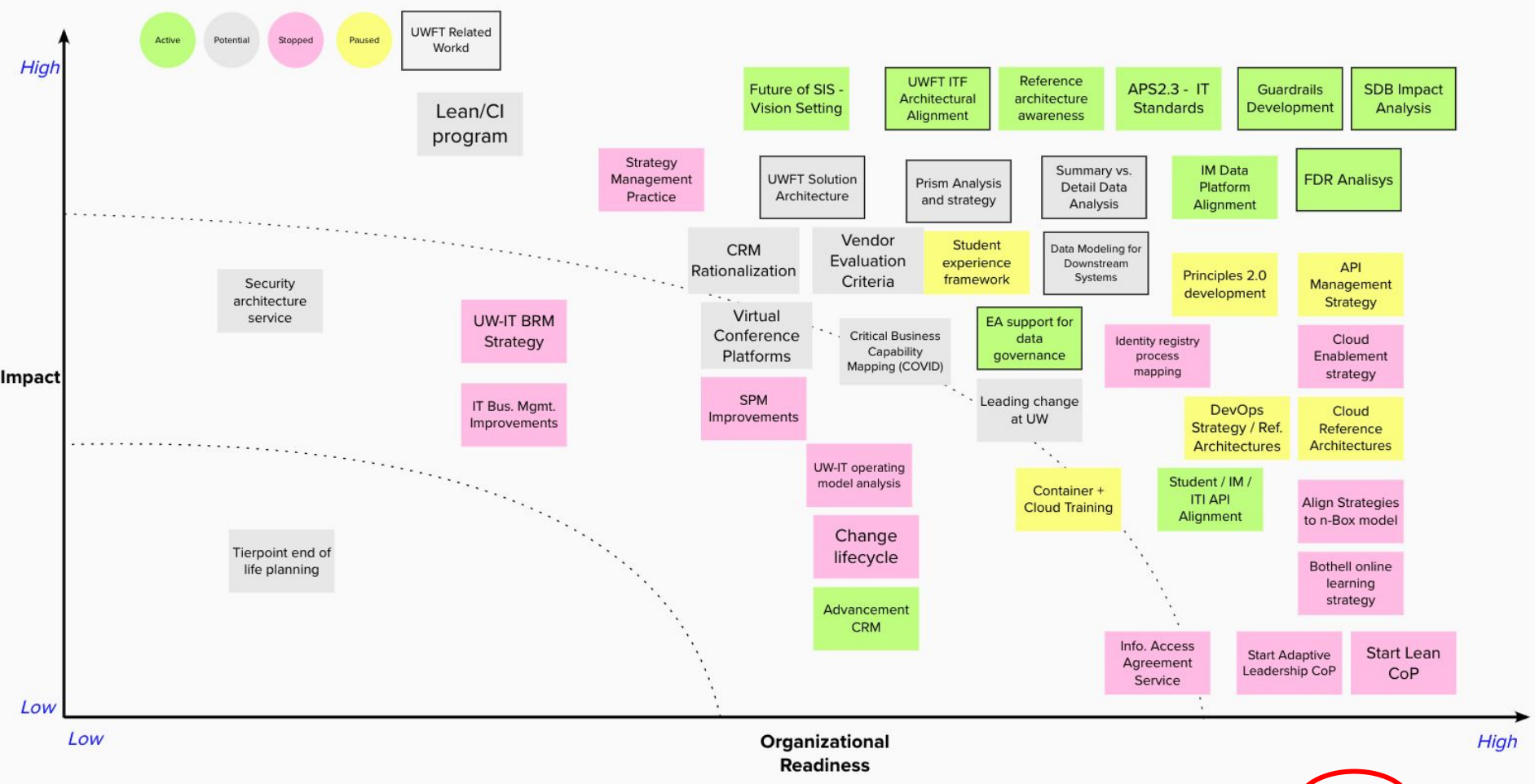
### Idea Bank



EA Backlog

EA Backlog 2020-10-13





# Mural: Best Practices Board

Links to everything for this session.



## Helpful Hints with Mural

1. Open the Outline in upper right corner.



2. Option-Drag duplicates and item



3. Click on your icon at the bottom of the screen and turn on "Broadcast my cursor"



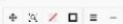
4. Stickers, Text Boxes, Icons and Templates live in the left hand tool bar.



5. You can navigate using the map in the lower-right hand corner. The purple box is your current view. Drag it around.



6. Click on an object, you will get this contextual menu. Click on the magnifying glass to zoom to the object.



7. Hold down the "X" key when you hover over a sticky to magnify its contents.



8. To rotate an object, select the object the move your pointer outside the object slightly beyond the blue handle on the object. Your cursor will change to a double-headed curved arrow. Click-hold-drag to rotate.



## Mural Basics

Double Click will Create a New Sticky

Shift-Drag will let you select an area

Option-Drag duplicates a selected object

Control-Z will undo. BUT - you cannot be editing text in a object. (Click on white space first)

new sticky

## Voting Basics



CLICK A CARD TO ADD A VOTE



SHIFT + CLICK TO REMOVE A VOTE



YOUR VOTE IS ANONYMOUS

You can duplicate this Mural as a playground for people in your session. Elements are **NOT LOCKED** in this template. You will want to delete and or edit then lock the template before you share.

### Pilot members:

- Feel free to add to the helpful hints portion of the Mural.

- A good practice is to give attendees an Ice Breaker that makes them use Mural before your session. For Itana Wiki Refactor, we had people come into an area, add a shape, add their name, and add a picture or two that describes them. We then had everyone introduce themselves using their pictures and tell why they picked them.

### Best Practices:

Set up your Mural then do a Select All - control-A or shift drag the whole board, right click, select Lock, Only Facilitators can unlock to prevent attendees from editing / moving / deleting layout elements.

Make a separate Mural Board (from your Main Board) as a playground for new users to play in (copy this and let them play). This will keep your Main Board from having stickies all over the place as people try to figure how to do Mural. There is a learning curve - it isn't steep but it is there.

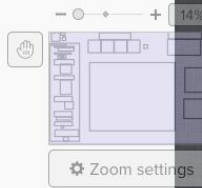
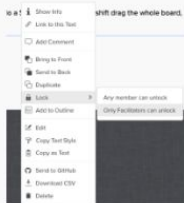
Permission controls are not great. I will make my Main Boards password protected going forward. I will share the link and password with attendees. This is something to provide feedback to Mural about.

### To set up a session:

Make a Public Room in Mural, Copy this Mural Board into the room and delete all this stuff leaving what you want. Go to Share and Visitors and set the permissions on this board. Be sure that Visitors can Edit. Set a Password (if you want). Rename the board - Playground or Practice or something.

Create the Board for the Session (you can use this as a template or one of the many templates provided. Set up your working Board then do the Lock - Only Facilitators step. Set your permissions like board above.

In Breakouts - have one person in the Breakout contribute to the Working Mural Board - Mural says to make a Board for each breakout room. This is a pain and doesn't actually work very well.



Itana  
ESTABLISHED 2007

# Playground Board

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[Sample Board](#)

Password: Itana2020

[Export Doc](#)



# Mural Accessibility:

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The UW Accessibility team is working with Mural on accessibility. They have some things in place - high contrast, etc.

They seem really open to engaging with our team and really happy to have help.

# Mural Resources:

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Mural has a ton of templates to build on ([inspiration](#))

Remote facilitation guide [ebook](#) is quite good

Mural has a lot of tutorials and videos too

# Discussion

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# Agenda

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1. **Roll Call** (by time zone - East to West)
  - a. Scribe Shout-out - It's easy to scribe: [How To Scribe Itana Notes](#)
2. **Main Topic**
  - a. **Facilitating with Mural - Jim Phelps**
3. Itana Business
  - a. No Face2Face 2020
  - b. Itana Wiki Refactor Leadership: Mona Guerra, Yolanda Uzzell
  - c. Working Group Check-Ins
  - d. Steering Committee Updates
    - i. Coaching and Mentoring

# Open Discussion