What is cscw and cooperative work?

Readings:

    Mandatory:
- Schmidt, K. & L. Bannon: *Taking CSCW Seriously. Supporting Articulation Work*, 1992
- Bowers, J.; Button, G. & Sharrock, W.: *Workflow from Within and Without: Technology and Cooperative Work on the Print Industry Shopfloor*, 1995

    Additional readings:
- Grudin, J.: *Computer-Supported Cooperative Work: History and Focus*, 1994
- Cohen, A. L., Cash, D., & Muller, M. J. : *Designing to support adversarial collaboration*, 2000

Questions:
1. What is CSCW?
2. What is work – and what is cooperative work?
3. What is "articulation work"?
4. What is the significance of "computer support" in cooperative work?

Follow-up questions:
5. What is workflow? And what is workflow technology?
6. What is meant by workflow "from within" and "from without"?
7. Why do Bowers et al. refer to workflow systems as "technologies for organizational ordering and accountability"?
    - What is "organizational ordering" more precisely?
    - What is "accountability"?

8. Why do Schmidt & Bannon talk about ensembles and not groups?
9. Which categories of work do Bowers et al. refer to as relevant for understanding the cooperation in the print shop?
10. What are "common information spaces"? Can you find some examples?
11. Do Bowers and colleagues define cscw in accordance with Schmidt & Bannon?
12. Is technology always supportive in CSCW?

Extra questions:
- How does Grudin explain the emergence of cscw as a field?
- What are the challenges when designing support for adversarial collaboration?
- Is there any difference between "collaborative work" and co-operative work?