Collaboration Systems and Technologies

Groups collaborate to create value that their members cannot create through individual effort. Collaboration, however, engenders economic, interpersonal, social, political, cognitive, emotional, physical, and technical challenges. Groups can improve key outcomes using collaboration technologies, but any technology that can be used well can also be used badly; IS/IT artifacts do not assure successful collaboration. The value of a collaboration technology can only be realized in the larger context of a collaboration system, a combination of actors, hardware, software, knowledge, and work practices to advance groups toward their goals.

Designers of collaboration systems must therefore address many issues when creating a new collaboration system. This track seeks new work from researchers in many disciplines to foster a growing a body of exploratory, theoretical, experimental, and applied research that could inform design and deployment choices for collaboration systems. We seek papers that address individual, group, organizational, and social factors that affect outcomes of interest among people making joint efforts toward a group goal.

We look for papers from the range of epistemological and methodological perspectives. Behavioral science and design science papers are welcome. The track seeks to synthesize broader understandings in the diversity of approaches that contributors bring to the conference.

Minitracks:

• Advances in Teaching and Learning Technologies
• Communication and Information Systems Technology for Crisis and Disaster Management
• Creativity in Teams and Organizations
• Cross-Organizational and Cross-Border IS/IT Collaboration
• Data Science for Collaboration
• Decision, Negotiation, Leadership, Social Communities and Technology
• Design and Innovation of Social Networking Services
• Emerging Issues in Distributed Group Decision-Making: Opportunities and Challenges
• Global Virtual Teams
• Human- and Task-Centered Assistance Systems
• Human-Computer Interaction: Informing Design Utilizing Behavioral, Neurophysiological, and Design Science Methods
• IT Enabled Collaboration in Developing Countries
• Mobility-enhanced Social Collaborations for Value Creation
• Processes and Technologies for Small and Large Team Collaboration
• Serious Games, Gamification, and Innovation
• Social and Psychological Perspectives in Collaboration Research
• Social Media and e-Business Transformation
• Technology Mediated Collaborations in e-Health

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Advances in Teaching and Learning Technologies

The Advances in Teaching and Learning Technologies minitrack encourages research contributions that deal with learning theories, cognition, tools and their development, enabling platforms, communication media, distance learning, supporting infrastructures, user experiences, research methods, social impacts, and/or measurable outcomes as they relate to the area of technology and its support of improving teaching and learning. Appropriate usage environments range from same-time, same-place to anytime, anywhere that increase interactions among the learners and the teacher/facilitator. Special interest continues to focus on innovative ways of using social media to facilitate learning and its application to early childhood education. This mini-track is intended to include all aspects of teaching and learning technologies from the original inceptions of theories and tools through the measurement of learning outcomes.

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Communication and Information Systems Technology for Crisis and Disaster Management

This minitrack provides a venue for systemic and holistic issues related to all phases in the disaster management cycle: Prevention and mitigation; preparedness; alert; response; recovery; and post disaster. Papers that address advancing any of these aspects through technical, organizational, or behavioral change are encouraged. These may include simulation studies, case-based research, empirical studies, and other applications of quantitative and qualitative methods, but also technological contributions with cross-disciplinary flavor (e.g. HCI, interoperability, etc).

Topics include, but are not limited to:
• Social media and Human Centered Sensing for collaboration in emergencies and disasters
• Artificial Intelligence (AI) based content management, disaster mapping, pattern recognition, triage and prioritization of assistance
• Case studies; collaborative integration of theory and practice
• Advances in crisis management methods and practice
• Security and safety models for emergency management systems
• Self-help schemes and eHealth for disasters and emergencies
• Crisis informatics
• Computational simulation of collaboration in crisis situations
• Culture-dependent learning and training and context dependent self-help information (both national culture and organizational culture could apply)
• Group and team performance in crisis and disaster management with integrated systems and collective intelligence methodologies
• Collaboration and interoperability at technical and/or operational level
• Mobile ad-hoc networks for emergencies
• Propagation and channel modeling of typical disaster areas and crisis regions

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Creativity in Teams and Organizations

We seek papers to improve creativity and innovation through all phases of problem-solving: Understanding a problem, devising potential solutions, evaluating alternatives, making choices, making plans, taking action, and after-action review. We seek papers addressing creativity in all patterns of collaboration: Generating ideas, converging on those deemed worthy of more attention, organizing ideas, evaluating ideas, and building consensus. We also seek papers that suggest improvements for realizing creative ideas in the workforce as innovations, for an organization cannot benefit from its creativity until its ideas are implemented.

Thus, the ‘Creativity in Teams and Organizations’ minitrack focuses on:
• Methods & techniques to improve creativity in co-located and distributed groups
• Creativity in crowds and through social media
• Systems and Technology for Enhancing Creativity
• Challenges and opportunities for creativity in teams
• Theoretical foundations for creativity at individual, group and organizational levels
• Practical approaches to foster creativity at individual, group and organizational levels
• The creation and implementation of innovations in organizations
• Factors affecting creativity in teams and organizations
• Building team-based organizations
• Creativity and innovation concepts, theories, and practices for product or service development.

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Cross-Organizational and Cross-Border IS/IT Collaboration

Increasingly there is integration of people, systems, processes, and infrastructure across organizations, borders, and world regions to enable productive teamwork towards achieving mutual goals. Collaborators are motivated to enter into collaborative projects and interactions, which lead to satisfaction and performance. Quality in collaboration is fostered by perception of value, trust, and commitment among participants and stakeholders. With progressing globalization, many of these collaborations are conducted across widely dispersed organizations and national borders. Cross-system integration and collaboration technologies play crucial roles and often decide about investment success or failure. Growth in electronic and virtual collaboration can be facilitated by organizations seeking to gain competitive advantage by lowering costs, increasing knowledge, and reaching new customers. Perceived value serves as a stimulus for further growth.

Possible contributions regarding the cross-organizational and cross border collaboration may include, but are not limited to the following:
• Processes of international/global IS/IT collaboration
• Effects of collaboration on IS/IT performance
• Success factors of collaboration technologies
• Inter-organizational collaboration
• Social collaboration using social network
• Conceptual frameworks of IS/IT collaboration across organizations and borders
• Motivating factors for IS/IT collaboration
• External pressures and environmental factors influences collaboration
• Process and task structures for accomplishing quality collaborations
• Methodologies for studies of IS/IT collaboration
• IS/IT collaboration instrument development and validation
• IS/IT collaboration studies at the country, industry, firm, project, team or individual level
• Comparative cross-country research on IT/IS collaboration
• Country-specific and organization-specific case studies on IT/IS collaboration
• IS/IT outsourcing and nearshoring/offshoring
• Outtasking and crowdsourcing in IT/IS contexts
• Value of investments in IS/IT collaboration
• Cross-organizational and international IS/IT project management
• Multinational teams and their cultural and leadership factors
• Cross-border and cross-organizational value chains and value networks
• Open collaboration through the Web

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Data Science for Collaboration

Data science for collaboration is the study of the generalizable extraction of knowledge from data to support human collaboration within and across groups and organizations. The new knowledge gained is expected to be actionable for achieving collaborative goals such as generating, choosing, negotiating, and executing. Data science for collaboration couples a systematic study of collection, aggregation, organization, processing, and analysis of data. In addition, it requires deep understanding of formulating problems valuable for collaboration, engineer effective solutions to the collaboration problems, and ways to effectively communicate findings across roles ranging from business managers to data analysts. There is exploding interest in organizations looking for ways to increase value from data science and using it to address business challenges. One promising way for businesses and organizations to enhance their performance or competitiveness is investigating how data science can facilitate collaboration both internally and externally.

Topics of interest include, but not limited to:
- Challenges and opportunities of data science for collaboration
- Collection, aggregation, and organization collaborative Big Data
- Managing heterogeneity of collaborative big data
- Visualization and presentation of collaborative big data
- Data science for collaborative work (decision making, problem solving, negotiation, and creativity/innovation)
- Data science for internal collaboration in groups and organizations
- Data science for inter-organizational collaboration
- Crowdsourcing for collaborative tasks
- Security and privacy in collaborative Data Science
- Data science in collaborative creation
- Case studies on Data science for Collaboration: Adaptive collaboration systems that feature modeling, collaboration, and advanced analytics to detect patterns, make sense, simulate, predict, learn, take action, and improve performance with use and scale.
- Application of control-theoretic models to interactions among social entities
- Application of survival models to predict hazard rate of computer supported social processes
- Application of N-person game theory in problems arising from unregulated use of collaboration systems
- Knowledge extraction from collaborative data in social media
- Social network analysis (SNA) of collaboration big data

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Decision, Negotiation, Leadership, Social Communities and Technology

This minitrack explores research issues related to the concept, design, implementation, use and evaluation of technologies that involve decision-making, negotiation, leadership and social engagement in business.

Topics of special interest include, but are not limited to:
- Leadership, connectedness and communication in negotiation support and negotiated goals and missions
- Communication and argumentation systems for social networks
- Negotiation support system, software agents and web services
- The role of NSS in media sharing and conversation building
- Massively distributed negotiation
- Systems to support intercultural negotiation and emotions
- Negotiation systems to support crisis management, emergency response.
- Emotion in negotiation and emotion-support
- Negotiation support in electronic markets (auctions).

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Design and Innovation of Social Networking Services

Unlike formalized relationships, social networks exercise little authority and control over the behavior of their members. For social networks to prosper, they must therefore be proactive in delivering innovative and value-added services that facilitate members in generating novel content, maintaining community cohesion as well as providing advice and mutual support to one another in times of need.

Social networking services embody both social and technical elements that shape how members interact with one another. Whereas social elements reflect communal policies that dictate the participatory behaviors of members in social networks, technical elements refer to actual technological functionalities, which support the enactment and enforcement of these policies. The design and innovation of social networking services thus play an instrumental role in determining members’ participation within such communities.

Topics of interest include but are not limited to:
- Big data analytics in social networking services
- Business intelligence in social networking services
- Cloud computing services in social networks
- Context awareness in social networking services
- Collaborative services for social shopping networks
- Digital service innovation in social networks
- Digital service ecosystem in social networks
- Failure and recovery of social networking services
- Hedonic design of social networking services
- Human-computer interaction in social networking services
- Mobility in social networking services
- Performance evaluation of social networking services
- Privacy and security in social networking services
- Service analytics in social networks
- Service logic in social networks
- Service quality in social networks
- Value creating services in social networks
- Virality and social networking services
- Web 2.0 and social networking services

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Emerging Issues in Distributed Group Decision-Making: Opportunities and Challenges

The minitrack will address emerging issues such as diversity, culture, adaptability and agility related to teams in distributed group decision making, as well as the underlying theories of group dynamics, coordination, communications and decision-making in distributed environments, in creation of competitive advantage. Since team configuration and performance includes many different areas, we expect contributions from researchers beyond information system discipline.

Examples of topics in the discussion of globally distributed decision making mini-track will include the following (but are not limited to):

- Disaster management
- Swift team collaboration
- Sub groups impact on team collaboration
- Big data collaboration
- E-government(s) inter-, intra-collaboration
- Collaboration through crowdsourcing
- Emergency disaster planning through collaboration
- Collaboration in the cloud.
- Public-private collaboration
- Delivering health services through collaboration
- Economics of distributed decision making in the clouds
- Trust and distrust as motivator in distributed decision making
- Can agile teams be globally distributed?
- Agile/Adaptable team configuration in globally distributed teams
- The ‘e (internet)’ to ‘m (mobile)’ transformation of globally distributed teams
- Communication and coordination in globally distributed teams
- Diversity issues in globally distributed teams
- Customer satisfaction, performance and ‘trust’ building in globally distributed teams
- Synchronous and asynchronous decision making in globally distributed teams
- Comparison of issues across internal, inter-, intra and offshore distributed teams
- Turbulent economy and its impact on outsourcing
- Models of globally distributed agile/adaptable teams
- Knowledge creation, transfer and integration across globally distributed teams
- Leadership/cohesiveness issues in globally distributed teams
- Issues related to functional and dysfunctional globally distributed teams
- Security, privacy and risk associated with globally distributed teams
- Case Studies (success/failures) related to decision making by globally distributed teams

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Global Virtual Teams

Today many business processes, as well as government and scientific projects are executed by geographically dispersed virtual teams. Team members often do not have the same first language, come from different national cultures, work in different time zones and may be employed in different organizations. These differences, among others, present unique opportunities for management and leadership. Because of the multi-disciplinary nature of team research we encourage submissions that may inform global virtual teams through a variety of academic lenses.

This minitrack invites papers that offer direct and indirect insights into the successful operation of global virtual teams. Session topics include but are not limited to:

- Temporal separation and its effects on collaboration
- Cultural differences in perception of time
- Conflict management across cultures
- Project management styles and differences across cultures
- Differences in language understanding and its effects on collaboration
- Power distance and its effects on collaboration
- Uncertainty (risk) avoidance and its effects on collaboration
- Anonymity in multicultural teams
- eLeadership
- Deception in virtual teams
- Social loafing in virtual teams
- Personality and its role in virtual teams
- Cross-cultural training
- Global virtual team collaboration and innovation
- Emotion in virtual teams
- Relationship building in virtual teams
- Information sharing in global virtual teams
- Collaboration and communication tools
- Differences between academic and non-academic virtual teams
- Global virtual team case studies

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Human and Task-Centered Assistance Systems

Various drivers lead to an increased need for support which let the population and manufacturing companies face challenges. Up to now, different solutions and approaches for support were already developed. The range of possible interaction between humans and technical systems is constantly growing. This mini track will discuss approaches for person- and task-adapted support systems for applications in daily and working life. Latest research on information acquisition, processing and output as well as human-machine interfaces will be discussed. In this context, issues of the individual and social acceptance of technologies, their adaptability, design, usability and functionality should be considered.

The minitrack addresses empirical and conceptual research as well as industry cases particularly welcoming interdisciplinary approaches. The aim of this mini track is to provide a forum for researchers to discuss a broad range of topics that include but are not limited to:

- Approaches for individual and task adequate assistance systems
- Interfaces between user and assistance system
- User adapted system configuration and design
- Interaction strategies
- Safety strategies
- Assistance Systems with integrated industry 4.0 principles
- Strategies for acceptance improvement
- Technical, economical, ethical, gerontological and social impacts of assistance system development and usage
- Intelligent and learning algorithms
- Modeling and simulation of hybrid human-machine systems
- Anthropomorphism approaches
- Behavioral, neurophysiological, and design aspects of human-machine interaction
- Analysis, design, development and multi criterial evaluation of hybrid human-machine systems
- Guidelines and standards

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Human-Computer Interaction: Informing Design Utilizing Behavioral, Neurophysiological, and Design Science Methods

The aim of this minitrack is to provide a forum for HCI researchers to exchange a broad range of issues related to the design of human-computer interaction by drawing upon diverse approaches, including behavioral, neurophysiological, and design science methods. Appropriate papers for the HCI mini-track will draw on the broadest range of research methodologies including, but not limited to, behavioral methods (e.g., case study, experimentation, survey, action research), neurophysiological tools (e.g., fMRI, eye tracking, HCI devices such as mice, touch screens and typing dynamics, skin conductance response), and design science approaches. Accordingly, a broad range of reference disciplines may be appropriate to draw upon to inform design, such as: computer science, information systems, consumer behavior, psychology, organizational sciences, neuroscience, neuroeconomics, and neuromarketing. Moreover, papers that help to bridge academic research and industry practice are welcome.

Given the diverse goals of this mini-track, there are a plethora of appropriate topics; possible topics include, but are not limited to:

- Behavioral, neurophysiological, and design aspects of human-computer interaction
- Neuroscientific approaches to human-computer interaction
- How design and human-computer interaction is informed by neurophysiological tools
- User task analysis and modeling
- Analysis, design, development, evaluation, and use of information systems
- Guidelines and standards for interface design
- Web-based user interface design and evaluation for:
  - Group collaboration
  - Negotiation and auctions
  - Design and evaluation issues for mobile devices and m-Commerce
  - Interface issues in the design and development of other new interaction technologies
  - Information system usability engineering
  - The impact of interfaces on attitude, perception, behavior, productivity, and performance (including their measurement with neurophysiological tools)
  - Implications and consequences of technological change on individuals, groups, society, and socio-technical units
  - Design issues related to the elderly, the young, and special needs populations
  - Issues related to teaching HCI courses
  - Other human factors issues related to HCI
  - Interface design for group and other collaborative environments
  - User Developer experiences with particular interfaces, design environments, or devices
  - Evaluation of HIC devices, design approaches and usability in specific domains, including health care, law, engineering, governmental, business, and so on
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IT Enabled Collaboration in Developing Countries

Diffusion (adoption, implementation, and utilization) of collaboration technologies have been investigated in many countries and regions around the globe. While the majority of research initiatives have been undertaken in Western Europe and North America, they have been scarce in developing regions like East Europe, Asia, Africa, and Latin America. The diffusion of collaboration technologies in countries such as China, India, Brazil, and South Africa is becoming prevalent as globalization drives inter and intra-country collaboration intensity within and across organizations. Technology enhanced collaboration such as synchronous and asynchronous computer support amongst team members (co-located or virtual) is being enhanced by hand held mobile devices in communities of practice and social media environments in many developing countries.

We would like to invite the authors to submit their research on IT enabled collaboration in developing countries, from theoretical, technological, social, psychological, behavioral, and design science perspectives. The mini-track will focus on a wide range of topics including but not limited to:

- Case studies (education/business/government/organization) of IT enabled collaboration in developing countries.
- Cross-cultural and intra and/or inter-organizational IT enabled collaboration in developing countries.
- Global, virtual, distributed, blended, and face-to-face IT enabled collaboration in developing countries.
- Emerging issues in collaboration technology diffusion in developing countries.
- Deployment of mobile technologies for collaboration in developing countries.
- Group decision making, negotiation, facilitation and intelligent systems and communication technologies in developing countries.
- Factors influencing IT enabled collaboration in developing countries

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Mobility-enhanced Social Collaborations for Value Creation

Mobility features distinct attributes such as changing locations and contexts, which in turn may lead to fertile new ground for value creation. Mobility is a significant dimension of a new ecosystem where novel forms of social collaboration are emerging: crowdfunding, crowdsourcing, and social capital. On the personal, group and organizational levels, various forms of work-specific social collaboration is being expedited using mobile-enabled smart devices or technologies. Consequently, we need to investigate these specific types of collaboration in order to assess the value of mobile-enabled work-processes and outputs. Moreover, we also need to understand how these artifacts are reciprocally influencing established core processes.

This minitrack seeks papers in the following categories:

a) empirical documentations of value creation problems in the mobile context;
b) proposals for generalizable theories of value creation in the mobility-driven ecology;
c) studies of exemplar cases of value creation via mobility-driven social collaborations, or
d) papers illustrating the potentials of emerging mobile technologies that can effectively be utilized in the mobile social collaboration.

Topics include, but are not limited to, the following:
• Theoretical developments in mobile-enabled social collaboration
• Location-based social capital
• Understanding user cognitions, beliefs, and attitudes in the mobile environment
• Design issues related to mobile-enabled social technologies
• Dynamics of mobile-led interactions in group or organizational collaborations
• Impacts of mobility on social interaction
• Privacy and security in social collaboration
• New forms of synergy from using mobile-enabled platform
• Enterprise mobility-enabled value creations
• Cost and benefits of mobile-enabled social collaborations
• Taxonomy of values created in the social collaboration supported by the ecological system of mobility
• Evolution of the value creation framework of the social collaboration in the mobility ecosystem

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Processes and Technologies for Small and Large Team Collaboration

For a number of years, the Collaboration Systems and Technology Track has hosted a minitrack focusing on Collaboration Engineering, the design & evaluation of collaboration processes and systems for groups to achieve their goals. This minitrack proposal presents the call for papers for next year’s minitrack. Other conferences in which attention is paid to this topic (although not always in the form a specific minitrack) include Group Decision & Negotiation, ACM SIG-Group, CRIWG, AMCIS, AIS, ICIS, Euro-PLOP, and ECIS. The HICSS-47 and HICSS-48 minitracks were updated to focus more on "Processes and technologies for small and large team collaboration". In a 2014 research symposium, Dr. Jay F. Nunamaker, Jr. put forth main challenges for group collaboration research and explicitly highlighted multiple themes and calls for research. The HICSS-49 minitrack will continue to advance collaboration research by exploring these topics coupled with how to elicit and capture tacit knowledge from experts and convey it to others in order enhance collaborative efforts.

This minitrack focuses on:
• Methods and technologies for eliciting and capturing tacit knowledge from experts (i.e., externalization) and sharing/incorporating that knowledge into collaborative efforts (i.e., team internalization)
• Theoretical foundations and design methodologies for collaborative work practices and technologies
• Human collaboration with artificial agents and the evaluation of computer systems as team members, including agent-based support for individual decision makers
• Techniques, systems, and technologies to support mass collaboration such as crowdsourcing, and collective intelligence
• Automation of collaborative processes and agent-based support for group facilitation
• Facilitation methods, techniques, patterns, and procedures to improve (a)synchronous collaboration between co-located and distributed people, teams, or groups
• Assessment models and methods for team collaboration and performance
• Processes and tools for establishing and maintaining shared focus and shared mental models over time
• Processes, technologies, and theoretical breakthroughs to improve shared sense-making
• Design, codification and reuse of work practices and pattern languages for group collaboration

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Serious Games, Gamification, and Innovation

Serious Games are often considered to be technological applications that use games to engage individuals in an experience through which a learning or professional training aim can be explored. Serious Games use computer-mediated environments to facilitate experiential learning by simulating a real life business environment, enabling participants to explore the complexities of a business problem, including the emotional challenges. A benefit is that the learner has the opportunity to explore the dynamics of a business experience without the real life business and career consequences that may flow from failure. This provides learners with a ‘safe’ environment in which to explore the casual links between action and outcomes that can assist in the process of converting conceptual learning into application. To address these challenges and opportunities, this minitrack invites theoretical and empirical research that investigates how individuals, teams and organizations use serious games, gaming and gamification to simulate processes, solve problems, make decisions, create, innovate, learn, and create value.

There are no preferred methodological stances for this minitrack: this minitrack is open to both qualitative and quantitative research, to research from a positivist, interpretivist, or critical perspective, to studies from the lab, from the field, or developmental in nature.

Themes and topics of relevance to this minitrack include, but are not limited to (related topics not listed are especially welcome):
- Serious Games, Serious Gaming, Gamification
- Use of games in different managerial perspectives: HR, Recruitment, assessment, training, strategy, innovation, knowledge management.
- Case studies on the implementation of Serious Games in education and training settings that have generalizable experience for the community of educators, including insights into the integration of Serious Gaming into management education programs (e.g. on MBA, undergraduate, MSc programs)
- Research on the efficacy of Serious Games in attaining their learning objectives
- Characteristics and evolution of socio-cultural approach
- Individual and organizational adoption
- Performance evaluation
- New business models in the Serious Games business
- Strategies for the development and implementation of Serious Games in education and training settings

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Social and Psychological Perspectives in Collaboration Research

This minitrack focuses on the social, psychological, and cognitive factors that can affect the design, development, use, and application of collaboration and communication technologies. We seek papers that address the social and psychological perspectives, concepts, and theories of collaboration and communication technologies, including social media applications and Web 2.0 technologies. Of particular interest are papers that study an IS phenomenon with Sociology/Psychology as a referent discipline as well as papers that study a Sociology/Psychology phenomenon situated in an IS domain or application.

Specifically, the ‘Social & Psychological Perspectives in Collaboration Research’ minitrack focuses on but is not limited to:

• Personality, behavioral, cognitive, and social factors related to communication and collaboration in co-located and distributed groups
• Social and psychological effects of collaboration technologies
• Attractions and affiliations in groups arising from use of collaboration technologies
• Team/group psychology and use of collaboration technologies
• Effects and consequences of personality on system design and use
• Psycho-social and cognitive factors influencing acceptance and implementation of collaboration technologies
• Leadership issues involved in collaboration
• Aggression and violence in online collaboration

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Social Media and e-Business Transformation

Social media are online platforms that facilitate global collaboration and sharing among users. New social media applications in e-business and e-commerce appear everyday and results in enormous shocks to the ecosystem of individuals and businesses. Consumers can easily obtain information from a vast, geographically dispersed group of people in social platforms. Meanwhile, these social platforms give retailers a wealth of options for reaching potential customers, communication and collaboration, and creating values to customers. Furthermore, social media are increasingly being used in organizations to improve relationships among employees and nurture collaboration and the sharing culture.

The aim of this minitrack is to provide a forum for the exchange of research ideas and best practices related to social media in e-business environments. It also aims to raise awareness in terms of the latest developments in social media, and address the challenges of using social media. This minitrack is open to all types of research, conceptual or empirical. Examples of possible topics of interest include (but are not limited to):

- The adoption, usage, and impact of social media upon consumers and businesses
- Social media strategies and e-business models
- Consumer engagement with organizations in social media
- Enterprise 2.0 and social computing in organizations
- Organizational learning and the use of social media
- Knowledge management with social media
- Crowdsourcing, collective intelligence, collaboration, problem solving with social media
- Social commerce
- Social media in marketing and consumer behavior
- Social media for customer relationship management
- Social identity, social capital, and social roles related to the use of social media
- Policy, governance, and security issues related to the use of social media

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Technology Mediated Collaborations in e-Health

Today all countries (developed, developing, and emerging) are faced with exponentially increasing costs for healthcare delivery coupled with challenges of changing demographics as well as an increase in chronic diseases. There is a growing need to deliver more effective and efficient healthcare. To address this situation we are witnessing the application of various technology solutions to support superior healthcare delivery and specifically the universal embrace of e-health. These solutions include incorporation of web based solutions be it as an EMR, HER or PHR as well as a plethora of apps to support monitoring and management of acute and chronic diseases. Further we are seeing the growth of Web 2.0 initiatives to support consumer healthcare initiatives such as web sites including patients like me which also serve to make patients more empowered in their own healthcare and wellbeing. A unifying factor of all these applications is of course collaboration technologies that enable and facilitate all these possibilities.

In order to achieve successful and superior healthcare delivery in such an e-health context it is necessary to consider people, process and technology issues. To do this in a systematic and holistic fashion we proffer an ontological framework to encapsulate and unify all critical interactions between and within the web of players in e-health. The five primary stakeholders in healthcare: researchers, clinicians, nurses, patients, and administrators form the basis of any partnership in health care. They are listed under the two partnership sub-dimensions. Software Agents/Bots which are playing an increasing independent role in the delivery of healthcare have been added to the list of partners. A partnership may be between two researchers, a researcher and a clinician, a patient and a nurse, etc. These dyads are summarized by the two columns under partners. There may also be triadic and higher order partnerships among these partners.

The partnerships may be based on an exchange of data, analysis, diagnosis, or treatment singly or in combination. These are listed under the content dimension of the framework. Thus collaboration between two researchers may use data, between a patient and a nurse may be for diagnosis or treatment, and so on.

The Media for partnership may be Personal, Social, Mass, or Institutional. The framework lists the key media in healthcare in each of the categories. Thus, for example, researchers may exchange analysis via personal media, patients may exchange treatments via social media, and clinicians and administrators may exchange data via institutional media.

The purpose of the collaboration may be care, research, administration, education or a combination of the four. These are listed under the purpose dimension of the ontology. Thus collaboration between two researchers using data may be for research, and between a patient and a clinician may be for diagnosis for care.

In the above framework, there are a very large number of basic types of collaborations one can consider in healthcare. The number will change if the dimensions and categories are modified. In a practical context multiple combinations will likely coexist. A clinician-patient collaboration using data via individual media for care may be supplemented by a nurse-patient collaboration using social media for education.
Technology’s impact on the efficiency and effectiveness of these collaborations will be determined by the architecture of the technology, the systems developed around it, and the strategy for implementing it. The efficacy of the architecture will determine the efficacy of the system, and the efficacy of the system will determine the efficacy of the strategy. Thus the three categories under the technology dimension in the framework.

The framework helps organize the pieces of the puzzle, synthesizing what is known, determining the gaps, and directing future research on the topic. We invite papers focusing any one or many of the innumerable combinations in the framework. We welcome papers which address the state-of-the-art, state-of-the-need, and the state-of-the-practice of these combinations. We solicit papers from a variety of researchers studying these types of collaborations. Further, selected papers from this mini-track will be published in a special issue in Heath and Technology by Springer.

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