
Mapping Collaboration Technology Requirements to Human Social Structure

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Mathematics & Computing Technology

Phantom Works

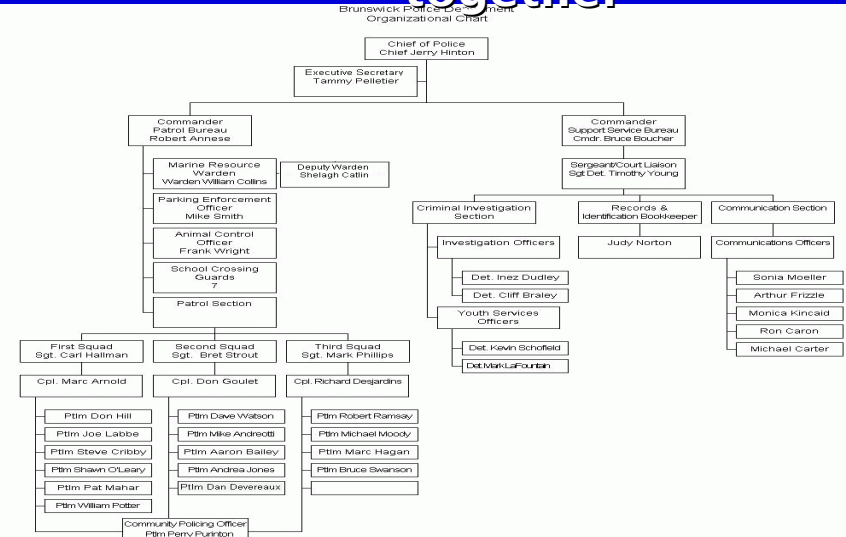
The Boeing Company

Collaboration Technology Features & Categories

	Real time	Asynchronous
Communication	<ul style="list-style-type: none">● AV conferencing● Telephone● Chat, messaging● Broadcast video	<ul style="list-style-type: none">● E-mail● Voice mail● FAX
Information sharing	<ul style="list-style-type: none">● Whiteboards● Application sharing● Meeting facilitation● MUDs and CVEs	<ul style="list-style-type: none">● Document management● Threaded discussions● Hypertext● Team workspaces
Coordination	<ul style="list-style-type: none">● Floor control● Session management	<ul style="list-style-type: none">● Workflow management● Case tools● Project management● Calendar & scheduling

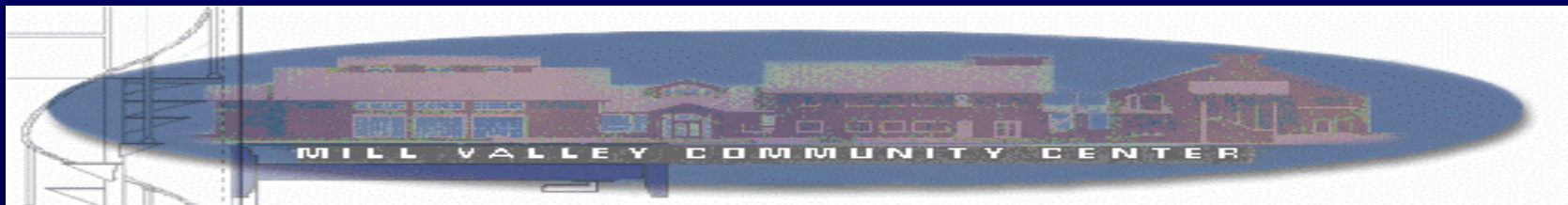
Human Organizational Structures

Team:
A group organized to work together



Organization:
A number of persons or groups having specific responsibilities and united for a specific purpose

Community:
A group or class having common interests



Team and Small Group Characteristics

- **Characteristics**
 - Face-to-face, distributed, or mixed
 - One leader coordinates work
 - Different roles
 - Communication emphasized
- **Examples**
 - Software development team, proposal writing, conference program committees, small operational groups such as customer support, research project teams
- **Support technologies include:**
 - Buddy lists, instant messaging, chat, Groove, Quickplace, BSCW, video conferencing, data conferencing, SharePoint



Collaboration Technology Features & Categories

Teams



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Organization Characteristics

- **Characteristics**

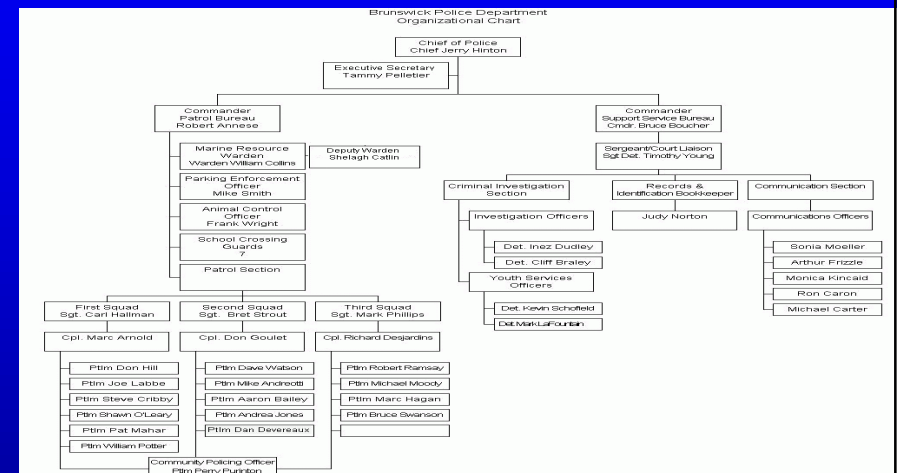
- **Distributed**
- **Hierarchical**
- **Coordination important**

- **Examples**

- **Companies, government agencies, non-profit organizations**

- **Support technologies include:**

- **Email, calendars, workflow, Lotus Notes, intranet applications and webs, document management systems, broadcast video**

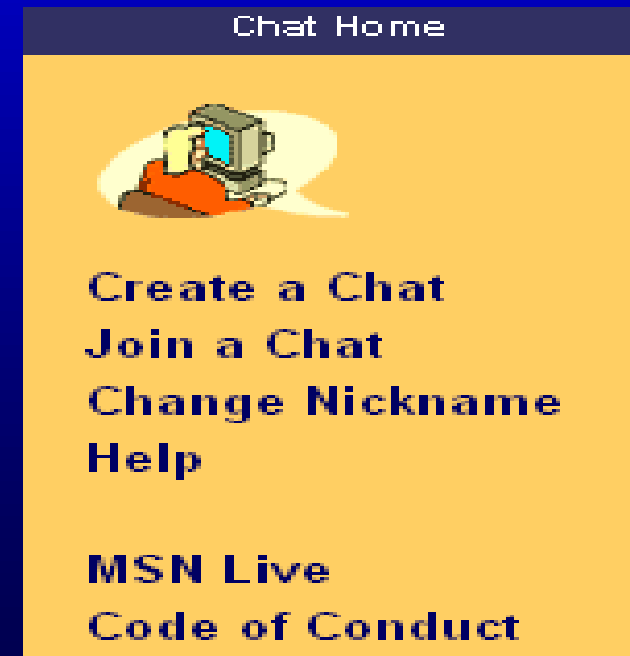


Collaboration Technology Features & Categories

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Community Characteristics

- **Characteristics**
 - Geographically distributed
 - Common interest but no structure
 - Organizations provide services to communities (e.g., ARPA, NRA, Amazon.com)
- **Examples**
 - Citizens of a city or neighborhood
 - AOL chat groups
 - Virtual world citizens
 - Auction participants
 - Stamp collectors
 - Retired people
- **Support technologies include:**
 - web sites, chat rooms, virtual worlds



Collaboration Technology Features & Categories

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