

**NEW ZEALAND INSTITUTES OF TECHNOLOGY AND POLYTECHNIC  
QUALIFICATIONS IN INFORMATION & COMMUNICATIONS TECHNOLOGY**

**PRESCRIPTION: GW700 GROUPWARE**

AIM OF MODULE:	To enable students to gain an understanding of groupware applications, and to be able to implement a groupware system.
CREDITS:	7
KNOWLEDGE ASSUMED FROM:	SF500 Software Fundamentals SO500 Systems Overview
STUDENT LEARNING HOURS:	70
CONTENT REVISED:	Pre 1996
PRESCRIPTION EXPIRY DATE:	Nov 2011

**Level and Assessment Schedule**

TOPICS	Highest Skill Level				Suggested Assessment Percentage
	R	C	A	P	
1. Groupware	*				30
2. Introducing Groupware into an Organisation			*		20
3. Implementing a Workflow System				*	50
					<hr/> 100 <hr/>

## LEARNING OUTCOMES:

The student will:

- |   |   |   |
|---|---|---|
| R | 1 | Define groupware and describe its various implementations.  |
| A | 2 | Evaluate, for the business environment, the social, economic and cultural impact of introducing groupware into an organisation.   |
| P | 3 | Manage the process of investigation and analysis of a system (of a size appropriate to the time frame of the course) and implement an appropriate workflow system using a groupware software product. |

## CONTENT

### 1 TAXONOMY OF GROUPWARE

- Characteristics of groupware
- Categories of groupware:
  - Messaging systems
  - Group Decision Support Systems
  - Co-ordination Systems (workflow)
  - imaging
  - Time/task management and scheduling
  - Multi-user editors
  - Knowledge management
  
- Messaging Groupware Systems
  - Overview of technology that supports groupware
  - The internet as *Groupware*
  - Messaging systems
  
- Workflow Systems
  - Define a *workflow system*
  - Advantages & disadvantages of business workflow systems as implemented in groupware software
  - The importance of awareness and modelling of workflow in business
  - Workflow flowcharts

➤ Group Decision support Systems

- Definition of a GDSS and examples
- Decision making face to face
- Production blocking
- Evaluation apprehension
- Research into the effect of factors affecting outcomes: (distance, number of participants, organisations involved)
- Overview of technology required
- Approaches to decision making (Nominal group technique, Delphi)
- The affect on group dynamics

➤ Multi-user Editing

- Groupware document imaging systems and document management
- Multi-user editing software (e.g. Lotus Word Pro)
- Time management and scheduling applications
- Critical success factors for introduction: Executive “champion”, User driven, initial investment, speedy implementation of initial projects.

## **2 INTRODUCING GROUPWARE**

- Technical, cultural, social and business perspectives

## **3 GROUPWARE APPLICATION DEVELOPMENT**

- Investigate, analyse, design and implement a workflow system.

## **NOTES**

- The course should introduce a groupware product (such as Lotus Notes) as early as possible, and use this product to demonstrate the practical application of the theory.
- The groupware application development should be done as a group project.