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

1. Methods and technologies for eliciting and capturing tacit knowledge from experts (i.e., externalization) and sharing / incorporating that knowledge into collaborative efforts (i.e., team internalization)
2. Theoretical foundations and design methodologies for collaborative work practices and technologies
3. Human collaboration with artificial agents and the evaluation of computer systems as team members, including agent-based support for individual decision makers
4. Techniques, systems, and technologies to support mass collaboration such as crowdsourcing, and collective intelligence
5. Automation of collaborative processes and agent-based support for group facilitation
6. Facilitation methods, techniques, patterns, and procedures to improve (a)synchronous collaboration between co-located and distributed people, teams, or groups
7. Assessment models and methods for team collaboration and performance
8. Processes and tools for establishing and maintaining shared focus and shared mental models over time
9. Processes, technologies, and theoretical breakthroughs to improve shared sense-making
10. Design, codification and reuse of work practices and pattern languages for group collaboration

This year’s minitrack features six exciting papers in two sessions. The first paper, “A Goal-oriented Approach for Designing Collaboration Processes” proposes an approach for designing collaboration processes that makes use of multi-criteria decision-making, decision-tree models, and goal programming. The second presentation, “Development of a Peer-Creation-Process to Leverage the Power of Collaborative Knowledge Transfer” shows the development of a peer-creation-process that provokes knowledge transfer in new and effective ways. The third submission, “A New Frontier for Collaboration Engineering: Re-engineering Mobile Advisory Services” re-imagines the client advisory process from an information-transfer activity to a collaborative problem-solving activity with interesting implications.

In the second session, the paper titled, “Supporting Organizational Sensemaking with Collaboration Engineering” offers deeper understanding of how sensemaking and CE are related and how they can jointly support the collective construction of meaning. The paper “An Investigation of Problem Formulation Comprehensiveness on Solution Novelty and Elegance in Team Collaboration” examines how comprehensive problem formulation influences the degree of novelty and value of solutions to complex problems in virtual team collaborations. The minitrack concludes with, “A Survey on Volunteer Management Systems (VMS)” provides an in-depth survey of existing VMS and develops a conceptual reference model with a set of evaluation criteria.

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