

IT work as cooperative work

Readings:

Mandatory:

- Grinter, R.: *Recomposition: Coordinating a Web of Software Dependencies*, 2003
- Procter, R., Rouncefield, M., Poschen, M., Lin, Y. & Voss, A.: *Agile Project Management: A Case Study of a Virtual Research Environment Development Project*, 2011.
- Herbsleb, J. D, Mockus, A, Finholt, T. A, & Grinter, R.E. : *Distance, dependencies, and delay in a global collaboration*, 2000

Additional readings:

- Balka, E. & Wagner, I.: *Making things work: dimensions of configurability as appropriation work*, 2007
- Ehrlich, K. & Chang, K.: *Leveraging expertise in global software teams: Going outside boundaries*, 2006
- Avram, G, Bannon, L, Sheehan, A, Sigfridsson, A. & Sullivan, D: *Examining Life at the Code Face*, 2008
- Grinter, R.E.: *Recomposition: Putting It All Back Together Again*, 1998

Questions:

1. Grinter discusses the relations between the nature of software work and the need for cooperation. Explain her argument. Describe the types of coordination practices she mentions.
2. How does Grinter describe the concepts “recomposition” and “decomposition”?
3. Does “recomposition” fit the definition of CSCW by Schmidt & Bannon?
4. Explain how changes in an organization may complicate recomposition.
5. What are the main problems with global organizations according to Herbsleb et al? (Delay (interdependencies, same-site/cross-site communication)).
6. Grinter states: “Dependencies occur among modules for at least four reasons”, what are they?
7. How may communication be used to coordinate dependencies in larger projects?
8. Explain the coordination mechanisms used in the agile development project described by Procter et al.
9. Discuss the roles that artefacts and structuring devices play in the project.
10. How does collaboration affect the software development process (and quality) according to Herbsleb and colleagues? Compare their view with the view in Procter et al.
11. What kind of collaboration support for global work do the authors suggest? What should the tools support more precisely?
12. How is the concept of articulation work relevant to the papers?

Follow-up questions

13. Does the communication in the agile project fit the definition of CSCW by Schmidt & Bannon?
14. Discuss the roles that artefacts and structuring devices play in the project.
15. How is delay characterized? And measured?
16. What are the main differences between same-site and cross-site communication?

Extra questions:

17. Compare the papers about IT work with respect to CSCW. How do they talk about computer support for cooperative work? (Compare and contrast)?
18. Balka & Wagner discuss several types of configuration work. What are they?
19. Does their concept of “configuration” fit the definition of CSCW by Schmidt & Bannon?