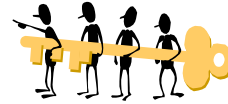


Main Concepts for Cooperative Work Place Analysis



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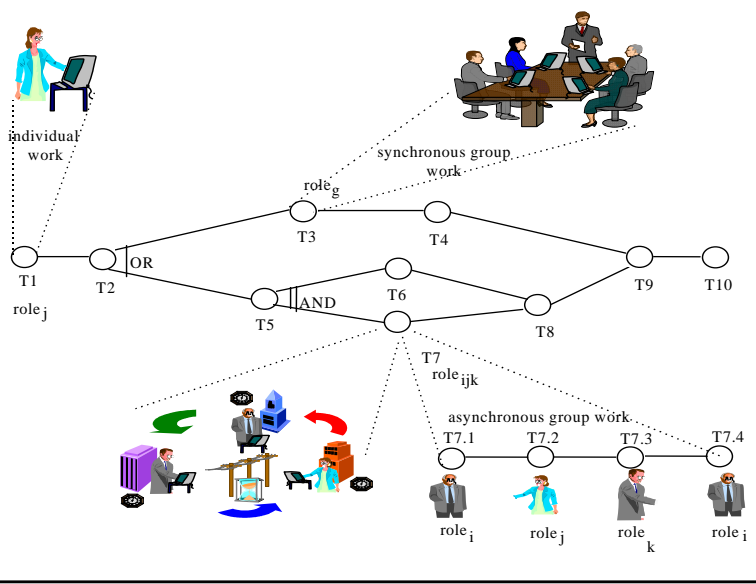


A well-known categorisation of groupware

Time Place	SAME	DIFFERENT
S A M E	<p>Face-to-face interaction</p>	<p>Asynchronous interaction</p>
D I F F E R E N T	<p>Synchronous distributed interaction</p>	<p>Asynchronous distributed interaction</p>



Well-structured and ill-structured work processes coexist in organisations



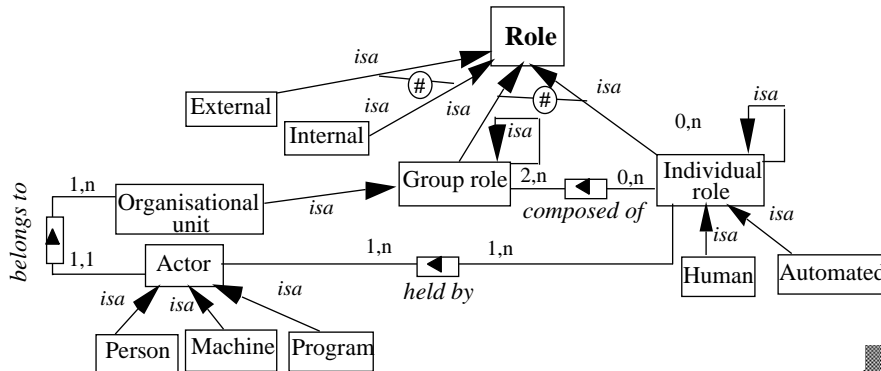
Models dealing with cooperative work

	Goal	Process	Task	Task flow	Task decomposition	Role/Actor	Resource
ICN [Ellis94]	Goal	Procedure	Activity	Yes	Yes	Yes	Yes
InConcert [McCarthy93]	No	Job	Task	Yes	Yes	Yes	Yes
VPL [Swenson93]	Goal	Plan	Stage	Yes	Yes	Yes	Yes
OSSAD [Dumas90]	Objective	Procedure	Operation	Yes	Yes	Yes	Yes
I* [Yu94]	Goal	No	Task	No	Yes	Yes	Yes
Enterprise models [Bubenko 94]	Goal	Process				Yes	Yes
Process meta-model [Rolland93]	Intention	Way of working	Action	Plan context	Plan/choice context	Yes	



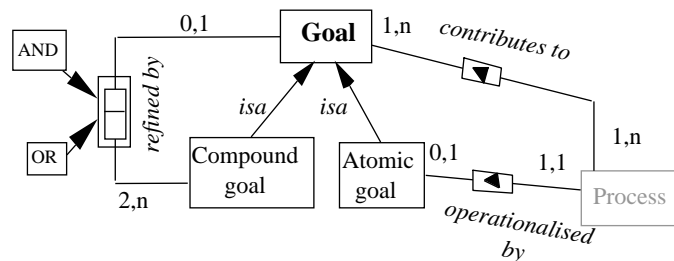
The Concept of Role

A *role* is the definition of an organisational intention shared by a collection of users, all of whom have the same privileges and obligations to a set of work processes in an organisation.



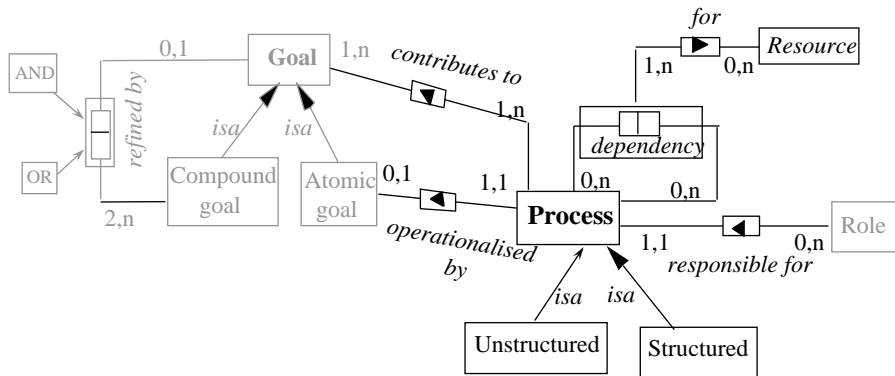
The Concept of Goal

Goals are high level objectives of the organisation and defines stable characteristics of the business that any organisation choice must respect.



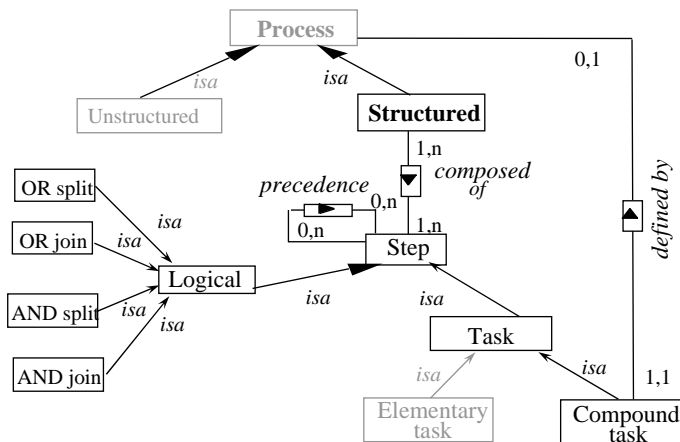
The Concept of Process

Operationalisable goals are implemented using *processes*.



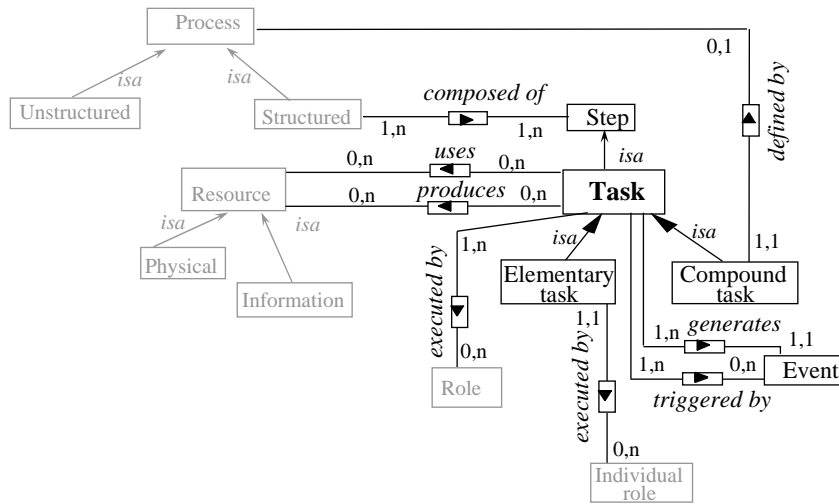
The Concept of Structured Process

The essential preoccupation of *structured processes* is the coordination of their component work steps.



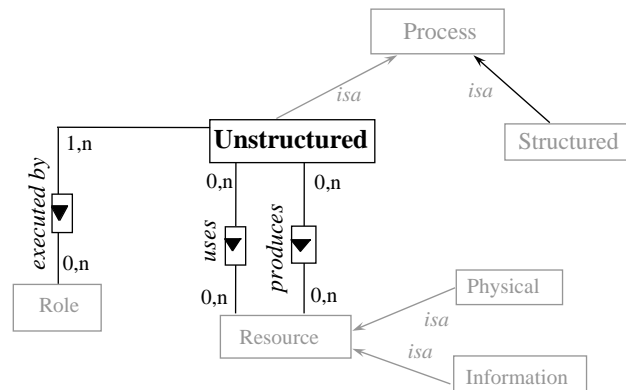
The Concept of Task

A *task* represents a work step in a structured process.



The Concept of Unstructured Process

An *unstructured process* cannot be represented in terms of flow of tasks. The key concept of unstructured processes is the information and knowledge sharing in the work group.



Conclusion

Cooperative work processes can be either

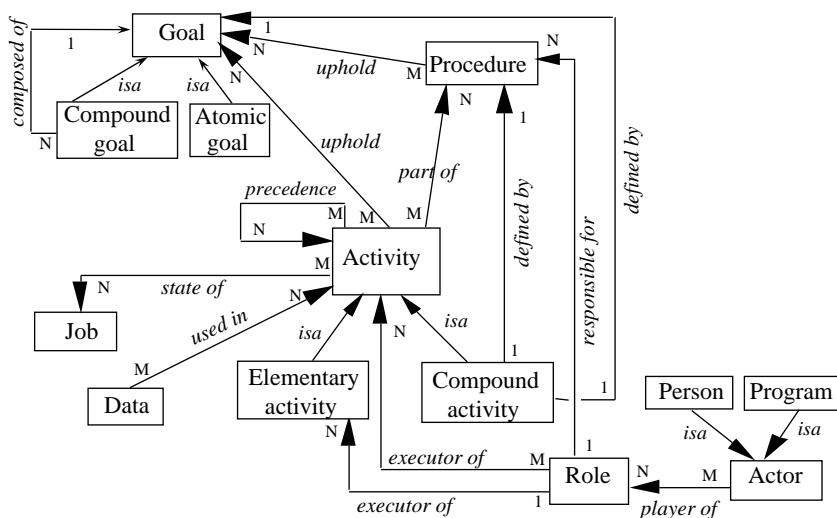
- ♦ **structured** according to a partial order of work steps associated to roles and describe "how" the corresponding operationalisable goal could be fulfilled.
- ♦ **unstructured** and described in terms of roles and resources which are involved and goals to whom the process contributes.

The aim of cooperative work analysis is:

- ♦ to understand the nature of the studied work processes
- ♦ to find, in the case of well-structured processes, the relevant decomposition in **tasks** with their associated **roles**.
- ♦ to provide appropriate concepts to represent other **social** and **organisational** aspects



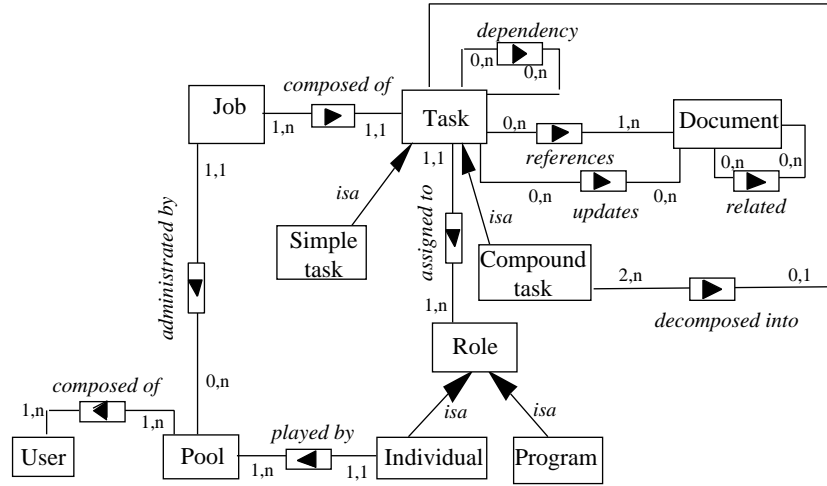
Workflow models



The Information Control Net model [Ellis 79, Ellis & Wainer 94]



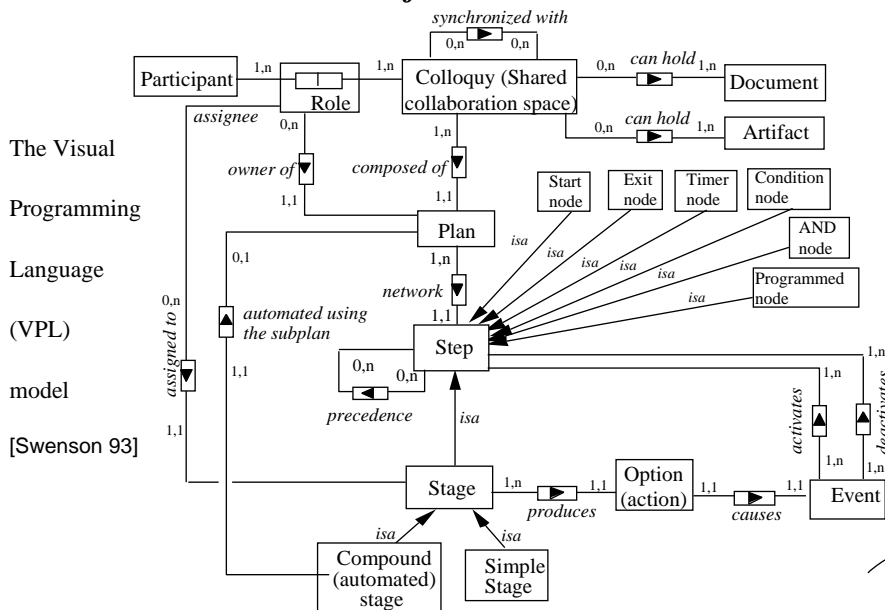
Workflow models



The InConcert workflow model [McCarthy & Sarin 93]



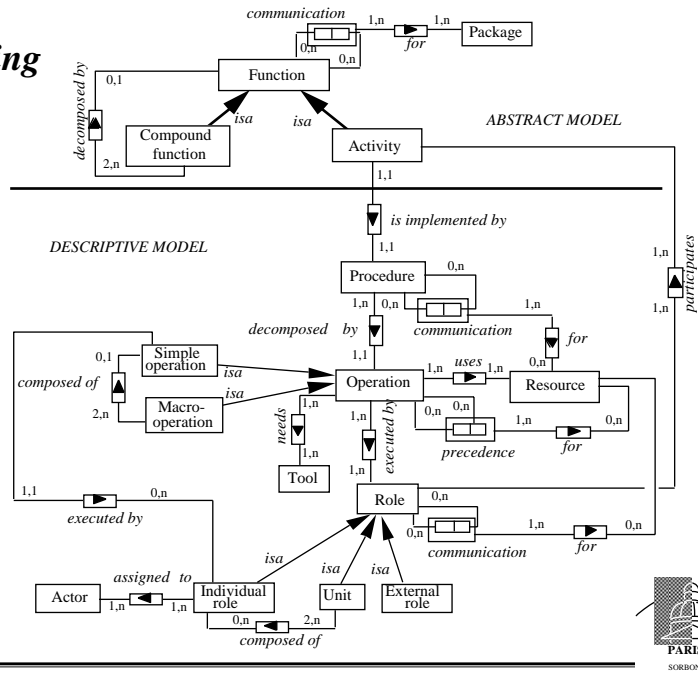
Workflow models



The Visual
Programming
Language
(VPL)
model
[Swenson 93]



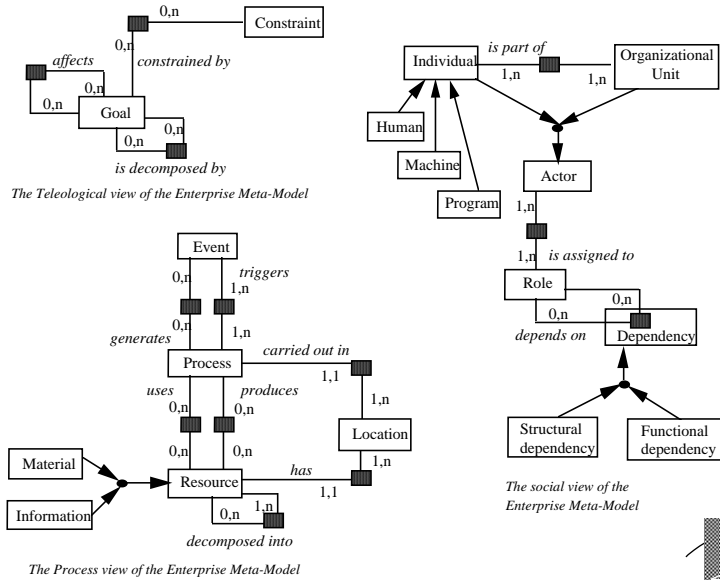
Process Modelling



The OSSAD's models
[Dumas et al. 90]



Process Modelling



Enterprise models [Bubenko 94]
[Loucopoulos 95]

The social view of the Enterprise Meta-Model

The Process view of the Enterprise Meta-Model

