Collaboration increasingly becomes the core business for managers and knowledge workers, and yet, collaboration remains challenging. For more than a decade researchers and practitioners have developed and deployed collaboration technologies. One of the key challenges in supporting collaboration is to mutually attune the collaboration system and process. Group facilitation and the design and deployment of collaboration processes play an important role in this challenge. Collaboration support needs to be accessible and useful both synchronously and a-synchronously, for both co-located and distributed groups and for skilled, professional facilitators as well as for practitioners in the organization. To this end it is imperative to understand how collaboration support systems affect relevant phenomena such as group productivity, creativity, consensus, or satisfaction with process and results. Such understanding will inform the design of collaboration processes that are more purposeful and more appropriately use available collaboration resources.

The minitrack on Designing Collaboration Processes and Systems provides one of the key international platforms on which the following issues are discussed:

1. Methods & techniques to improve collaboration between co-located and distributed people, working synchronously or asynchronously.
2. The design, application, and evaluation of collaborative technologies that support (inter)-organizational collaboration and coordination.
3. Theoretical foundations and practical approaches to model and design collaborative work arrangements.

This year’s minitrack brings together a diverse set of papers. Out of a total of 15 submissions, 8 were accepted to the proceedings. Together these papers cover a broad range of interesting topics ranging from new collaboration systems, to new behavioral insights in collaborative settings, to advances in the area of Collaboration Engineering.

The first session offers a number of papers that discuss innovative ideas as a basis for new group support technologies: Christopher Middup and Peter Johnson’s paper “Towards Using Technological Support of Group Memory in Problem-Solving Situations to Improve Self and Collective Efficacy”, Francisco Antunes, Jão Paulo Costa and Paulo Maçãs’ paper on “Managing Divergent Information: Enhancing Document Expressiveness”, and Baldo Faieta, Bernardo Huberman and Paul Verhaeghe’s discussion of a new brainstorming technique in “Scalable Online Discussions as Listening Technology”.


The last session consists of two papers, addressing deception detection and the meaning of silence in virtual teams: “Automated Determination of the Veracity of Interview Statements from People of Interest to an Operational Security Force” Douglas Twitchell, David Biros, Mark Adkins, Nicole Forsgren, Judee Burgoon and Jay Nunamaker, and “Silence, Attribution Accuracy and Virtual Environments: Implications for Developers and Facilitators” by Ruth Ter Bush.

The papers in this minitrack discuss different collaboration technologies and different collaboration processes. Each offers a unique contribution to our understanding of how software tools could be and should be developed and deployed in support of mission critical collaborative tasks. We commend them to your reading, and hope they will inspire your research and practice.