

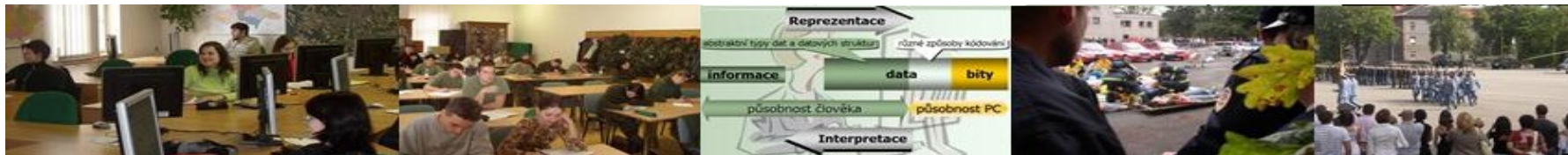
Applied informatics

Implementation of the Workflow method, Groupware conditions.

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Implementation of the Workflow method, Groupware conditions.

1. Application of methods Workflow and Groupware
2. Using PIS for application of teamware methods
3. Documentation of using the teamware in the case study.
4. Assignments



Aims of the exercise

1. Provide students with basic information about the usage of Workflow methods and Groupware.
2. Clarify the importance of accurate definition of activities and processes during the project implementation.
3. To characterize the use of PIS in the application of methods of teamwork.

Workflow

Is defined by:

- ☐ rules regulating processes
- ☐ transmitted information (cycle, permanent storage - history remains), then it is determined who approves what (decision)
- ☐ scale (metric) used for its assessment.

Workflow system

consists of four components:

Tasks - activities that have to be made to achieve the objective

People (forces) - carrying out tasks

Tools (funds) - Applications execute tasks

Data - two types:

- = Factual data (time, finance ...)

- = Process data (documents, databases, reports, etc.)

Workflow system

Components of the workflow system are:

Working environment - enabling users to work tasks, resources for their implementation, typically Lotus Notes or Microsoft Exchange, individual applications can also be separated.

Building applications - such as Oracle Workflow - allow you to define rules to route a role in the process, and mark data, information, or objects that are currently being processed.

The control mechanism of management - ensures jobs that were passed in the correct order to the right people, monitoring the current progress and status of the processed request.

Groupware definition

- ❑ Software that allows two or more people to communicate with each other, cooperate on joint work and co-ordinate their activities
- ❑ communication, cooperation and coordination are three forms of teamwork.
- ❑ communication
 - ❑ = Exchange of messages, requests, instructions.
 - ❑ Cooperation = Work on common documents.
- ❑ coordination
 - ❑ = Means concerted action. [2]

Teamwork

- Personal Information Systems

- ☐ Most personal information systems (PIS) contain functions and applications enabling communication supporting teamwork.
- ☐ Besides the traditional integrated systems with multiple functions you can use special-purpose tools.
- ☐ The basic division of the means of communication divides groupware.

Personal Information Systems

- The main objectives
 - Ensuring the availability of important or frequently used information and their management.
 - Manage time and tasks.
 - Support of planning.
- Representatives
 - Lotus Organizer,
 - MS Outlook,
 - CorelCENTRAL,
 - DOG Organizer
 - Organizer - (freeware) ...

Advantages

- ✦ They help us remember.
- ✦ They allow not to deal with irrelevant information and to fully concentrate on the task being executed.
- ✦ They create space for thinking.
- ✦ They are a way to increase the concentration, and brain power.
- ✦ It forces us to consistency, think about all that, what we record.

Special properties

- The process of its creation, operation and maintenance is usually performed by the user.
- The user himself is:
 - system analyst,
 - opponent,
 - system engineer
 - programmer
 - maintenaner.

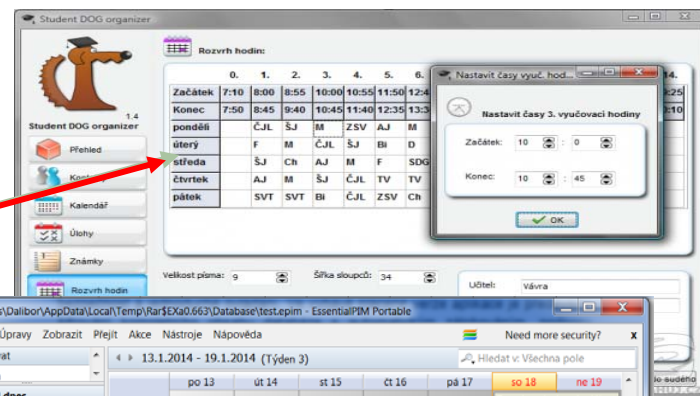
Components

- Support of Planning (main part)
 - strategic (long-term) goals,
 - tactical (medium-term) goals,
 - operational (short-term) goals.
- Managing information to help achieve the goals
 - contacts interesting and important people,
 - long-term data,
 - the information with transient importance.

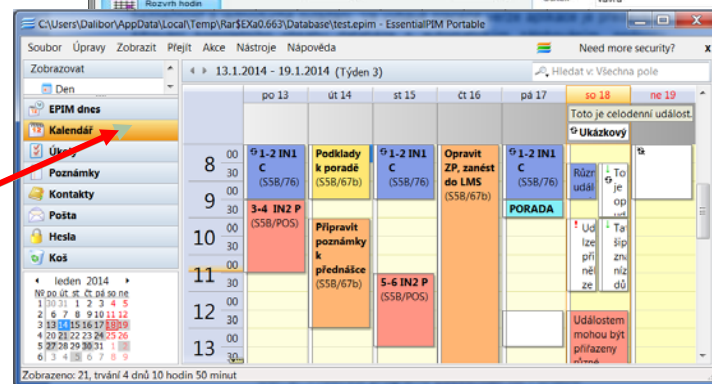
Komponenty OIS

- Important element is electronic diary:

The schedule



Or personal plan



EseeentialPIM Portable

Powerful tool used as a personal planner, organizer of meetings and tasks, etc. There is also a clear contact management. All entries can be neatly sorted and also different colors can be used. The program also allows bi-directional synchronization of records and contacts with MS Outlook. Export records is possible in HTML, RTF, CSV or TXT.

As an e-mail client, available in free and commercial editions, it is focusing on security and ease of use. The paid version of the application is able to encrypt the entire contents of a database with automatic backup, supports connections with unlimited e-mail accounts, generate and administer passwords or manage multiple users with varying degrees of access privileges to the e-mail client.

Freeware Student DOG Organizer

It includes:

Daily Report - Date, database, analog clock, moon phases, holidays and birthday reminders.

Contacts - Manage all of your important contacts. Allows you to import contacts from Microsoft Outlook.

Calendar - Here you can write all your school s well as non-school activities. For each record, you can choose one of several icons (phone, books, characters ...), you choose if you want to enter time or not.

Schedule, Tasks, Virtual index ...

The development

Popular service is electronic mail (e-mail).

It was invented towards the end of the seventies, particularly in 1969, when the U.S. Agency ARPA scientists concluded its research of linking four computers.

E-mail is the most common use of communication networks transmitted mainly text messages between a sender and the addressee.

Electronic conferences and electronic public addresses for contributions and then sending out mass messages also exist ...

The development

- ❑ Online services to display a list of connected users (instant messaging) we invented.
- ❑ For example, IRC was developed in 1988 by Jarkko Oikarinen and was launched in Finland, but in a relatively short time spread throughout the world.
- ❑ ICQ first appeared on the 15th November 1996 and it was made by the Israeli company Mirabilis.
- ❑ VoIP is experiencing unprecedented growth
- ❑ Telecommunication services realized through VoIP technology become a great alternative to the established telecommunications networks.
- ❑ All these services mean much quicker and easier communication.

Electronic conferences

- ☐ Electronic conference are used to automatically send e-mails to a greater number of subscribers, usually thematically or sector-oriented.
- ☐ This broadcast and joining and leaving the conference is provided automatically.
- ☐ Conferences can be open or closed.

[7]

Web chat

- ❑ Communication via the web browser is very easy and the communication between users is using a simple and very intuitive environment.
- ❑ In this way it is possible to communicate from anywhere, anytime.
- ❑ Server providing the service allows creation of rooms which are mostly thematic.
- ❑ Registered users write posts and send it to the server; the site regularly (usually quickly and often) reloads the pages.
- ❑ Less popular are java chats (programmed in Java) where users can directly see the communication in real time. [7]

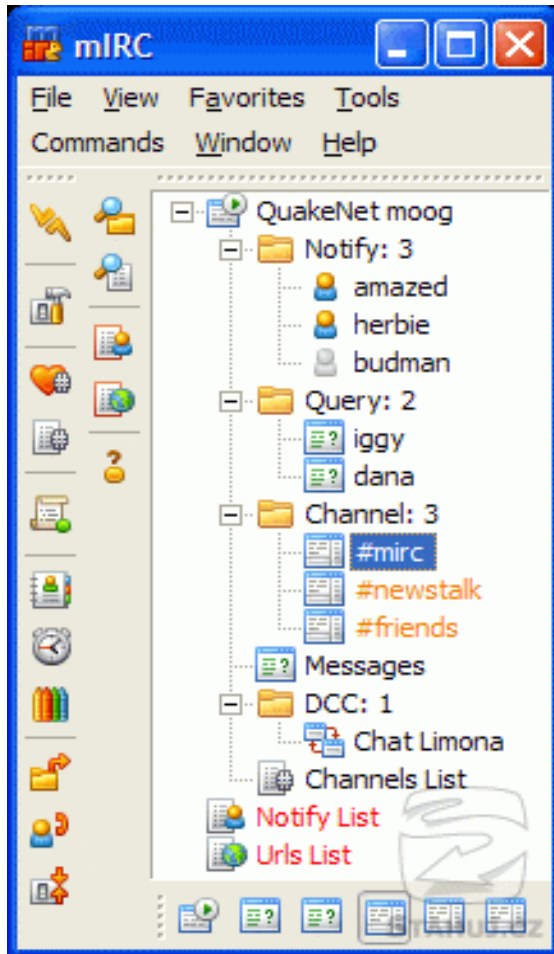
ICQ



Source: <http://neconeco2.ic.cz>

- ❑ It is similar to a web chat with the difference that communication between users requires special program - the client.
- ❑ It usually works through its own protocol (IRC, ICQ, Jabber, etc.).
- ❑ Users can communicate with others who use the same client (or the client with the same protocol).
- ❑ There are a universal clients that support multiple protocols simultaneously.
- ❑ With such a client you can communicate with users of other programs (such as Miranda, Trillian).
- ❑ Probably the most common is ICQ, originally developed by the Israeli company Mirabilis and first introduced on the 15th November 1996. [7]

IRC



Source: <http://neconeco2.ic.cz>

- IRC is a multi-user chat system. It was one of the first ways to communicate in real time. At that time, this network was linking a significant portion of Internet users.
- It initiated the "internet chat".
- Primarily for communication, but like e-mail can transfer files between users.
- To connect to IRC you need a special program - IRC client. The most popular clients for Windows include mIRC, Virco, Miranda, Chatzilla or X-chat. [7]

QIP



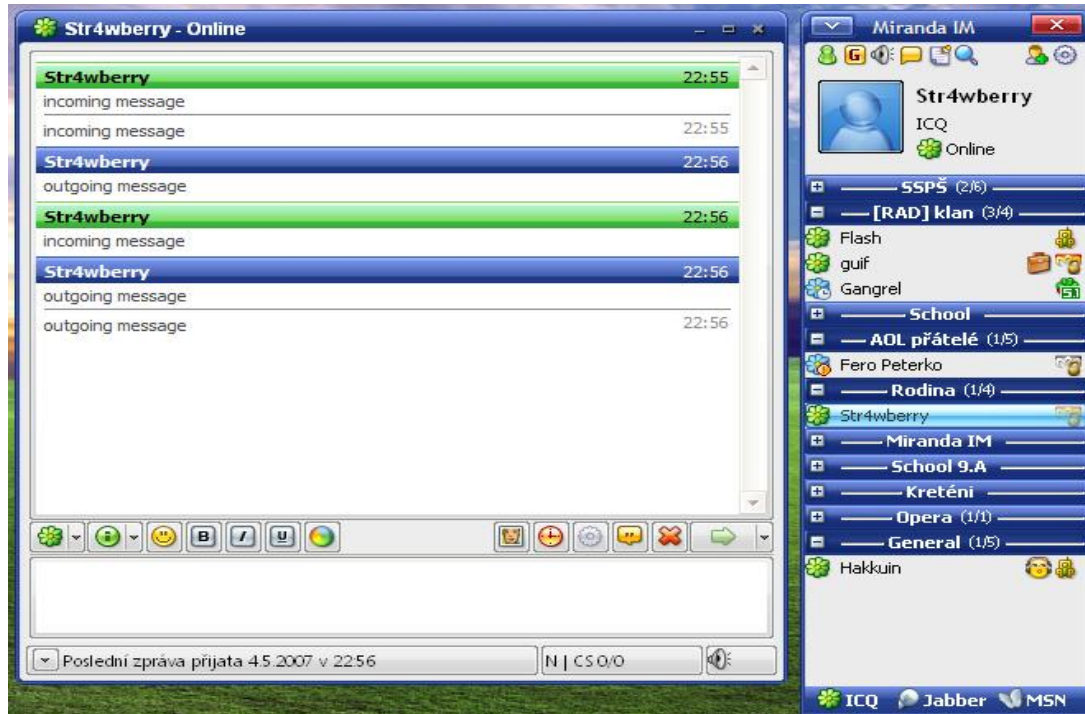
- QIP is a simple, lightweight instant messenger like ICQ, but many of its properties surpass it.
- QIP is available as a portable version
- QIP uses bookmarks.
- It also offers easy, and efficient search and the option of exporting to htm, txt, rtf. [7]

Source: <http://necone2.ic.cz>

MSN Messenger

- ❑ For unambiguous identification of users email address is used.
- ❑ Upon registration the program will ask for an e-mail address and create a password (this password should not be identical to the password of the Inbox).
- ❑ MSN Messenger does not provide as many options as competitors, but that's just his advantage.
- ❑ MSN Messenger was the first pioneer in the field of voice, and video. [7]

Miranda IM



Source:

<http://neconeco2.ic.cz>

- ❑ Miranda IM is a freeware program designed for the 32-bit versions of Windows.
- ❑ Its task is to replace the official Instant Messenger, such as Mirabilis ICQ or Live Messenger.
- ❑ it is a Ad-free
- ❑ A user can use multiple protocols simultaneously, so no need for special programs for ICQ, MSN and IRC. [7]

VoIP

- Voice over Internet Protocol (abbreviated VoIP) is a technology enabling transmission of digitized voice packets in the body of the TCP / IP packets.
- It uses IP protocol options and enables the delivery of voice services = IP telephony, Internet telephony, and digital phone.
- All these terms refer to transmission of human voice through the Internet.
- In Internet telephony the voice is transmitted in data packets.
- Codec (combination of words to encode and decode) converts voice into digital form, speech is divided into short voice segments, which are transformed in digital form.
- The resulting data are transferred in the network, using the same codec converting data back to voice. [7]

Skype



Source: <http://neconeco2.ic.cz>

- Skype is handy multifunctional program for:
 - classical form of chat,
 - free Internet telephony,
 - videoconferencing and more ...
- in a relatively short time it became popular with tens of millions of Internet users worldwide.
- Does not require complex installation or configuration.
- What is needed is a microphone, sound card, headset and stable Internet connection (256 kbps or faster).
- Skype users are free to communicate with each other regardless of how far apart they are physically. [7]

Assignments

1. Team Leader will test a suitable communication environment in collaboration with other members.
2. Try the options available on your hardware, including image transfer and conference calls.
3. Each member inserts a snippet as a screenshot of the communication in the tested application.

Resources:

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