Index

A
abstraction mechanisms, included items 224
adaptation 761, 762, 765, 766
adaptive job performance (AJP) model 1187
adaptive performance 1190
ad-hoc collaboration 1208
Adobe Acrobat 1379, 1380
affordances 752, 753, 755, 758, 762, 764, 765, 766
agile software-development 1332
alignment, operational 188
alignment, organizational 186
alignment, strategic 187
Aloft 515
AMANDA program 492
AMANDA, principles of operation 493
Ames Research Center (ARC) 233
analytic network process (ANP) 444
analytical hierarchy process (AHP) 443, 446
anonymity 1185
answering multidimensional information needs (AMIN) project 707, 715
apprenticeship, and communities of practice 293
appropriation 751, 752, 753, 757, 764, 765, 766
AR Pad 593
AR systems 589
AR systems, collaborative 586, 589, 596
AR workspaces, shared 592
argumentation 951
argumentative collaboration, technologies supporting 219
asymmetric systems 602
asymmetrical activity 1698
asymmetrical communication 1176
asymmetrical warfare 1576, 1577
asynchronous communication 821, 1227, 1228, 1232, 1237, 1241, 1703
asynchronous discussion 1701
asynchronous editing 1385
asynchronous electronic communication media (AECM) 1125, 1126, 1127, 1128, 1129, 1130, 1132, 1133, 1139, 1140
asynchronous JavaScript and XML (AJAX) 1381, 1382, 1386, 1387
asynchronous learning networks (ALNs) 100
Athabasca University 793
audio-conferencing 414
augmented reality (AR) 586, 587
authentic learning 488
authentic learning experiences 478
authentic learning, principles for 480
authentic learning, theoretical framework 477
authenticity 633
autonomy 20
avatars 510, 511, 512, 513, 549, 550, 552
awareness support 591

B
Barger, J. 456
BEST Website 478, 479
BEST, blogging component of 480
blended learning 282
blogging for professional identity 474
blogosphere 1078, 1079, 1083, 1089, 1093, 1094, 1095, 1097, 1100
blogrolling 457
blogs 448, 449, 450, 451, 452, 453, 488
blogs and environment 482
blogs as a social networking 473
blogs, academic 456
blogs, e-collaboration and 455–462
blogs, educational (edublogs) 450
blogs, examining the affordances of 483
blogs, exploring the genre 481
blogs, research findings 481
boards 442
BPO risks 994
BPO risks: interception 994
BPO risks: privacy, confidentiality, identify theft, and loss of intellectual property 995
BPO, cultural misunderstandings of 996
broadband 418
bulletin board systems (BBSs) 1588
bulletins 442
Bungae 1588, 1595
business activity monitoring (BAM) 985
business process analysis (BPA) 985
business process management (BPM) 983
business process outsourcing (BPO) 992

C

capability maturity model (CMM) 239
CargoProf 442
CBT/WBT 740, 742
Central Coordination for Distance Learning (CCEAD) 814
chat 1684, 1685, 1689
Chi Square 1416, 1419, 1420
clinical decision support software (CDSS) 443
CMC application 755
CMC environment 1589
CMC systems (CMCS) 927
CMC tools 425
CMMI model 1252, 1253
CODEC 529
cognitive processes 802
cognitive style 633
cohesion 804
collaboration 9, 193, 587, 588, 590, 592, 594, 599, 600, 601, 602, 633
collaboration across borders (CAB) 1699
collaboration asset 93
collaboration engineering 1596, 1597, 1601, 1602, 1603, 1604, 1605, 1608
collaboration modes, diversity of 222
collaboration support 597
collaboration, definition of 91
collaboration, distributed (synchronous or asynchronous) 221
collaboration, environmental support for 785, 794
collaboration, horizontal 1501, 1503, 1505, 1506
collaboration, of software design systems 219
collaboration, trans-disciplinary 1500, 1501, 1502, 1503, 1505, 1506, 1507
collaboration, vertical 1502, 1504, 1507
Collaboration@Work 142, 144, 145, 148
collaborations, dispersed 799
collaborative activity 594
collaborative commerce (cCommerce) 92
collaborative development environments (CDEs) 361, 1191–1199
collaborative learning 98, 99, 100, 101, 102, 103, 114, 115, 116, 117, 118, 119, 121, 130, 131, 132, 798, 799, 1682, 1698
collaborative module 206
collaborative planning, forecasting, and replenishment (CPFR) 919
collaborative software 555
collaborative systems 586, 587
collaborative tasks 1412, 1413, 1420, 1423
collaborative teaching 1023–1042
collaborative technologies 352, 353, 354, 355, 356, 357, 388, 389, 391, 392, 393, 394, 395, 799
collaborative tool 1199
collaborative tools, a case study 367
collaborative tools, characterization and classification 361–370
collaborative tools, classification frameworks 363
collaborative tools, groupware typologies 363
collaborative virtual environments 202–210
collaborative work 204
collaborative working environments (CWE) 90, 380, 1203
collaborative working environments (CWE), 12 scenarios 381
collaborative working environments (CWE), technological challenges 384
collective efficacy 805
combined federal campaign (CFC) 238
communication media 752, 754, 758, 765
communication space 590
communication support module 207
communications-driven software 442
communicative multitasking 1225, 1226, 1232, 1233, 1234, 1236, 1237, 1238, 1239, 1242
communicative practice 752, 754, 755, 766, 768
communities of practice (CoPs) 78, 292, 345, 346, 964, 1101, 1102, 1111, 1112, 1114
compatibility 415
compensatory adaptation theory (CAT) 1125, 1127, 1129, 1131, 1138, 1139, 1140, 1141, 1190
Index

competing commitments 1328, 1335, 1337, 1338, 1339
competitive advantage 68
complexity 67, 415
compromise 942
computational intelligence (CI) 941, 951
computational language 364
computationally-oriented software 441
computer assisted language learning (CALL) 490
computer mediated collaborative environment 130
computer mediated communication (CMC) 3, 46, 47, 48, 61, 62, 64, 280, 397, 425, 554, 692, 751, 753, 754, 757, 766, 769, 858, 871, 941, 1020–1042, 1102, 1149, 1172, 1227, 1228, 1232, 1238, 1241, 1259, 1352, 1362, 1363, 1364, 1365, 1366, 1367, 1368, 1369, 1370, 1371, 1372, 1390, 1410, 1411, 1412, 1413, 1422, 1432, 1588, 1595, 1701, 1703
computer mediated environment 1705
computer mediated synchronous chat mode 137
computer mediated technologies 798
computer network 1590, 1595
computer supported collaborative learning (CSCL) 99, 100, 102, 104, 115, 116, 117, 120, 129, 130, 397, 398, 490, 798, 1627, 1628, 1629, 1630, 1637, 1638
computer supported collaborative learning (CSCL) framework 130
computer supported collaborative learning (CSCL) literature 130
computer supported cooperative work (CSCW) 3, 202, 352, 353, 354, 356, 357, 358, 359, 362, 388, 587, 652, 986, 1192, 1199, 1627, 1628, 1629, 1630, 1637, 1638
computer supported social networks (CSSN) 477
computer-mediated discourse analysis (CMDA) 1433
conflict resolution 1689, 1691, 1694, 1695
connectivity 1185
consensus 942
ConSULT 946
content liability 151, 159
context meta model 1208
continuous coordination 365
continuous replenishment programs (CRP) 1269, 1272, 1285
conventional computing environments 593
cooperation 9, 193
cooperative learning 548
coordination 193, 1199
coordination language 364
coordination theory 363
CoP, collocated 78
CoPe_it! 219, 220
CoPs, future technology 973, 977
CoPs, learning between 290
CORDRA 745, 750
corporate portals 193
course management systems (CMSs) 345
CoWord 1378, 1379, 1387
C-Qualifier 952
craft guilds 67
creative toolkit in multimedia and collaborative virtual environments (CreaTiVE) 203, 205
crisis management 721, 734
cross-cultural communication 1020–1042
CSCL, P2P for 1629
Cube Linden 511
cultural adroitness 1263
cultural awareness 1262
cultural distance (CD) 1493
cultural sensitivity 1262
customer relationship management (CRM) 382
cyber community 1592, 1595
cyberspace 1590, 1595
Cynefin 155, 156, 163

D
DARPA (U.S. Defense Advanced Research Projects Agency) 587
Darwikanism 1682
data collection 757
data flow diagrams (DFDs) 987
data-driven software 442
decision making support 222
decision satisfaction 1533
decision support software (DSS) 82, 440, 446, 988, 1549, 1565
decision technologies 83
decision-making groups 83
Deep Space 1 (DS-1) spacecraft 233
DELFEE case 682
Department of Computer and Information Science (CIS) 310
design for producibility 1002
diabetes tele monitoring, present status of 717
diffusion of innovations (DOI) 653
digital divide 858, 859, 860, 861, 863, 864, 865, 866, 867, 868, 869, 870, 871, 872
digital literacy 129
Digital Millennium Copyright Act (DCMA) 159
digital subscriber line (DSL) 529
Index

direct refinement technologies 670
discourse analysis 1616, 1619
distance education 780
distance education, institutional collaboration in 782
distance learning (DL) 86, 814, 1684, 1685, 1686, 1687, 1689, 1694
distributed group decision support systems (DGDSS) 540, 545
distributed groups 926
distributed software development (DSD) 1244, 1245, 1246, 1247, 1255, 1256
distributed team 506, 507, 508, 509, 510, 511, 513, 514, 516, 518
doctoral course model 1718
document management system 443
document-driven software 443
documents, co-authorship of 762
domain ontology 246
domain ontology, managing knowledge 260
DSS, challenges of 444
DSS, communication-driven 441
DSS, data-driven 441
DSS, document-driven 441
DSS, future trends of 444
DSS, knowledge-driven 441
DSS, model-driven 441
DSS, model-oriented 440
dynamic business environments 880
dynamic enterprise alignment model 185
dynamic systems view 1190
dynamics of interaction 594

E

e-business 1217
e-business module 1217
e-collaboration 1, 9, 691, 735, 873, 875, 876, 878, 880, 1183, 1190, 1210, 1217, 1573, 1574, 1575, 1577, 1578, 1580, 1582, 1583
e-collaboration for knowledge refinement 669
e-collaboration governance mechanisms 919
e-collaboration governance mechanisms: bargaining power 921
e-collaboration governance mechanisms: contracts 921
e-collaboration governance mechanisms: trust 920
e-collaboration in education 1157
e-collaboration incentives 23
e-collaboration intercomponents 1217
e-collaboration intralevel 1217
e-collaboration intramodule 1217
e-collaboration module-to-module 1217
e-collaboration prerequisites 17–26
e-collaboration research 692
e-collaboration tasks 771
e-collaboration tasks, individuals involved in 772
e-collaboration tasks, mental schemes of 773
e-collaboration tasks, physical environment and 774
e-collaboration tasks, social environment and 774
e-collaboration technologies (ECT) 371, 772
e-collaboration technologies (ECT), determinants of use 373
e-collaboration technologies (ECT), potential for use 375
e-collaboration technologies (ECT), pressures to use 375
e-collaboration technologies for a blood bank 701
e-collaboration technologies for a blood bank, SMS 703
e-collaboration technologies for a blood bank, Web-based blood bank 702
e-collaboration through virtual distance 1491–1498
e-collaboration tools 1161
e-collaboration toward social health outcomes 706–720
e-collaboration, adoption levels and scope of 654
e-collaboration, and the military 166
e-collaboration, collaborative practice and 663
e-collaboration, communication and 662
e-collaboration, communities and 664
e-collaboration, facilitation techniques for 174
e-collaboration, fraud examination research in 693
e-collaboration, internationalizing higher education with 770–777
e-collaboration, support structures 1161
e-collaboration-competence 23
ecolony metaphor 753, 764
education, granularity of 1662
educational technology 1714
e-enabled business models 193
ego network 412
e-groupware, integrated knowledge management module 264
e-groupware, knowledge reuse 265
e-groupware, knowledge reuse module 264
e-learning 608, 624, 815
e-learning adoption, designing interactive environments 272–289
e-learning adoption, designing interactive environments collaborative learning 275
e-learning adoption, designing interactive environments interaction 273
Electric Sheep Company 516
Index

electronic communication technologies 752, 755, 768
electronic cooperation (ECo) 1289, 1290, 1295, 1299, 1302
electronic customer relationship management (eCRM) 1528, 1529, 1531, 1532, 1533, 1534, 1535, 1536, 1538, 1539, 1540, 1541, 1542, 1543, 1544
electronic data interchange (EDI) 1268, 1269, 1270, 1282, 1285
electronic information sharing (EIS) 1289, 1290, 1295, 1299, 1302
electronic meeting systems (EMS) 388, 390, 442
e-mail 442, 753, 754, 756, 758, 759, 760, 761, 762, 763, 764, 765, 1374, 1375, 1376, 1377, 1378, 1380, 1381, 1382, 1383, 1384, 1385, 1386, 1387, 1388, 1684, 1685, 1689
e-model 1217
empiricist 1611, 1625
employee-customer interaction 532
employee-employee collaboration 531
English language, native speakers of 1434
English language, NNSs of 1434
entity relationship model (ER) 1004
environmental detectives 641
e-project-management-competence 23
EQUEL case 682
e-research 677
e-research communities of practice 681
ethnography 1609, 1610, 1611, 1612, 1613, 1614, 1616, 1623
ethnomethodology 1615, 1625
evaluative metacommunication 1463
executive information systems (EIS) 440, 446
existing ontologies 260
expectancy theory 153, 154
expert choice 444
expertise gaps 671
explicit structuring 755, 756
extensible markup language (XML) 1381, 1385, 1386, 1387, 1388
extreme projects 1313, 1314, 1315, 1316, 1317, 1319

F

face-to-face (FtF) interaction 1126, 1127, 1128, 1129, 1130, 1132, 1133, 1134, 1135, 1136, 1137, 1138, 1139, 1140, 1494
face-to-face activity 1067
face-to-face collaboration 590, 594
face-to-face communication 1587

face-to-face contact 1589, 1591
face-to-face group decision support systems (FGDSS) 540, 545
face-to-face interaction 3
face-to-face meetings 1592, 1595
face-to-face peer review 1700
face-to-face situation 1701
Facilitate® 390, 391, 392, 393, 394, 395
facilitation task 967, 968, 969
factors influencing distance 1492
file transfer protocol (FTP) 758
financial intelligence 442
flash mobs 1588, 1595
folksonomy 1100
folkways 44
formal networks 412
formality, topography of 1663
free software foundation (FSF) 1197
full disclosure 1367
function and requirement description-process (FRD-Process) 1005
functional affordances 753
functional perspective 1219
functions-means trees 1003, 1010

G

gang of four 1312
GDSSs in the real world 85
GDSSs, distributed (DGDSS) 84, 88
GDSSs, face-to-face (FGDSS) 84, 88
GDSSs, facilitating meetings 86
GDSSs, future trends 86
GDSSs, political events 86
GDSSs, recent research findings 84
GDSSs, strengths 83
GDSSs, weaknesses 83
GDSSs, Web-based 86
gender differences in apologies 1175
gender differences in online peer teaching 1171
gender differences, e-mail investigation of 1179
geographic distance (GD) 1492
G-Generation 552
global positioning system (GPS) 626
global virtual teams (GVTs) 1115
globalization 1125
Google 1381, 1382, 1383, 1384, 1385, 1387
graphical user interface (GUI) 593
Groove 1380, 1381
group decision support systems (GDSSs) 82, 88, 193, 388, 395, 396, 440, 446, 537, 540, 542, 543, 544, 545, 986, 1548, 1549, 1550, 1554, 1555, 1562, 1564, 1565
group polarization 88

group support systems (GSSs) 82, 89, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 128, 388, 392, 395, 538, 539, 540, 541, 542, 543, 544, 545, 537, 652, 926, 988

groupthink 1328, 1329, 1340, 1348

GVTs, intercultural collaboration and 1119

GVTs, intercultural collaboration dynamics of 1117

H

hackers 1573, 1574, 1575, 1579, 1580, 1581, 1582, 1583, 1584
handheld devices 600
handheld devices for ubiquitous learning (HDUL) 626, 627, 631
Harvard Extension School (HES) 631
Harvard Graduate School of Education (HGSE) 631
head mounted displays 599
head mounted projective displays (HMPDs) 599
heterogeneity test 1351
higher education 1697, 1698, 1699, 1700, 1714
higher education, learning from wikis 1670
higher education, threat to 1664
HMD (MediaMask from Olympus) 593
holographic optical elements (HOEs) 591
homophily 412
human capital 442
human communication 589, 594, 596, 600, 601, 603
human communication behaviors, evaluation of 594
human communication metrics 595
human computer interaction (HCI) 353, 1706
human interaction pattern 1208
human resources and leadership 22
human-computer interaction (HCI) 20, 653
human-to-human communication 586
hybrid projects 1313, 1314, 1315, 1317, 1318, 1319, 1320, 1322
hybridity 1228, 1229, 1235

I

IBIS 954
ICQ 36, 44
identity 1219

identity work 1218, 1219, 1220
implicit structuring 755
impression formation 1362, 1363, 1364, 1365, 1366, 1367, 1368, 1369, 1370, 1371, 1372, 1373
impression management 1366, 1373
indirect refinement technologies 670
individualism (IDV) 845
influence 942
information & communication technology (ICT) 735, 736, 737, 738, 739, 740, 741, 743, 744, 745, 746, 747, 778, 813, 858, 1699, 1704
information ecologies 751, 752, 758, 765, 768
information exploitation capability (IEC) 1289, 1290, 1294, 1295, 1296, 1297, 1299, 1301, 1302
information overload, management of 222
information system design (ISD) 296
information systems 553
information systems, trans-disciplinary collaboration 1499–1507
information technology (IT) 983
information triage process 221
instant messaging (IM) 530, 1225, 1226, 1227, 1228, 1229, 1230, 1231, 1232, 1233, 1234, 1235, 1236, 1237, 1238, 1239, 1241, 1242, 1588
instant messaging, concerns and pitfalls of 533
institutional collaboration 782
institutional learning 789
instructive metacommunication 1463
integrated digital services network (ISDN) 529
integrated projects 144, 145, 146
intellectual process 133
intelligent tutoring systems (ITSs) 642
interactional modifications 1390
interactional modifications, categorization 1392
interactional modifications, types of 1398
interactive computer-based system 440
interactive multimedia documents 204
interactive videos 442
intersubcultural communication differences 1258
interdisciplinary collaboration, best practices of 1602
interdisciplinary collaboration, engineering 1596–1608
interdisciplinary collaboration, engineering for 1596–1608
interdisciplinary teams 1599
International Telecommunication Union (ITU) 628
Internet chatting interactions study 1395
Internet chatting, interaction modifications 1390–1409
Internet relay chat (IRC) 1149, 1588
### Index

inter-organizational e-collaboration in education 1157–1170
inter-organizational information systems (IOISs)  
1267, 1268, 1269, 1270, 1271, 1272, 1273,  
1274, 1275, 1276, 1277, 1278, 1279, 1280,  
1281, 1287, 1288, 1290, 1291, 1292, 1293,  
1294, 1295, 1296, 1297, 1298, 1299, 1302,  
1303, 1304
interpersonal familiarity 1472
interpretive case study 757
intraregional collaboration 790
ISABEL 443
IT use theories 372
IT-based environments 82

### J

JavaScript 1381, 1383, 1387
Jet Propulsion Lab (JPL) 233
joint application design (JAD) 299

### K

kinetic conflicts 1573, 1574, 1575, 1579, 1580
KM environment 78
KM implementation 833
KM module, integrated 264
KM process 256
KM process, overview 265
knowing, as a challenge for IS design 294
knowledge contribution 154, 160, 163
knowledge domain 260
knowledge exchange 67
knowledge identification 252
knowledge intensive organizations 231
knowledge management (KM) 68, 244, 661, 668,  
1043, 1465
knowledge refinement 669
knowledge refinement, expert-centralized 669
knowledge reuse 153, 154, 160, 163
knowledge sharing 11
knowledge sources 671
knowledge structure, level of 223
knowledge users 671
knowledge validation 252
Knowledge Web (K-Web) 166
knowledge workers 1185, 1190
knowledge, and knowing 292
knowledge, distributed 244, 248
knowledge, explicit 193
knowledge, heterogeneous 244, 248
knowledge, professional, taxonomy of 256
knowledge, professional, typology of 253
knowledge, shared 803
knowledge, tacit 193
knowledge, tacit, expression of 222
knowledge-driven software 443

### L

laissez-faire social framework 133
LAN drives, shared 758
lean projects 1313, 1314, 1315, 1316, 1317, 1318
learner-leaner interaction 799
learning and innovation 68
learning materials 1699
learning outcomes 1698, 1699, 1701, 1702, 1703,  
1706, 1713
learning style, cultural background and 1025
learning styles 633, 1021–1042
learning, self-directed 633
learning, social 292
learning, social theories of 1021–1042
light-guide optical elements (LOEs) 591
Linden Labs 506, 511, 514, 520
linguistic communication 1373
list servers 758
listserv 1062, 1063, 1064, 1065, 1066, 1067, 1068,  
1069, 1070, 1071, 1072, 1073, 1074, 1075
local area networks (LANs) 311, 756, 758, 762, 763,  
765
locales framework 1510
long-term orientation (LTO) 846
Lotus Notes 1049, 1050, 1053
lurkers 975, 976, 977

### M

management decision systems 82
manufacturing paradigm 1001, 1007
mapping 967
Markov chain model 1548, 1550, 1551, 1553, 1554,  
1555, 1558, 1559, 1560, 1561, 1562, 1572
MAS, designing 256
MAS, managing knowledge in 260
MAS, OntoDesign integration in 262
MAS, OntoDesign integration in the 262
MAS, overview 259
massively multiplayer online game (MMOG) 510,  
511, 513, 514, 515, 520
McGrath’s task circumplex 560, 561
MCGSS, Web-based 84
mechanical design process 249
mechanical design projects 247
media synchronicity theory 1472
mediated environments 594
Meeting Room, The (TMR) 442
mental model 135
messaging-based infrastructure 19
meta-analysis 1349, 1350, 1351, 1358
metacommunication 1447, 1448, 1449, 1450, 1453, 1459, 1463
Microsoft Pocket Excel 635
Microsoft SQL 442
Microsoft SQL 2005 443
Microsoft Word 1376, 1377, 1378, 1379, 1380, 1381, 1385
migration 755, 761, 765
mission-critical decisions 231
mission-critical events 1548, 1549, 1550, 1551, 1553, 1554, 1555, 1556, 1560, 1561, 1562
mobile Internet platform (MIP) 714
mobile technology 1640
mobility 633
model integration 447
model-driven software 441
MOODLE 34, 36, 44, 310
motivational processes 803
MRI graphing calculator software 635
m-transformation 1640
multi agent system (MAS) 246, 248
multicriteria group support systems (MCGSS) 540, 545
multidimensional dialogue 1700
multimedia and collaborative virtual environments (MCVEs) 203
multimedia customization 202–210
multimedia module 207
multinational corporations (MNCs) 1258
multiplexed stereoscopic displays 599
multi-user dimensions, object oriented (MOOs) 1149
multi-user virtual environments (MUVEs) 630
mutual trust 1416, 1421, 1422, 1427

N
NASA, design, development, and implementation of Postdoc 234
NASA, history of decision making at 232
NASA’s Web-based collaborative and knowledge management platform 231
National Aeronautics and Space Administration (NASA) 231, 232
natural language processing (NLP) 491
NED (NorthEast Decision model) 441
negotiation of meaning 1433
negotiation of meaning functions 1437
neomillennial learning styles (NLS) 630
nethnography 1609, 1610, 1613, 1620, 1623, 1625
netiquette 1150
network address translation (NAT) 529
network organizations 69
network society 858, 859, 862
networked community 1595
networked computers 587
networked virtual environments (NVEs) 587
networking 488
new media 751, 753, 764, 765, 766
NHS Direct 443
non-native speakers (NNSs) 1390
non-player characters (NPCs) 632
non-stereo projection-based systems 600
nonverbal communication 1373
nonverbal cues 1126, 1128, 1129, 1133, 1135, 1140
nonvirtual media 1587

O
Office Open XML (OOXML) 1385, 1387
off-line media 1595
offshoring 999
online collaboration 1698
online community 1588, 1591, 1592, 1595
online education 1022–1042
online learning community (OLC) 343
online learning environment (OLE) 278
Online Learning System 3 (OLS3) 1718, 1719
OntoDesign 263
OntoDesign implementation 261
open document format (ODF) 1381, 1385, 1387, 1388
open source 1199
open source community 1199
open systems school 1334
open-ended teaching 1030–1042
OpenOffice 1377, 1381
opportunistic modification 755, 762, 765
Organization for the Advancement of Structured Information Standards (OASIS) 1385, 1386, 1388
organizational communications 751, 752, 753, 754, 762, 764
organizational communications, genres of 751, 752, 753, 754, 762, 765
organizational culture 1043, 1044, 1046, 1047, 1048, 1057, 1059, 1060, 1061
organizational decision support system (ODSS) 440, 984
Index

organizational integration 20
outsourcing 992, 997, 998, 999

P
P2P frameworks, social network-based 1631
P2P system implementation 1635
paralinguistic cues 1365, 1368, 1369, 1373
parallelism 1483
participative design (PD) 299
patterns of communication 755
pedagogy 1710
peer teaching 1171
people prerequisites 1643
perceived decision 926, 929, 933, 935
perceived touch 1528, 1529, 1530, 1531, 1532, 1533,
1534, 1535, 1536, 1537, 1538, 1539, 1540,
1541, 1542, 1543
performance measures 595
personal digital assistants (PDAs) 30, 37, 43, 44
personal health profiles 716
personalised learning environments (PLE) 1672
personalization 1087
physical community 488
physical social interactions 193
plain old telephone system (POTS) 525
planned modification 755, 759, 761, 765
planned replication 755, 758, 765
PMBOK 1326
portable document format (PDF) 1379, 1380, 1381,
1382, 1385
post compulsory education 1683
Postdoc 236
power distance (PDI) 845, 1102, 1103, 1105, 1108,
1111
PowerPoint 1379, 1382
prerequisites e-collaboration 17–26
presence awareness 1225, 1227, 1228, 1236, 1238,
1239
primary collaborations, role defining 712
primary influences 1221
problem-based learning (PBL) 310, 311, 312, 321
process measures 595, 596
process prerequisites 1643
professional associations 67
professional competences, knowledge related to 254
professional identity 488
project development plan (PDP) 759
project management unit (PMU) 756
project memories in organizations 244
project memories in organizations, ontological ap-
proach to 244
project memory model 244, 246, 247, 253
project memory model, building knowledge books
256
project memory, industrial context 247
project memory, mechanical design projects 247
project memory, why build? 247
project progress, knowledge related to 253
ProjectWeb 756, 757, 758, 759, 760, 761, 762, 763,
764, 765, 769
prototype development 714
psychobiological model 1190
psychopedagogy 812
public workspaces 590
R
randomized control trial (RCT) 712
real world visibility 591
really simple syndication (RSS) 451, 452, 454, 741,
745, 749
reflective practitioner 474
rehearsability 1478, 1484
relational affordances 753
relational distance (RD) 1493
relational perspective 1219
relative advantage 415
remote agent 233
remote collaboration systems 602
remote systems 601
reprocessability 1484
requirement object (RO) 1011
research and technology development (RTD) 381
resource based theory (RBT), to define a firm 184
rich site summary (RSS) 634
RIOCK formalism 249
risk management 442, 447, 999
role-playing 633
S
scanners 626
Schrier’s reliving the revolution (RtR) 626, 627, 632
Second Life 505, 506, 510, 511, 512, 513, 514, 515,
516, 517, 520, 549, 550, 551, 552
secondary influences 1221
security risk 1574
see-through head mounted displays (STHMDs) 596
self-categorization theory (SCT) 1479
self-disclosure 1176
self-disclosure, school affiliation and 1178
semantic data models 1004
semantic knowledge resources 253
Semantics, Web 989
sense of community (SOC) 1062
sensitivity analysis 447
service delivery process 999
service-composition 1208
service-oriented architecture (SOA) 1204
service-oriented e-collaboration environments: broker pattern 1202
service-oriented e-collaboration environments: context modelling 1203
service-oriented e-collaboration environments: interaction patterns 1201
service-oriented e-collaboration environments: master/slave pattern 1202
service-oriented e-collaboration environments: proxy patterns 1201
sharable content object reference model (SCORM) 745, 750
shared cognition 803
shared understanding 942, 944
shared virtual environments (SVEs) 587, 590
shared workspaces 592
shared workspaces 589, 590, 603
SharePoint 1380
sharing, application 11
sharing, information 11
sharing, knowledge 11
sharing, resources 11
sharing, workspace 11
short message service (SMS) 634
situation awareness 1510
Skype (VoIP) 36, 40, 44
SMEs, mobile collaboration for 1641
social “friendship” network 1100
social bookmarking 45, 449, 452
social capital 47, 59, 1219
social context 133
social conventions 754, 755
social distance (SD) 1493
social entities 78
social exchange theory 153, 154
social information processing theory (SIP) 1363, 1367, 1370
social learning 292
social learning, architecture for 294
social learning, designing an ISD process for 299
social learning, designing structures for 299
social network analysis 398, 833, 1100
social networking 473, 477, 547, 552, 1630, 1683, 1689, 1690, 1691, 1692, 1694
social presence 89, 540, 541, 543, 544, 545, 1683
social skill development 133
social software 608, 610, 613, 614, 615
social support, need for 476
social technologies 1587
social Web, destructive creativity on 1670
social Web, emergence of 1670
Social Worlds 1510
sociotechnical theory 78
software configuration management (SCM) 365
software, browser-based 1374, 1382
solver 447
static business environments 880
stereotypes 1363, 1364, 1365, 1368, 1369, 1373
strong tie 412
student interactions, blogs and environment 482
SubEthaEdit 1378, 1382
symbol variety 1482
symmetric systems 601
synchronous communication 414, 1226, 1227, 1228, 1229, 1231, 1232, 1239, 1241, 1242
synchronous editing 1382
synchronous learning environments 414
syndicated feeds 451, 452, 454
systems design, as a problem of knowledge transfer 290

T

tabletop collaborative system 591
tags 452
t-courses 346, 348
teacher professional identity 475
teaching style 1030–1042
team cohesiveness 1694
team context 1209
Team Talk (TT) 442
team-based learning 425, 426, 427, 432, 437, 438
teams, virtual 1686
technology acceptance model (TAM) 373, 1530, 1533, 1534, 1535, 1540, 1541, 1545
technology appropriation 752, 753, 757
technology prerequisites 1644
technology, collaborative 1685, 1687
technology-based channels 52
telecommuting 45
teleconferencing 415
telegraph 7
telepresence 588, 602
temporal distance (TD) 1492
tertiary education 779
### Index

| Thinking styles  | 633 |
| ThinkTank       | 721, 722, 725, 726, 727, 728, 729, 730, 731 |
| Time/place framework | 89 |
| TMF matrix      | 736, 737, 740, 741, 747 |
| Tobit regression| 1267, 1275 |
| TonicPoint      | 1382 |
| Trackbacks      | 452 |
| Traditional pedagogy | 1022–1042 |
| Traditional social network approaches | 400 |
| Transaction cost economics (TCE) | 827 |
| Trans-disciplinary collaboration | 1499–1507 |
| Trust           | 804 |
| Trustworthiness | 1472, 1478 |

**U**

| U.S. Food and Drug Administration (FDA) | 756 |
| U.S. Navy                                | 166 |
| Ubiquitous computing (UC)                | 628, 643, 1593 |
| Uncertainty avoidance (UAI)              | 846 |
| Unified modeling language (UML)         | 987 |
| Universalisation                        | 942 |
| University of Salford (UK)              | 1706 |
| User-centered design                    | 353 |

**V**

| Value adding organizations (VAOs)       | 383 |
| Variation                               | 755, 761, 765 |
| Vendor-managed inventory (VMI)          | 1269, 1272, 1282 |
| Vertical collaboration                   | 741, 742 |
| Video see-through head mounted displays  | 596 |
| Videoconferencing (VC)                  | 414, 522, 594 |
| Videoconferencing (VC), appropriate usage of | 523 |
| Videoconferencing (VC), market leaders of | 526 |
| Videoconferencing (VC), risks and challenges/limitations of | 525 |
| Vineyard approach to awareness information distribution | 1514 |
| Virtual community                       | 78, 488, 1589, 1591, 1595 |
| Virtual connections                      | 193 |
| Virtual cultures                        | 821 |
| Virtual distance model (VDM)            | 1491, 1492 |
| Virtual learning environments (VLE)     | 1672, 1703 |
| Virtual reality (VR)                    | 202, 587, 820 |
| Virtual social production               | 821 |
| Virtual space                           | 1589 |
| Virtual teams (VTs)                     | 9, 520, 1349, 1491 |
| Virtual work                            | 1362, 1363, 1364, 1368, 1369, 1370, 1373 |
| Virtual workspace                       | 751, 756, 764 |
| Virtual worlds                          | 506, 510, 511, 513, 546, 547, 549, 550 |
| Visibility                              | 1222 |
| Volumetric displays                     | 599 |

**W**

| Wall-screen based collaboration         | 590 |
| Weak tie                               | 412 |
| Web 1.0                                 | 546, 552 |
| Web 2.0                                 | 547, 548, 549, 550, 551, 552, 546, 547, 610 |
| Web 2.0 and higher education            | 1657 |
| Web 2.0 communities                     | 1657 |
| Web 2.0 critics                         | 1660 |
| Web 2.0 quality                         | 1666 |
| Web 2.0 technologies                    | 343, 344, 347 |
| Web annotations                         | 452, 454 |
| Web design issue                        | 1706 |
| Web semantic technologies               | 261 |
| Web-based collaborative document manage- | 235 |
| ment system                             | 235 |
| Web-based course support                | 311 |
| Web-based decision support, visions for the future of | 241 |
| Web-based group decision support systems (wGDSS) | 721 |
| WebCT                                   | 310, 311, 313 |
| Weblog                                  | 455–462, 613, 614, 615, 617, 618, 623, 624 |
| Wikipedia                               | 1683 |
| Wikiquette                              | 1683 |
| Wikis                                   | 614, 618, 619, 620, 621, 1670, 1683 |
| Wireless handheld devices (WHDs)        | 626 |
| Workflow Management Coalition (WfMC)    | 984 |
| Workspace arrangement                   | 589 |
| Workspace, shared                       | 1688 |

**X**

| XpresReview                            | 443 |

**Y**

| Yahoo                                  | 1384 |

**Z**

| Zimbra                                  | 1382, 1387 |
| Zone of proximal development (ZPD)      | 275, 1410 |
| ZyIMAGE                                | 443 |