

Collaborative Software — CIS 211 — Duke Hutchings

Knowledge Management, Workflow Management, Content Management
Groupware, Social Networking

Office: 314 Duke Bldg

Office Hours

3:30 — 5:00 Mondays and Wednesdays

8:00 — 9:30 Tuesdays

1:30 — 3:00 Thursdays

appointments always welcome

Acknowledgement

The content of the following slides is based on Chapter 15

Business Driven Technology (3rd edition)

by P. Baltzan, A. Phillips, & S. Haag

ISBN: 9780073376745

Web site: <http://www.mhhe.com/bdt3e/>

Breaking Down Collaboration — by people

Intra-Department

Inter-Department (Groups, Projects, Integration)

Inter-Organization (such as org-to-supplier)

Org-to-customer

Textbook example: Amazon & Target

Breaking Down Collaboration — by system complexity

Unstructured — sharing information only

email, IM, SMS text, forums

document sharing (later), electronic whiteboards

social networking, blogs

videoconferencing, Web conferencing

Structured — sharing information and processes

workflow

supply chain activities (SCM)

Breaking Down Collaboration — by system complexity

Unstructured — sharing information only

KM — Knowledge Management

CM — Content Management

Groupware

Structured — sharing information and processes

WM — Workflow Management

Knowledge Management

Process by which org. generates value from knowledge-based assets

Knowledge Management System

information system (data, people, processes) supporting KM

Compare and contrast the caddie example to the outsourcing example

KM key — making the implicit explicit

Simple example: <http://org.elon.edu/CATL/Newfaculty/gs-aya.html>

What did you discover about the registration process last term that was not documented in the student handbook or other official advising documents?

KM Discussion

(G2) On p. 205 you learned about how Mars used SNA to analyze how its employees communicate and relate. Consider your use of Facebook (or interview a friend who uses Facebook if you do not). How could a person analyze your use of Facebook to learn more about how you relate to other people?

How is SNA related to KM?

Is SN or SNA a KMS?

Is SNA ethical? How about email analysis?

Content Management

Most common examples: Document management & Web CM

“metadata” — version control, relationship to other docs
ability to post content in a limited capacity

example: compare department Web sites at Elon

Growing highly-collaborative application: Wikis (yes, like Wikipedia)

Content Management

Web CM: What are the opportunities and threats?

Workflow Management

Automate and control business processes and work assignments

Examples: customer service callbacks, claims handling

Discussion of message-based versus database-based systems

Workflow Management

(G3) Consider the class registration process. Imagine that a workflow management system handled every detail of that process. List all of the people that you believe take place in the entire process or class registration and briefly explain each person's role (use no more than one line of explanation for each person identified)

Groupware

Typically applications, not systems, unlike KMSs, CMSs, or WMSs

Allows interaction and communication (scheduling, conferencing, ...)

Time-space matrix classification common

What's missing from the textbook description?

(hint: you should not be using it right now 😊)

Collaboration Systems close-out

(G1) Consider three systems you use at Elon

Blackboard

OnTrack

Outlook Web Access

Can we classify any of these as KM, WM, CM, or Groupware?

Briefly explain your answer.

Assignments — CIS 211 — Duke Hutchings

Homework Exercise 3 (see Web schedule)

Guided Reading Exercise 5 (see Web schedule)

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