CMC - CSCW Applications overview

Jacob Palme

http://dsv.su.se/jpalme/

Shared editors

Examples: Shredit, Aspect

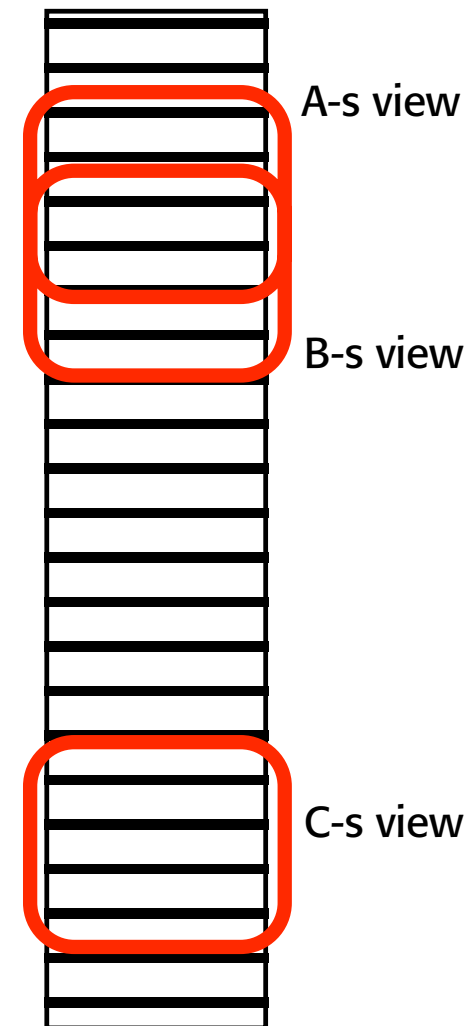Several users can access the same document at the same time

Any change made by any user is immediately shown on the screens of other members

Members need not look at the same window at the same time

Advantage: Flexible, does not restrict usage patterns

Compare to whiteboard, but everyone can write at the same time

Stages with joint viewing and stages with split writing tasks

A-s view
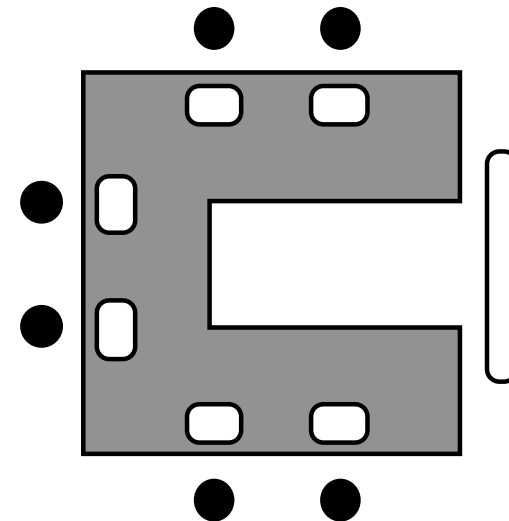
B-s view

C-s view

Simultaneous meeting support

Examples Visionquest, Ventana, TeamFocus etc.
Typical activity stages
    Brainstorming
    Sorting and organizing
    Discussion of controversial issues
    Ranking
    Selecting
    Reporting
Effects and functions
    Cover subjects more fully
    Anonymity causes equality
     But may make system dull
    Better documentation produced
    Facilitator/moderator important
     Might approve ideas before making them public

Ventana

Basic tools

Electronic brainstorming

Voting

Topic commenter (participants give comments on topics given by coordinator)

Alternative evaluation

Policy formation (final document production)

Briefcase (collection of small tools, incl. mood meter and quick vote)

Marketed by IBM

Too difficult to switch between tools

Tools too little coordinated

Additional tools

Stakeholder identification (who will be affected etc.)

Group outliner (Hierarchical structure)

Group writer (Joint editing)

Group matrix (relationship between categories)

 Group dictionary (define concepts)

Questionnaire

Market and critique

Desktop Video Privacy Issues

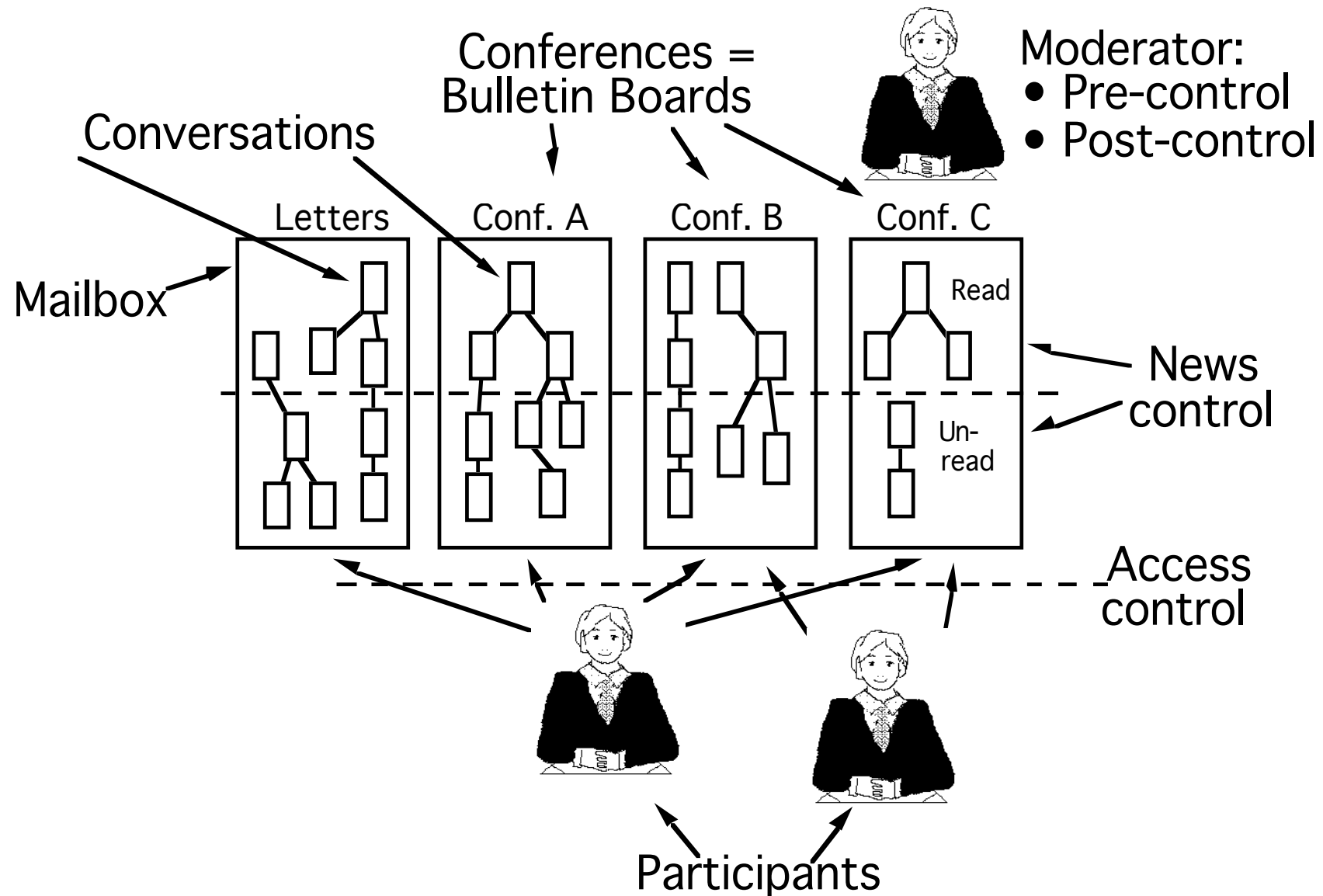Background: Everyone has a workplace with a computer screen, a video monitor and a video camera

Problems: Who is watching me?

If I see you, can you see me?

Is anyone listening to what I am saying?

Am I aware when someone is watching me?

Forum systems (non-synchronous)

Forum systems data objects

Forums=groups=conferences=activities=news groups=applications

Open (public)

Closed (private)

Open to a restricted set

Write-protected

Can non-members submit?

Are anonymous and pseduonymous contributions allowed

Users

Contributions

Basic forum system functionality

Submit contributions to forum name

Remove or modify your own contribution

Sending one contribution to more than one forum

 and not forcing recipients to read it more than once

Subscribe to open (public) forums

Moderator can add members to closed (private) forums

Members can unsubscribe from forums

Members can retrieve old and new contributions

 even those written before the member joined the forum

 various retrieval functions may be available

Read contributions in a structured way

 By conference, by conversation etc.

Ability to skip part of the discussion

 By time, by forum, by conversation

Moderator can remove unsuitable contributions, or move them to a more suitable conference
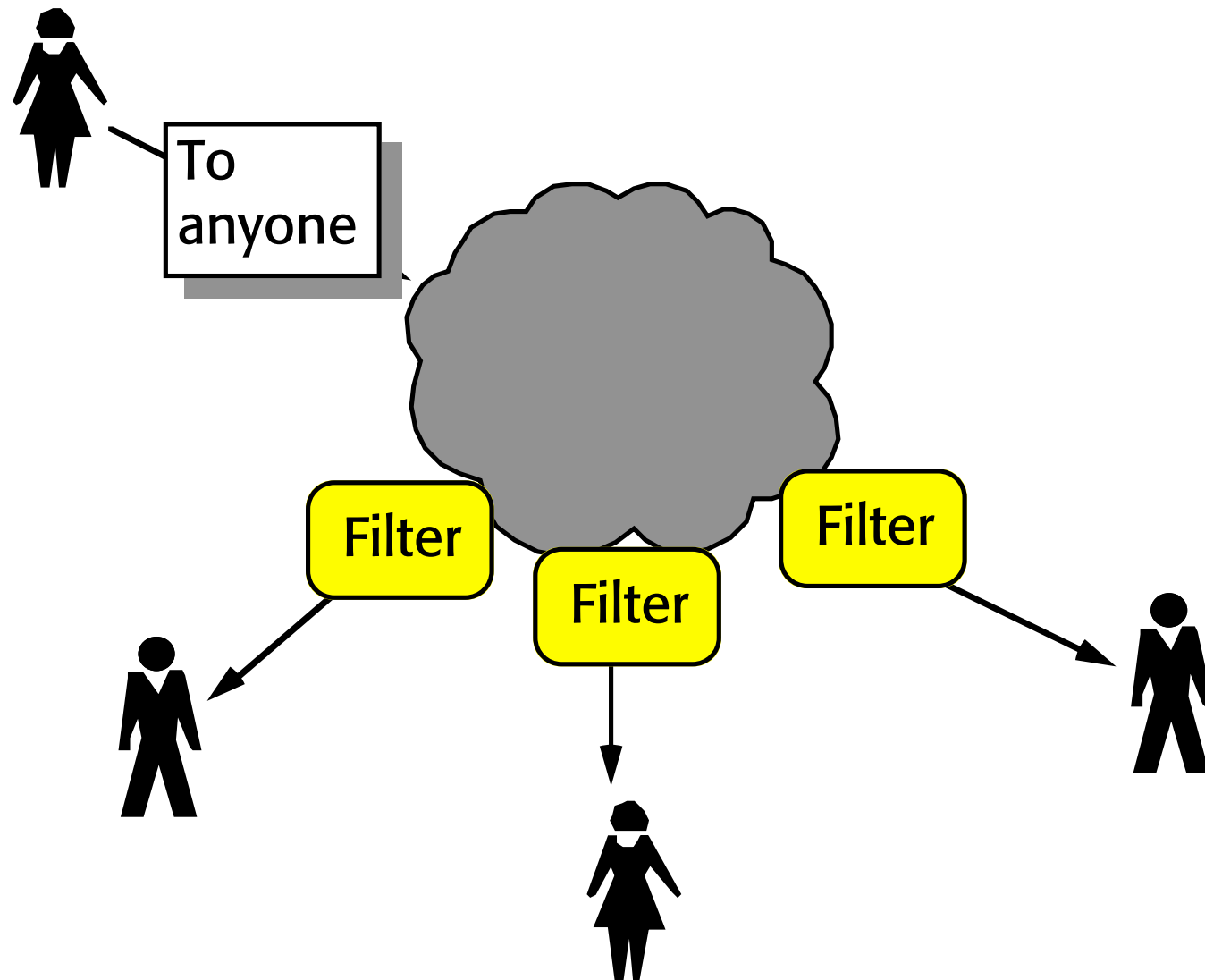
Ability to start new conferences, and to split and merge existing conferences

In pre-moderated forums, contributions must be approved in advance by the moderator

E-mail interface

The Information Lens

To
anyone

Filter

Filter

Filter

Also partly formatted documents

Lotus Notes

Conference system

Data base system

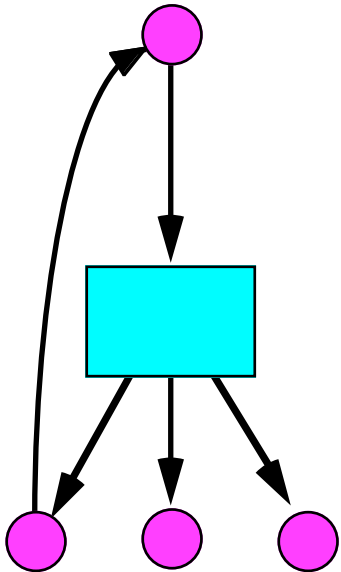Conference = file

Formatted entries

Adaptable view

Per forum
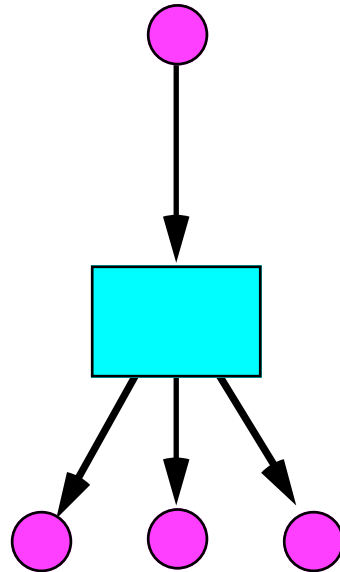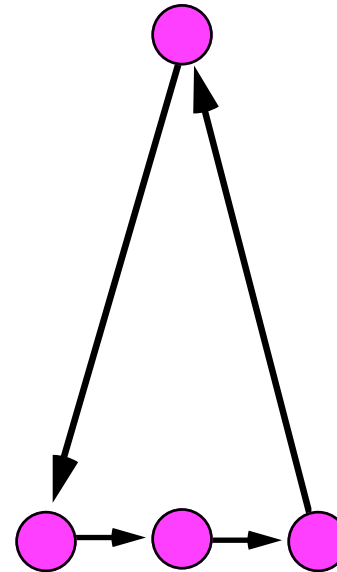
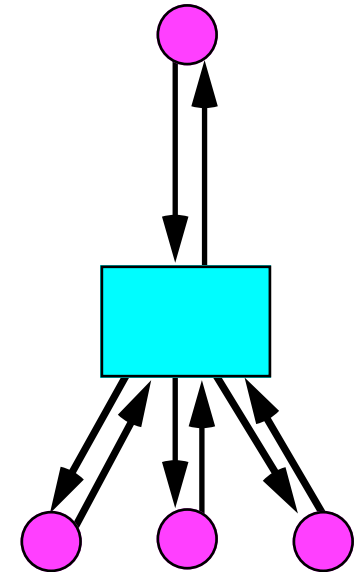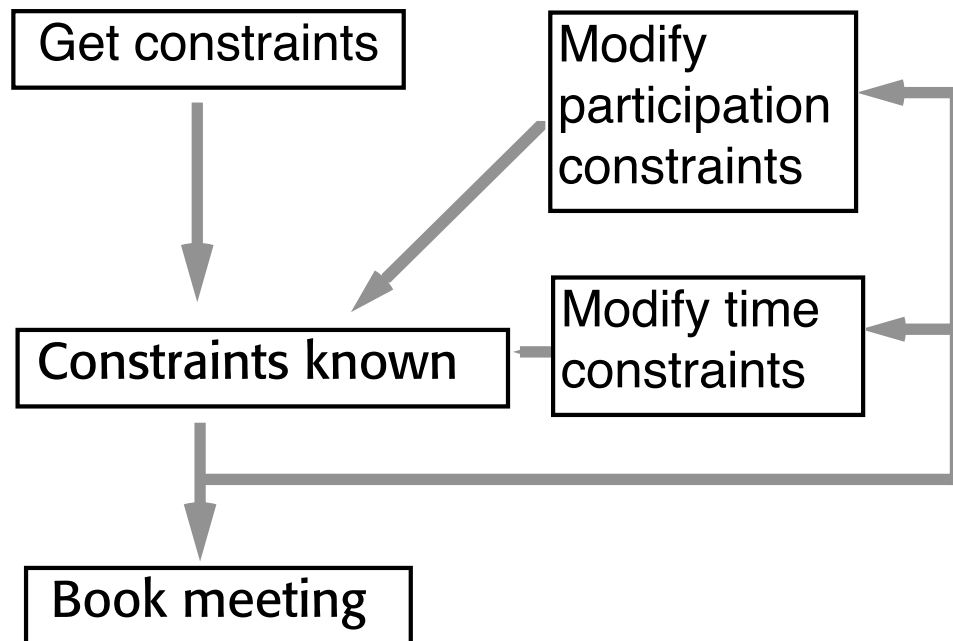Text and drawings

Replicated data base

Help desk	Mailing list	Circulation list	Voting

Scheduling meetings example:

Ask all participants to indicate preferred/inconvenient times.

Find a meeting time suitable to all and book a meeting room.

If no meeting time suits all, ask participants to relax their requirements.

If still no meeting time suits all, find meeting time which suits most or the most important participants.

| Get constraints |

| Modify participation constraints |

| Constraints known |

| Modify time constraints |

| Book meeting |

Additional special cases

Important and less important participants.

Priority meeting: May reschedule other meetings.
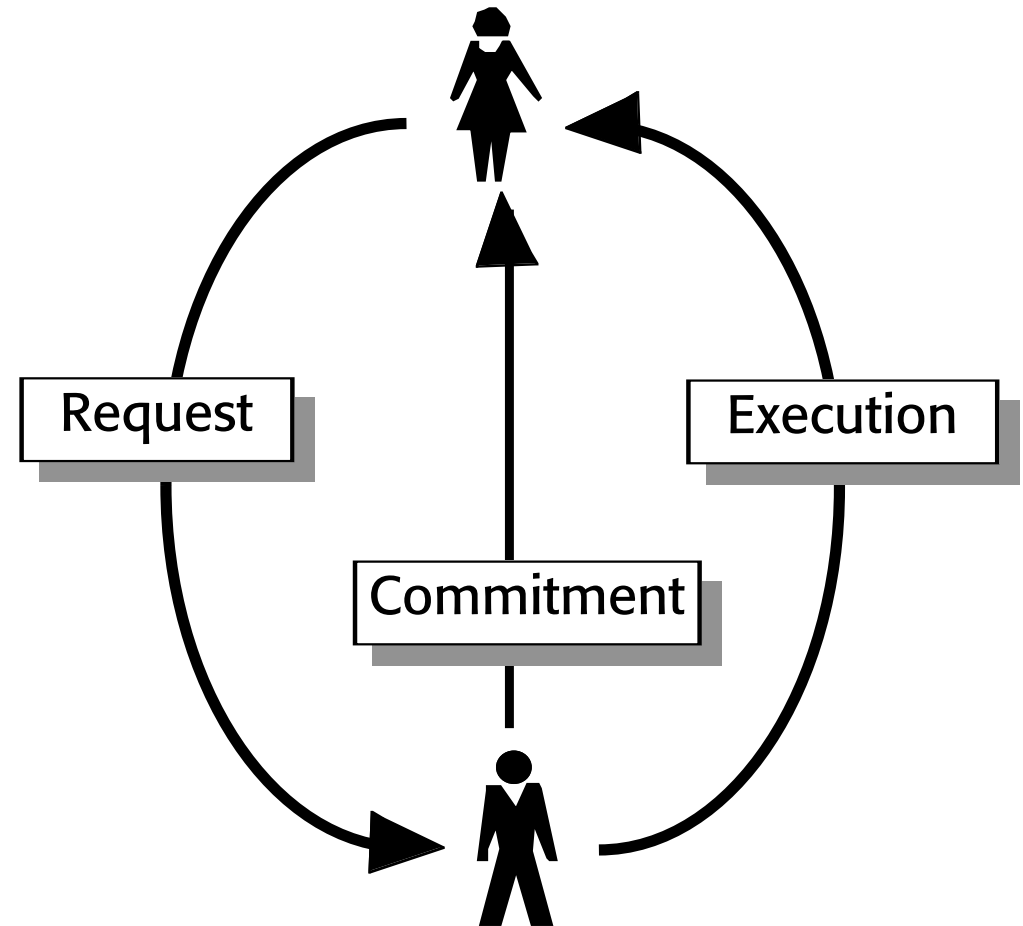
Need for more than one meeting room.

Objection

This idea of applying computer science methods to social modelling will lead to bankruptcy. Even in a very simple case, the complexity of all the special conditions will be too large. People will not always be able to specify all the conditions. Listen to results from socal and organizational research and give up the idea of CS modelling of tasks.

The coordinator

Semantic actions:

- Request
- Commitment
- Execution
- Question
- Answer

Too controlling or a useful aid?

(Fernando Flores: Management and Communication in the Office of the Future, Logonet, Berkeley)

(R.P. Carasik, A case study of CSCW in a dispersed organization. CHI'88 proceedings, ACM-0-89791-265-9---788/004/0061)

Lucy Suchman: Do categories have Politics? The Language/Action Perspective Reconsidered

Categorisation: The organisation of people or their activties into a more or less simple typology.

Categorisation is politics. Categorisation is a tool to impose your view on other people, and forcing other people into roles prescribed by certain people on other people.

Speech act theory categorisation is a tool to enforce a simplistic categorisation on people and their actions.

Compare with military discipline: A tool for converting humans into machines, controllable, efficient, reliable, not threatening to authorities.
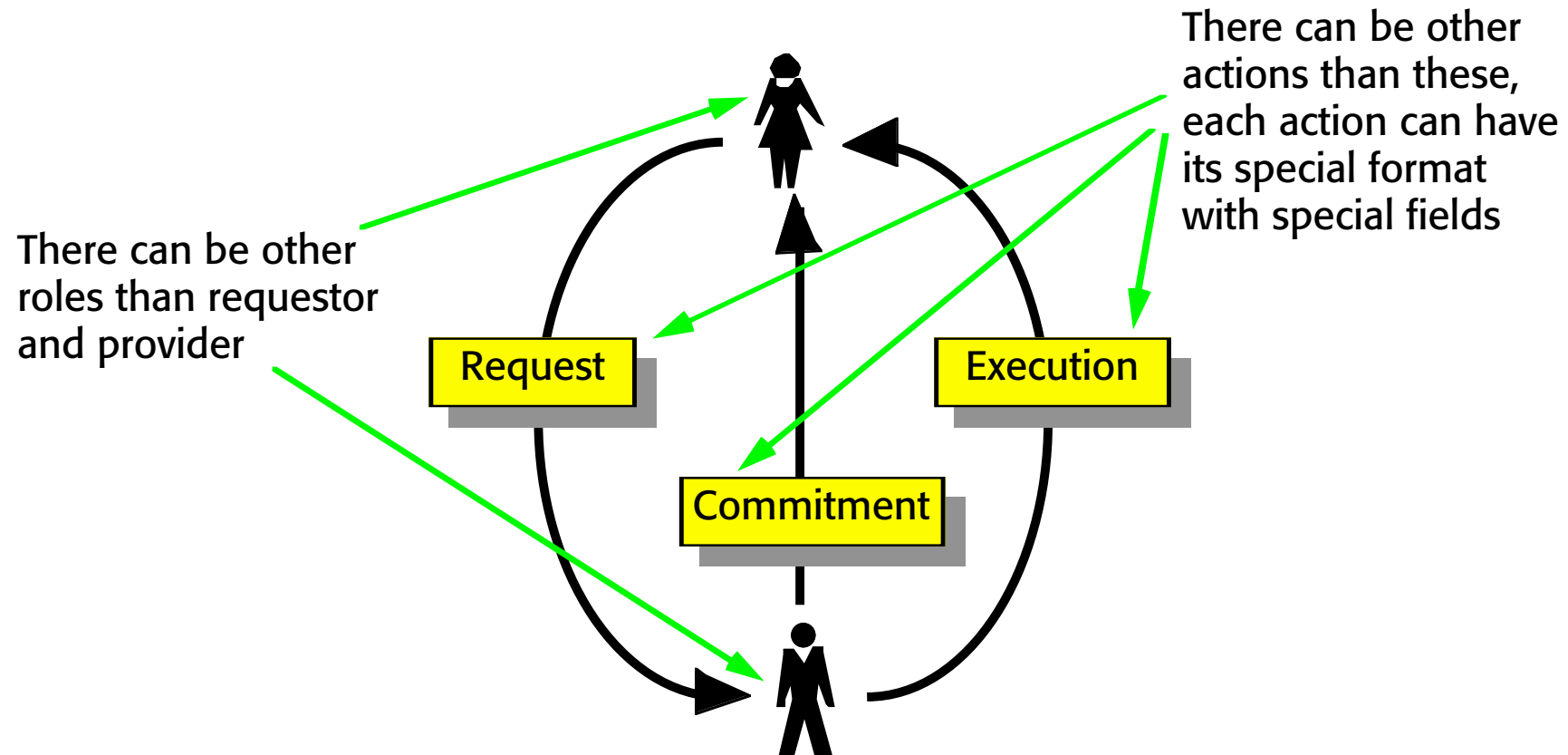
JP-s comment on
'The coordinator' controversy:

It is a well-known fact that decision making and achieving agreement is more difficult in asynchronous text communication. Thus, tools to make this easier would be useful.

Any successful different time-different place systems must include e-mail which is at least as good as other e-mail systems, so that people can use the new system as a replacement for e-mail with added functionality.

Speech act theory provides one way of structuring interactions which is suitable in some cases. But it is better to allow users to create their own structuring as required by their tasks. Example: Instead of request–commitment, some tasks are better aided by problem-solution-pro-con-structuring.
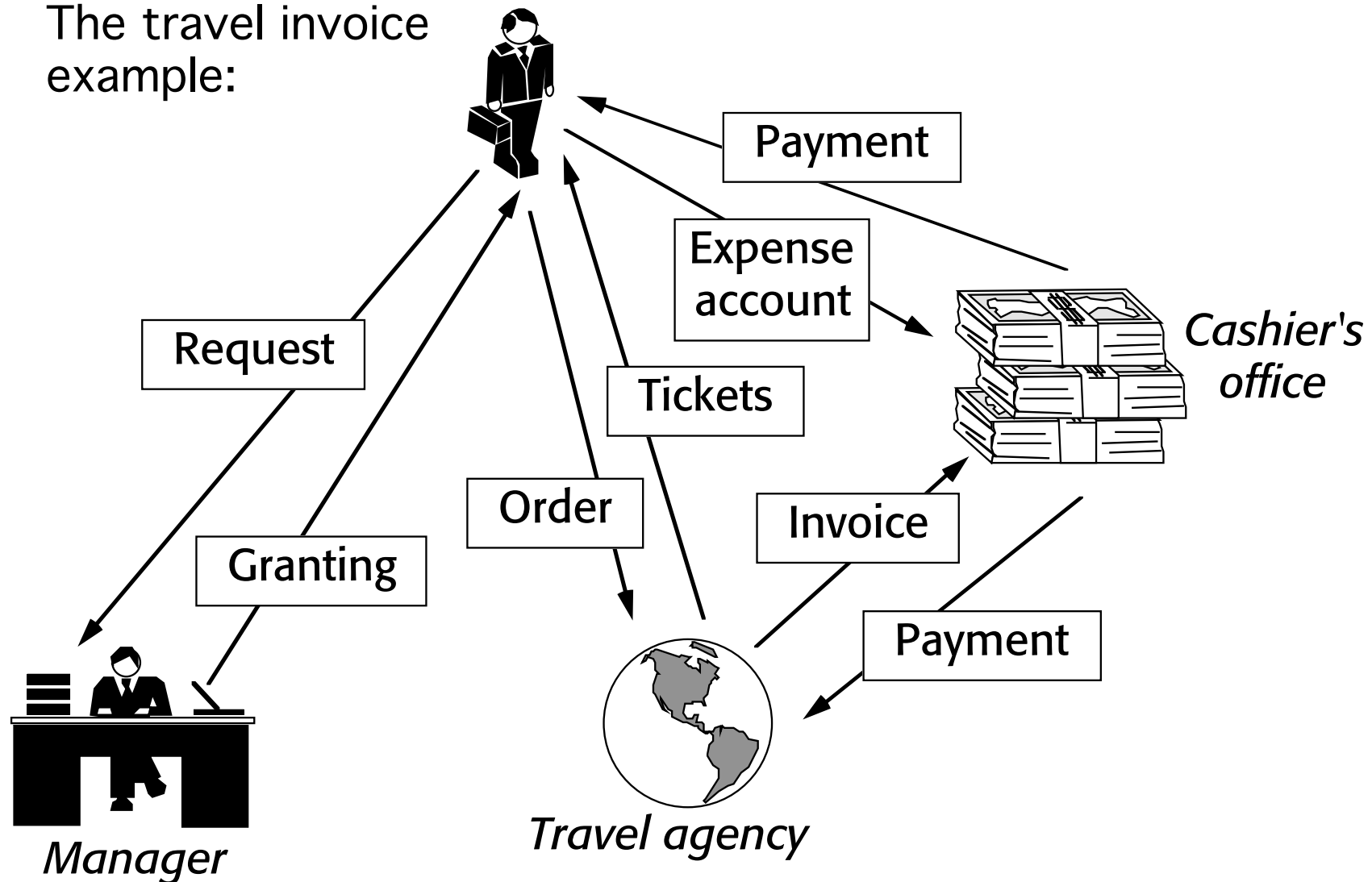
Workflow ("Ärendehantering") is more general than the Coordinator

There can be other actions than these, each action can have its special format with special fields

There can be other roles than requestor and provider

Request

Execution

Commitment

Examples of work flows with special actors: Travel expense, patent handling, etc.

Work Flow applications

The travel invoice example:

Payment

Request

Expense account

Granting

Tickets

Order

Invoice

Cashier's office

Payment

Manager

Travel agency

Medical Informational Pages Production
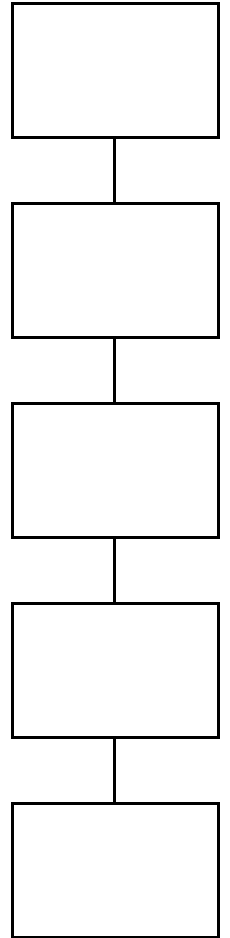
Medical expert writes answer in Swedish ☐

Translator translates to English ☐

Medical expert checks the translation ☐

English-language medical experts checks the translation ☐

Medical expert publishes the page ☐

Other examples: Rewriting of text from medical expert by journalist

User interface example

Requirement on good work-flow application systems

1. Simple support for all state transitions, both normal *and* non-normal

2. Easy to define revised work-flow state diagram

3. Easy to see the status of each work item

4. Easy to know which items a certain person has pending

5. Support for more than one person doing certain state transitions

Content Management Systems

Manage informational objects with multiple attributes and in multiple languages.

Export to web pages in different formats, static and/or dynamic, web media, printed media and other formats.

Simplify updating of existing information.

Support workflow where needed.

Split the tasks of layout and content production between different people, so that each can do what they are best at. Content experts need less technical knowledge than without content management systems:

- Different kinds of tasks
- Managed by different people
- Change independently of each other
- Easier to reuse both content and layout

Content Management Systems concepts

- Personalisation

- Localisation

- Workflow

- Metadata

General techniques

- Open-source or commercial products (hundreds of each)

- Active Server Pages (ASP) and ASP.NET

- Java Server Pages (JSP)

- WebDAV

- XML

Related products

- Document Management Systems

- Enterprise Content Management Systems

- Web log or blog

- Knowledge Management

- Data Mining

Components of Content Management Systems

Data repository

User interface

Editorial tools

Workflow scheme

Output utilities

Example: The Web4Health Content Management System

Main objects:

Informational texts

Main attributes:

Unique id (same in all languages)
Title
Question
Body
Author
Indexing
Summary

Additional objects

Synonym lists
Ignore word lists
Export templates
Etc.

Export formats

For reading
For printing
Sources

Go to:
All forums
  Web4Health FAQs
    FAQ production
      Sexual Problems Range

Who are present

Show History

Administrate *Sexual Problems Range*

Start chatting

Modify: Sexual Problems Range

Language: English ▼

Title: ⓘ Help

Sexual Problems Range

Question(s): ⓘ

How often do sexual problems occur?

Identifier: ⓘ sex-gen-incidence

Date-created: ⓘ 22 Jul 2003

Date-last-modified: ⓘ 03 Sep 2003

Body: ⓘ

In the Netherlands, an estimated two percent each year go to their general practitioner with questions and complaints about their sexuality. Half of these people have sexual problems. The extent to which the general practitioner and the gynaecologist are open to questions and complaints about sexual issues determines the number of reported complaints. In mental welfare many patients also have problems in the sexual field. Among the patients of the regional institutes for mental welfare (in Dutch "RIAGG") an estimated two-thirds of them suffer from sexual problems.

Author: ⓘ

Wendy Moelker, psychologist in charge of Emergis, Goes, the
Netherlands.

Sources, references: ⓘ

Spector, I.P., Carey, M.P,. Incidence and prevalence of the
sexual dysfunctions: A critical review of the empirical
literature. Arch
sexual Behav 1990;19:389-408.
<p>
Diemont, W.L. e.a.Prevalence of sexual problems in a Dutch
population.
Abstracts van de International Academy of Sex Research,
Rotterdam, 1996.
</p>
<p>
Slob, A.K., Vink, C.W., Moors, J.P.C. en Everaerd, W.(1998)
Leerboek

Required: ⓘ

$sex ; $disorder $bad ; $incidence

Priority: ⓘ

$incidence

Optional: ⓘ

unwell* troubl* agoni* epidemiol* often suffer*

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Two percent each year go to their doctor because of sexual problems.

Independent medical expert answers

Intelligent natural language question-answering in the area of psychology and psychiatry.
Ask a simple question ⓘ Info

Submit question

🔺 Top   ⬅ Discuss this   ⬅ Ask an expert   🖨 Print

Written by: Wendy Moelker, psychologist in charge of Emergis, Goes, the Netherlands.

Question(s):

First version: 22 Jul 2003. Latest revision: 03 Sep 2003.

How often do sexual problems occur?

Answer:

In the Netherlands, an estimated two percent each year go to their general practitioner with questions and complaints about their sexuality. Half of these people have sexual problems. The extent to which the general practitioner and the gynaecologist are open to questions and complaints about sexual issues determines the number of reported complaints. In mental welfare many patients also have problems in the sexual field. Among the patients of the regional institutes for mental welfare (in Dutch "RIAGG") an estimated two-thirds of them suffer from sexual problems.

Find a few related answers   Find many related answers

Sources, references

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Anonymity server

From: A
To: B

Anonymity
server

From: P1234
To: B