ICS (1):
support of group work (1)

- Computer Supported Cooperative Work (CSCW):
  - Interdisciplinary Area of Research:
    - Computer Science
    - Sociology
    - Psychology
    - Anthropology
    - Business Informatics
    - Economic Sciences
    - Media Sciences
    - Many other disciplines

- Definition
- Goal of CSCW
ics (2): support of group work (2)

- **Group Work:**
  - Group
  - Working Group
  - Team ➔ Synonymous with Group
Aspects of Group Work:
- Communication
- Coordination
- Cooperation
ics (4): support of group work (4)

- Dimensions of Interaction within Group Work:
  - Range
  - Time
  - Type of Relationship
  - Structure
  - Involvement
  - Causality
Classification Scheme of Group Work:
- Communication
- Joint Information Spaces
- Workflow Management
- Workgroup Computing
Framework
“Enterprise Content Management” (ECM):

- Term

- Essential Characteristics:
  - ECM as integrative Middleware
  - ECM-Components as Independent Services
  - ECM as Consistent Repository
Main Categories of Enterprise Content Management:

- Capture
- Manage
- Deliver
- Preserve
- Store
ics (8): enterprise content management (3)

- 5 Terms (5 “C”) of ECM-Scope:
  - (Costs)
  - Collaboration
  - Content
  - Continuity
  - Compliance
ICT-Areas of ECM to Implement MIS:
- Content-orientated Process Management
- Continuity Management
- Content-Management
- Compliance-Management
Enterprise Content Management:

In Accordance to IBM 2009, S. 3