**Awareness-based Support Project for Interpersonal Collaboration**

Ben van Gameren  
*b.j.a.vangameren@tudelft.nl*  
Kevin Dullemond  
*k.dullemond@tudelft.nl*

---

**Awareness**

*An understanding of the activities of others which provides a context for your own activity*  
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!**

---


**ASPIC:** [http://aspic.ewi.tudelft.nl](http://aspic.ewi.tudelft.nl)  
**SERG—Software Engineering Research Group** [http://swerg.tudelft.nl](http://swerg.tudelft.nl)