

Datordecennier

60-talet

Satsvis bearbetning

70-talet

Fleranvändardatorer

80-talet

Personliga datorer

90-talet

Samverkan i grupp

Definition of CSCW:

- Providing simultaneous access to one work process (e.g. group text editors)
- Managing communications among concerted actors (e.g. conferencing systems, group decision support systems)
- Organising resources and personnel involved in a work process (coordination systems)

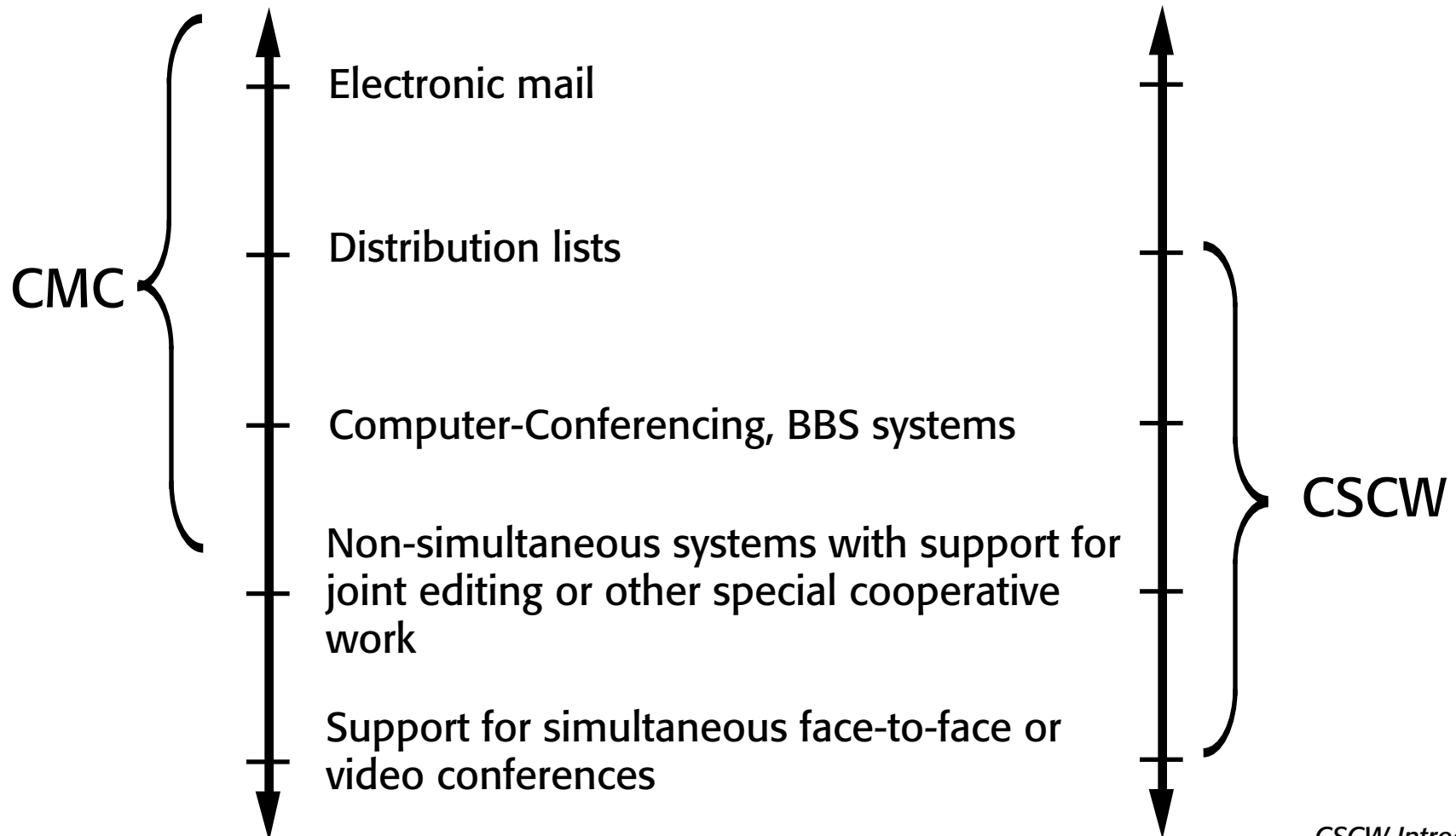
(Docherty/Whitaker: CSCW - A Promise Soon to be Realized, TELDOK Rapport 71)

Terminology

CSCW - Computer-Supported Cooperative Work

CMC - Computer-Mediated Communication

Groupware

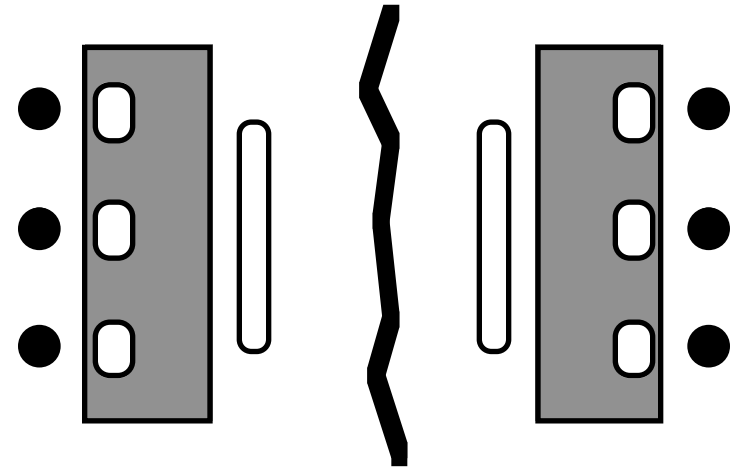
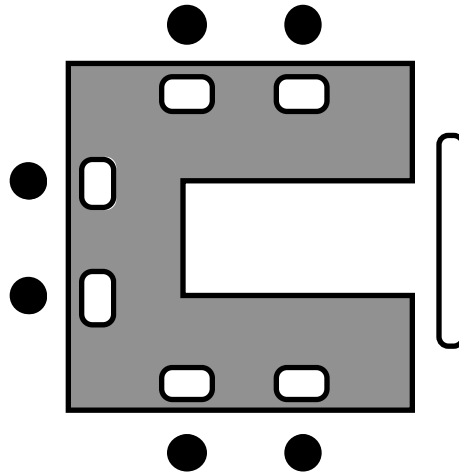


Four-square model

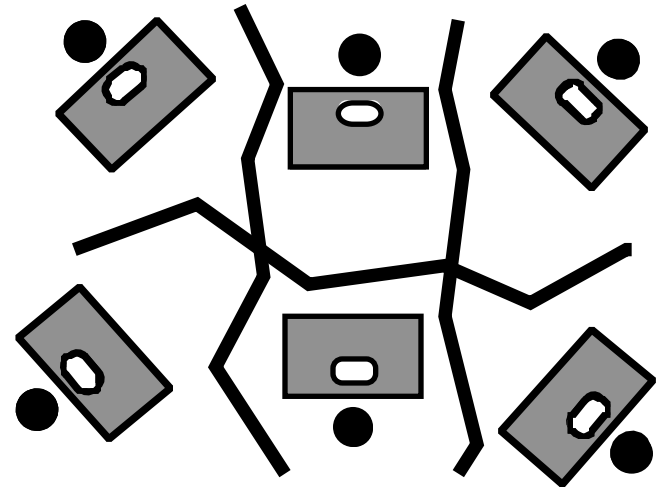
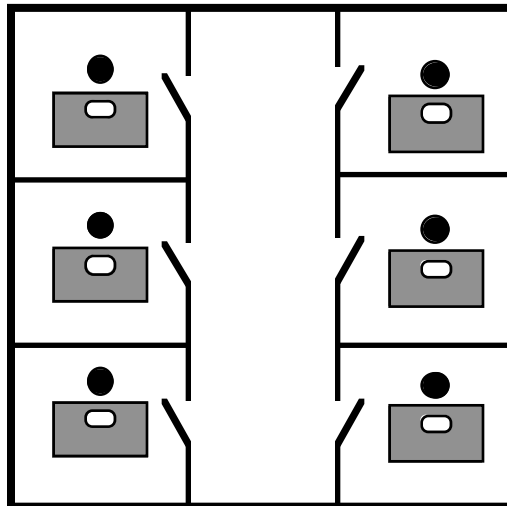
Same place

Different place

Same
time



Different
time



Four-square applications

(Johansen,
Whitaker)

	Same place	Different place
Same time	<i>Face-to-face meetings</i> Copyboards PC projectors Meeting rooms	<i>Remote meetings</i> Conference calls Data sharing Video/audio-conferencing
Different time	<i>Administration/ Data Management</i> Shared files Shift work	<i>Reliance on Coordination</i> Electronic mail Forms management Voice mail Structured messaging

Opportunities for Support in CSCW systems

Assistance in:

Focusing of attention

Coordination

Representation

Revision

Short-term storage

Long-term storage

Shared workspaces

Single object

Editable object

Expandable object

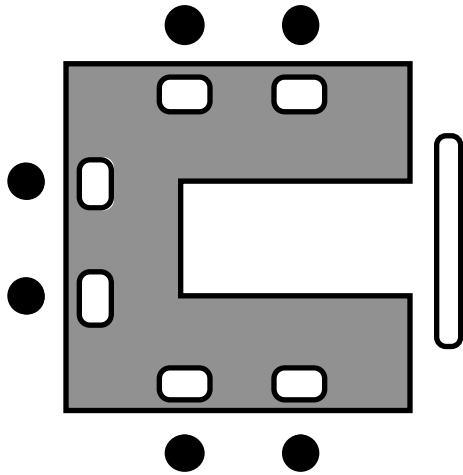
Concurrent access

Private & Public views

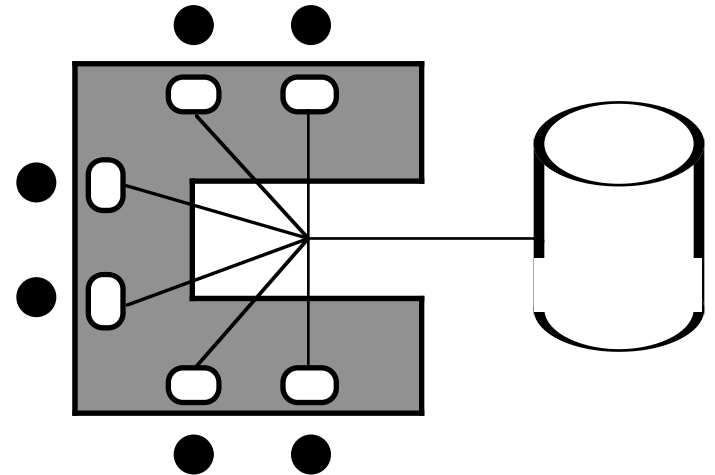
Multimedia

(After Gary Olsen, University of Michigan)

Same time coworking: All the same or each his view?



Common screen,
or common view
on each screen



Each person works on his
subtask, sometimes two
people happen to work
on the same piece of
information

How often will access clashes occur?

Two modes of handling simultaneous access to data base:

Weak coupling: Each has his own view

Simultaneous updating: One user locks a node when updating it, or merging of alternative revisions of one node

Strong coupling: Both have the same view, audio channel opens automatically

Simultaneous updating: Both can update, and see result immediately

News Control: Knowing what you have seen and not seen

Simple example: Whenever a node has been modified by someone else, the node and its modified attributes are shown in yellow on the screen. After reading the modifications, you push a button to extinguish the yellow lightning.

Problems: When the whole structure has changed, not just some nodes.