Introduction to the Processes and Technologies for Small and Large Team Collaboration Minitrack

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Recent data show that collaboration is a key driver of performance in organizations. 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.

This minitrack provides one of the key international platforms to discuss the following issues:

1. Facilitation methods, techniques, patterns, and thinkLets to support and 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.

This year’s minitrack attracted a large number of submissions, from which six were selected to be presented at the conference.

The first paper, “Collaborative Requirements Elicitation in Facilitated Collaboration: Report from a Case Study” by Azadegan, Cheng, Niederman, and Yin, presents a collaborative process for eliciting user requirements using ThinkLets as process building blocks; they evaluate the process in a case study.

The second paper “Group Support Systems Research in the field of Business Information Security; a Practitioners View” by Bobbert and Mulder, shows how GSS can play a facilitating role for security governance.

The third paper, “Technology role in turbulent teams: An analytical model and empirical validation” by Keskin and Taskin, analyzes the role of CIT on team performance.


The fifth paper, “Better Together: Effects of Knowledge Application, Innovation and Collaboration on Team Performance” by Seeber et al., examines the influence of task organization, task non-routineness, IT support, and integration of expertise on team performance.

The last paper, “Assessing the Effectiveness of Telepresence for Business Meetings” by Standaert, Muylle, and Basu, identified and tested business meeting objectives for effectiveness in audio, video, telepresence, and face-to-face meetings.

We thank the authors for submitting their work to make this another engaging minitrack. We hope you enjoy the papers and their presentation at the conference.