Chapter 13
Supporting IT-Enabled Collaboration

• Types of Groups
  – Authority Groups – have formal authority and usually some hierarchy (boss, subordinates).
  – Intra-departmental Groups – sub group of a department, usually doing similar work.
  – Project Team – members who work full time to achieve a specific goal within a given time frame.
  – Interdepartmental Group – members work in different departments and pass work from one department to another (i.e. Purchasing, Receiving, Accounts Payable).

• Groupware
  – Electronic tools that support teams of collaborators.

• i.e. Group Support Systems
  – A presentation/discussion session held in a workshop setting
  – Allows for equal participation
  – Improved feedback to presenters (can be anonymous)
  – More opportunities for discussion

• Open Source Software
  – Used privately and commercially
  – May require being voted onto a project team before participation as a developer
  – Is usually developed through virtual communities
  – Example Apache Web server
    • Apache 53.9%
    • Microsoft 24.9%
    • Google 6.7%

• Negotiation Support systems – computer systems used to support negotiations.
  – Help provide structure
  – Document negotiations
  – Support conflict resolution

• Email as a Group Communication Tool
  – Widely used (almost ubiquitous)
  – Competes with SPAM
  – Communication may be unclear (flame).