

User Experience: Collaboration Systems and Knowledge Management

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The Hawaii International Conference on System Sciences (HICSS) has a long history of support of evolving areas of research, such as groupware, group support systems and knowledge management and the nurturing of these new concepts and ideas. Collaboration Systems and knowledge management has benefited from the informal “birds of a feather” gatherings and HICSS receptions to discuss “pros” and “cons” and to share insights and information. Both collaboration systems and knowledge management are currently popular topics and hopefully, from this minitrack, we can gain insight into their effective and efficient use on a day to day basis. Over the years, these researchers and practitioners have led the way in their organizations to dramatically improve productivity and organizational efficiency and effectiveness. This minitrack will focus on user experience from real organizations and real problems. The technological and process advances gained through years of research and practical experience are shared by the authors of the papers in this session. The papers in the four sessions describe the recent advances in the collaboration systems and knowledge management development and experiences. We are fortunate to assemble this group of authors and experts who are willing to share their insight and knowledge gained from their experience. The content of each session is as follows:

Session 1. User Experience: Collaboration Systems and Knowledge Management

“Integrating GSS and AHP: Experiences from Benchmarking of Buyer-Supplier Relationships,”

“Collaborative Software Development: A Discussion of Problem Solving Models and Groupware Technologies,”

“Understanding and Selecting Knowledge Management Systems for a Health Information Provider,”

“Community of Practice: Assisting a community of practice in a county government human services department to share their knowledge by using collaborative technology,”

“Ontologies within Extended Enterprises.”

Session 2. User Experience: Facilitation

“Embedded Facilitation Requirements Using The Skilled Facilitator Approach: Across Time and Space,”

“What Is Effective GSS Facilitation? A Qualitative Inquiry Into Participants’ Perceptions,”

“Embedding Facilitation in Group Support Systems to Manage Distributed Group Behavior,”

“Intelligent Workflow Techniques for Distributed Group Facilitation.”

Session 3. User Experience: Comparative Studies of Group Support Systems vs. Face-to-Face

“Groupware Case Studies: Electronic Meeting Systems in the Work Place,”

“An Investigation of Meeting Satisfaction in GSS and FTF Meetings,”

“Group Judgment Processes and Outcomes in Videoconferencing vs. Face-to-Face Groups.”

Session 4. User Experience: Intelligent Agents, Tools, War Games and Ubiquitous Computing

“Collaboration Between Writer and Reviewer Through Change Representation Tools,”

“Achieving Software Flexibility via Intelligent Workflow Techniques,”

“The Dating Game, Survivor, and other War Games: Interesting, Enjoyable and Effective Methods for Conducting Collaborative Research,”

“Ubiquitous Computing: Omnipresent Technology in Support of Network Centric Warfare.”

The papers in this session describe efforts in facilitation, ontology development, sharing information, experiments, field studies, work flow, process design, planning and development of practical guidelines for collaboration systems and knowledge management.

The papers and speakers in these sessions bring insight and lessons learned from their experiences with real world problems. The GroupSystems software will be available throughout the sessions to identify research questions and opportunities for further study.