Research shows that, under certain circumstances, groups using collaboration technologies can be far more productive than groups using other means to accomplish their tasks. Furthermore, collaboration appears to be a success critical skill in the new dynamic and innovative knowledge economy. However, experience in the field suggests that organizations do not tend to become self-sustaining in the use of collaboration support until they incorporate it into their daily work practices, in support of mission critical tasks that are guided over and over again by practitioners themselves, rather than facilitated by an outsider facilitator. The challenge for researchers and practitioners alike is to design sustainable processes and systems within and between organizations that allow people to collaborate successfully. The challenge has many dimensions, including a technical, a behavioral, an economical, and a political.

This year’s minitrack brings together a diverse set of papers. Out of a total of 24 submissions, 13 were accepted to the proceedings. Together these papers cover a broad range of interesting topics ranging from case studies and pattern research in collaboration to advances in Collaboration Engineering.


The papers in this minitrack discuss different collaboration technologies and different collaboration processes. Each offers a unique contribution to our understanding of how software tools and methods could be and should be developed and deployed in support of mission critical collaborative tasks. We commend them to your reading, and hope they will inspire your research and practice.