

DEPARTMENT OF COMPUTER SCIENCE
UNIVERSITY OF TORONTO

CSC 428F/2514F

HUMAN-COMPUTER INTERACTION

Lecture 23

GROUPWARE AND COMPUTER-SUPPORTED
COOPERATIVE WORK

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23.1 Definitions

Computer-supported cooperative work (CSCW) — computer-assisted coordinated activity carried out by groups of collaborating individuals.

Examples of such activities: communication, problem-solving, and co-authoring a document.

CSCW — a scientific discipline guiding the thoughtful and appropriate design and development of *groupware*, the multi-user software that supports such activities.

Groupware — “information technology used to help people work together more effectively.”

23.2 A Taxonomy

| | One meeting site (same place) | Multiple meeting sites (different places) |
|---|---|---|
| Synchronous communications (same time) | Face to Face Interactions <ul style="list-style-type: none"> • Public computer displays • Electronic meeting rooms • Group decision support systems | Remote Interactions <ul style="list-style-type: none"> • Shared view desktop conferencing systems • Desktop conferencing with collaborative editors • Video conferencing • Media spaces |
| Asynchronous communications (different times) | Ongoing Tasks <ul style="list-style-type: none"> • Team rooms • Group displays • Shift work groupware • Project management | Communication and Coordination <ul style="list-style-type: none"> • Vanilla email • Asynchronous conferencing, bulletin boards • Structured messaging systems • Workflow management • Version control • Meeting schedulers • Cooperative hypertext, organizational memory |

Figure 23.1 Time and space-based views of CSCW technologies

23.3 An Example

A media space — TeamWorkstation + Clearboard, NTT,
Hiroshi Ishii (Siggraph Video Review Issue 97, 1992)

23.4 References

Baecker, R. (1993). *Readings in Groupware and Computer-Supported Cooperative Work: Assisting Human-Human Collaboration*. Morgan Kaufmann Publishers.

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