



January 4-7, 2011, The Grand Hyatt Kauai Resort & Spa, Koloa, Kauai, Hawaii.

Track: Collaboration Systems and Technologies

Minitrack: Processes & Systems for Collaboration Support

Recent data show that collaboration is a key driver for organizational performance. The impact of collaboration on organizational performance is more critical than strategic orientation or market and technological turbulence. Yet successful collaboration does not come without difficulty. Groups and teams need to overcome collaboration challenges such as groupthink, dominance, lack of efficiency and lack of focus. Successful collaboration requires support based on purposeful guidance and interventions to create groups and teams, to design and deploy processes, to design and deploy technology, to support leaders or facilitators, and to improve the efficiency and effectiveness of information processing. The challenge for researchers and practitioners alike is to design sustainable processes and systems within and between organizations that allow people, groups and teams to collaborate successfully. This challenge has many dimensions, including a technical, a behavioral, a social, an emotional, an economical, and a political.

This minitrack invites papers that address the design and deployment of collaboration processes and systems within and between organizations, groups, and teams. We will focus on:

1. Facilitation methods, techniques, patterns, and thinkLets to improve (a)synchronous collaboration between co-located and distributed people, teams, or groups.
2. The design, application, and evaluation of collaboration support technologies; G(D)SS, groupware and meeting support technology.
3. Collaboration Engineering and the design, codification and reuse of work practices and pattern languages for group collaboration to create self-sustaining collaboration support in organizations.
4. Theoretical foundations and practical approaches to model and design high quality collaborative work practices.

Minitrack Co-chairs

Robert O. Briggs (primary contact)

Department of Business Administration
Director of Academic Affairs, The Center for Collaboration Science
Roskens Hall Room 512B
University of Nebraska at Omaha

Omaha, NE 68182
Tel: (402) 554-2972

Fax: (402) 554 2853

Gert-Jan de Vreede

University of Nebraska at Omaha & Delft University of Technology
Department of Information Systems & Quantitative Analysis
Managing Director, The Center for Collaboration Science
1110 South 67th Street
Omaha, NE 68182-0116
Tel: (402) 554-2026 Fax: (402) 554-3400
Email: gdevreede@mail.unomaha.edu

Gwendolyn L. Kolfshoten

Faculty of Technology Policy and Management
Department of Systems Engineering
Delft University of Technology
Jaffalaan 5, 2628BX
Delft, the Netherlands
Tel: +31 (0) 152783567 Fax: +31 (0) 152783429
Email: g.l.kolfshoten@tudelft.nl

Robert O. Briggs is professor in the Management and Marketing department at the University of Nebraska at Omaha, where he is also the Director of Academic Affairs for the Center for Collaboration Science. He researches the theoretical foundations of collaboration and learning, and applies his findings to the design and deployment of new collaboration technologies and concepts of operation. He has published more than 100 scholarly works on team productivity, technology-supported learning, creativity, satisfaction, and technology transition. He is co-founder of the Collaboration Engineering field and co-inventor of the thinkLets concept. He lectures worldwide on collaboration theory and practice, and on the philosophy of science. He earned his doctorate Management Information Systems at the University of Arizona in 1994.

Gert-Jan de Vreede is the Kayser Distinguished Professor at the Department of Information Systems & Quantitative Analysis at the University of Nebraska at Omaha where he is the Managing Director of the Center for Collaboration Science. He is also affiliated with the Faculty of Technology, Policy and Management of Delft University of Technology in the Netherlands from where he received his PhD. His research focuses on the design of transferable practitioner-driven collaboration processes, the facilitation of group meetings, and the application, adoption, and diffusion of collaboration technology in organizations. He is co-founder of the Collaboration Engineering field and co-inventor of the thinkLets concept. His articles have appeared in various journals, including Journal of Management Information Systems, Communications of the ACM, Small Group Research, DataBase, Group Decision and Negotiation, International Journal of e-Collaboration, Group Facilitation, Journal of Creativity and Innovation Management, Journal of Decision Systems, Simulation & Gaming, Simulation, Journal of the AIS and Journal of Simulation Practice and Theory.

Gwendolyn L. Kolfshoten is assistant professor at Delft University of Technology in the Netherlands. She is an experienced facilitator of thinkLets-based Group Support Systems workshop having worked with numerous public and private organizations. Her research focuses on the quality of thinkLet-based collaboration process design for complex tasks. She developed the first example of Computer Supported Collaboration Engineering (CACE) technology ^ an integrated support suite to assist collaboration engineers in process design. She has organized successful minitracks and tutorials at HICSS for the past four years. Her research has been presented at HICSS, CRIWG, AMCIS, EE and GDN conferences and has been published in the Journal of Management Information Systems, International Journal of Human-Computer Studies, Journal of the AIS, and Group Decision and Negotiation.

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