



College of Information Studies

University of Maryland Hornbake Library Building College Park, MD 20742-4345

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# Collaboration Support

Session 20

INST 301

Introduction to Information Science

# Global Software Teams

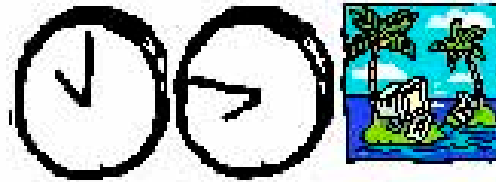
## Barriers

- Geographic distance
- Temporal distance
- Linguistic & cultural distance
- Fear and trust
- Organizational structure
- Process
- Infrastructure
- Project Architecture

## Solutions

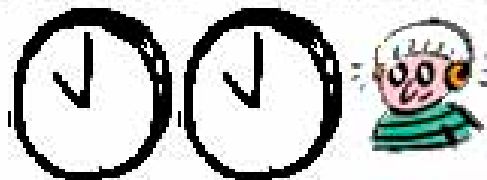
- Cultural ambassadors
- Configuration management
- Face to face kickoffs
- Modularity
- Well defined interfaces
- Effective handoffs
- Win-win strategies

## Different Time - Different Places



- Online Bulletin Boards
- Groupware
- Voice Mail
- E-Mail

## Same Time - Different Place



- Chat Rooms
- Conference Calls
- Video conferencing

## Different Time - Same Place



- Written Records
- Bulletin Boards
- E-Mail

## Same Time - Same Place



- Face-to-Face Meetings
- Casual Interactions (water coolers)
- Presentations

# CSCW

- Work
  - Grounded in the study of work processes
- Cooperative
  - Assumes a shared objective, task
- Computer-supported

# Example

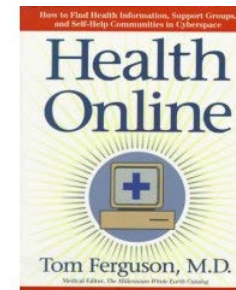
- Google Docs
  - <http://docs.google.com>

# Key Issues in CSCW

- Shared information space
- Group awareness
- Coordination
- Concurrency control
- Multi-user interfaces
- Heterogeneous environments

# Online Patient Support Groups

Online support group participants include 28% of adult Internet users (34 million) in 2001



BrainTalk Communities

Online Patient Support Groups for Neurology

*"Community and Compassion"*

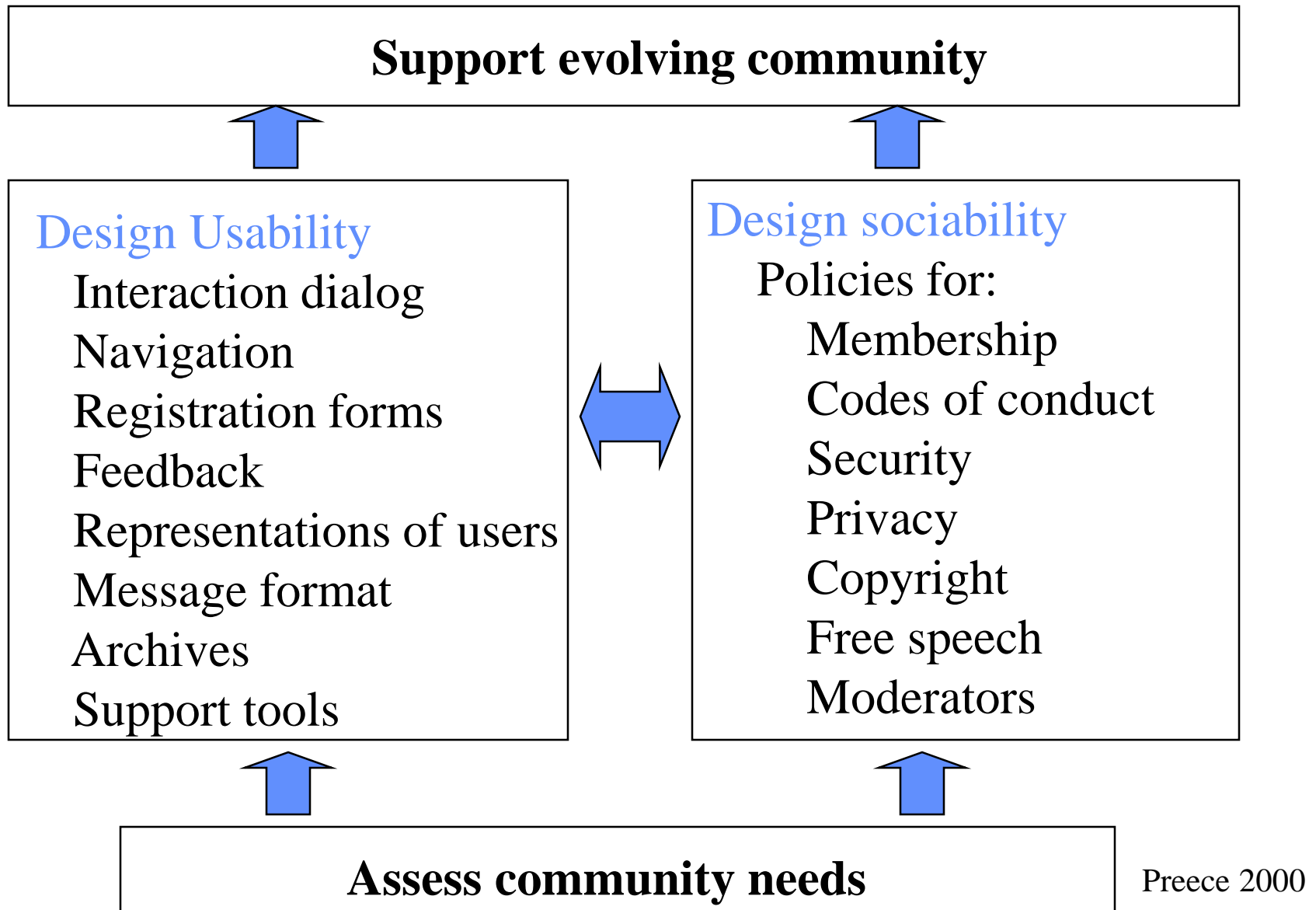


# Core Attributes

- Shared goal, interest, need, or activity
- Some members engage in repeated, active participation
- Access to shared resources
  - And policies manage the access to those resources.
- Reciprocity of information, support and services
- Shared context
  - Social conventions, language, protocols, ...



# Usability & Sociability



# Roles

- Lurkers
- Dominators
- Linkers, pollinators
- Flamers
- Newbies
- Polly Annas



<http://www.fullcirc.com/community/memberroles.htm>

<http://redwing.hutman.net/%7Emreed/>

Slide borrowed from Nancy Atkinson

# Design Strategies of Successful Communities

- Define and articulate your PURPOSE
- Build flexible, extensible gathering PLACES
- Create meaningful and evolving member PROFILES
- Design for a range of ROLES (newcomers, leaders ...)
- Develop a strong LEADERSHIP program
- Encourage appropriate ETIQUETTE
- Promote cyclic EVENTS
- Integrate the RITUALS of community life
- Facilitate member-run SUBGROUPS

<http://www.peachpit.com/articles/printerfriendly.aspx?p=21189> (Kim 2001)

# Community Question Answering

YAHOO!  
ANSWERS

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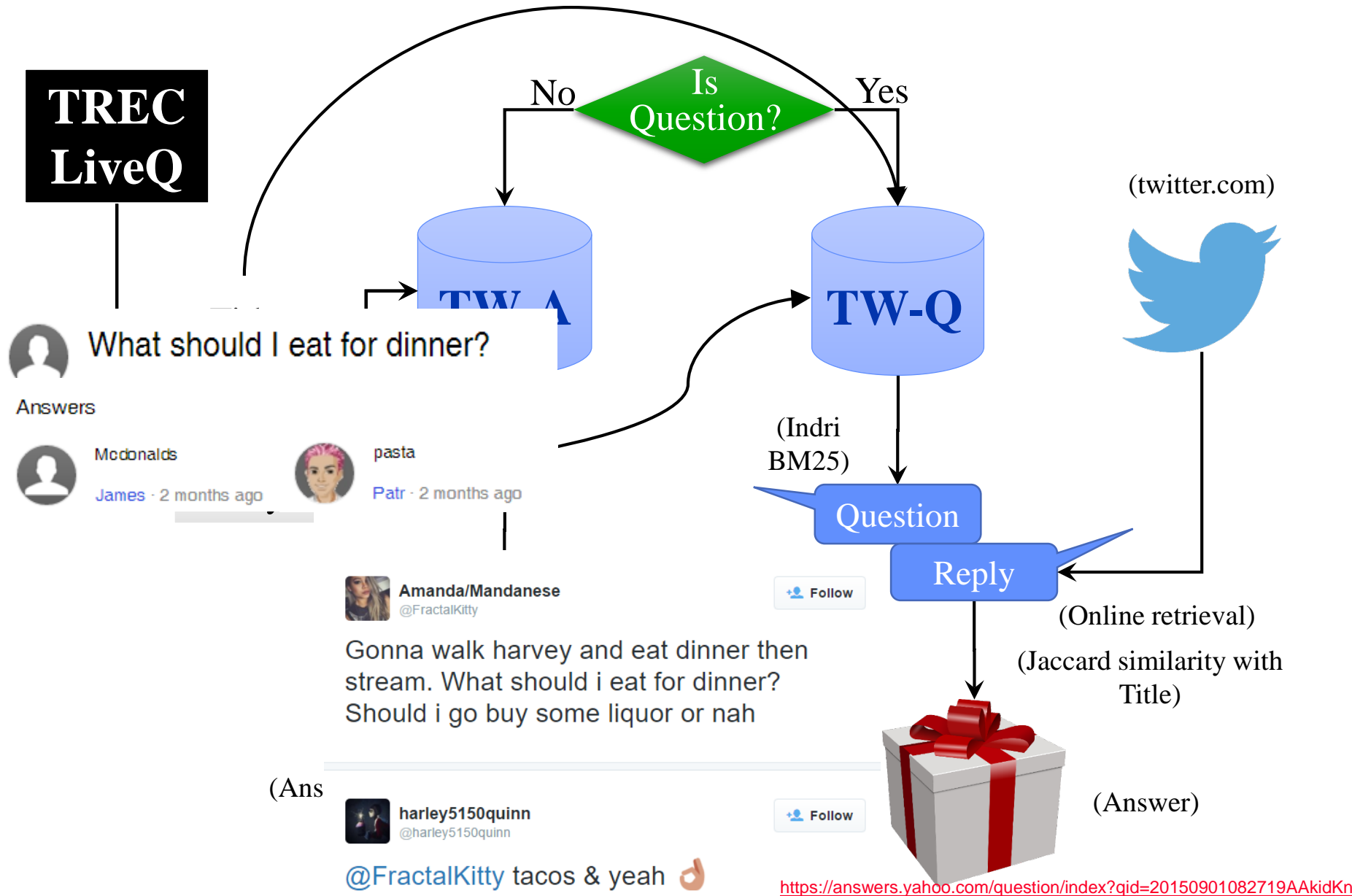


## I ran over my boyfriend's cat!?

When I left his (family's) house i didnt hear, see and realized that his cat was under my car. Anyway when I arrived home he sent me a message telling me that his brother discovered their cat close to death right where I parked my car. I apologized and he told me that it was just an accident, that it was no ones fault. I don't know what to do. I cant even face his family. What do I tell his parents? Do I bring flowers or something?

☆ Follow  6 answers

# Yahoo! Community Question Answering



# The Project

- P1: Teams and topics announced tonight
- P2: Technology
- P3: Social Issues
- P4: Analysis
- P5: Presentation