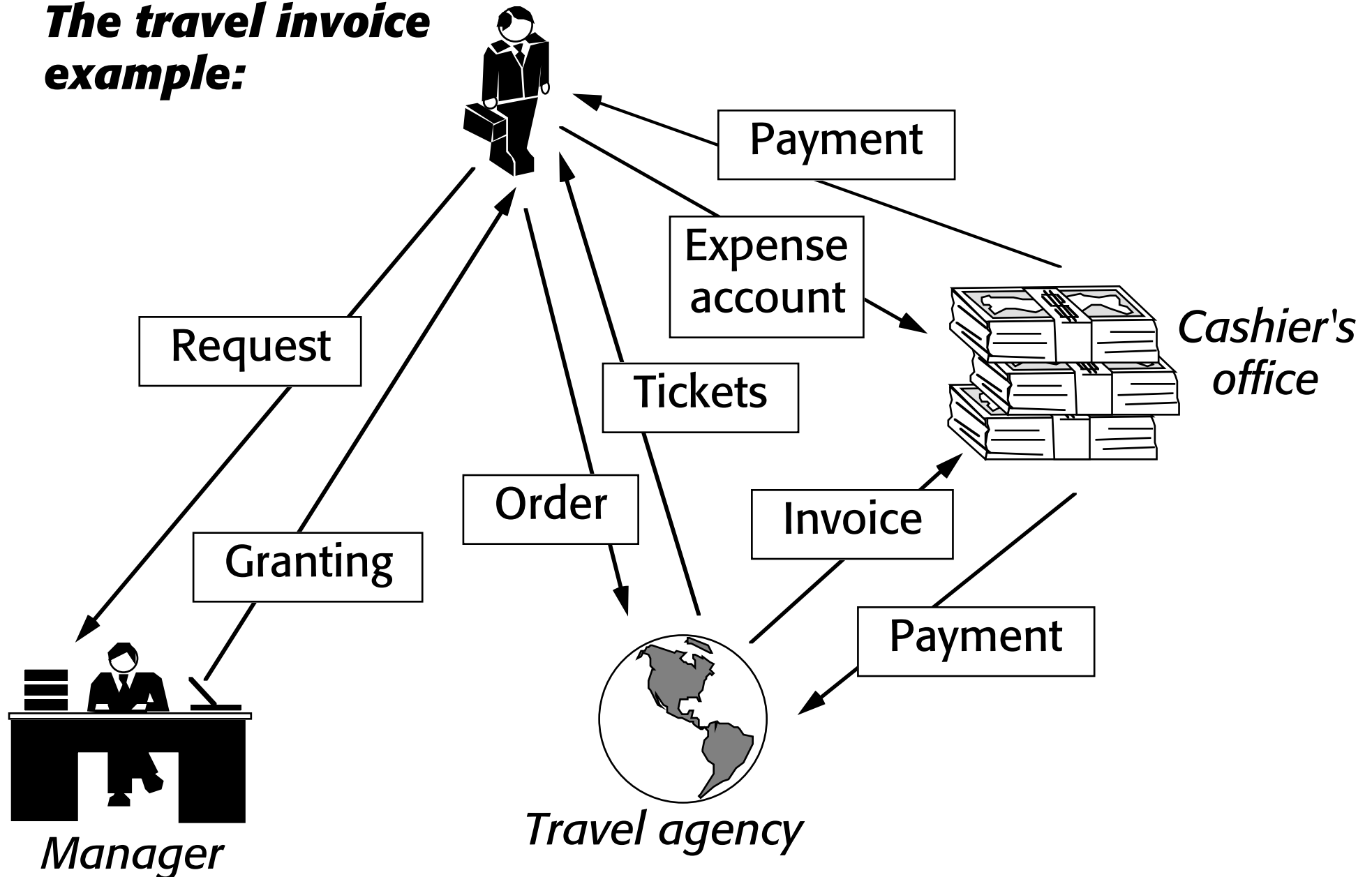


# Work Flow Applications

*The travel invoice example:*



# 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)

## 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

Strongly marketed by IBM

Too difficult to switch between tools

Tools too little coordinated

# **John Mylopoulos**

## **– Modeling tasks**

### **Scheduling meetings example:**

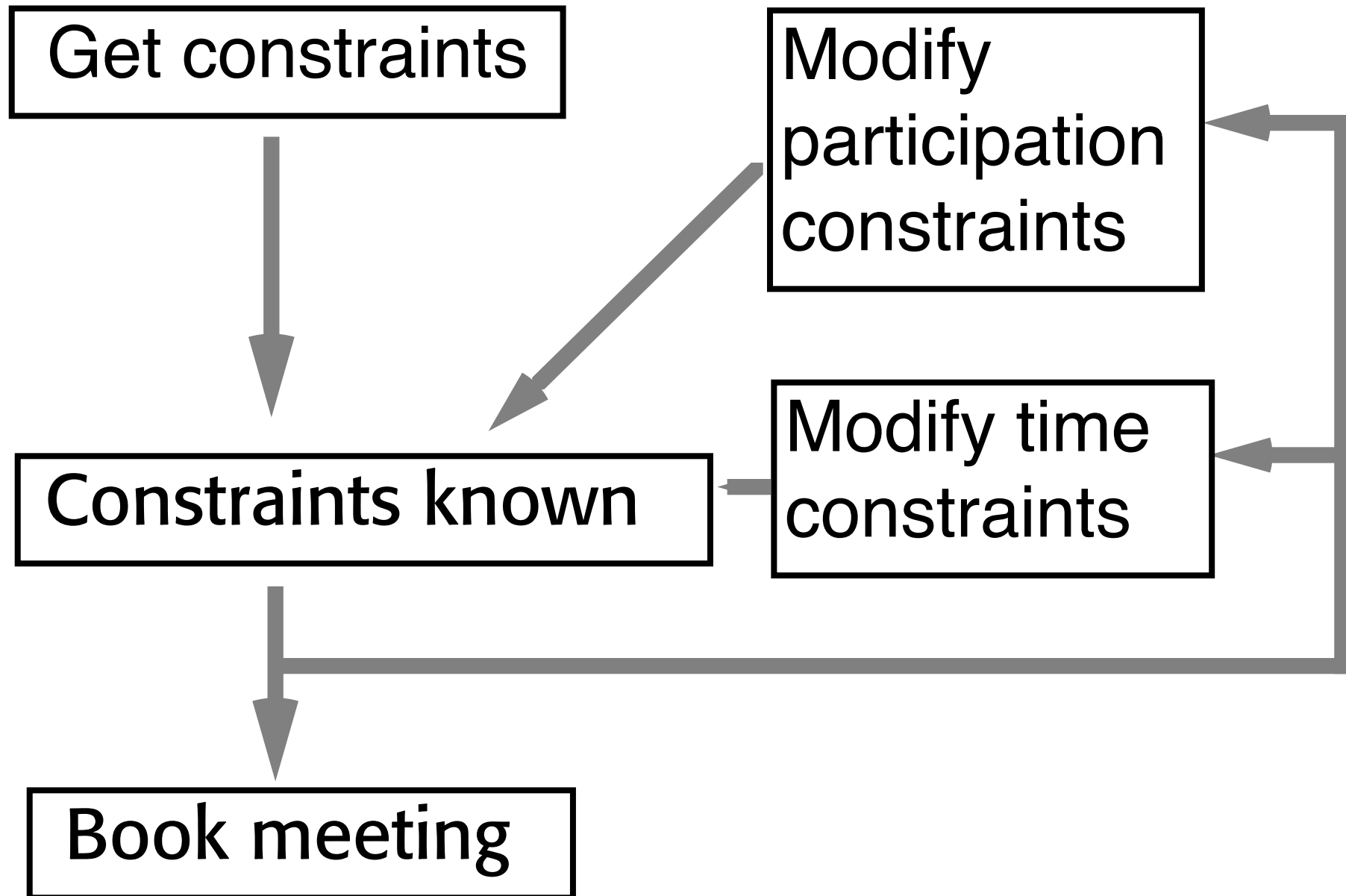
Ask all participants to indicate preferred/inconvenient times.

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.

# State diagram of process



# **Additional special cases**

Important and less important participants.

Priority meeting: May reschedule other meetings.

Need for more than one meeting room.

# Speaker's conclusion:

- Flexible ways of modifying initial constraints.
- Tools can be built to generate automatically frame change axioms.
- Dealing with default assumptions (cultural, organizational)
- Measuring the degree of compliance to a given task model.

# Question from the floor:

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 social and organizational research and give up the idea of CS modelling of tasks.

# The coordinator

## Semantic actions:

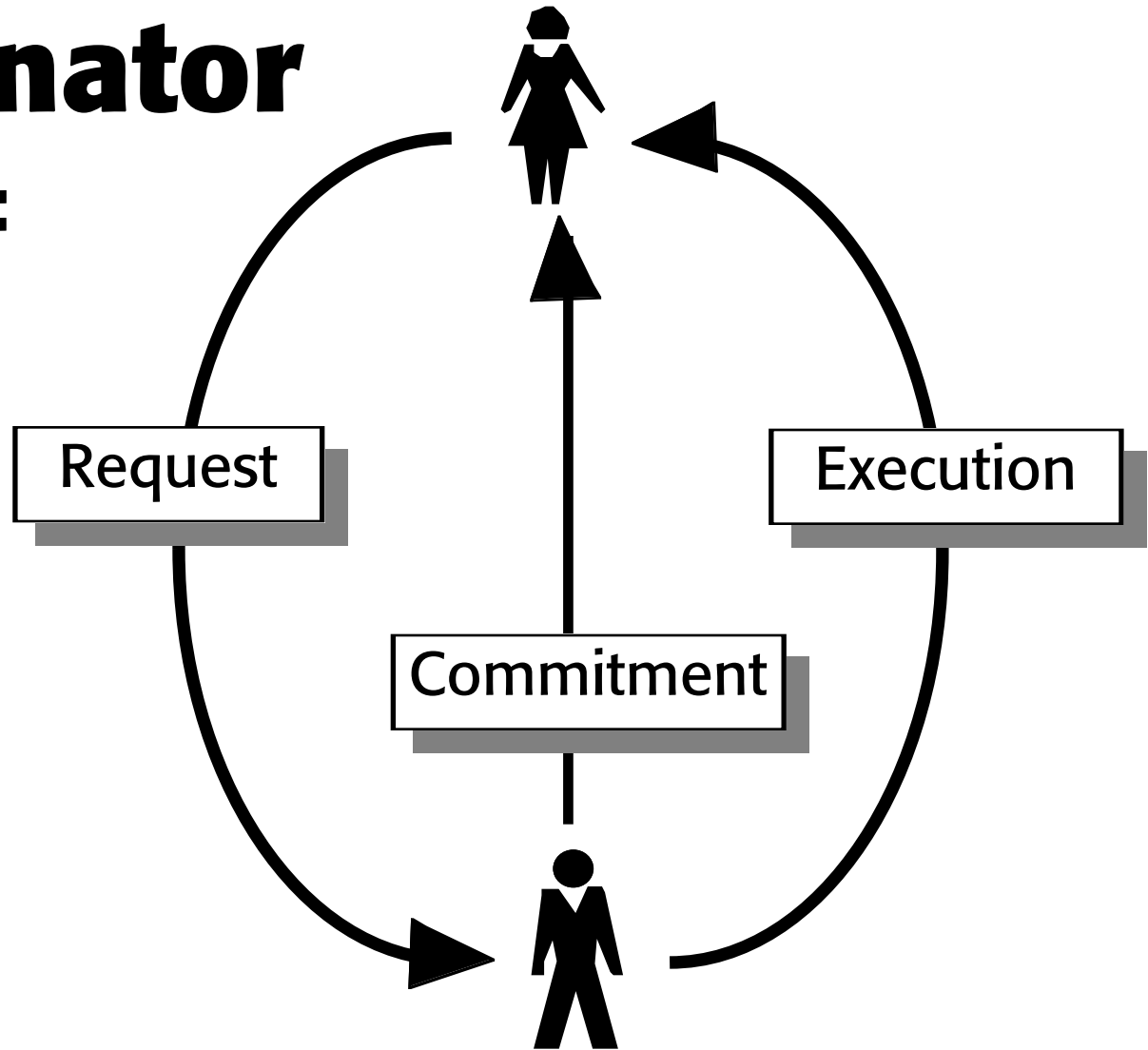
Request

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 activities 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.

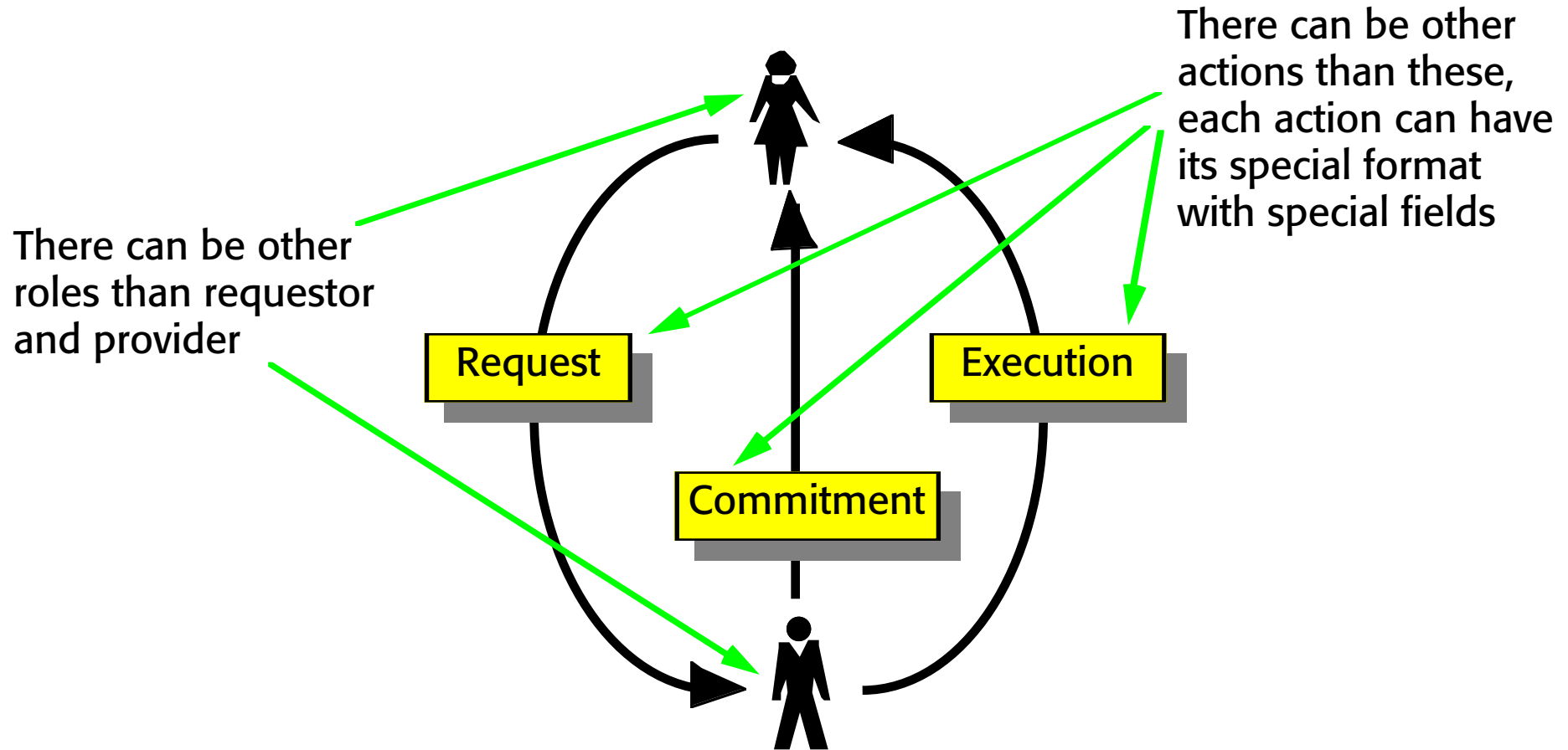
Compare with military discipline: A tool for converting humans into machines, controllable, efficient, reliable, not threatening to authorities.

# **JP-s comment on ‘The coordinator’ controversy:**

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



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

# Lotus notes

Conference system

Data base system

Conference = file

Formatted entries

Adaptable view



*Per  
conference*

Text and drawings

Replicated data base

# Shared editors

*Examples: Shredit, Aspect*

Several users can access the same document at the same time

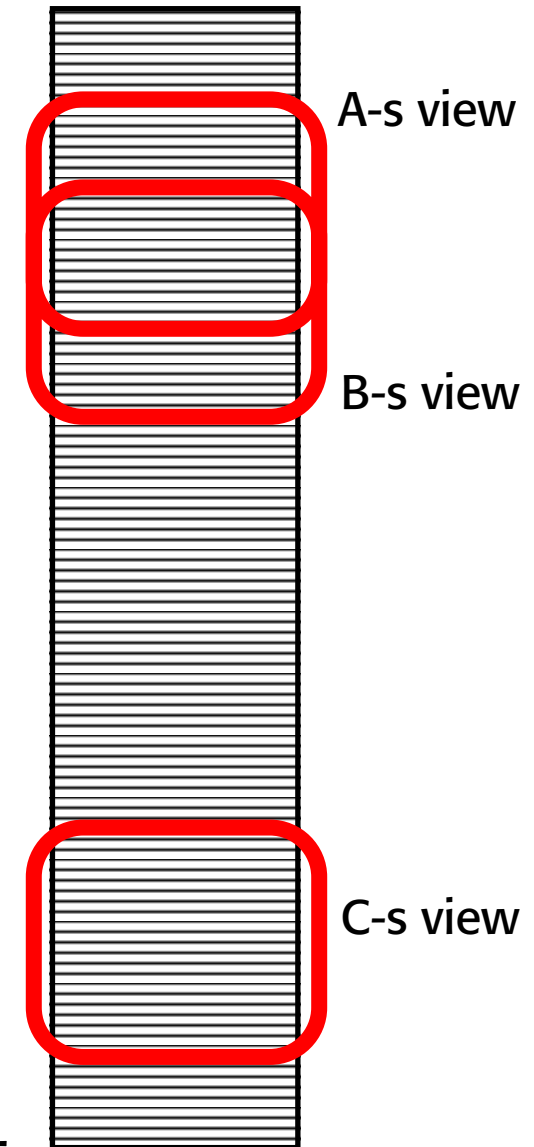
Any change made by any user is immediately shown on the screens of other members

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



# Simultaneous meeting support

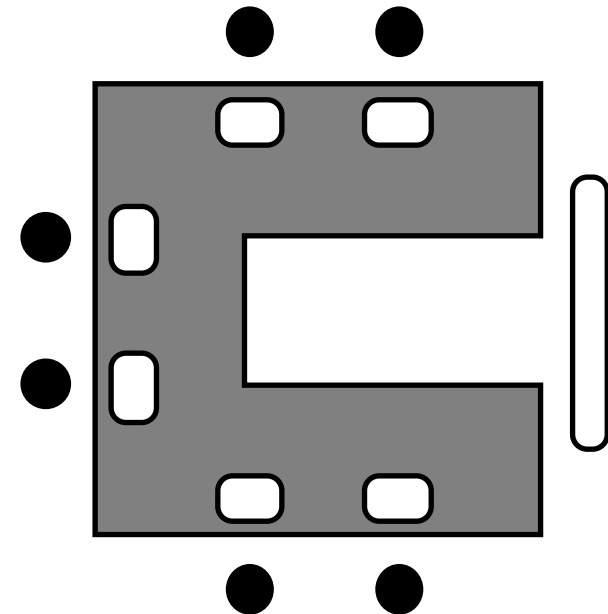
**Examples Visionquest, Ventana, TeamFocus etc.**

## 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*



# Desktop Video Privacy Issues

*(Victoria Belotti: Design for privacy)*

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

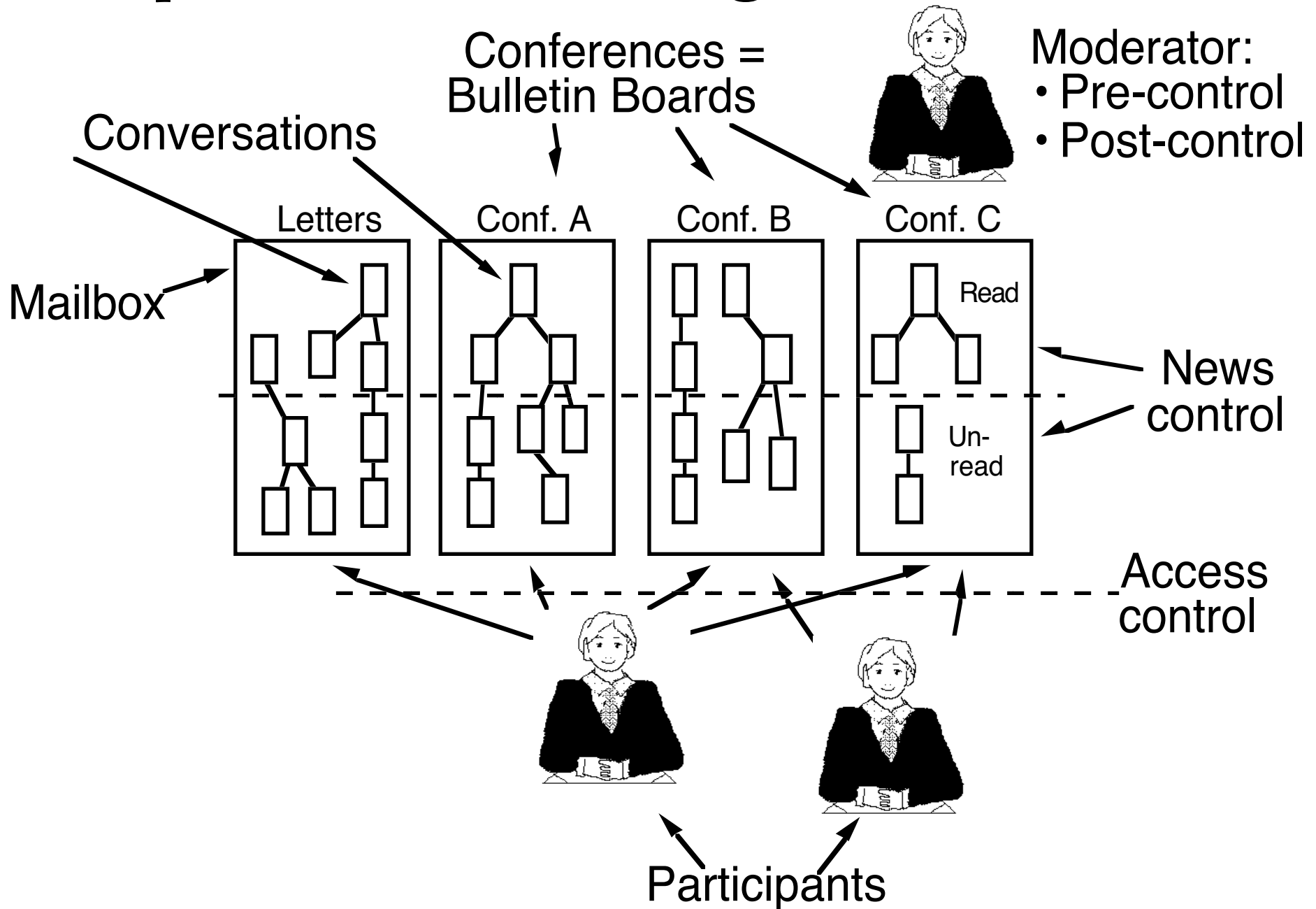
Problems: Who is watching me?

If I see you, can you see me?

Is anyone listening to what I am saying?

Am I aware when someone is watching me?

# Computer conferencing





# Computer conferencing data objects

Groups=conferences=activities=news groups

Open (public)

Closed (private)

Open to a restricted set

Write-protected

Can non-members submit?

Are anonymous and pseudonymous contributions allowed

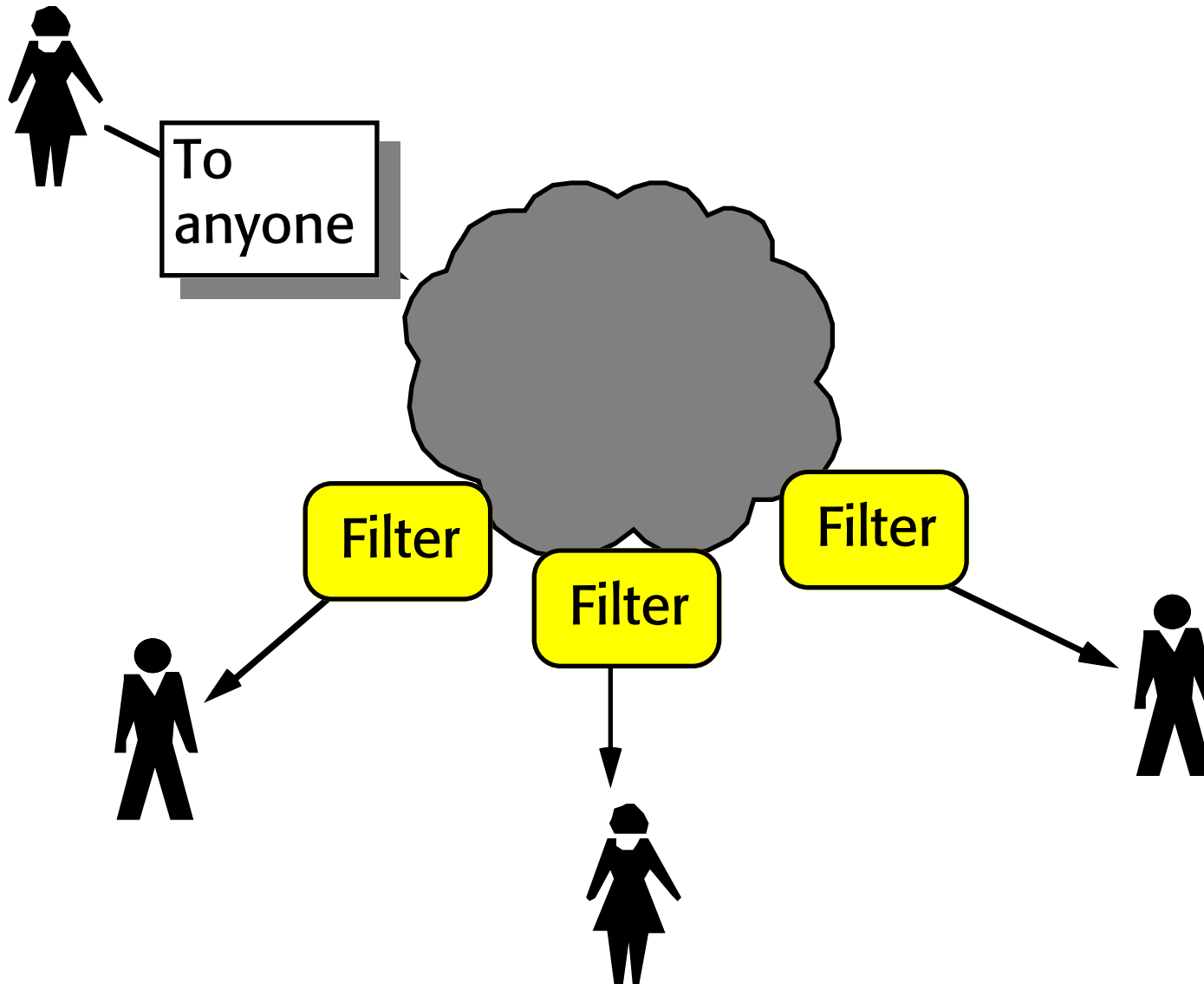
Users

Contributions

# Basic computer conferencing functionality

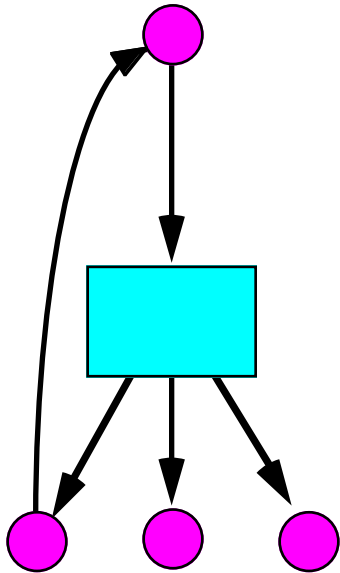
- Submit contributions to group name
- Remove or modify your own contribution
- Sending one contribution to more than one group
  - and not forcing recipients to read it more than once
- Subscribe to open (public) groups
- Moderator can add members to closed (private) groups
- Members can unsubscribe from groups
- Members can retrieve old and new contributions
  - even those written before the member joined the group
  - 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 group, 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 groups, contributions must be approved in advance by the moderator
- E-mail interface

# The information lens

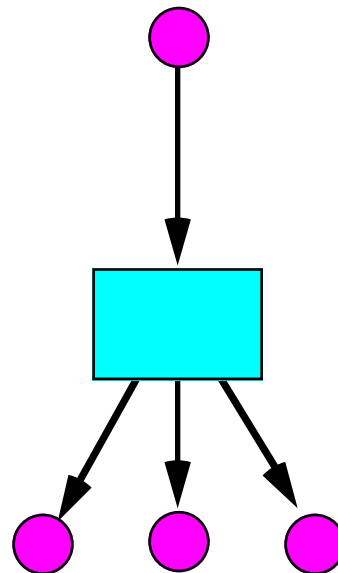


*Also partly formatted documents*

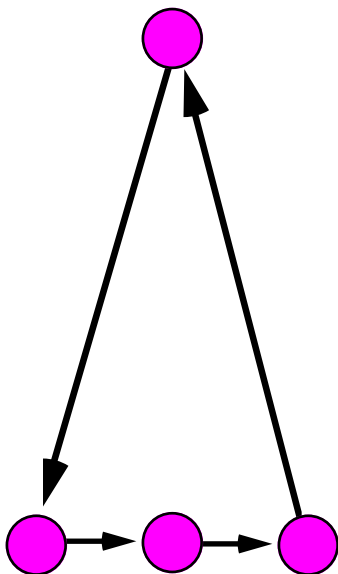
# Help desk



# Distribution list



# Circulation list



# Voting

