

72. Selection in Goms used to select a method from series of methods (Goms → selection)

73. Post hoc technique → technique used for formation of goal hierarchy. It is defined by computer dialog rather than user.

74. Soft System Methodology (ssm)

↳ takes a view of the organization as a system of which technology & people are component

Participatory Design:-

75. Participatory Design
- ↳ 1. Brainstorming → pooling ideas of participants informal/unstructured process
 - ↳ 2. Storyboarding → user day-to-day activities
 - ↳ 3. Workshop → filling missing knowledge of designer & user
 - Mutual enquiry between both parties (designer & user).

↳ 4. Pencil & Paper exercise

- ↳ users can 'walkthrough' tasks using paper mockups of system design
- ↳ Shows discrepancies between user requirement & actual design proposed

7b. Participatory Design :-

- ↳ philosophy that encompasses whole design life cycle.
- ↳ Design workplace. Users are part of design team

7c. ETHICS (Effective - technical & Human Implementation of Computer based system)

- ↳ In this methodology, Stakeholders are included as participants in decision making process.

79. In ETHICS, Mumford recognizes 3 levels of participation
- ↳ Consultation
 - ↳ Representation
 - ↳ Consensus
80. In Consultation → weakest form of participation
- ↳ participant opinions are asked
 - ↳ Not involved in decision making
81. In Representation → A ~~representative~~ of the participant group is involved in decision making
82. In Consensus, All Stakeholders are included in decision making
83. Ethnographic Models:-
↳ detailed recording of interaction between people & between people and their environment.

84. Ethnographic Method / Model → Special focus on
social relationships & how they affect
nature of work.

85. Contextual Enquiry :-

↳ studies user in context

↳ captures reality of his work culture & Practice.

↳ Both Verbal / Non-verbal communication is studied.

86. 7 Stages of Soft System Methodology

↳ 1. Definition of Problem Situation

↳ 2. Detailed description of problem situation

↳ 3. Generate root causes for the system

↳ 4. Conceptual Model

↳ 5. Compare stage 4 with 2

↳ 6. Determine desirable & feasible changes

↳ 7. Identify actions required for changes.

84. Terms in SSM (CATWOE)

- (C) Client → who receives output / benefit from System
- (A) Actors → who perform activities within the system
- (T) Transformation → changes that are affected by System.
- (W) Weltanschauung → means world & view
 (German word) → System in terms of root definition
- (O) Owner → to whom system belongs to / who is answerable / authorized person
- (E) Environment → world in which the system operates / is influenced

85. Communication & Collaboration Model

b Computer Systems (single / Multiuser)
 interact with the workgroups & organizations .

86. The most primitive form of communication
is Face - to - Face Communication

87. Sporadic Eye Contact → looking at one
Other's eye.

→ establish a sense of engagement & social
presence

88. (DEICTIC) Deictic Reference :- 'This' and 'there' are
indicated by gestures / eye gaze.

89. Fundamental structure of conversation

is turn taking → (sequence of utterance)

90. the nods, grimaces, strugs of the
Shoulder & Small noises are called
back channels

91. Turn Taking is a process by which
roles of Speaker & listener are exchanged

92. Back channels are a crucial part of turn taking.

uses of

93. Three theories of conversation in CSCW

↳ analyze transcripts (how well participants are coping with electronic communication)

↳ guide for design decisions (human-human conversation can avoid blunders in electronic media)

↳ Used to drive design (structuring the system)

94. Context :- single utterance from a conversationalist

95. 2 types of context within conversation ↳ internal context (dependence on earlier utterance) external context (dependence on environment)

96. A special form of context dependence is

Deictic Reference

97. 3 types of utterance

- ↳ substantive → directly relevant to development of topic
- ↳ annotation → points of clarification, elaboration
- ↳ procedural → talking about the process of collaboration itself.

98. Speech act theory :-

- ↳ particular form of conversation analysis.
- ↳ guiding force behind the design of commercial systems
- ↳ influential / controversial in CSCW.

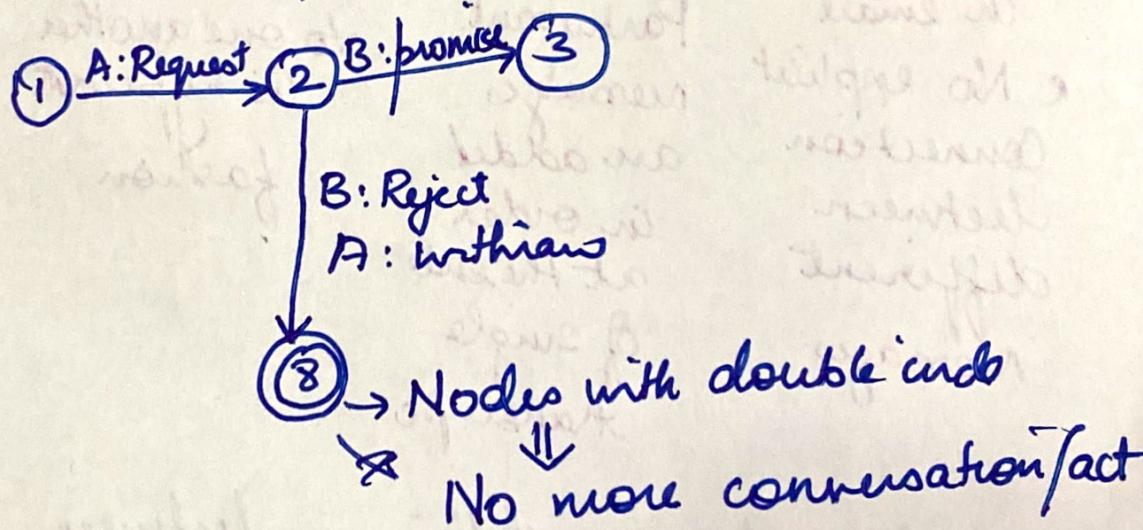
99. Illocutionary points

- ↳ act of words saying changes the state of couple (couple)
- ↳ Other acts such as
 - ↳ promises by the speaker to do something
 - ↳ Requests that the hearer do something

100. CFA (Conversation for Action)

↳ Basic structure of conversation that can be seen as instances of generic conversation.

↳ In CFA, Circles are states & labelled arcs represent speech act



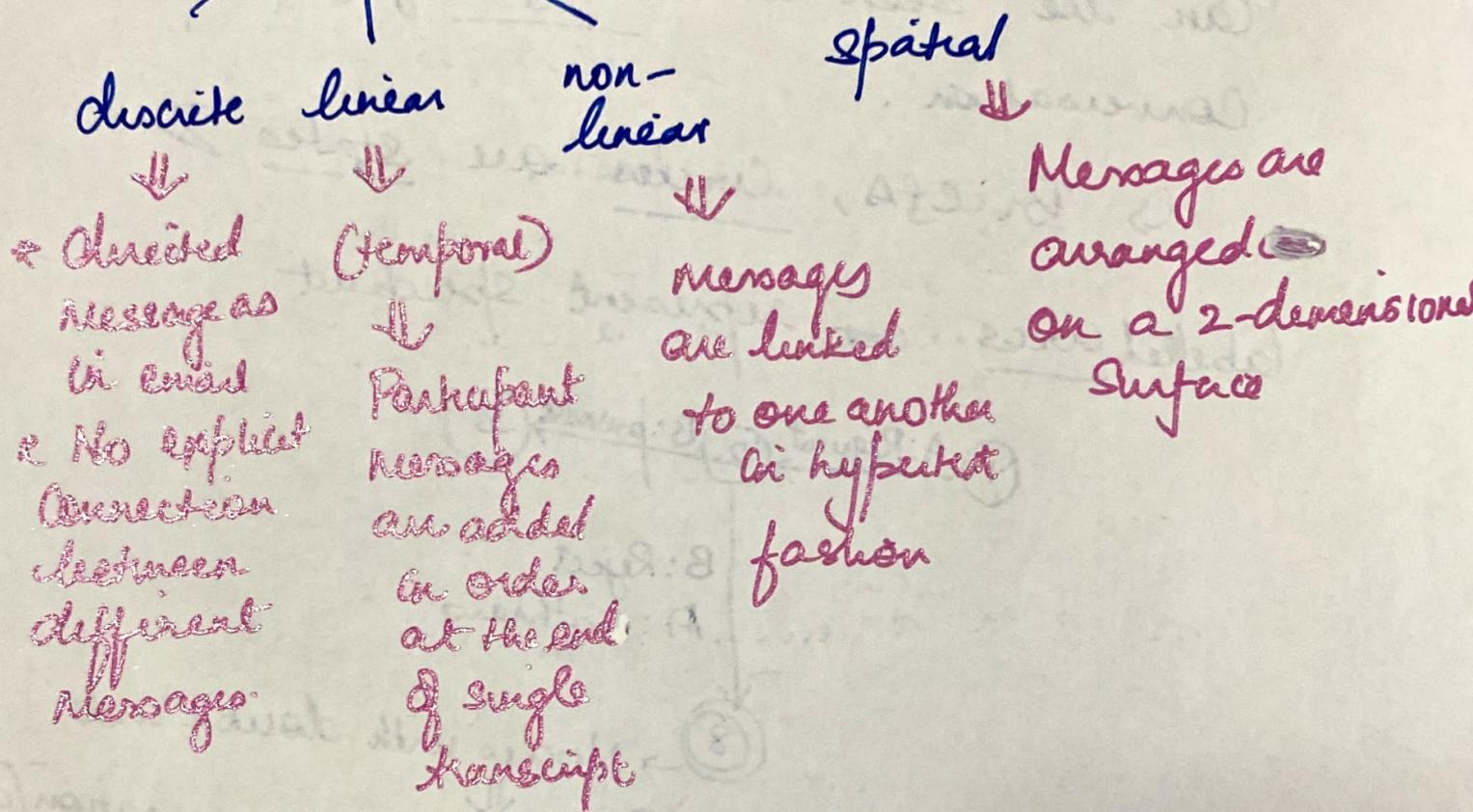
101. Text Based Communication

↳ Written/Received letter

↳ It is a groupware system which is acting as a speech substitute.

102.

4 types of textual communication



103. The basic difference between face-to-face & textual communication is lack of fine grained channels.

104. The grounding process is linked strongly with types of channel through which conversants communicate

105. ~~Re~~ 3 properties of channel utterances & Grounding constraints

- ↳ Contemporaneity → utterance is heard as soon it is said / typed
- ↳ Simultaneity → participants can send & receive at same time.
- ↳ Sequence - utterance are ordered

106. Pace - Speed of conversation

107. Pace of conversation ↓ Granularity ↑

108. TMPI - Theories of Multiple Parties
Interaction

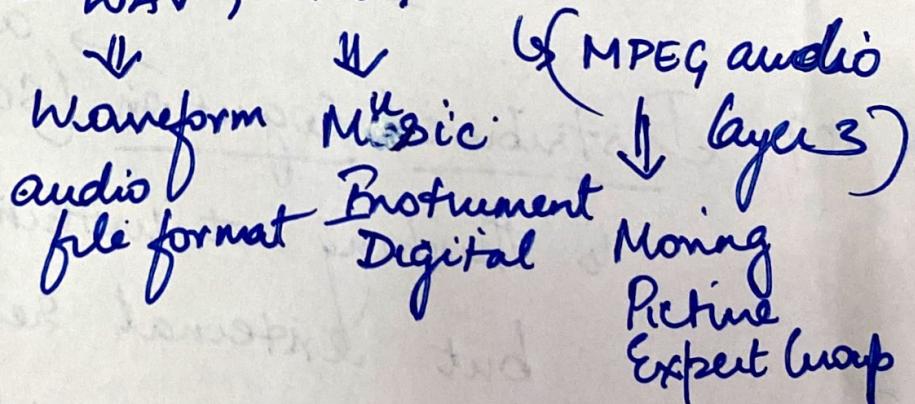
109. Distributed Cognition → a viewpoint / (School of thinking)
↳ Thinking not within the head (ourselves)
but external relationship with things in world & other people

110. Group Dynamics :- Group can be divided into subgroups for detailed conversation & reformed.

121. Multimedia → refers to using components to integrate text, graphics, animations, audio & video into single application

122. Hypermedia
↳ Used in online multi media presentations such as rich media
↳ refers to hyperlinks embedded in visual media
↳ Tool for allocating information at appropriate level

123. Audio formats - WAV, MID, MP3



124. 2 Standards for streaming

audio on web

Windows media player

Real audio

125. Graphics:- digital representation of information such as drawing, chart or photograph

126. Video → full motion images that are played back at various speed.
127. MPEG → popular video compression Standard.
128. 2 popular streaming video formats
 - Windows Media Player
 - Real Video.
129. Animation - appearance of motion that is created by displaying a series of still images
130. Animated GIP :- is a popular type of animation format.
131. Popular Multimedia Authoring Software
 - Macromedia Authorware
 - Macromedia Director
 - Macromedia Flash

132. WWW → a system of Internet servers
that support specifically formatted
documents.

133. HTML (Hyper text mark up language)
to support links to other documents
as well as graphic, audio &
video files

134. Internet :- a worldwide collection of
networks that links millions
of businesses, government offices,
educational institutions &
individuals.

135. IP Address :- Each computer or device
on a communication line has a
(Internet numeric address called IP address.
Protocol)

136. Domain Name :- The text version of IP add

137. DNS — translates domain name into
(domain name server) ^{associated} _n IP address.

138. Internet Service Provider - provides temporary
internet connection to individuals &
 computers.
139. Online Service Provider :- provides / supplies
internet access in addition to a variety
 of special content & services
140. Wireless Service Provider - provides wireless
 internet access to users with wireless
 modems or Web-enabled handheld
 computers or devices.
141. Web pages :- WWW or Web consists of
 Worldwide collection of electronic documents
 called Web pages
142. URL (Uniform Resource Locator) :- tells the browser
 where to locate the web page.
 A URL consists of protocol, domains,
 and path to specific web page.

143. http (hyper text transfer protocol)

↳ communication standard that enables pages to transfer on the web

144. Static web content :-

↳ publish regular files on your server.
↳ handled using simplest ^{method} available to the web server.

145. Dynamic Web Content

↳ generated for user at the time of request.

146. 6 types of web page

- ↳ advocacy web page (cause, opinion, idea content)
- ↳ Business/marketing web page (promotes/sells products, services)
- ↳ Information web page (factual information)
- ↳ Personal web page (private individual not associated with any organization)
- ↳ Portal Web page (variety of internet services from single convenient location)
- ↳ News Webpage (stories / Articles > sports, money, life, event, weather)

147. 2 common file formats

for graphical images on web → JPEG
→ GIF (Graphics interchange format)

148. Virtual Reality (VR)

↳ Use of computers to simulate a real or imagined environment that appears as 3D space.

↳ VR World is an entire 3D site that contains infinite space & depth

149. Internet Services

- e-mail
- FTP
- ↳ Newsgroup
- ↳ instant messaging

150. FTP (File Transfer Protocol) → internet

standard that allows you to upload & download files with other computers on internet

151. Newsgroup → Online area in which user conducts written discussions about a particular subject.
152. News Server :- stores & distributes a News group messages.
153. News reader :- Program to access Newsgroup, read previously entered message (articles) & post^{add} messages of your own.
154. Thread :- It consists of original articles & all subsequent related replies.
155. Mailing list :- Group of e-mail names & addresses given a single name.
156. Chat :- real-time typed conversation that takes place on a computer.

157. Chat room :- location on internet Server that permits user to chat.
158. Instant Messaging (IM) :- real time internet communication service that notifies you when one or more people are online, allows you to exchange messages or join a private chat room.
159. Message Board :- a popular Web-based type of discussion group.
* does not require a news reader.