

Groupware as a global infrastructure: from control to drift

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Abstract

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The increasing diffusion of groupware, its becoming a mundane and domesticated technology, its mingling with Internet, make these once exotic applications a true citizen of large, multi-layered corporate infrastructures. To understand and predict of groupware in large organizations one has to study the unfolding dynamics of the corporate information infrastructures. The results of such study are fairly puzzling: strategy is "missing in action"; bricolage prevails and large infrastructures tend to drift.

Are the managerial and specialist language and models adequate to grasp what is going on? Do we need a new set of concepts to cope with the complexity and unpredictability of groupware/infrastructure deployment?

In order to reach a better understanding of the complex dynamics of groupware, we need to move beyond the current paradigm of groupware as a mere tool for individual work. We need to move beyond the current paradigm of groupware as a mere tool for individual work. We need to move beyond the current paradigm of groupware as a mere tool for individual work.

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