Expertise Sharing

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Socio-technical Design

iSchools

architecture :: civil engineering :: materials engineering

?? :: software/software engineering :: computer science

?? :: ?? :: computer science

Expertise sharing

- Many new variants
  - Within education
  - With informal knowledge
  - New possibiliies: practitioner networks, practice networks, life-long learning
- A response to "social computing"?

Bell Labs, 1966

A brief transfer of information about information transfer

- Shannon – Weaver assumes perfect understanding of a message, limited by bandwidth
- Simon and Newell assumes same, but extends this to a larger search space
- Daft and Lengel (media richness theory) take this and assume that somehow understanding is completely dependent on the bandwith
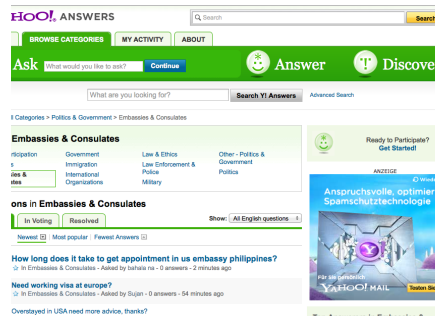

"Traditional" knowledge environments

craft to constructionist

Informal knowledge environments

Lada A. Adamic, Jun Zhang, Eytan Bakshy, and Mark S. Ackerman. Knowledge sharing and yahoo answers: everyone knows something. In *Proceedings of the* WWW '08

Informal knowledge environments

- Kevin Kyung Nam, Mark S. Ackerman, and Lada A. Adamic. 2009. Questions in, knowledge in?: a study of naver's question answering community. In *Proceedings of the 27th international conference on Human factors in computing systems* (CHI '09).
- Jiang Yang, Mark S. Ackerman, and Lada A. Adamic. 2011. Virtual gifts and guanxi: supporting social exchange in a chinese online community. In *Proceedings of the ACM 2011 conference on Computer supported cooperative work* (CSCW '11).
- Jina Huh, Mark W. Newman, and Mark S. Ackerman. 2011. Supporting collaborative help for individualized use. In *Proceedings of the 2011 annual conference on Human factors in computing systems* (CHI '11).
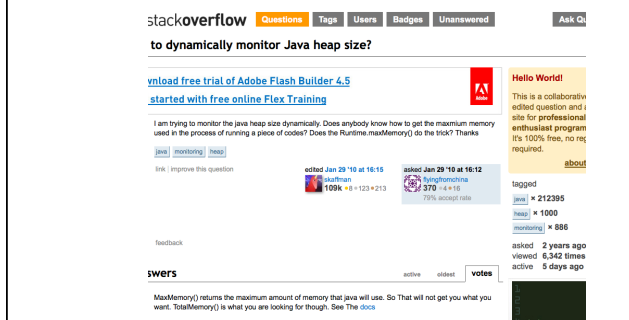
Informal knowledge environments

Informal knowledge environments

StackOverflow

PatientsLikeMe

Scratch (remix)

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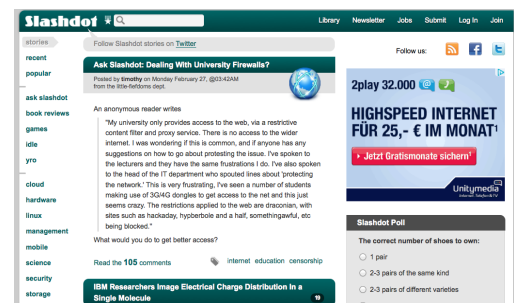
iSchool movement in the US

Towards a more radical agenda: creating new networks of knowledge

Informal knowledge environments

- **For us**
    - **not so much so**

Knowledge sharing

Knowledge sharing

Computer-supported cooperative work

From Wikipedia, the free encyclopedia
(Redirected from CSCW)

The term **computer-supported cooperative work (CSCW)** was first coined by Irene Greif and Paul M. Cashman in 1984, at a workshop attended by individuals interested in using technology to support people in their work.[1] At this same time, in 1987 Dr. Charles Findley presented the concept of Collaborative Learning-Work.[2] According to Carstensen and Schmidt,[3] CSCW addresses "how collaborative activities and their coordination can be supported by means of computer systems." On the one hand, many authors consider that CSCW and groupware are synonyms. On the other hand, different authors claim that while groupware refers to real computer-based systems, CSCW focuses on the study of tools and techniques of groupware *as well as* their psychological, social, and organizational effects. The definition of Wilson (1991)[4] expresses the difference between these two concepts:

> CSCW [is] a generic term, which combines the understanding of the way people work in groups with the enabling technologies of computer networking, and associated hardware, software, services and techniques.

Contents [hide]
1 Central concerns of CSCW
2 CSCW Matrix
　2.1 Same time/same place

ConsiderIT

Supporting Reflective Public Thought with ConsiderIt.
Kriplean, T., Morgan, J. T., Freelon, D., Borning, A., and Bennett, W. L.
CSCW 2012: ACM Conference on Computer Supported Cooperative Work.

Expertise sharing

iSchool movement in the US

CSCW-Classic response to social computing

Towards a more radical agenda: creating new networks of knowledge

❑ New possibiliies: practitioner networks, practice networks, life-long learning

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CSCW-Classic response to social computing

Towards a more radical agenda: creating new networks of knowledge

❑ New possibiliies: practitioner networks, practice networks, life-long learning

❑ How to hook in industrial and governmental partners into networks of practice and research

　• It's really too hard – can this be easier? Why is it hard?

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iSchool movement in the US

CSCW-Classic response to social computing

Towards a more radical agenda: creating new networks of knowledge

- ❑ New possibiliies: practitioner networks, practice networks, life-long learning
- ❑ How to hook in industrial and governmental partners into networks of practice and research
  - • It's really too hard – can this be easier? Why is it hard?
- ❑ Are we *really* ready?
  - • Is there a level of infrastructure and infrastructuring that is not yet present?