

Model of Coordinated Action

CSCW Fall 2015

Reference

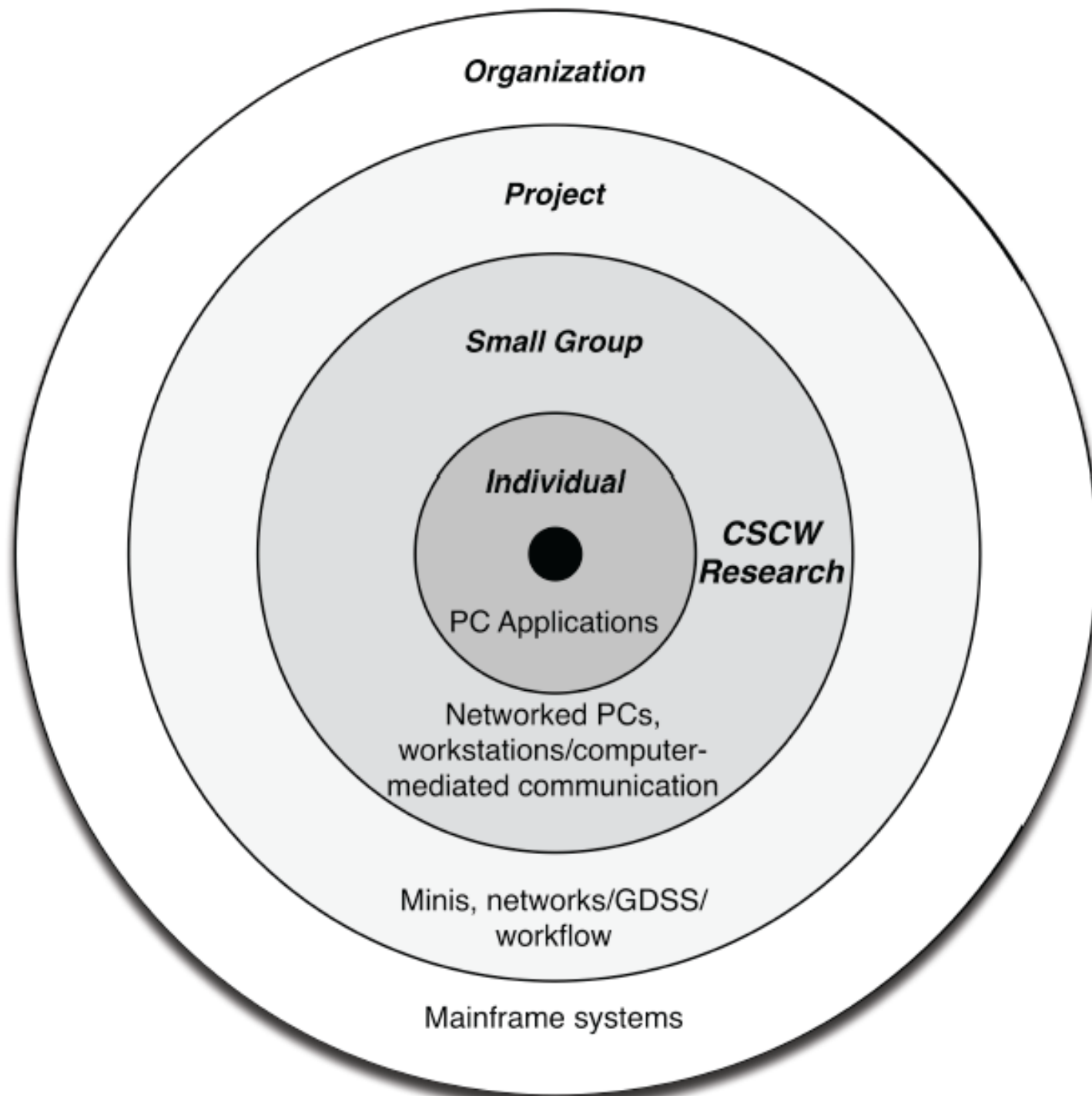
- See paper by Charlotte Lee on GitHub on this new model (presented at CSCW 2015)

“...we do not want to restrict the scope of CSCW to those special settings where the responsibility of accomplishing a task has been allocated to or assumed by a relatively closed and stable collective. The concepts of 'group' and 'group work', however, invariably connote special types of cooperative relations characterized by shared responsibilities. This conceptualization of CSCW will tend to ignore or even dismiss the major challenges posed by the design of systems that support cooperative work arrangements that are characterized by a large and maybe indeterminate number of participants, incommensurate conceptualizations, incompatible strategies, conflicting goals and motives, etc.”

(p.17, Schmidt and Bannon)

		Time	
		<i>Synchronous</i>	<i>Asynchronous</i>
Face-to-face meetings	1. Facilitation services		4. Presentation software
	2. Decision support		5. Project management
	8. Beyond white board		14. Memory management
	17. Nonhuman participants		16. Comprehensive support
Electronic meetings	3. Telephone extension		6. Calendaring
	9. Screen sharing		7. Group writing
	12. Teleconference aid		10. Computer conferencing
	15. Spontaneous interaction		11. Text filtering
			13. Conversation structuring

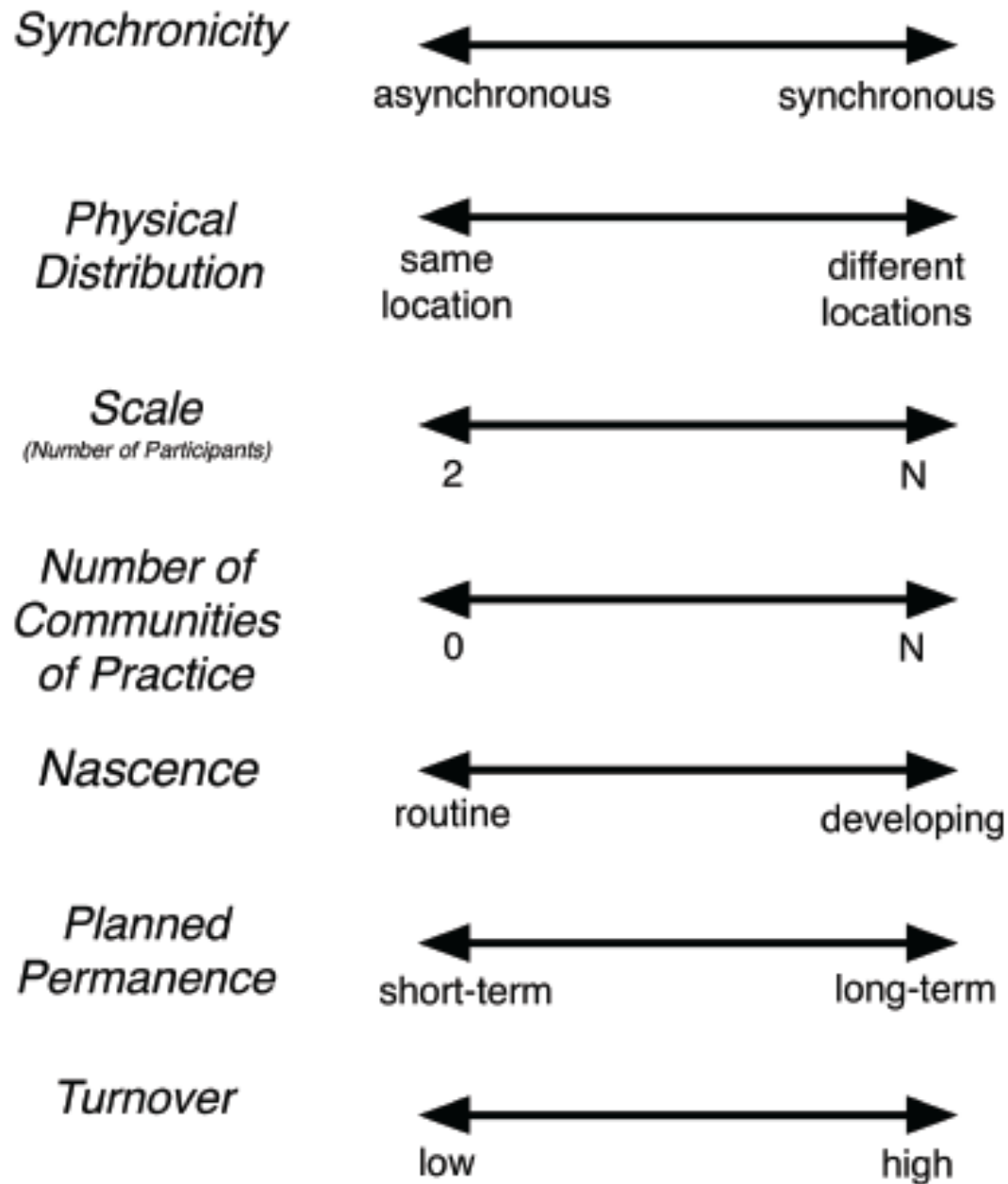
Figure 2. Johansen's (1988) time-space matrix.



Grudin's 1994 model for the design space of CSCW

Strauss' Work spectra

- Routine versus non-routine
- Simple versus complex
- New versus established tasks
- Small group versus complex assemblages
- High turnover versus low turnover members
- Expected versus unexpected work



Model of Coordination Action: 7 Dimensions

Nascence and Permanence

- A project may be long term but temporary
- Importance of:
 - **Boundary negotiating artifacts** and jargon during developing work versus
 - Established **boundary objects** (e.g., classifications, standards)

Case studies

- See the paper for two case studies for demonstration of the framework
- Note that it is **descriptive** rather than prescriptive... (just as other models are)