



# Working with Groupware: Understanding and Evaluating Collaboration Technology (Computer Supported Cooperative Work)

*J.H. Erik Andriessen*

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Groupware is a technology designed to help people working in groups to communicate their ideas more easily. While traditional technologies such as the telephone qualify as groupware, the term is usually used to refer to a specific class of technologies that rely on modern computer networks, such as email, newsgroups and videophones. Working with Groupware introduces the basic concepts and brings together ideas from various disciplines to provide an integrated approach to the evaluation and design of groupware technology. Key features include an analysis of the successes and failures of collaborative technology.

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