Last Name	First Name	Matriculation Number

Exam
CSCW

June 19th, 2014

You have **90 minutes** to work on the exam. You can reach up to **90 points**. The information on points provided with each question gives you a hint on how much time you should invest to write an answer.

You can give the answers to the exam tasks either in English or in German. **All of your answers have to be in one and the same language throughout the whole exam**.

Do not use your own paper sheets, but only the ones provided in the exam.

Please, put your name and your student number on **each** paper sheet.

If you have to make any assumptions, highlight and/or describe them accordingly.

Good luck!

Question	1	2	3	4	5		Σ
Points possible	9	20	16	20	25		90
Points reached							

Question 1:
Classification of collaborative technologies
(9 points)

Question 1.1
(9 points)

Collaborative systems cover multiple collaboration scenarios. Classification of them helps with identifying areas that require support, e.g., in form of IT. Classification criteria include dimensions of time and space, as it is the case in Space-Time Matrix (see below).

Fill the matrix with nine examples or instantiations of tools or technologies you have used in the exercise throughout this semester (either in the lab/experience sessions or during your teamwork).

If you place one and the same technology in different quadrants, shortly motivate your decision or provide an example.

	same time	**different time**
same place	1. _____ 2. _____ 3. _____	
different place	4. _____ 5. _____ 6. _____	7. _____ 8. _____ 9. _____

Question 2:
Communication and mental models in dyads
(20 points)

Question 2.1
(6 points)

All of you participated in the imitated banking advisory encounter (either as advisor or as customer). One of the sentences asked by the advisory in many sessions was: "Could you please tell me about your current situation and how I could help you?"

Interpret the statement while referring to four-sides model of a message.

Question 2.2
(5 points)

The *current situation* (see Question 2.1) of somebody may be quite complicated.

Nevertheless, in an advisory encounter, which brings together a layperson and an expert, it is essential to share understanding of a situation or phenomenon.

Shortly explain the concept of *mental model* and discuss its role in an advisory encounter.

Question 2.3
(9 points)

In the banking advisory session that was part of the exercise, various forms of shared material were visualized on the touchscreen: personal mind map, individual financial plan, learning screens.

Characterize one of them while referring to requirements on *shared material* introduced in the lecture.

Question 3:
Design Thinking Challenge
(16 points)

Question 3.1
(6 points)

Throughout this semester you worked on the topic of *privacy*.

While referring to the insights collected throughout the project, shortly discuss the following.

A. How did you conceptualize *privacy* in the scope of your project?

B. How does the usage of modern digital technologies influence privacy concerns?

Question 3.2
(10 points)

Design Thinking (DT) aims at producing highly *novel* and *desirable* solutions to real-world problems. The paradigm refers to a specific process consisting of multiple steps, techniques for conducting those particular steps, and a specific design-oriented mindset. You had a possibility to experience most of it during your homework. While referring to your experience and information provided in the class, discuss the following.

A. In one sentence describe your understanding of the term *novelty* of an idea. List two elements of the DT paradigm that shall contribute to the *novelty* of the ideas and the solution. Shortly motivate your choice.

Novelty - ……………………………………

1. _____

2. _____

B. In one sentence explain what is meant by *desirability* of a solution. List two elements of the DT paradigm that shall guarantee the desirability of the proposed final solution. Shortly motivate your choice.

Desirability - ………………………………..

1. _____

2. _____

Question 4:
Processes in Large Groups and Organizations
(20 points)

Question 4.1
(6 points)

Group Support Systems are developed to address various process losses and gains of group work. In order to achieve the goal, they enforce specific interaction rules and implement particular collaboration techniques or patterns.

Consider one of the phases in the Group Systems session regarding entertainment and privacy that you participated in. It may be the electronic brainstorming or ideas sorting and classification. What specific interaction pattern did Group Systems enforce for the related task?

While referring to this particular situation, discuss how the Group Systems tool reduces process losses, while leveraging process gains of large groups.

Refer to at least three distinct process gains or losses.

Question 4.2
(6 points)

Imagine, you are asked to develop a *shared workspace* for the company you work for. In order to provide efficient, effective and usable software, you start with collecting particular requirements and ideas on how the system could be designed.

List three distinct general requirements on shared workspaces. For each requirement provide at least one specific design principle to address it.

Question 4.3
(8 points)

Effectiveness and efficiency of use, as well as usability are not the only criteria that decide on the success of software. Especially in the organizational context, qualities that are not task-related may influence the willingness of employees to use the system and therefore impact its adaptation.

What qualities of use do contribute to the so-called "joy of use"? List and characterize them shortly.

Provide at least two examples of particular features or components that enhance the "joy of use" in the systems presented in the CSCW lecture (Group Systems, investment advice tool, etc.)

Question 5:
Communities and Social Networks
(25 points)

Question 5.1
(6 points)

Social Networks can be understood as malleable end-user software. Please briefly explain the term. How is this kind of software different form other software that is purpose-specific? (aim, usage focus, application)

Question 5.2
(4 points)

Heidegger sees and defines tools used by humans as "equipment", as contrary to the more traditional substances-oriented view. Please briefly discuss both terms. How can the equipment view help us to understand malleable end-user software for example when implementing this kind of software?

Question 5.3
(5 points)

Why are use cases so important in the context of malleable end-user software? Can you name and explain one exemplary use case for an Enterprise Social Network on team-level, project-level and enterprise-level?

Question 5.4
(5 points)

Social Networks enable new kinds of communication and knowledge management. Can you explain some differences between the old ways of knowledge management (1.0) and knowledge management with social networks. Think, e.g., of the terms "participation" and "awareness".

Question 5.5
(5 points)

What is the role of simplicity when designing an Enterprise Social Network? What design requirements can you deduce from it?

Additional piece of paper for your solutions