

Morphing Technologies

Defining Faculty/Staff/Student User Needs in Collaboration and Document Management

Brian Nielsen

Northwestern University

b-nielsen@northwestern.edu

April 10, 2006

<http://katie.at.northwestern.edu/siguccs/morphing.html>

Questions

- ❑ What collaboration technology options are you providing?
- ❑ How are you thinking about file storage costing?
- ❑ How is your CMS being used?
- ❑ Is your library preserving the institution's digital memory?

Overview

- Technology as malleable, user-defined, and socially situated
- Northwestern University's experience with Xythos
- Scaling collaboration: top-down or bottom-up?

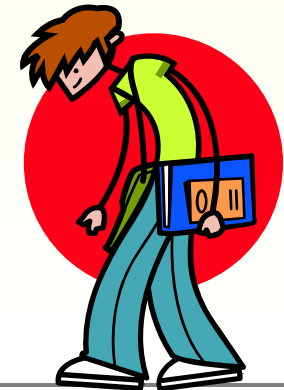
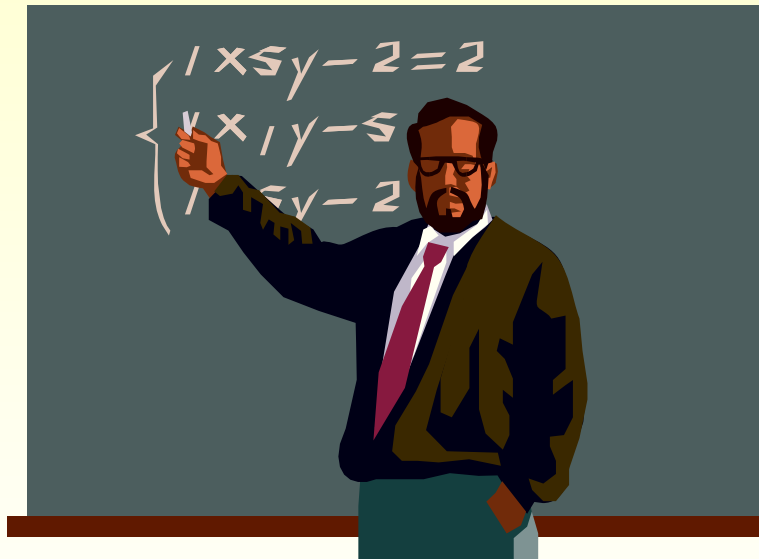
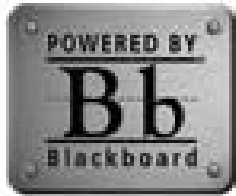
Technology as Socially Situated



The Northwestern Environment



The Collaboration Problem



What *Is* Collaboration?

- Email
- Audio and Videoconferencing
- Web infrastructure
- Meetings (and calendar work)
- Documents

Northwestern's Work with Xythos



**Northwestern
Wildcats®**



Xythos®
software, Inc.

The logo for Xythos software, Inc. It features the word 'Xythos' in a large, blue, serif font with a registered trademark symbol (®) to its upper right. Below it, the words 'software, Inc.' are written in a smaller, blue, sans-serif font.

Software Issues

- Limited licensed accounts – atypical of higher ed customers
- Integration with other enterprise systems
- A new kind of tool with uses that are not at first obvious

Making Lemonade



A Different Approach to Integration

Add Item Folder External Link Course Link Test Learning Unit

Folder empty

- Learning Unit
- Survey
- Assignment
- LRN Package
- Link to Refworks Database
- Document Package
- Add Depot Links
- Safe Assignment

Northwestern University

Home Help Logout

Course Management System Home Courses System Admin

Directory: /bnielsen/nmc-04/

Name	Modified	Size
Week 2 Readings/	2005-05-05 10:09:40.0	627477
agarwal-enduring-practices-it-professionals.pdf	2005-02-04 13:40:09.0	192984
badawy-technology-management-education.pdf	2004-09-17 17:15:39.0	1187562
bradner-ietf.pdf	2004-09-28 22:08:04.0	49469
chamy-fastcompany-technology-doesnt-matter-but-only-at-harvard.pdf	2004-09-21 11:36:08.0	408892
chicago-intranets.pdf	2004-09-17 21:28:16.0	766971
chiou-we-are-all-connected-architecture.doc	2004-09-17 17:14:25.0	44032
christensen-why-hard-nosed-executives-should-care.pdf	2004-09-17 17:11:00.0	183445
churchill-blending-digital-and-physical.pdf	2004-09-21 17:37:40.0	585252
farrell-real-new-economy.pdf	2004-09-17 17:11:01.0	374647
farris-what-do-we-know-about-managing-scientists.pdf	2004-09-17 17:15:04.0	122522
fineran-business-commun-review-end-of-hubris.pdf	2004-09-21 11:36:08.0	333625

Course End Evaluation

Course Map

Growth in Demand

- Colocation of Blackboard support and other kinds of requests
- A “project” orientation led to exploration of configuration options
- The inevitable public service dilemma:

Victims of our own success

User Training and Outreach

Creating a Ticket



2



3

Create Ticket for: /bnielsen/fsm-presentation.ppt (file) Basic

Define Permissions: Read Only Read and Write

Lifetime: Limited to minutes

4

Ticket Granted: /bnielsen/fsm-presentation.ppt

You have been issued the following ticket: 'Ticket for /bnielsen/fsm-presentation.ppt 2006-3-8'

Use the following link to access the resource using this ticket :

https://depot.northwestern.edu:443/xythoswfs/webui/_xy-1082595_1-t_aELMlfAm

5

No Recipient, fsm-presentation.ppt

To: I

From: Carol Nielsen <c.nielsen@earthlink.net>

Subject: fsm-presentation.ppt

Cc:

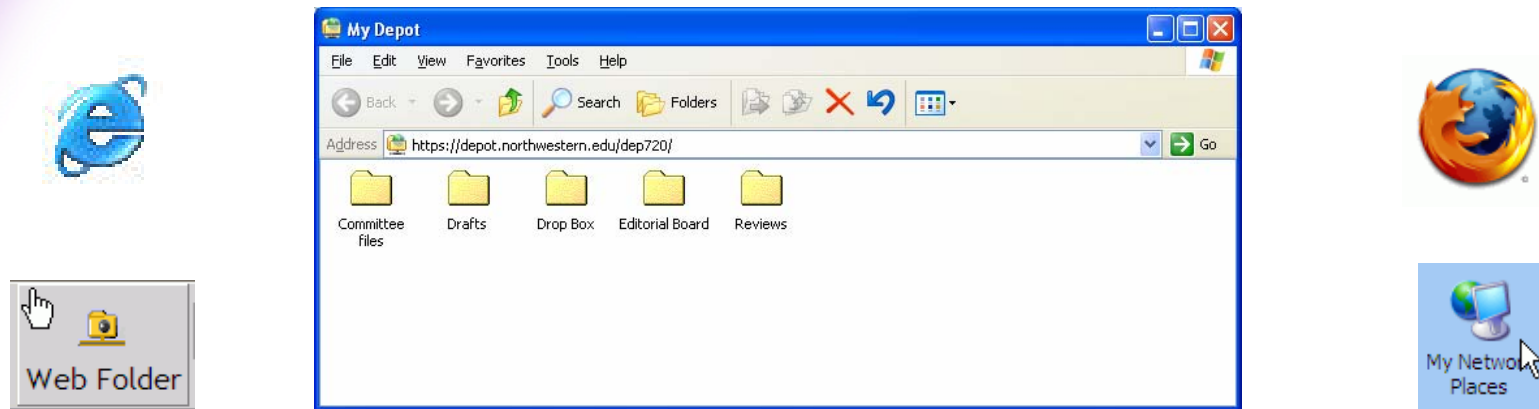
Bcc:

Attached:

Use the following links to access the corresponding files:

[/bnielsen/fsm-presentation.ppt:](#)
https://depot.northwestern.edu:443/xythoswfs/webui/_xy-1082595_1-t_aELMlfAm

Web Folder View



- Copy/move files with drag-and-drop
- Edit files "in place" (MS Office and others)



Where to Define Service Parameters for Collaboration?

- Our service comes out of teaching and learning support
- User communities
 - Course instruction (e.g., calculus)
 - “journal clubs”
 - Researchers with large files
 - Researchers with **grant proposals**
 - People who process grant proposals

So Where Do You Start?

- Top down?
- Bottom up?
- “Middle up-down management”

-- from Ikujiro Nonaka and Hirotaka Takeuchi, *The Knowledge-Creating Company: How Japanese Companies Create the Dynamics of Innovation*, Oxford University Press, 1995