



# Contents

<b>Chapter 1</b>	<b>Introduction</b>	<b>1</b>
	1.1 Groupware: Systems that Support Computer-Mediated Interaction	4
	1.2 A Day with Paul Smith	10
	1.3 Outline	16
	1.4 Acknowledgments	18
<b>Chapter 2</b>	<b>From Patterns to a Pattern-Oriented Development Process</b>	<b>21</b>
	2.1 Patterns and Pattern Languages	23
	2.1.1 Towards a Holistic Understanding of Socio-Technical Forces	23
	2.1.2 Representations of Patterns	25
	2.1.3 A Pattern Style for Computer-Mediated Interaction	30
	2.1.4 How Patterns should be Applied	34
	2.1.5 Relationships among Patterns in a Pattern Language	39
	2.2 An Overview of our Pattern Language for Computer-Mediated Interaction	43
	2.2.1 The Three Layers of our Pattern Language	43
	2.2.2 Topic Clusters in the Different Layers	44
	2.2.3 Related Pattern Languages	49
	2.3 The Oregon Software Development Process (OSDP)	54
	2.3.1 Conceptual Iteration	55
	2.3.2 Development Iteration	58
	2.3.3 Tailoring Iteration	61
	2.3.4 Applicability of OSDP	61
<b>Chapter 3</b>	<b>Community Support</b>	<b>65</b>
	3.1 Welcome me... or how to arrive in the community	69
	3.1.1 QUICK REGISTRATION **	72
	3.1.2 LOGIN **	80

3.1.3	WELCOME AREA *	86
3.1.4	MENTOR	92
3.1.5	VIRTUAL ME **	97
3.1.6	USER GALLERY *	104
3.1.7	BUDDY LIST **	109
3.1.8	Welcome me... applied	115
3.2	Guide me... or how to deal with quality	118
3.2.1	QUALITY INSPECTION *	120
3.2.2	LETTER OF RECOMMENDATION *	126
3.2.3	BIRDS OF A FEATHER	134
3.2.4	EXPERT FINDER	138
3.2.5	HALL OF FAME *	143
3.2.6	REWARD	148
3.2.7	Guide me... applied	154
3.3	Save me... or how to protect users	157
3.3.1	RECIPROCITY *	160
3.3.2	MASQUERADE *	165
3.3.3	AVAILABILITY STATUS **	170
3.3.4	ATTENTION SCREEN *	175
3.3.5	QUICK GOODBYE *	180
3.3.6	Save me... applied	185

## **Chapter 4 Group Support 187**

4.1	Touch me... or how to modify shared material together	191
4.1.1	GROUP *	194
4.1.2	SHARED FILE REPOSITORY **	198
4.1.3	SHARED BROWSING *	202
4.1.4	VOTE *	208
4.1.5	APPLICATION SHARING **	215
4.1.6	SHARED EDITING **	219
4.1.7	FLOOR CONTROL **	226
4.1.8	Touch me... applied	230
4.2	Meet me... or how to create places for collaboration	233
4.2.1	ROOM **	236
4.2.2	ACTIVE MAP *	242
4.2.3	INTERACTION DIRECTORY **	248
4.2.4	BELL **	252
4.2.5	INVITATION **	255
4.2.6	BLIND DATE	260
4.2.7	Meet me... applied	265

4.3	Read me... or how to support textual communication	268
4.3.1	EMBEDDED CHAT **	271
4.3.2	FORUM **	277
4.3.3	THREADED DISCUSSIONS *	281
4.3.4	FLAG	287
4.3.5	SHARED ANNOTATION	291
4.3.6	FEEDBACK LOOP *	298
4.3.7	DIGITAL EMOTIONS **	302
4.3.8	FAQ	307
4.3.9	Read me... applied	312
4.4	Feel me... or how to provide synchronous group awareness	315
4.4.1	USER LIST **	319
4.4.2	SPONTANEOUS COLLABORATION *	327
4.4.3	ACTIVE NEIGHBORS	332
4.4.4	INTERACTIVE USER INFO *	337
4.4.5	REMOTE FIELD OF VISION *	342
4.4.6	REMOTE SELECTION *	348
4.4.7	REMOTE CURSOR **	353
4.4.8	TELEPOINTER *	359
4.4.9	ACTIVITY INDICATOR *	363
4.4.10	Feel me... applied	367
4.5	Remember me... or how to maintain asynchronous group awareness	369
4.5.1	ACTIVITY LOG **	371
4.5.2	TIMELINE	377
4.5.3	PERIODIC REPORT **	383
4.5.4	CHANGE INDICATOR **	387
4.5.5	ALIVENESS INDICATOR	393
4.5.6	AWAY MESSAGE *	399
4.5.7	Remember me... applied	405

**Chapter 5 Base Technology 407**

5.1	Connect me... or how to handle sessions	409
5.1.1	COLLABORATIVE SESSION **	411
5.1.2	PERSISTENT SESSION *	416
5.1.3	STATE TRANSFER **	420
5.1.4	REPLAY	425
5.1.5	Connect Me... applied	430

5.2	Share me. . . or how systems manage common data	431
5.2.1	CENTRALIZED OBJECTS **	433
5.2.2	REMOTE SUBSCRIPTION **	437
5.2.3	REPLICATED OBJECTS **	441
5.2.4	NOMADIC OBJECTS	446
5.2.5	MEDIATED UPDATES **	450
5.2.6	DECENTRALIZED UPDATES *	455
5.2.7	DISTRIBUTED COMMAND *	460
5.2.8	Share me. . . applied	465
5.3	Control me. . . or how systems ensure data consistency	467
5.3.1	PESSIMISTIC LOCKING *	470
5.3.2	OPTIMISTIC CONCURRENCY CONTROL **	475
5.3.3	CONFLICT DETECTION **	480
5.3.4	OPERATIONAL TRANSFORMATION *	484
5.3.5	LOVELY BAGS	490
5.3.6	IMMUTABLE VERSIONS *	495
5.3.7	Control me. . . applied	500
<b>Chapter 6</b>	<b>Examples of Applying the Pattern Language</b>	<b>501</b>
6.1	BSCW	504
6.1.1	Community Support	505
6.1.2	Group Support	511
6.1.3	Base Technology	523
6.2	CoWord	526
6.2.1	Group Support	528
6.2.2	Base Technology	534
<b>Chapter 7</b>	<b>Epilogue</b>	<b>537</b>
	<b>Bibliography</b>	<b>543</b>
	<b>Index</b>	<b>569</b>