

Awareness-based Support Project for Interpersonal Collaboration

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Awareness

*An understanding of the activities of others which provides a context for your own activity*¹ Dourish and Bly, 1992

Awareness is essential

Because in collaborative work knowledge about the context in which you are working is necessary to properly cooperate with others.

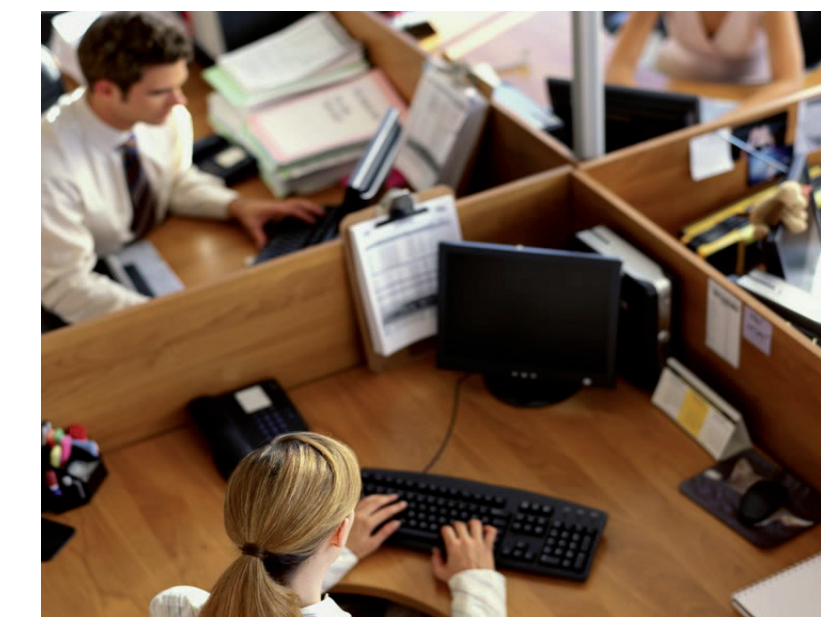
For example it is necessary for:

- Coordinating actions
- Managing coupling
- Discussing tasks
- Anticipating other's actions
- Finding help

Normal office setting

Awareness is often shared (semi-) automatically, with:

- Little effort
- Little obtrusiveness
- High information density



Lack of awareness



Without a shared physical work environment communication becomes infeasible



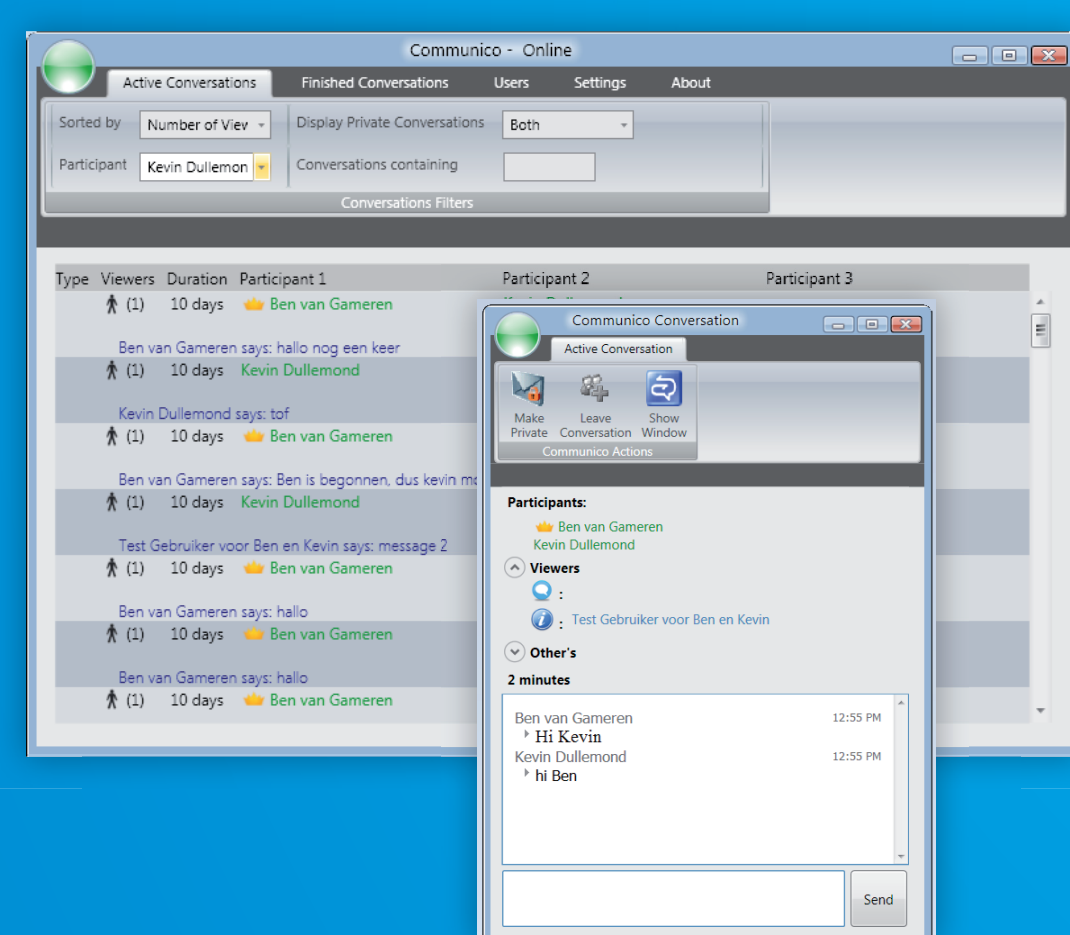
Develop technological solutions which make the distributed setting appear more like the co-located one

Research Goal

To develop solutions to the problems caused by the difficulties with acquiring and maintaining awareness in GSE.

First Step: Communico Virtual open conversation spaces

A tool which mimics conversations in a co-located setting using IM (Office Communicator) by making the conversations open and joinable.



Next steps

1. Test Communico in practice in industrial cases
2. Identify other awareness information items and support these with technology

Motivation

- Science:** Awareness problems are currently insufficiently addressed
- Society:** People can only be present at one place at a time (which causes traffic jams, environmental issues)
- Business:** Possibility to be in multiple projects at the same time and be viewed by your colleagues as a full member of each

Tomorrow 2pm at this conference!