

# Lecture 17: Groupware and Collaboration Technologies

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BIS4410

## Groupware

**Definition 1** (Groupware). is a class of technologies (software and hardware) that helps groups of colleagues to communicate, collaborate and organize their activities via communication networks (e.g. Local Area Networks, Internet).

## Objectives of groupware

- Scheduling meetings and allocating resources
- E-mail
- Password protection for documents
- Telephone utilities
- Electronic newsletters
- File distribution

## Groupware Technollgies

- Telephone
- Internet telephone (voice over IP or VOIP),
- Fax
- Teleconferencing, videoconferencing
- Chat rooms
- Instant messaging
- Phone text messaging (SMS)
- E-mail
- Discussion forums, wikies.

### Classification of Groupware Technologies

	Same TimeSynchronous	Different TimeAsynchronous
Same place co-located	Voting, Presentation support	Shared computers
Different place-distant	Videophones, Chat	E-mail, Workflow

### Coleman's Taxonomy of Groupware

Coleman (1997) proposed the following taxonomy:

1. Electronic mail and messaging
2. Group calendaring and scheduling
3. Electronic meeting systems
4. Desktop video, real-time synchronous conferencing
5. Non-real-time asynchronous conferencing
6. Group document handling
7. Workflow
8. Workgroup utilities and development tools
9. Groupware services
10. Groupware and gKM frameworks
11. Groupware applications
12. Collaborative Internet-based applications and products

### References

Coleman, D. (1997). *Groupware: collaborative strategies for corporate LANs and intranets*. Prentice Hall.