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2 Collaboration Information Systems

LEARNING OBJECTIVES

- Describe the two key characteristics of collaboration.
- Describe three criteria for successful collaboration.
- Explain the four primary purposes of collaboration.
- Describe the requirements for a collaboration information system.
- Explain how to use collaboration tools to improve team communication.
- Explain how to use collaboration tools to manage shared content.
- Explain how you can use collaboration tools to manage tasks.
- Discuss which collaboration IS is right for your team.
- Discuss your ideas on how we may collaborate in 2026.

CHAPTER OUTLINE

- What are the two key characteristics of collaboration?
  - Importance of effective critical feedback
  - Guidelines for giving and receiving critical feedback
  - Warning!
- What are three criteria for successful collaboration?
  - Successful outcome
  - Growth in team capability
  - Meaningful and satisfying experience
- What are the four primary purposes of collaboration?
  - Becoming informed
  - Making decisions
  - Solving problems
  - Managing projects
- What are the requirements for a collaboration information system?
  - The five components of an IS for collaboration
  - Primary functions: communication and content sharing
- How can you use collaboration tools to improve team communication?
- How can you use collaboration tools to manage shared content?
  - Shared content with no control
  - Shared content with version management on Google Drive
  - Shared content with version control

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- How can you use collaboration tools to manage tasks?
  - Sharing a task list on Google Drive
  - Sharing a task list using Microsoft SharePoint
- Which collaboration IS is right for your team?
  - Three sets of collaboration tools
  - Choosing the set for your team
  - Don't forget procedures and people!
- 2026?

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So What?

Augmented Collaboration

1. *This feature provides two examples of possible business uses for the HoloLens. Think about the future impact of this innovation by identifying other industries that may benefit from the development of augmented reality technology.*
   Student answers will vary. There are many types of situations where the work of someone could be guided by a remote expert who was able to view the field of view at the local site and provide expert direction. As an example, insurance companies who are dealing with post-disaster claims could use augmented reality technology to replace the highly-trained on-site insurance adjustment team with local agents who could perform immediate inspections and claims processing with the guidance of experts.

2. *What is the difference between the Oculus Rift and the Microsoft HoloLens?*
   Oculus Rift is a virtual reality headset geared to 3D gaming and new forms of social media. HoloLens is an augmented reality headset, meaning that the real world is visible but a videoconferencing window is superimposed in the field of view of the user. The remote expert can "see" the local field of view and also can provide visual feedback displayed in the local headset window.

3. *How could this type of technology benefit your collaborations as a student? Think about how you interact with tutors and fellow students on group projects and how you seek and receive help from your instructor.*
   Students who are working on homework problems could communicate with an instructor or tutor and enable the remote expert to see the student's solution through the HoloLens. The remote expert could diagram on the headset interface places

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where the solution is wrong and make suggestions for corrections. When collaborating with fellow students, joint editing of documents might be feasible.

4. *Privacy concerns are one of the factors that prompted Google to delay a full release of the Google Glass. What are the security and privacy implications of releasing a product like the HoloLens?*
   Using the example of the use of HoloLens in the health care industry: health care is a field that has stringent privacy restrictions. Use of HoloLens during a medical procedure would have be carefully secured so that no one without authorization has a way to obtain any information about the situation.

5. *Virtual reality and augmented reality headsets are currently a novelty, but that will change over the coming years. How might these new innovations affect collaboration and business 10 or 20 years from now?*
   As with any new technology, over the next decades the technological issues and societal issues will be dealt with and will evolve. Use of these augmented reality headsets may become standard practice and widely accepted as a part of our collaborative toolkit. Concerns over privacy may be minimized through enhancements to security systems.

USING YOUR KNOWLEDGE

2-4. *This exercise requires you to experiment with OneDrive. You will need two Office IDs to complete this exercise. The easiest way to do it is to work with a classmate. If that is not possible, set up two Office accounts, using two different Outlook.com addresses.*

   a. *Go to www.onedrive.com and sign in with one of your accounts. Create a memo about collaboration tools using the Word Online. Save your memo. Share your document with the email in your second Office account. Sign out of your first account.*
      (If you have access to two computers situated close to each other, use both of them for this exercise. If you have two computers, do not sign out of your Office account. Perform step b and all actions for the second account on that second computer. If you are using two computers, ignore the instructions in the following steps to sign out of the Office accounts.)
      No answer required; a task to be performed by the student. (LO: 6, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

   b. *Open a new window in your browser. Access www.onedrive.com from that second window and sign in using your second Office account. Open the document that you shared in step a.*
      No answer required; a task to be performed by the student. (LO: 6, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork,

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AACSB: Information Technology)

c. *Change the memo by adding a brief description of content management. Do not save the document yet. If you are using just one computer, sign out from your second account.*
No answer required; a task to be performed by the student. (LO: 6, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

d. *Sign in on your first account. Attempt to open the memo and note what occurs. Sign out of your first account and sign back in with your second account. Save the document. Now, sign out of your second account and sign back in with the first account. Now attempt to open the memo. (If you are using two computers, perform these same actions on the two different computers.)*
No answer required; a task to be performed by the student. (LO: 6, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

e. *Sign in on your second account. Re-open the shared document. From the File menu save the document as a Word Document. Describe how OneDrive processed the changes to your document.*
No answer required; a task to be performed by the student. (LO: 6, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

COLLABORATION EXERCISE 2

2-5. *Build a communication method:*
   a. *Meet with your team and decide how you want to meet in the future. Use Figure 2-8 as a guide.*
   b. *From the discussion in a, list the requirements for your communication system.*
   c. *Select and implement a communication tool. It could be Skype, Google Hangouts, or Skype for Business.*
   d. *Write procedures for the team to use when utilizing your new communication tool.*

No specific answer given – an activity to be performed by the students. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

2-6. *Build a content-sharing method:*
   a. *Meet with your team and decide the types of content that you will be creating.*
   b. *Decide as a team whether you want to process your content using desktop applications or cloud-based applications. Choose the applications you want to use.*
   c. *Decide as a team the server you will use to share your content. You can use Google Drive, Microsoft OneDrive, Microsoft SharePoint, or some other server.*

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d. Implement your content-sharing server.
e. Write procedures for the team to use when sharing content.

No specific answer given – an activity to be performed by the students. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

2-7. Build a task management method:

a. Meet with your team and decide how you want to manage tasks. Determine the task data that you want to store on your task list.
b. Decide, as a team, the tool and server you will use for sharing your tasks. You can use Google Drive, Microsoft OneDrive, Microsoft SharePoint, or some other facility.
c. Implement the tool and server in step a.
d. Write procedures for the team to use when managing tasks.

No specific answer given – an activity to be performed by the students. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

2-8. Using your new collaboration information system, answer the following questions:

a. What is collaboration? Reread Q1 in this chapter, but do not confine yourselves to that discussion. Consider your own experience working in collaborative teams, and search the Web to identify other ideas about collaboration. Dave Pollard, one of the authors of the survey on which Figure 2-1 is based, is a font of ideas on collaboration.

Student answers will vary. Their ideas on collaboration should focus on people working together to achieve a common goal, result, or work product. Feedback and iteration is involved so that the results of the collaborative effort are greater than could be produced by any of the individuals working alone. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Reflective Thinking)

b. What characteristics make for an effective team member? Review the survey of effective collaboration skills in Figure 2-1 and the guidelines for giving and receiving critical feedback and discuss them as a group. Do you agree with them? What skills or feedback techniques would you add to this list? What conclusions can you, as a team, take from this survey? Would you change the rankings in Figure 2-1?

Student answers will vary, depending on their team experiences. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Reflective Thinking)

c. What would you do with an ineffective team member? First, define an ineffective team member. Specify five or so characteristics of an ineffective team member. If your group has such a member, what action do you, as a group, believe should be taken?

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Student answers will vary. The characteristics of an ineffective team member will include lack of interest and commitment, unwillingness to give or take criticism, unwillingness to listen, indifference. Students are typically not too tolerant of ineffective team members, but are not always willing to boot them off the team, preferring instead to just work around them. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Reflective Thinking)

d. *How do you know if you are collaborating well? When working with a group, how do you know whether you are working well or poorly? Specify five or so characteristics that indicate collaborative success. How can you measure those characteristics?*
Student answers will vary. Characteristics of collaborative success center on the output of the group being superior to the output that could have been created by an individual working alone, including such things as being more productive, more creative, and generating more and better ideas. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Reflective Thinking)

e. *Briefly describe the components of your new collaboration IS.*
No specific answer given – student answers will vary depending on the work done in parts 1-3 of this exercise. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

f. *Describe what your team likes and doesn't like about using your new collaboration system.*
No specific answer given – student answers will vary depending on the work done in parts 1-3 of this exercise. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Reflective Thinking)

CASE STUDY 2

Eating Our Own Dog Food

2-9. *In your own words, define* dogfooding. *Do you think dogfooding is likely to predict product success? Why or why not? When would dogfooding not predict product success?*
The term is used to describe an organization that utilizes its own products in its day to day business operations. A company that demonstrates commitment to its own products by using them exclusively should gain useful insight into the products' actual performance in realistic settings. Assuming those insights are used to improve the product, then it seems likely the product has an increased likelihood of success. If the use of the product is mandated but is done only for appearance (e.g., a car dealer that requires its salespeople to drive only the car brands sold by the dealership), then

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dogfooding probably does not predict product success. (LO: 1, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Reflective Thinking)

2-10. Explain how this team uses the shared whiteboard to generate minutes. What are the advantages of this technique?

The whiteboard was used by the meeting participants to list the initial agenda, create new task lists, and indicate task completion. Once the whiteboard contents were saved, there was no forgetting of the topics discussed, completed, or planned (a common occurrence in meetings when note taking is absent or spotty). All the accomplishments and plans from the meeting were recorded on the whiteboard and saved as a resource for the team. (LO: 4, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

2-11. Explain how this team uses alerts. Summarize the advantages to this team of using alerts.

Alerts were established so that when a task was added to the task list and assigned to team member, that member received an email notifying him/her of the task. This way the alert brought the new task to the attention of the right person in a timely way. (LO: 4, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

2-12. Explain why this team does not use Skype for Business.

Skype for Business was not used by the team because it was not allowed to be installed by the publisher, Pearson. It is necessary to ensure that a tool that is being contemplated for use does conform to the organization's IT standards. (LO: 4, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

2-13. Summarize the advantages to this team of using SharePoint.

SharePoint is a powerful tool for content sharing. SharePoint enabled this team to keep track of many documents that were evolving through a series of edit/review cycles; keep track of many tasks; and communicate effectively despite being geographically dispersed. As a result, the team was able to complete work on a big project efficiently and effectively without the expense and hassle of traveling. (LO: 4, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

2-14. Explain how you think Office 365 Professional contributes to the efficiency of the development team. How might it contribute to the quality of this text?

The most important contributions of Office 365 Professional to the efficiency of the textbook development team is the improvement in communication amongst the team and the control of the textbook content as it is being created and reviewed in preparation for publishing. Because of these capabilities, we can expect that the textbook is of higher quality. More edit/review cycles can be completed, so the textbook content is more refined. In addition, more current content can be

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incorporated into the textbook because the edit/review cycles do not take as much time as in the past. (LO: 4, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Information Technology)

2-15. Which aspects of Office 365 Professional described here could have value to you when accomplishing student team projects? Explain why they add value compared to what you are currently doing.
Student answers will vary. Students will probably find the text chat, audio and videoconferencing, online content sharing, content management and control, discussion forums, wikis, blogs, email, and concurrent document editing to be useful for student projects. Compared to traditional student group processes, there should be more meaningful participation by group members, less confusion about the status of the project, more satisfaction with the group process, higher quality group product, and more satisfaction with the group product. (LO: 4, Learning Outcome: Explain how IS can enhance systems of collaboration and teamwork, AACSB: Reflective Thinking)

For an example illustrating the concepts found in this chapter, view the videos in mymislab.com.

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Chapter 2

Collaboration Information Systems

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“I Got the Email, But I Couldn’t Download the Attachment.”

- Difficult for everyone to attend meetings.
- Wastes time covering old ground.
- Cell phone calls interrupt meeting.
- Felix not reading meeting minutes.
  — “I got the email, but I couldn’t download the attachment.”
- Poor communication.
- Interpersonal conflicts.

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Study Questions

Q1: What are the two key characteristics of collaboration?

Q2: What are three criteria for successful collaboration?

Q3: What are the four primary purposes of collaboration?

Q4: What are the requirements for a collaboration information system?

Q5: How can you use collaboration tools to improve team communication?

Q6: How can you use collaboration tools to manage shared content?

Q7: How can you use collaboration tools to manage tasks?

Q8: Which collaboration IS is right for your team?

Q9: 2026?

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Q1: What Are the Two Key Characteristics of Collaboration?

1. People working together to achieve a common goal.
2. Feedback and iteration
   - **Cooperation lacks feedback and iteration loop.**

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Importance of Effective Critical Feedback

- Members learn from each other.
- Be willing to express different, even unpopular, ideas. (Important)
  - Does not come naturally.
- Collaborator business experience not important.
- Being popular or well organized not important.

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Important Characteristics of a Collaborator

The Most Important Characteristics for an Effective Collaborator

1. Is enthusiastic about the subject of our collaboration.
2. Is open-minded and curious.
3. Speaks his or her mind even if it's an unpopular viewpoint.
4. Gets back to me and others in a timely way.
5. Is willing to enter into difficult conversations.
6. Is a perceptive listener.
7. Is skillful at giving/receiving negative feedback.
8. Is willing to put forward unpopular ideas.
9. Is self-managing and requires "low maintenance."
10. Is known for following through on commitments.
11. Is willing to dig into the topic with zeal.
12. Thinks differently than I do/brings different perspectives.

...

31. Is well organized.
32. Is someone I immediately liked. The chemistry is good.
33. Has already earned my trust.
34. Has experience as a collaborator.
35. Is a skilled and persuasive presenter.
36. Is gregarious and dynamic.
37. Is someone I knew beforehand.
38. Has an established reputation in field of our collaboration.
39. Is an experienced businessperson.

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Guidelines for Giving and Receiving Critical Feedback

Guideline	Example
Be specific.	"I was confused until I got to Section 2" rather than "The whole thing is a disorganized mess."
Offer suggestions.	"Consider moving Section 2 to the beginning of the document."
Avoid personal comments.	Never: "Only an idiot would miss that point ... or write that document."
Strive for balance.	"I thought Section 2 was particularly good. What do you think about moving it to the start of the document?"
Question your emotions.	"Why do I feel so angry about the comment he just made? What's going on? Is my anger helping me?"
Do not dominate.	If there are five members of the group, unless you have special expertise, you are entitled to just 20 percent of the words/time.
Demonstrate a commitment to the group.	"I know this is painful, but if we can make these changes our result will be so much better." or "Ouch. I really didn't want to have to redo that section, but if you all think it's important, I'll do it."

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Q2: What Are Three Criteria for Successful Collaboration?

Criteria for judging team success:

1. Successful outcome. (Achieved objectives)
2. Improve team capability over time.
3. Meaningful and satisfying experience.

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Q3: What Are the Four Primary Purposes of Collaboration?

1. Become informed
   - Share data & communicate interpretations.
   - Develop & document shared understandings.
2. Make decisions.
3. Solve problems.
4. Manage projects.

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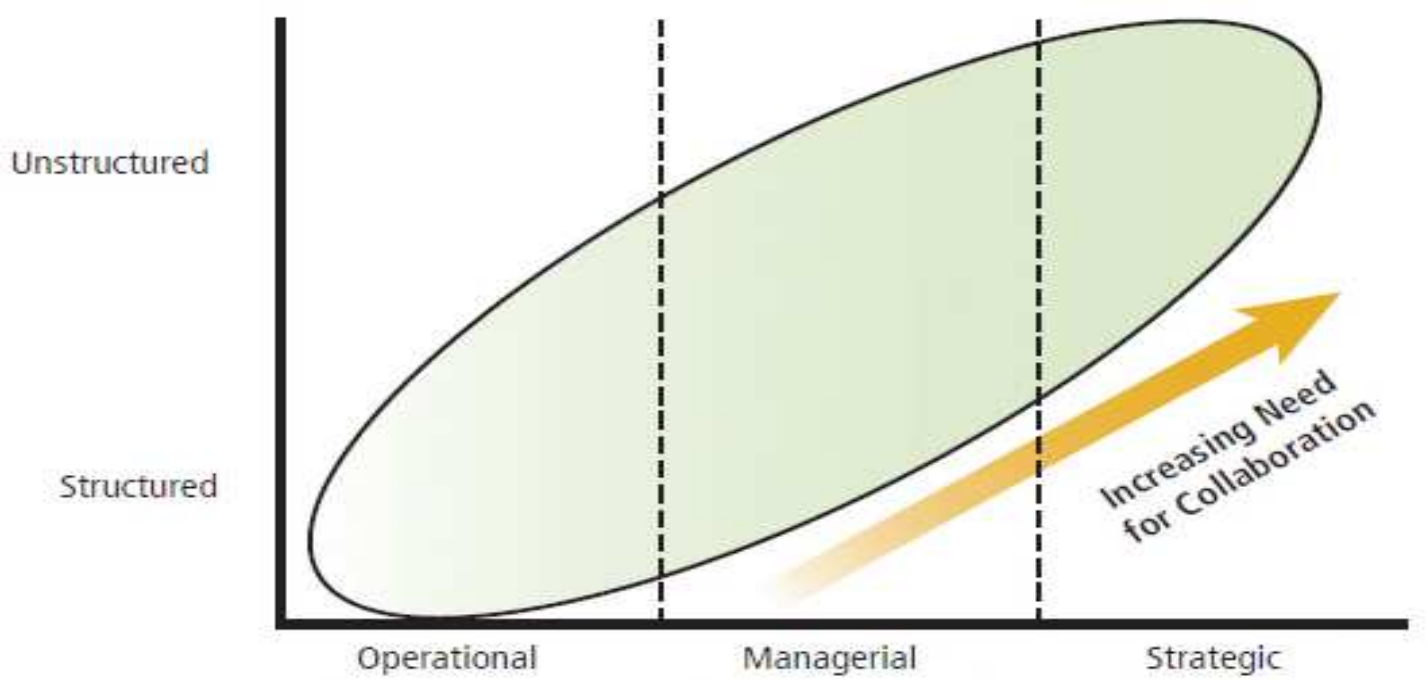
Collaboration Needs for Decision Making



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Solving Problems (Phases)

- Define the problem.
- Identify alternative solutions.
- Specify evaluation criteria.
- Evaluate alternatives.
- Select an alternative.
- Implement solution.

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Managing Projects

Phase	Tasks	Shared Data
Starting	Set team authority. Set project scope and initial budget. Form team. Establish team roles, responsibilities, and authorities. Establish team rules.	Team member personal data Start-up documents
Planning	Determine tasks and dependencies. Assign tasks. Determine schedule. Revise budget.	Project plan, budget, and other documents
Doing	Perform project tasks. Manage tasks and budget. Solve problems. Reschedule tasks, as necessary. Document and report progress.	Work in process Updated tasks Updated project schedule Updated project budget Project status documents
Finalizing	Determine completion. Prepare archival documents. Disband team.	Archival documents

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Q4: What Are the Requirements for a Collaboration Information System?

1. Hardware
2. Software
3. Data and metadata
4. Procedures
5. People
   - Know when and how to use.

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Requirements for Successful Collaboration

Criterion for Team Success	Requirement
Complete the work, on time, on budget	Communicate (feedback) Manage many versions of content (iteration) Manage tasks (on time, on budget)
Growth in team capability	Record lessons learned Document definitions, concepts, and other knowledge Support intra–team training
Meaningful and satisfying experience	Build team esprit Reward accomplishment Create sense of importance

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Requirements for Different Collaboration Purposes

Team Purpose	Requirements
Become informed	Share data Support group communication Manage project tasks Store history
Make decisions	Share decision criteria, alternative descriptions, evaluation tools, evaluation results, and implementation plan Support group communication Manage project tasks Publish decision, as needed Store analysis and results
Solve problems	Share problem definitions, solution alternatives, costs and benefits, alternative evaluations, and solution implementation plan Support group communication Manage project tasks Publish problem and solution, as needed Store problem definition, alternatives, analysis, and plan
Manage projects	Support starting, planning, doing, and finalizing project phases (Figure 2–5) Support group communication Manage project tasks

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Q5: How Can You Use Collaboration Tools to Improve Team Communication?

Synchronous		Asynchronous
Shared calendars Invitation and attendance		
Single location	Multiple locations	Single or multiple locations
Office applications such as Word and PowerPoint Shared whiteboards	Conference calls Multiparty text chat Screen sharing Webinars Videoconferencing	Email Discussion forums Team surveys

Virtual meetings

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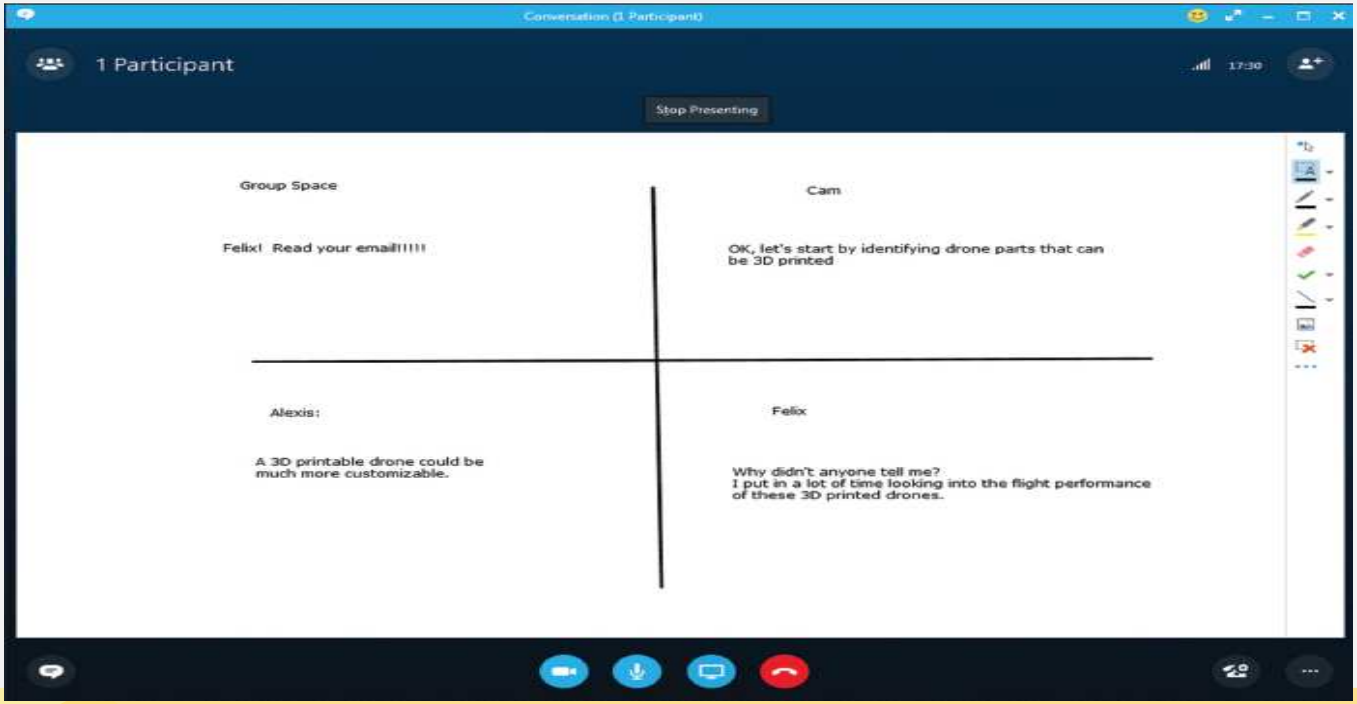
Office 365 Lync Whiteboard Showing Simultaneous Contributions



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Virtual Meetings

- **Multiparty text chat**
  - Microsoft Skype for Business , Google Hangouts.
  - Search Google for “multiparty text chat”.
- **Screen-sharing applications**
- **Webinar (webex.com)**
- **Videoconferencing**
  - Google Hangouts, WebEx, Skype for Business.

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Discussion Forums

MIS Design Considerations › Cover Ideas for Using MIS

new item

Subject | Featured Discussions | Management View | ... | Find an item

Title	Body	Created By	Created	Replies
Reply	It might be worthwile to make the cover images relate to the running cases. It could be someone running, biking, or both. I looked back at the past few years of covers, and I ho...	Randy Boyle	Yesterday at 9:56 AM	0
Reply	Hi All,For Using I suggest something that would tie into the security theme or something having to do with passwords. Maybe a thumbprint or a lock and key of some sort? For E...	Denise Vaughn	Yesterday at 10:05 AM	0
Reply	I really like the frog too. We could always spice it up one year and put a tiger salamander on the cover.	Randy Boyle	Yesterday at 10:14 AM	0
Reply	Hi Randy,I really like your idea of incorporating the running cases into the cover images. I know we did a fitness theme (treadmill and then bike) on the covers for the past tw...	Denise Vaughn	Yesterday at 10:24 AM	0
Reply	I'm the facilitator. I'll leave all this in your very capable hands. Just as long as it's youthful, we're good.Judy	Judy Leale	Yesterday at 11:01 AM	0
Reply	A tiger could be interesting. A little bite (byte) to the cover.	Judy Leale	Yesterday at 11:03 AM	0

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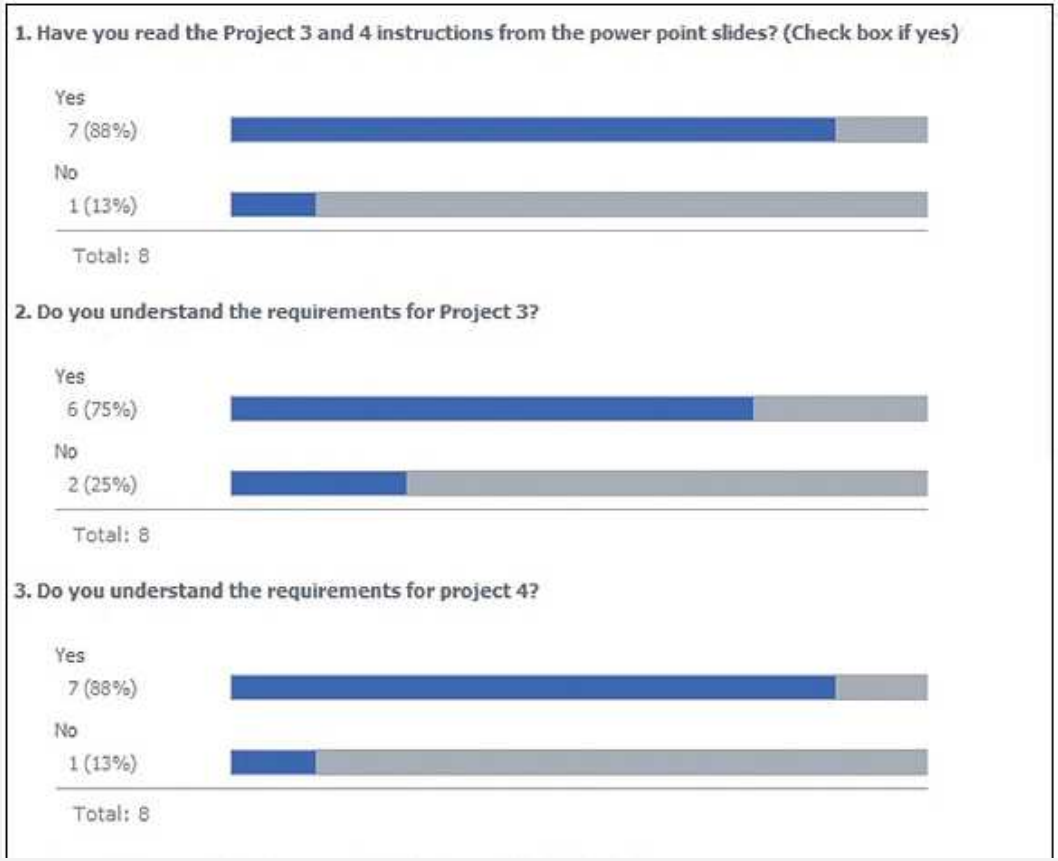
Team Surveys



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Q6: How Can You Use Collaboration Tools to Manage Shared Content?

Content Type	Desktop Application	Web Application	Cloud Drive
Office documents (Word, Excel, PowerPoint)	Microsoft Office LibreOffice OpenOffice	Google Docs (Import/ Export non–Google Docs) Microsoft Office Online (Microsoft Office only)	Google Drive Microsoft OneDrive Microsoft SharePoint Drop Box
PDFs	Adobe Acrobat	Viewers in Google Drive and Microsoft Web OneDrive and SharePoint	Google Drive Microsoft OneDrive Microsoft SharePoint Dropbox
Photos, videos	Adobe Photoshop, Camtasia, and numerous others	Google Picasa	Google Drive Microsoft OneDrive Microsoft SharePoint Apple iCloud Dropbox
Other (engineering drawings)	Specific application (Google SketchUp)	Rare	Google Drive Microsoft OneDrive Microsoft SharePoint Dropbox

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Collaboration Tools for Sharing Content

Alternatives for Sharing Content		
No Control	Version Management	Version Control
Email with attachments Shared files on a server	Google Docs Microsoft Office Online Microsoft Office	Microsoft SharePoint

Increasing degree of content control

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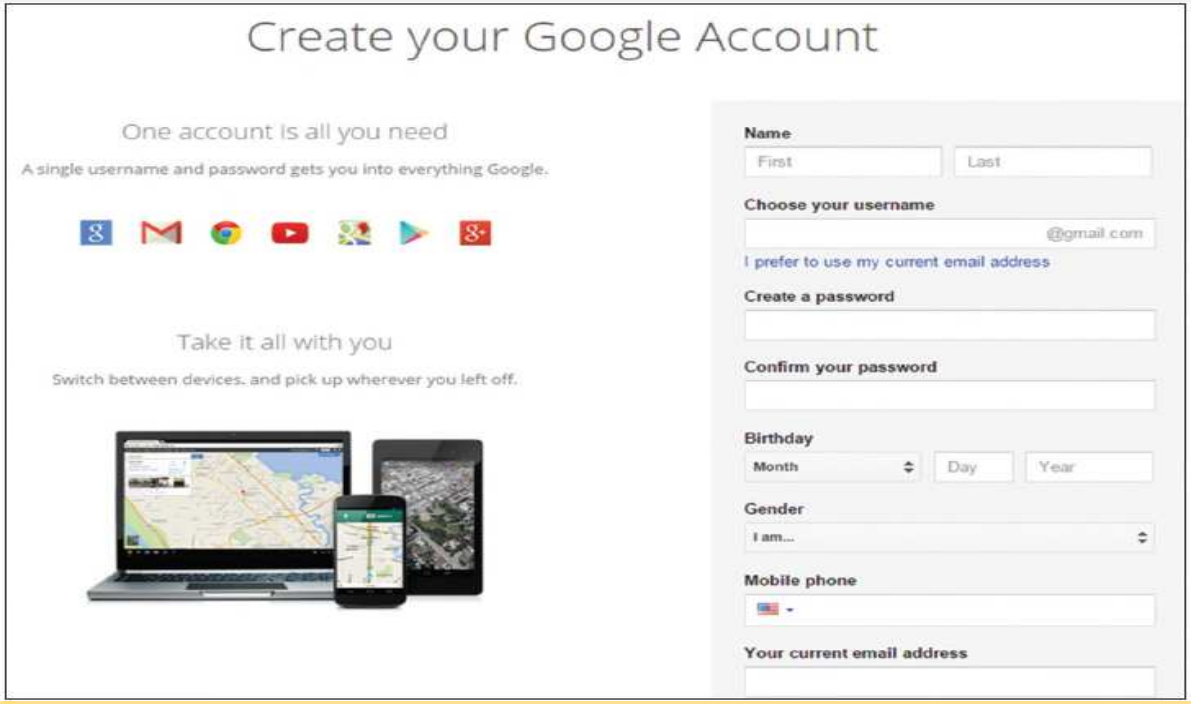
Shared Content with Version Management on Google Drive



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Available Types of Documents on Google Drive

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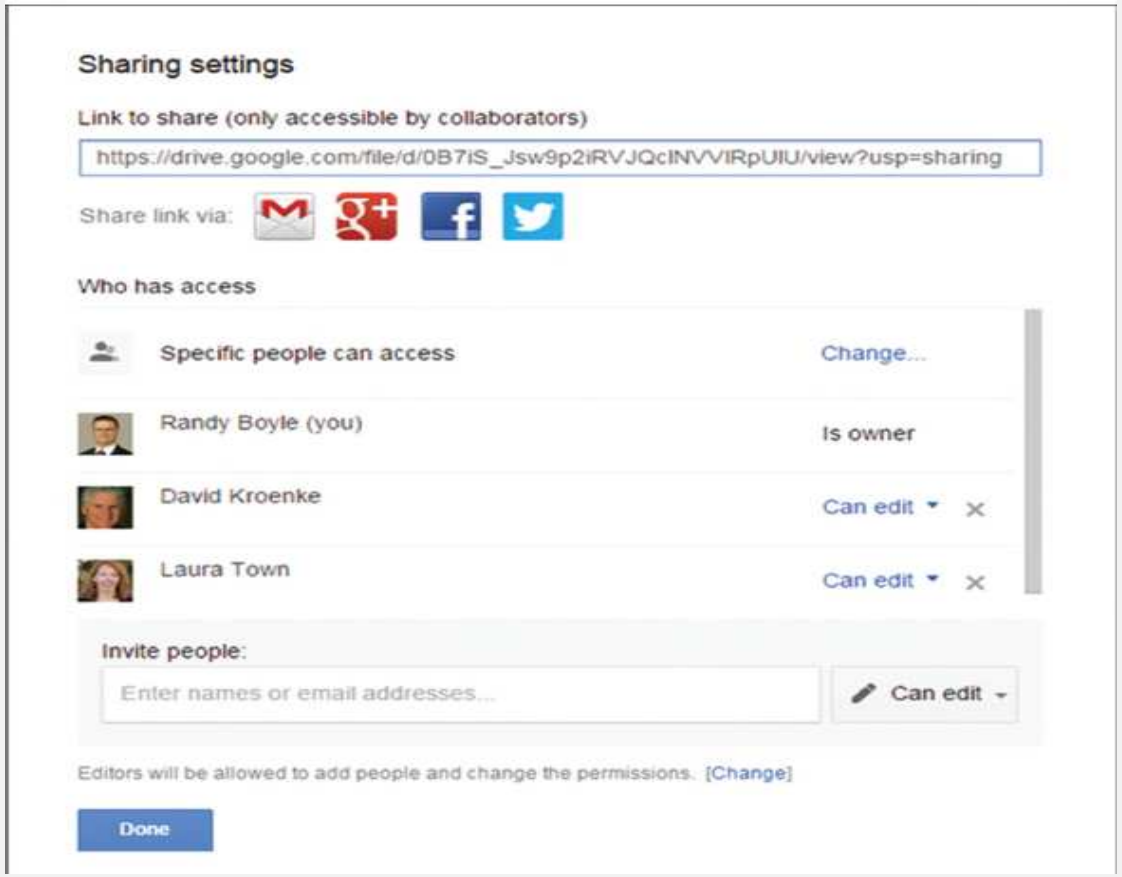
Document Sharing on Google Drive



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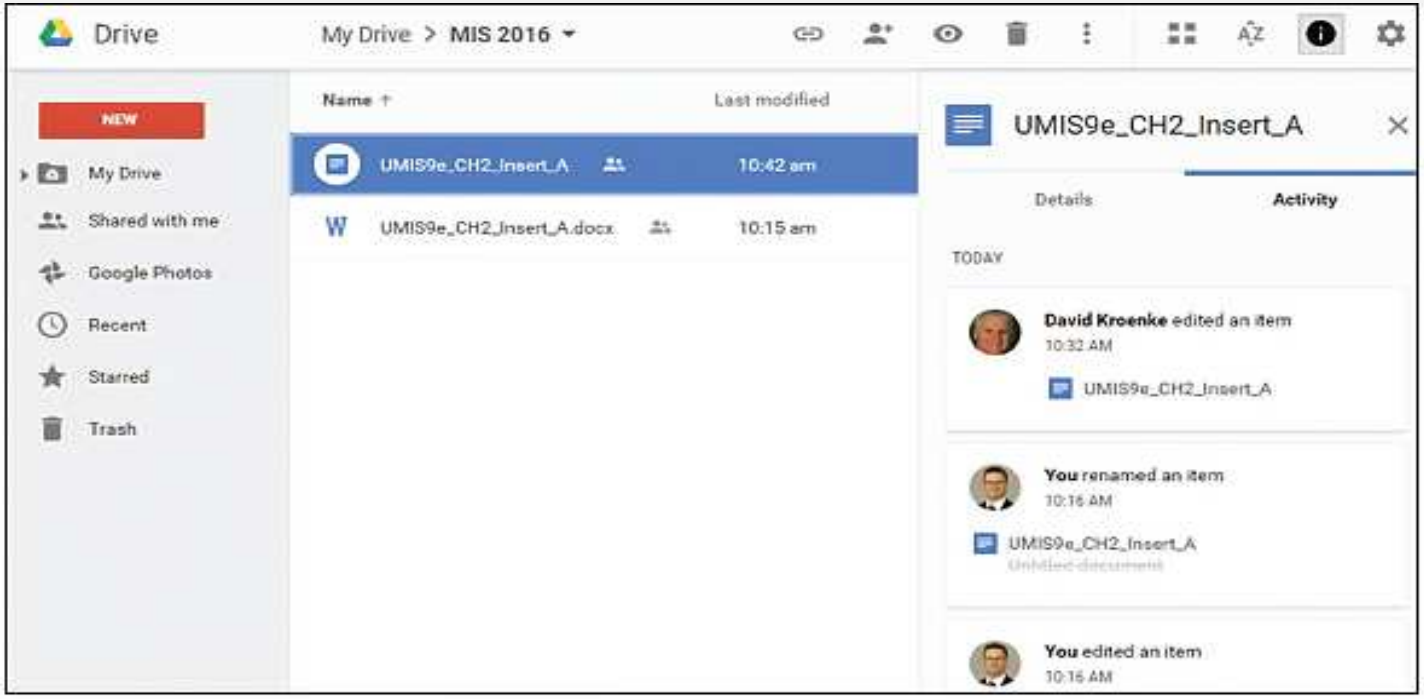
Example of Editing a Shared Document on Google Drive



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Shared Content with Version Control

- Version control involves one or more capabilities.
  - User activity limited by permissions.
  - Document checkout.
  - Version histories.
  - Workflow control.

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Microsoft SharePoint

- Large, complex, very robust application for all types of collaboration.
- Used by thousands of businesses
  - SharePoint skills in high demand.
- Install on company Windows servers or access it over Internet using SharePoint Online.

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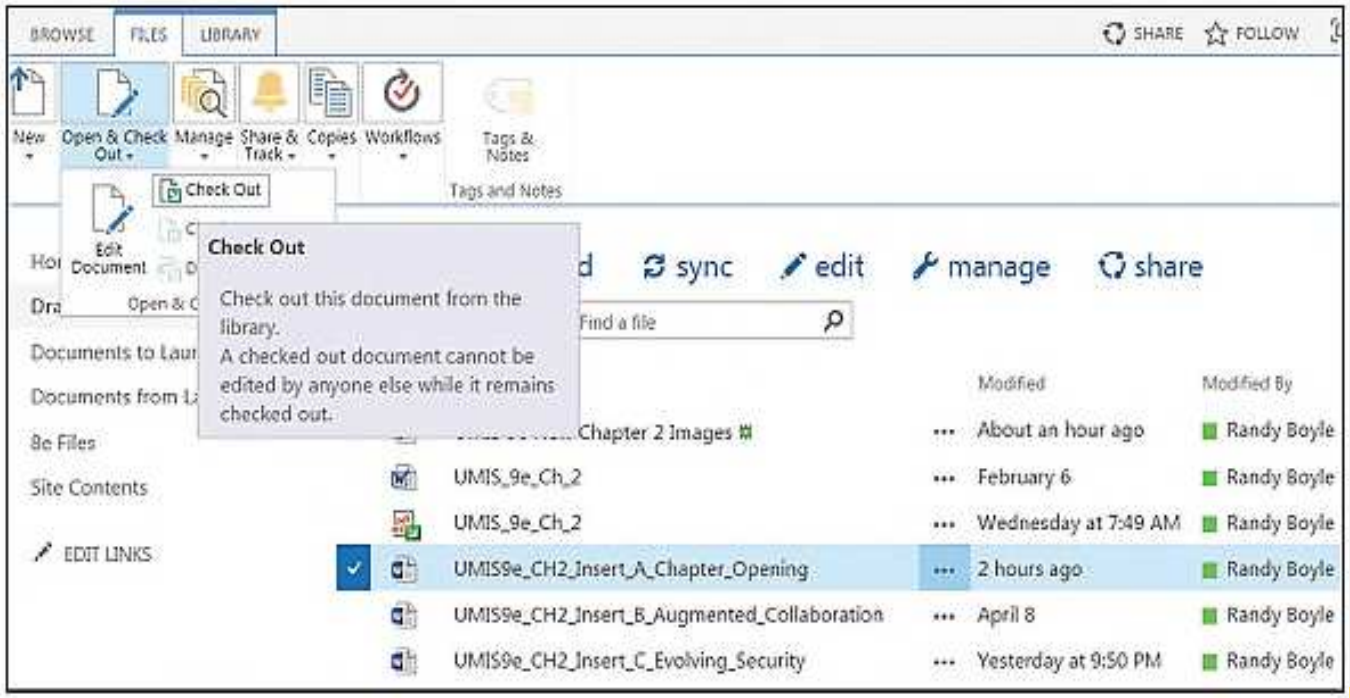
Checking Out a Document



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Example of Workflow

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Ethics Guide: I Know What's Better, Really

- You believe Alternative Two (Yours) vastly preferable.
- Leslie believes Alternative One (Hers) better.
- What should you do?

Our Recommended Alternatives

~~**Alternative One**~~
- ~~In-house stores 3D diagrams~~
- ~~Direct connect to e-commerce server~~

~~**Alternative Two**~~ **Use the Cloud**
- 3D diagrams stored on elastic cloud servers
- Use MongoDB on AWS
- SOA connections to e-commerce server

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Ethics Guide: I Know What's Better, Really (cont'd)

- You and co-worker develop two different alternatives for consideration.
- Leslie will miss meeting due to family emergency.
- You believe Leslie's plan could harm company, and your plan is better.
- You present your plan, but not Leslie's.
- You lead committee to think Leslie supports your plan.

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Ethics Guide: I Know What's Better, Really (cont'd)

- Committee adopts your plan and Leslie never learns committee never saw her plan.
- Was your behavior ethical?
  - **Categorical imperative** - What you ought to do, independent of your own wants.
  - ***Utilitarianism*** - Morality of an act is determined by its outcome.

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Q7: How Can You Use Collaboration Tools to Manage Tasks?

Sample Task List

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

boyle.longwood@gmail.com Comments Share

	A	B	C	D	E
1	**Task**	**Assigned To**	**Due Date**	**Status**	**Remarks**
2	Get Set Up:				
3	Determine how we will meet	Kroenke	4/10/2017	Complete	Kroenke will set up the meeting and drive the discussion to conclusion
4	Decide communication method	Boyle	4/15/2017	Complete	Boyle will identify alternatives to show the team... and get team decision
5	Identify cloud server alternatives	Boyle	4/10/2017	Complete	Boyle will do this via email... until we can get our cloud server up
6	Select a cloud server	Kroenke	4/20/2017	Late	Kroenke will drive us to a decision and document it
7	Set up a cloud server	Kroenke	4/24/2017	In process	Set up the server for use by the team; communicate to all how to use it
8	Determine office document alternatives	Town	4/26/2017	In process	Use cloud server from here on out!
9	Select office document applications	Town	4/28/2017	In process	Laura will drive the team to a decision and document
10	Specify task list contents	Kroenke	4/28/2017	Complete	Done, but can't place on cloud server until Kroenke finishes
11	Determine how to store task list	Town	5/2/2017	Not started	Laura will drive the team to a decision here.
12	Document requirements	Boyle	5/3/2017	Not started	Document all the requirements document on our cloud server

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UMIS Production Task List in SharePoint

All Tasks | Calendar | Completed | ... Find an item

✓	Task Name		Due Date	Assigned To	Book Title
☑	~~Practice Tasks. Please complete this task.~~	...	January 16	Karalyn Holland	N/A
☑	~~Create directory for emis6e extracts~~	...	February 11	David Kroenke	UMIS
☑	~~Please add the pdf files, too.~~	...	February 6	Karalyn Holland	UMIS
☑	~~Put glossary files in Glossary files foldders~~	...	February 27	Karalyn Holland	Both
☐	Adjust CE 18 in accordance with changes to Ch 2	...		Laura Town Randy Boyle	EMIS
☐	UMIS Review dk-reviewed Chapter 5 comments in the from Laura folder. New images are in Docs to Laura lib.	...	2 days from now	Laura Town	UMIS

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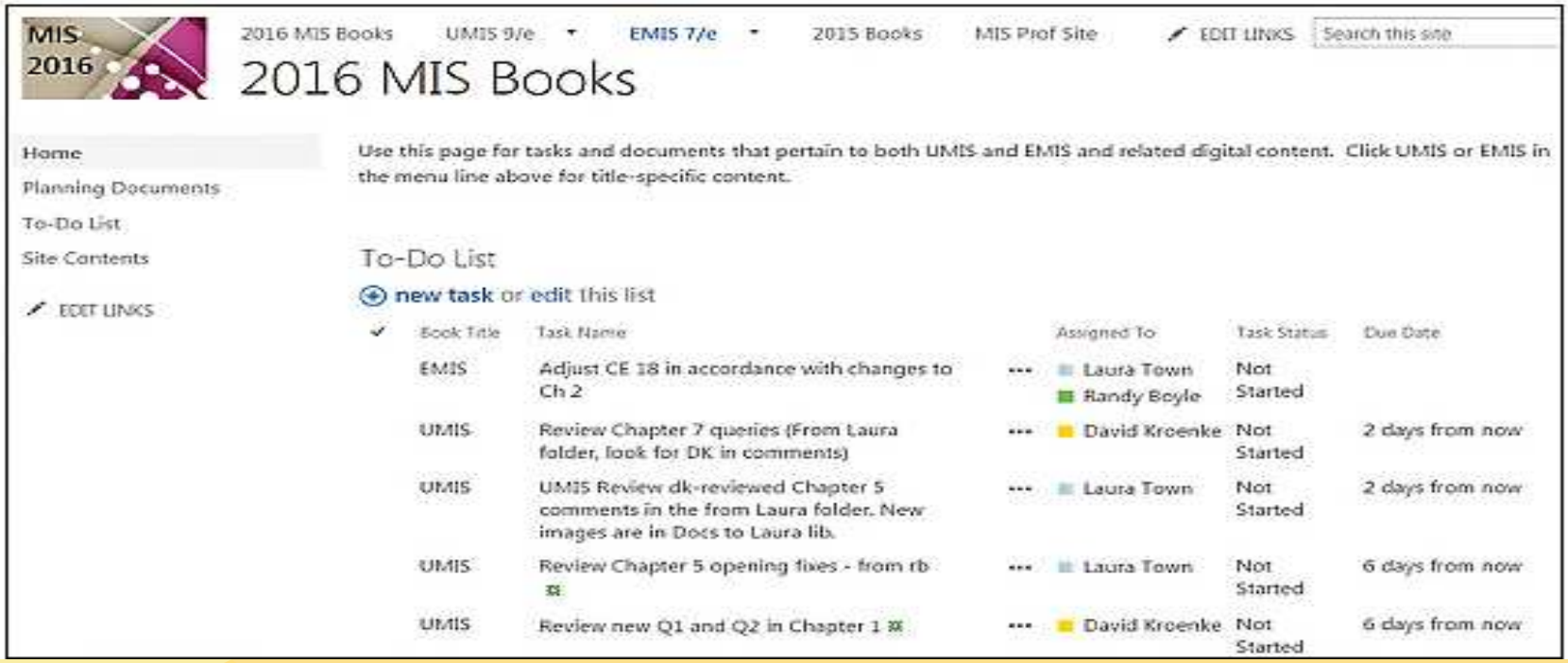
UMIS To-Do List in SharePoint (cont'd)



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UMIS Completed Tasks in SharePoint

All Tasks Calendar Completed ... Find an item

✓	Task Name		Due Date	Assigned To
☑	Practice Tasks. Please complete this task.	...	January 16	Karalyn Holland
☑	Create directory for emis6e extracts	...	February 11	David Kroenke
☑	Please add the pdf files, too.	...	February 6	Karalyn Holland
☑	Put glossary files in Glossary files foldders	...	February 27	Karalyn Holland
☑	Review Ch 5 opening edits from Laura ... re-assign this task to her when done.	...	2 days from now	Randy Boyle

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So What? Augmented Collaboration

- How can HoloLens change collaboration and business?
- Identifying industries that might benefit from augmented reality technology. How so?
- What is the difference between the Oculus Rift and the Microsoft HoloLens?
- How could this type of technology benefit students?
- What about privacy concerns?

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Q8: Which Collaboration IS Is Right for Your Team?

	Three Collaboration Tool Sets		
	Minimal	Good	Comprehensive
Communication	Email; multiparty text chat	Google Hangouts	Microsoft Skype for Business
Content Sharing	Email or file server	Google Drive	SharePoint
Task Management	Word or Excel files	Google Calendar	SharePoint lists integrated with email
Nice-to-Have Features		Discussion boards, surveys, wikis, blogs, share pictures/videos from third-party tools	Built-in discussion boards, surveys, wikis, blogs, picture/video sharing
Cost	Free	Free	$10/month per user or Free
Ease of Use (time to learn)	None	1 hour	3 hours
Value to Future Business Professional	None	Limited	Great
Limitations	All text, no voice or video; no tool integration	Tools not integrated, must learn to use several products	Cost, learning curve required

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Office 365 Features You Need for the Comprehensive Toolset

Component	Features
Skype for Business	Multiparty text chat Audio- and videoconferencing Online content sharing Webinars with PowerPoint
SharePoint Online	Content management and control using libraries and lists Discussion forums Surveys Wikis Blogs
Exchange	Email integrated with Skype for Business and SharePoint Online
Office 2013	Concurrent editing for Word, Excel, PowerPoint, and OneNote
Hosted integration	Infrastructure built, managed, and operated by Microsoft

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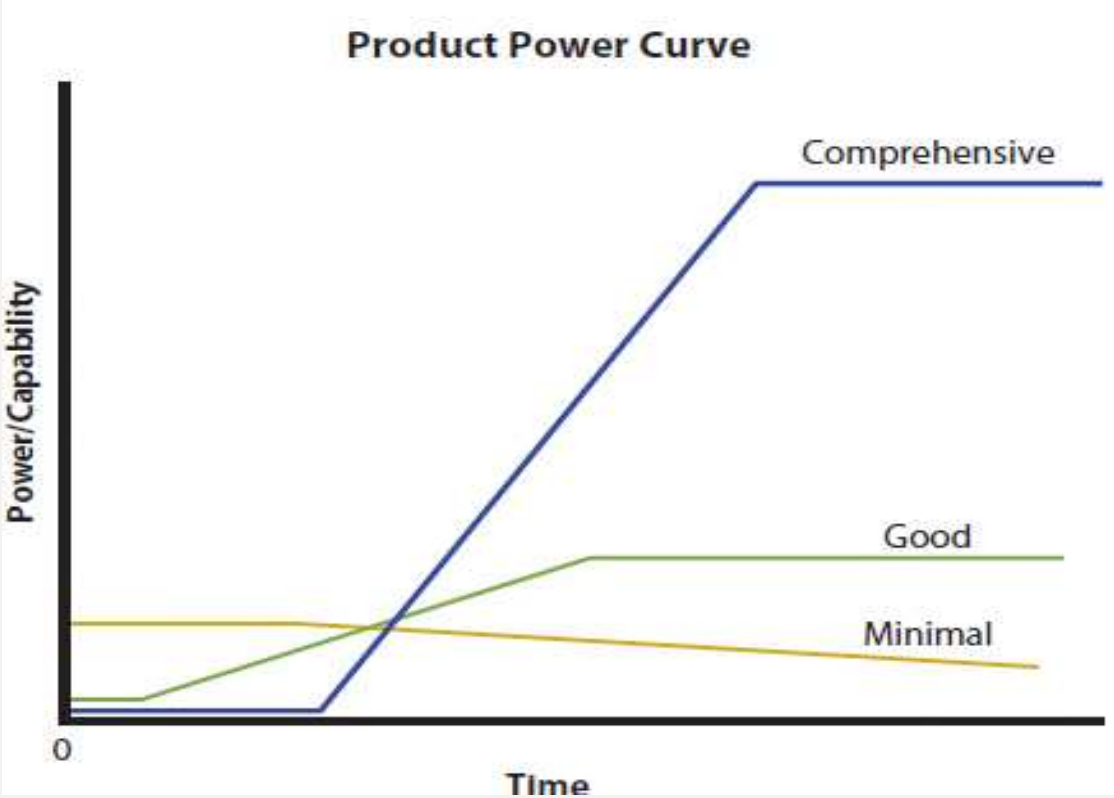
Evaluating Learning Time



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Don’t Forget Procedures and People!

- Data component up to you.
- Metadata for project management demonstrates your team practiced iteration and feedback.
- Team needs to agree on tools to use.
- Train team members in the use of tools.
- Create special jobs or roles needed.

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Q9: 2026?

- Collaboration systems cheaper, easier to use, run on portable devices.
- Face-to-face meetings rare.
- Employees work at home, full time or part time.
- Corporate training online & asynchronous.
- Much less business travel.
- Travel industry focused on recreational travel.
- Conventions become virtual.

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Security Guide: Evolving Security

Old castle model

- Create barrier between internal information systems and hackers.
- Firewalls and intrusion detection systems (IDS)

• Physical barriers gone

- Smartphones, laptops, network-enabled devices completely transformed organization network architecture.
- Access corporate servers remotely and store corporate data locally.

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Security Guide: Evolving Security (cont'd)

- City model
  - Authorized users and visitors free to roam digital city with any device.
  - Access to individual buildings, servers, and data restricted to authorized users.
  - More challenging due to diversity of devices, operating systems, and applications.
  - Must monitor user behavior more closely.
    - Reduce the risk of rogue employees.

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Security Guide: Evolving Security (cont'd)

- Collaborative projects with other firms.
  - Granting network access to outside collaborators can pose considerable risks.
- Employers increasingly monitoring
  - Internet usage, tracking GPS information on vehicles and mobile devices, recording keystrokes, monitoring social media activity, and reviewing emails.

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Ethics Guide: Egocentric vs. Empathetic Thinking

- Egocentric thinking
  - Centers on self.
  - “I’m right, everyone else is wrong.”
- Empathetic thinking
  - “My View” is one possible interpretation.
  - Take time to learn perspective of others.
  - Take time to understand problem domain as a system.

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Ethics Guide: Egocentric vs. Empathetic Thinking (summary)

Consider Falcon Security:

- Interpersonal conflicts.
  - Getting snippy, feelings being hurt.
  - “Let’s just ignore Felix.”
  - Felix opposes project, not really participating.
  - Felix doesn’t come to meetings.
  - Felix thinks team is focused on drone flight performance.
  - Alexis thinks team should determine drone parts to be 3D-printed.

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Active Review

Q1: What are the two key characteristics of collaboration?

Q2: What are three criteria for successful collaboration?

Q3: What are the four primary purposes of collaboration?

Q4: What are the requirements for a collaboration information system?

Q5: How can you use collaboration tools to improve team communication?

Q6: How can you use collaboration tools to manage shared content?

Q7: How can you use collaboration tools to manage tasks?

Q8: Which collaboration IS is right for your team?

Q9: 2026?

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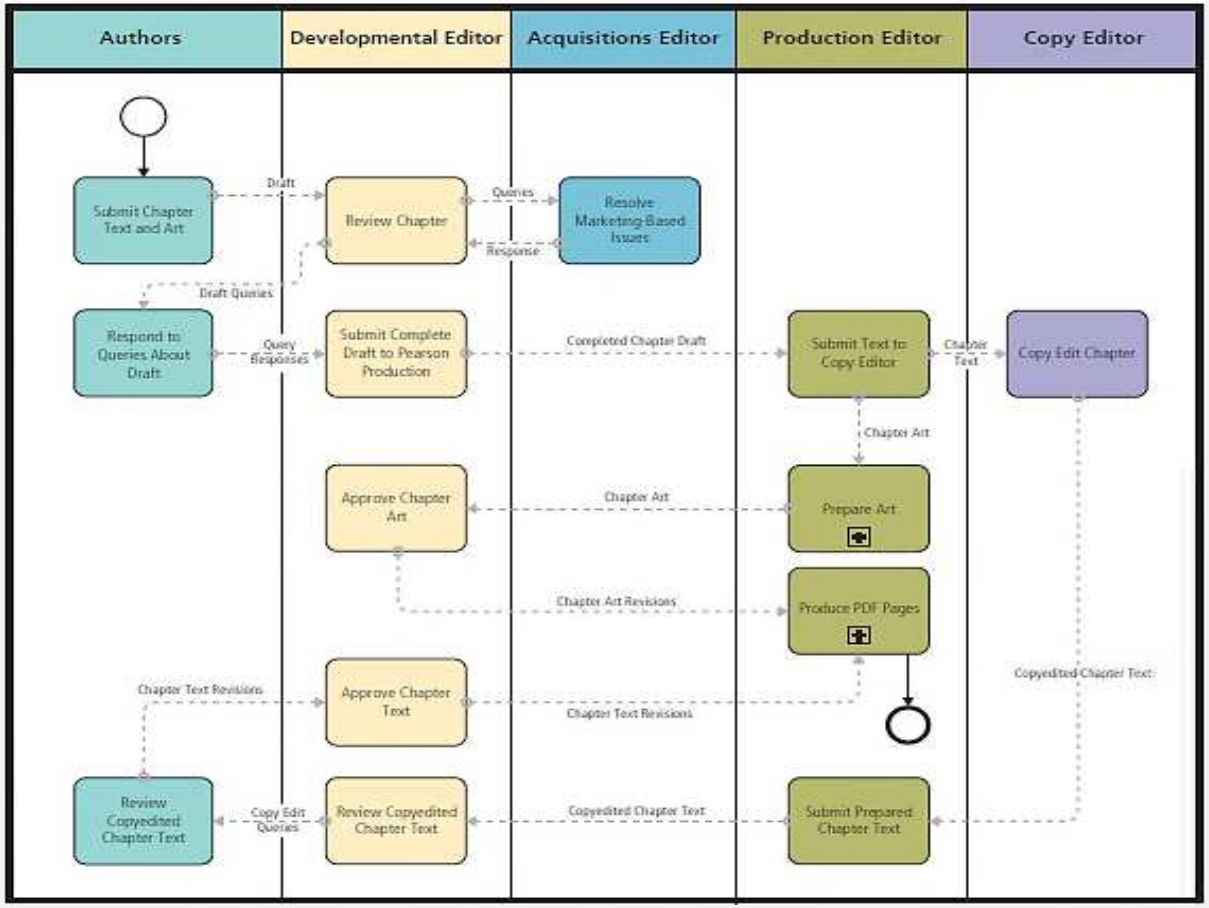
Case Study 2: Eating Our Own Dog Food



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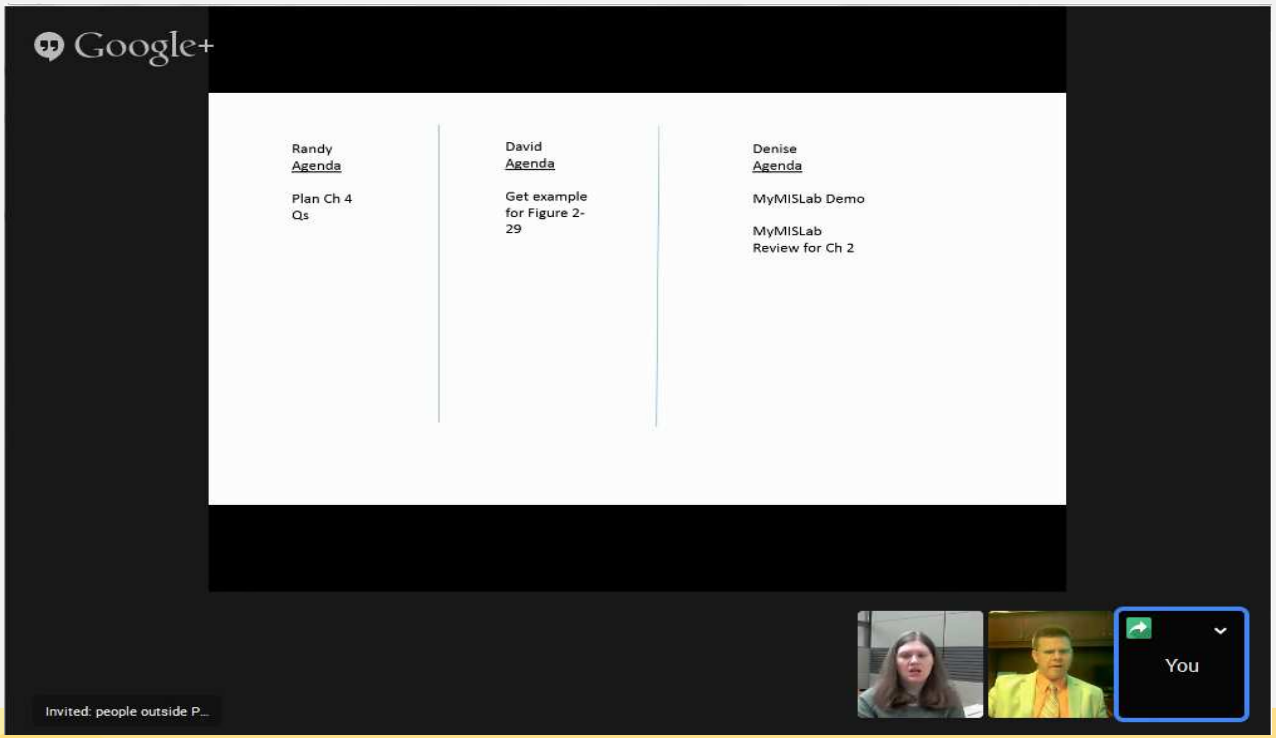
Case Study 2:
Eating Our Own Dog Food (cont'd)



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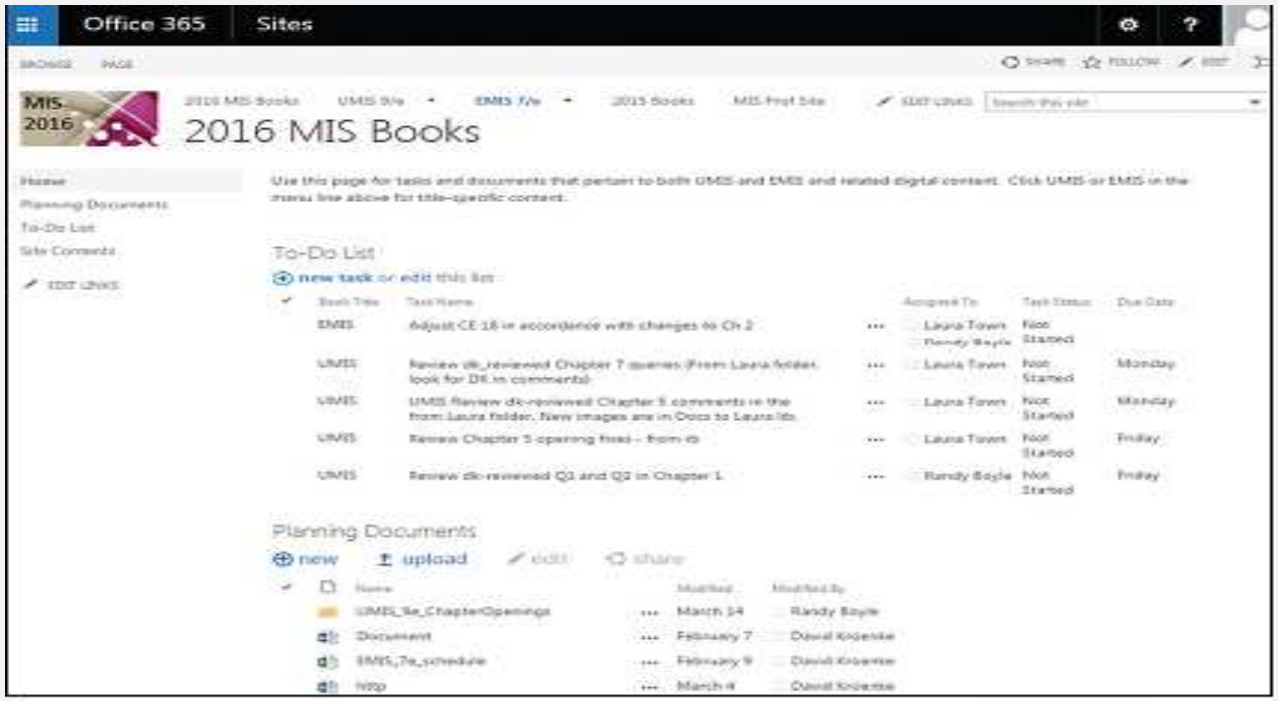

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Example Email from SharePoint

To-Do List: Update Chapter 2 Security Guide - Update Chapter 2 Security Guide

DELETE REPLY REPLY ALL FORWARD ...

2016 MIS Books <no-reply@sharepointonline.com> Mark as unread

Wed 4/22/2015 5:50 AM

Inbox

To: Randy Boyle;

2016 MIS Books

Update Chapter 2 Security Guide has been added

Modify my alert settings | View Update Chapter 2 Security Guide | View To-Do List | Mobile View

Task Name:	Update Chapter 2 Security Guide
Predecessors:	
Priority:	(2) Normal
Task Status:	Not Started
% Complete:	0%
Assigned To:	Randy Boyle
Description:	
Start Date:	4/23/2015
Due Date:	4/25/2015
Completed:	No
Book Title:	UMIS

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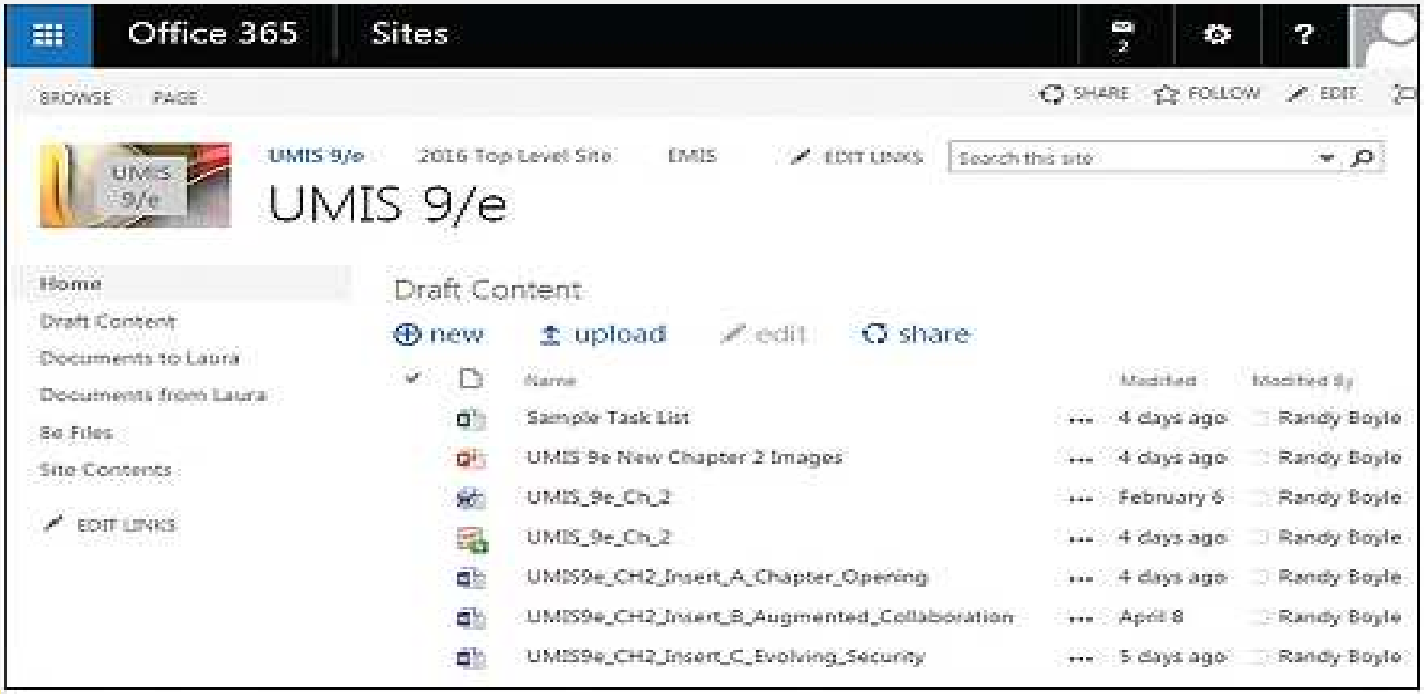
First Draft Document Library Contents



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5.0	4/18/2015 6:25 AM	Randy Boyle	1008.7 KB	
4.0	4/18/2015 5:57 AM	Randy Boyle	824.8 KB	
3.0	4/18/2015 4:53 AM	Randy Boyle	199.7 KB	
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Title Figure 4-???

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