

## User Experience: Collaboration Systems and Knowledge Management

Jay F. Nunamaker, Jr.

University of Arizona  
Tucson, Arizona 85721  
nunamaker@cmi.arizona.edu

The Hawaii International Conference on System Sciences (HICSS) has a long history of support of evolving areas of research, such as groupware, group support systems and knowledge management and the nurturing of these new concepts and ideas. Groupware and knowledge management has benefited from the information “birds of a feather” gatherings and at the daily receptions to discuss “pros” and “cons” and to share insights and information. Both collaboration and knowledge management are currently popular topics and hopefully, from this minitrack, we can gain insight for their effective and efficient use on a day to day basis. Over the years, these researchers and practitioners have led the way in their organizations to dramatically improve productivity and organizational efficiency and effectiveness. This minitrack will focus on user experience from real organizations and real problems. The technological and process advances gained through years of research and practical experience are shared by the authors of papers in this session. The following four sessions and papers describe the recent advances in groupware and knowledge management development and experiences. We are fortunate to assemble this group of authors and experts who are willing to share insights and knowledge gained from their experiences. The content of each session is as follows:

**Session 1.** User Experience: Collaboration Systems and Knowledge Management

“A GDSS Based Approach to the Strategy Analysis of Forest Industries,”

“Conceptual Approaches for Personal and Corporate Information and Knowledge Management,”

“Coupling Computer-supported Co-Operative-Work-and Hypermedia Technology for Distance Education Solutions,”

“Group Support for Negotiating Change in Global, Highly Politicized Inter-Organizational Network,”

“A Conceptual Model for Learning Internet Searching on the Internet,”

“Use of GDSS in Technology Selection: Experiences and Findings,”

**Session 2.** User Experience: Collaboration Systems and Knowledge Management

“A Framework for Collaboration and Knowledge Management,”

“The Technology Transition Model: A Key to Self-Sustaining and Growing Communities of GSS Users,”

“Surfacing Tacit Knowledge in Requirements Negotiation: Experiences Using Easy Win Win,”

“Consequence Management Through an Innovative Use of Collaborative Tools,”

“The Automated Application of a Group Support System (GSS) for a Quality Self-Assessment Process,”

“Thinklets: Achieving Predictable Repeatable Patterns of Group Interaction with Group Support Systems (GSS),”

**Session 3.** User Experience: Collaboration Systems and Knowledge Management

“GroupIntelligence: Automated Support for Capitalizing on Groupknowledge,”

“Experience Using Collaborative Technology with the United Nations and Multi-National Militaries During the Rim of the Pacific Strong Angel: A Humanitarian Assistance and Disaster Relief Exercise,”

“Improving Group Creativity: Brainstorming Versus Non-brainstorming Techniques in a GSS Environment,”

“Developing Use-Cases in a Group,”

“Supporting University Education through Electronic Meeting Support,”

“Experiences with Collaborative Applications that Support Distributed Modeling,”

**Session 4.** User Experience: Collaboration Systems and Knowledge Management

“Applying the Technology Transition Model to GSS Fielding,”

“Meeting Analysis: Findings from Research and Practice,”

“Bridging Japanese and American Business Procedures Using SMAD (Structured Manuals Analysis and Design) and its Effect on Knowledge Management and Enterprise Education.”

“Building a Group Decision Support Laboratory,”

“An Agent-based Network Consultation System Using Cooperation Between a Sales Organization and Multi-Agents.”

The papers in this session describe efforts in process design, planning, development of practical guidelines for collaboration and knowledge management.

All of the papers and speakers bring insight and lessons learned to real world applications. The GroupSystems software will be available throughout the sessions to identify research questions and opportunities for further study.