

1) Answer all parts

- (a) Explain the space-time matrix of groupware applications and give one groupware example for each category. (4 marks)
- (b) Compare and contrast listservers and real-time text-based chat-rooms. Present their relative strengths and weaknesses and explain whether you would recommend one or the other to support a brainstorming task. (8 marks)
- (c) Discuss how a lack of personal motivation to use groupware by some members of a group can affect its effectiveness as a central tool for communication and coordination and suggest ways in which this can be avoided. (8 marks)

2) Answer all parts

- (a) Explain the purpose of the team life-cycle model and briefly discuss the goals for each of its phases. (6 marks)
- (b) Discuss for each of the four phases in the creation of a team what form of computer-supported communication would be most appropriate to support the team's activities. Concentrate on the type of task being undertaken and the required communication richness. (6 marks)
- (c) Email has rapidly become a universal communication tool that many people would find hard to do without. Discuss and evaluate the factors that may have contributed to this rapid universal adoption of email technology. Give reasons that may suggest that, despite its almost universal spread, email is not such a success after all? (8 marks)

3) Answer all parts

- (a) Define the basic elements that affect the adoption of groupware by individuals and explain how their inter-dependencies can prevent successful adoption by a group. (5 marks)
- (b) Describe the four principles of groupware design. For each principle, give one example of how it can be applied. (7 marks)
- (c) Discuss the problems affecting the appropriate coordination of actions by participants in a synchronous drawing task using a remote whiteboard application. Suggest design solutions for these problems. (8 marks)

4) Answer all parts

- (a) Describe the principle criteria used to evaluate groupware. (4 marks)
- (b) Compare and contrast the methods available for evaluating groupware, reporting advantages and disadvantages. Give an example for each method. (6 marks)
- (c) You are part of a team of consultants hired by the NHS to design a public kiosk to support remote video/audio communication between patients and doctors. Your task is to guarantee the application of a user-centred design throughout the process. Provide an outline plan of the evaluation, reporting methods, objectives, and potential obstacles to each planned activity. Also reflect on the appropriateness of public technology for this type of application. (10 marks)

5) Answer all parts

- (a) Define what 'on-line communities' are and identify their core characteristics. (4 marks)
- (b) Describe the most common types of unacceptable behaviour in on-line communities. Discuss what you could do in your design to try to minimise these behaviours. (7 marks)
- (c) You have been hired by Trafford City Council to design an e-government site for elderly citizens to disseminate information about initiatives for their age group and support social needs. Explain how you would design this site and discuss all the features that could help promote the emergence of a vibrant community. Use drawings to support your explanation where appropriate. (9 marks)