

CURRENT ISSUES CONCERNING COLLABORATIVE WORKING ENVIRONMENTS, WITH APPLICATION TO SMEs

RĂDULESCU Irina*, PIȚURESCU Ioan*, MARIAN Aurel**, COTEȚ Domnica*

*S.C. ICTCM S.A. Bucharest, **S.C. AMCAT S.R.L Bucharest,
irena_sandu@yahoo.com, pituresc@ictcm.ro, domnicab@yahoo.com, amarian@itcnet.ro

Key words: Collaborative Working Environments (CWE), Web application, company, SMEs

The collaborative environments represent the new generation and a natural evolution of mode of action, which is based on the use of collaborative Web applications. They exceed the possibilities offered to the internal area of a company and they offer the advantage of accessibility, especially for SMEs, teams or independent subjects. The widespread Internet access has enabled the transition from the use of collaborative working environments into the companies - to new faster Web-based solutions.

The paper presents a classification of different types of collaborative applications, followed by an analysis of their evolution and market penetration degree during last years. Finally there are pointed the statistics on the current stage of collaborative applications use and future companies prospects for development, at worldwide level.

CWE provide a various applications set, starting with the electronic messages systems to video-conferences and flow management systems or documents management. These solutions can be compared by the functions they provide or degrees of interaction offered to the user.

Solutions oriented to communication are the foundation of any efficient collaborative working application. Among the well known solutions are mentioned: e-mail, mailing lists, chat rooms, instant messaging, and audio / video conferences.

Solutions for managing documents have been developed to allow team members to store and have access to the documents, files, media, in an asynchronous way of working. They represent a basic feature of any CWE and a response to the growing volume of electronic documents, allowing a more efficient management, especially in a team.

Solutions for knowledge management are needed to make available the broad knowledge base, facilitating the more rapid retrieval of information, which is acquired in the information systems of companies (the archives of documents, knowledge and the searching engines).

Solutions for informational content management present discussion sites (bulletin boards), systems for content information management (systems of electronic documents management, systems for automated processing of documents, portals of companies), blogs, Wikis.

In the area of solutions oriented to the coordination activities there are pointed solutions of calendars and working tasks, systems for the workflows management, which are designed to optimize and streamline information processes.

Regarding the peer-to-peer solutions, there are already several implementations of them in collaborative working environments, but they are not so popular, because it requires installing client applications on users' computers and not a Web-based architecture.

The paper describes a CWE "ideal" pattern, from the perspective of the actual needs of companies; there are explored ways how to use the existing CWE, offering a new perspective on Enterprise 2.0 concept, whose use would be a major organizational change within companies and information systems.

REFERENCES (selection)

- [1] Ivan Ion, Ciurea Cristian(2007) *Collaborative Systems*, Information Systems and Operational Management, Workshop ISOM, March 2007.
- [2] European Commission (2006), *Conference Report*, "1st Conference on Collaborative Working Environments for Business and Industry", spring 2006.