

Informatique collaborative

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Plan

- ▶ Un tour de l'informatique collaborative
- ▶ Les dimensions de la collaboration
- ▶ Pourquoi l'informatique collaborative
- ▶ Les défis

vodafone NL

13:04

[← Instellingen](#) Info en contact opnemen



WhatsApp
Versie 2.12.13

Help / Veelgestelde

Réseaux sociaux

The image shows a screenshot of Mark Zuckerberg's Facebook profile. At the top, there is a search bar with the Facebook logo and the name "Mark Zuckerberg". To the right of the search bar, there are navigation icons for "Home", "Messages", "Notifications", and "Settings". Below the search bar is a large cover photo featuring a world map with blue lines connecting various points, and a smaller profile picture of Mark Zuckerberg on the left. The name "Mark Zuckerberg" is displayed in the center of the cover photo, with a verified badge and buttons for "Follow" and "Message". Below the cover photo are tabs for "Timeline", "About", "Friends", "Photos", and "More".

Below the profile header, there is a section that says "Follow Mark to get his public posts in your News Feed." with a green "Follow" button and "83,908,233 Followers".

The "Intro" section contains the text "Making the world more open and connected." and lists several items:

- Founder and CEO at Facebook
- Works at Chan Zuckerberg Initiative
- Studied Computer Science at Harvard University
- Lives in Palo Alto, California
- Married to Priscilla Chan
- From Dobbs Ferry, New York
- Followed by 83,908,233 people

The main post is from Mark Zuckerberg, dated 17 hours ago, with the text: "We're just a couple days away from Americans making important decisions about the future of our country. Voting is one of our great responsibilities as citizens in a democracy. That's why you've probably seen us actively encouraging everyone who can vote, to go vote. You'll see a lot more reminders to vote until the election. So far, more than 2 million people have registered to vote by going through Facebook, some for the first time, according to estimates based on available... See More". The post has 4,299 shares and a comment from Matthew Boux: "Mark Zuckerberg you are an amazing person. I am so glad you decided to create Facebook. I'm not sure if you will see this but if you do, I just wanted to thank you for all that you have done. There are so many people and communities that create positiv... See More".

At the bottom right, there is a "Chat (Off)" button.

E-commerce

The screenshot displays the Fnac website interface. At the top, the Fnac logo is on the left, followed by a search bar and navigation links for 'Besoin d'aide?', 'Magasins', 'Me connecter', and 'Mon panier'. Below this, a promotional banner features 'DÉSTOCKAGE : JUSQU'À -60%', 'PRIX LITTÉRAIRES', and 'VENTES FLASH -50%', along with a 'Promo Jeux jouets' advertisement.

The main content area shows the book 'SOCIÉTÉ COLLABORATIVE' with the subtitle 'LA FIN DES HIÉRARCHIES'. The author is Diana Filippova. The book is an essay published in February 2016. It has a 5-star rating from 1 customer and 1 'Coup de coeur des Libraires'.

The book's description states: 'Le manifeste du collectif OuiShare, dont l'ambition est de construire une société basée sur le partage, la collaboration et la contribution Le collectif... Voir la suite'.

Price information is provided in a table:

| Prix de la Fnac dès 10€ | Prix des vendeurs partenaires dès 10€ | Prix occasions dès 8€28 | Revendez le vôtre |
|-------------------------|---------------------------------------|-------------------------|-------------------|
| Prix 10€ | | | |
| | -5% AVEC LE RETRAIT EN MAGASIN | 9€50 | |

Additional details include 'En stock', 'Livraison à partir de 0,01€', and 'Continuer avec la livraison gratuite 1 jour ouvré avec fnac+'. Buttons for 'Ajouter au panier' and 'Acheter en 1 clic' are visible.

Metadata for the book is listed at the bottom left:

| | |
|------------------|--------------------|
| Date de parution | février 2016 |
| Editeur | Rue De L'echiquier |
| Nombre de pages | 128 |

Wikipedia



- Accueil
- Portails thématiques
- Article au hasard
- Contact
- Contribuer
 - Débuter sur Wikipédia
 - Aide
 - Communauté
 - Modifications récentes
 - Faire un don

- Outils
 - Pages liées
 - Suivi des pages liées
 - Importer un fichier
 - Pages spéciales
 - Adresse permanente
 - Information sur la page
 - Élément Wikidata
 - Citer cette page

- Imprimer / exporter
 - Créer un livre
 - Télécharger comme PDF
 - Version imprimable

- Dans d'autres langues
 - Català
 - English
 - Español

Non connecté Discussion Contributions Créer un compte Se connecter

Article Discussion

Lire Modifier Modifier le code Historique

Rechercher sur Wikipédia

Travail collaboratif

La notion de **travail collaboratif** (*peer production* en anglais) désigne un travail qui n'est plus fondé sur l'organisation hiérarchisée traditionnelle, et plus spécifiquement un nouveau mode de travail (éventuellement intégré dans un modèle économique de production) où collaborent de nombreuses personnes grâce aux technologies de l'information et de la communication, notamment les plateformes internet.

Les outils informatiques nouveaux permettent de maximiser la créativité et l'efficacité d'un groupe associé à des projets d'envergure même si elles sont très dispersées dans l'espace et le temps.

Le travail est souvent naturellement collectif et collaboratif, c'est-à-dire qu'il fait interagir plusieurs acteurs pour la réalisation de tâches qui visent à atteindre un but commun. Par exemple, le projet d'encyclopédie en ligne, libre et multilingue, Wikipédia est le résultat d'un travail collaboratif « en réseaux coopératifs »¹.

Sommaire [masquer]

- Définitions
- Origine
- Périmètre
 - Dans l'entreprise
 - Dans le monde scientifique
 - Dans la gouvernance
- Exemples d'outils collaboratifs ou de projets construits avec de tels outils
- Conditions, limites et risques
- Notes et références
- Annexes
 - Bibliographie
 - Ouvrages en français
 - Ouvrages en anglais
 - Articles
 - En chronologique
 - Articles connexes



Synoptique historique du travail collaboratif.

CRM

Microsoft Dynamics CRM | SALES | Opportunities | Interested in Product Designer | Create | Terry Adams Contoso

SAVE & NEW | NEW | DELETE | CLOSE AS WON | CLOSE AS LOST

Opportunity

Interested in Product Designer

| | | | |
|-----------------|--------------|-------------|-------------|
| Est. Close Date | Est. Revenue | Status | Owner |
| 3/10/2013 | \$350,000.00 | In Progress | Terry Adams |

Quality | **Develop (Active)** | Propose | Close | Next Stage

- Customer Need: **Need of state of the art technology to support their design efforts** | Identify Stakeholders: *mark complete*
- Proposed Solution: **Lead with Product Designer** | Identify Competitors: *mark complete*

Summary

| | |
|--------------------|--|
| Title | Interested in Product Designer |
| Contact | <u>Eli Bowen</u> |
| Account | <u>Trey Research</u> |
| Purchase Timeframe | This Quarter |
| Currency | <u>US Dollar</u> |
| Budget Amount | \$612,970.90 |
| Purchase Process | Unknown |
| Description | New prospect seeking our Product Designer. |
| Score | 35 |

Current Situation: Growing company that has out-grown their homegrown software applications.

Customer Need: **Need of state of the art technology to support their design efforts**

YAMMER | SYSTEM POSTS | ACTIVITIES | NOTES

Say something about this opportunity

Terry Adams ▸ R&D
Have the technical specs been updated for the Product Designer?
Like · Reply · View Conversation · Tuesday at 10:57am from Dynamics CRM

Kudos

Jay Hamlin: Here's the updated version

Product Designer Specification
Uploaded to R&D - Files

Yammer | Terry Adams (log out)

STAKEHOLDERS

| Name ↑ | Title |
|--------------|----------------|
| Eli Bowen | Champion |
| Mark Hassall | Decision Maker |

SALES TEAM

| Name ↑ | Role |
|-------------|--------------------|
| Bill Frank | Sales Professional |
| Terry Adams | Sales Professional |

Open

ERP

Bill of Materials (Resource List) (Extended by varater BX)

Product No. PRB1 | Quantity: 1 | Warehouse: 01
 Product Description: Red Sports Bike
 BOM Type: Production | Price List: Unused | Distr. Rule:

| # | Row Type | R.. | Item No. | Item Description | Quantity | JoM | Wareh... | Issue Method | Price List | Unit Price |
|---|-----------|-----|----------|-------------------------|----------|-----|----------|--------------|------------|------------|
| 1 | Material | | C01 | Wheel | 2 | pcs | 01 | Manual | Base Price | |
| 2 | Material | | C02 | Chain | 1 | pcs | 01 | Manual | Base Price | |
| 3 | Material | | C03 | Bike Frame | 1 | pcs | 01 | Manual | Base Price | |
| 4 | Material | | C04 | Saddle | 1 | pcs | 01 | Manual | Base Price | |
| 5 | Operation | | OBAS1 | Bike Assembly | 100 | min | 01 | Backflush | Base Price | |
| 6 | Operation | | OQA1 | Bike Quality Inspection | 20 | min | 01 | Backflush | Base Price | |
| 7 | | | | | | pcs | | | Unused | |

BoM Operation Details

Operation Code: OBAS1 | Operation Break: Allowed
 Operation Name: Bike Assembly | Operation Time Unit: Minutes
 Main Product Code: PRB1 | Is Parallel Operation:
 Main Product Name: Red Sports Bike | Is Overlapping Operation:
 Before Time: 2.500 min | Max Parallel Operations: 0
 Safety Time: 0.000 min | Overlapping Quantity: 4.000
 Setup Time: 12.000 min | Allocation Window: 5.000
 Job Time: 100.000 min | Min Job Quantity: 5
 Teardown Time: 10.000 min
 After Time: 0.000 min
 Time Base: 1.000

Resource Requirements

| Res. Type | Feature | Feat. Name | Prof. Res. | Prof. Res. Name | Is Mand. Res. | Amount | Setup | Job | Tear... |
|-----------|---------|------------|------------|-----------------|--------------------------|--------|-------------------------------------|-------------------------------------|-------------------------------------|
| Tool | | | | | <input type="checkbox"/> | 1.000 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

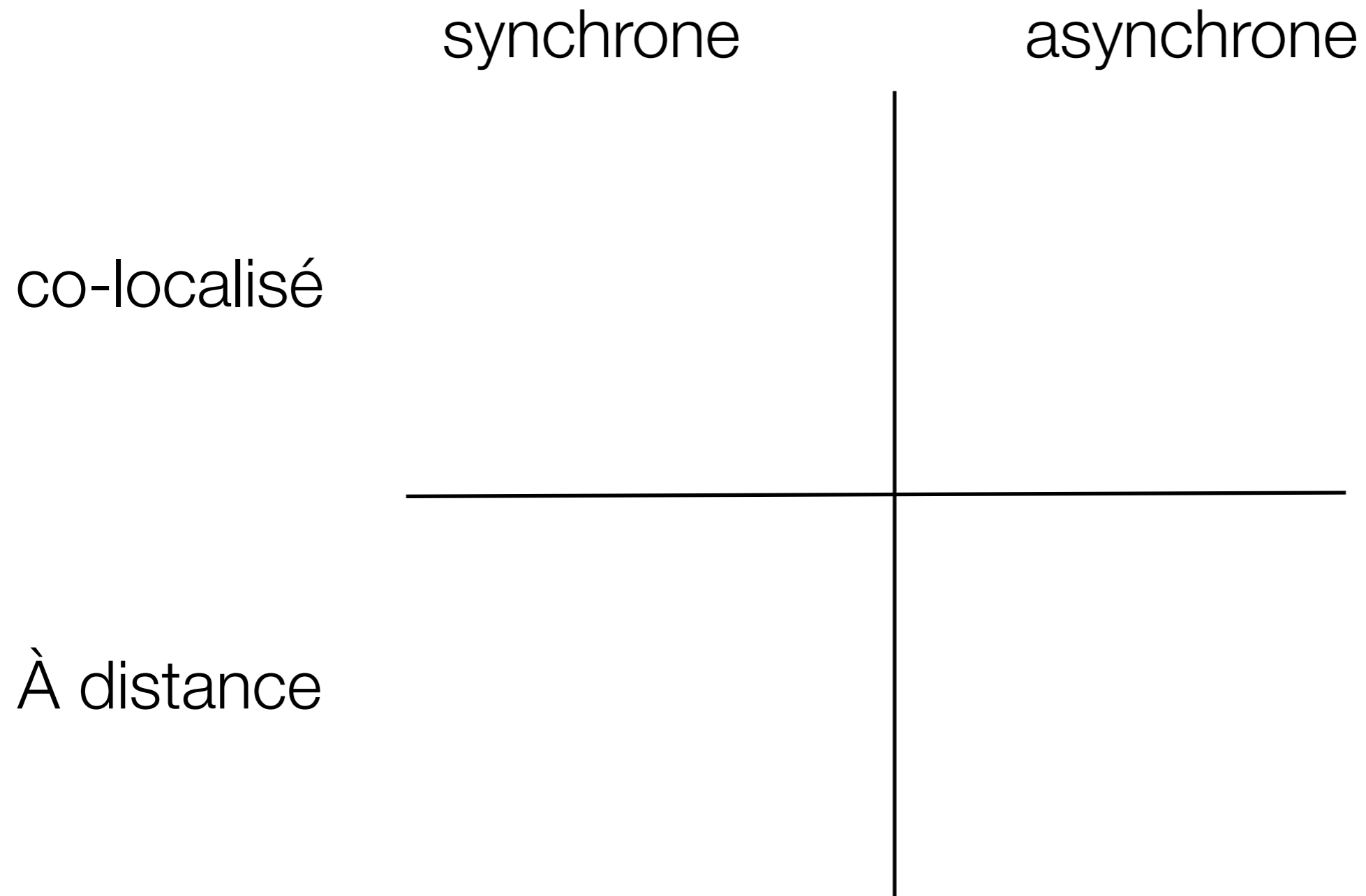
Qu'est ce qui est commun à ces systèmes ?

- ▶ Médiation technologique
- ▶ Interaction sociale

Plan

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Les dimensions de la collaboration



Même lieu - synchrone

Exemples

- ▶ Interaction face à face
- ▶ Tables / murs interactifs
- ▶ Systèmes d'aide à la décision

Même lieu - synchrone



Même lieu - synchrone



Même lieu - asynchrone

Exemples :

- ▶ Panneau public
- ▶ Pièces dédiées à une équipe
- ▶ Grand écrans

Même lieu - asynchrone



Lieu différent - synchrone

Exemples :

- ▶ Visio-conférence
- ▶ Outils de collaboration temps réel
- ▶ Messagerie (Whatsapp)
- ▶ Mondes virtuels (WoW)
- ▶ Éditeurs collaboratifs (Google)
- ▶ Écran partagés (vnc)

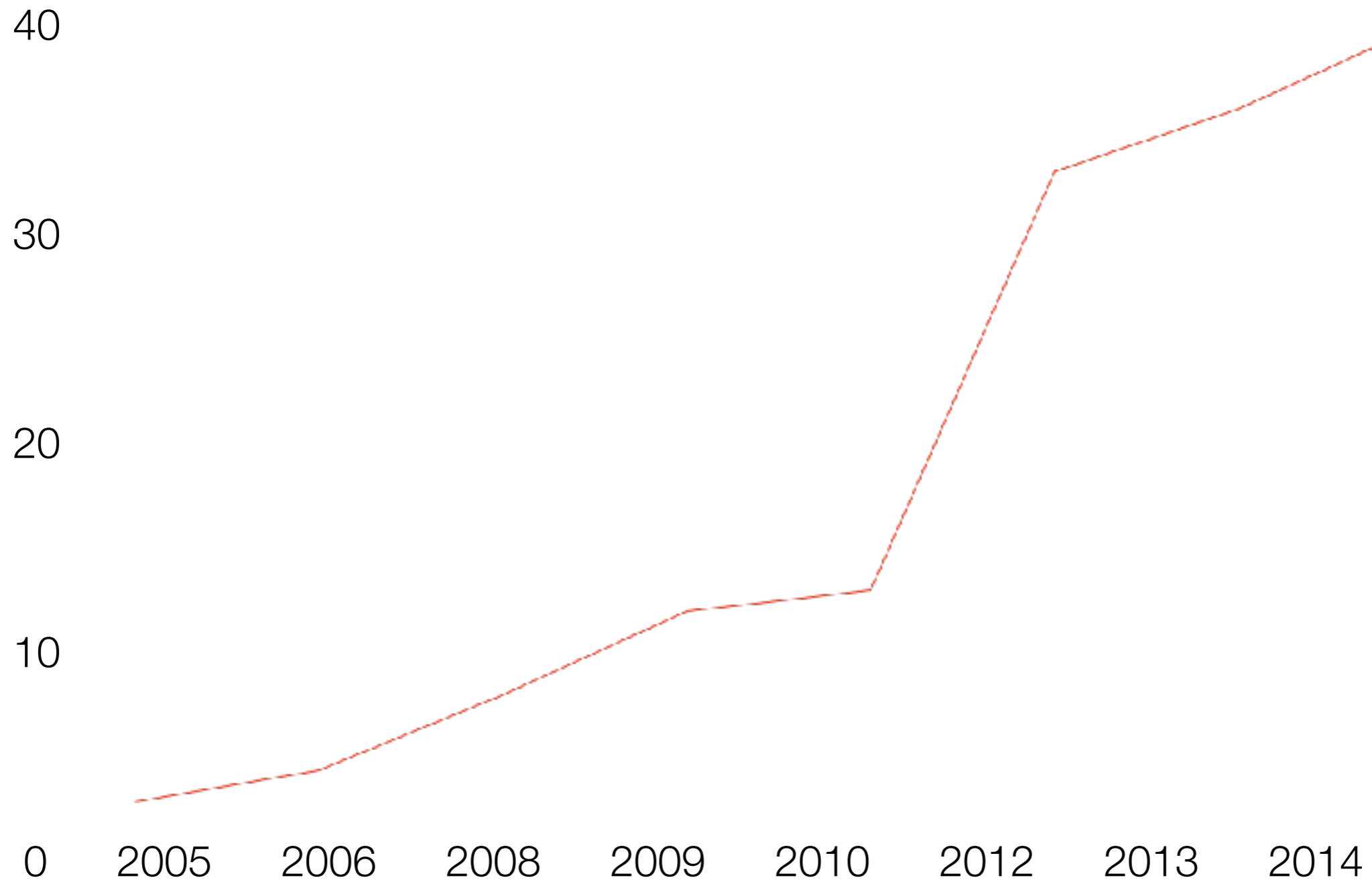
Propriétés :

- ▶ Multi-utilisateur
- ▶ Indices non verbaux
- ▶ Différents niveaux de fidélités (texte, voix, avatar...)

PicturePhone AT&T / Bell Labs 1969



Skype



Visio-conférence



Un exemple : le téléphone au volant



Lieu différent - asynchrone

Exemples :

- ▶ Réseaux sociaux (Facebook)
- ▶ Communication + Coordination (email)
- ▶ Wiki
- ▶ Blogs
- ▶ Workflow
- ▶ Contrôle de version

Propriétés

- ▶ Shared participation over time
- ▶ Geographically world wide

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Pourquoi l'informatique sociale

Mécanisme de facilitation

- ▶ Moins de contraintes

Process plus efficaces

- ▶ Intégration d'efforts collectifs

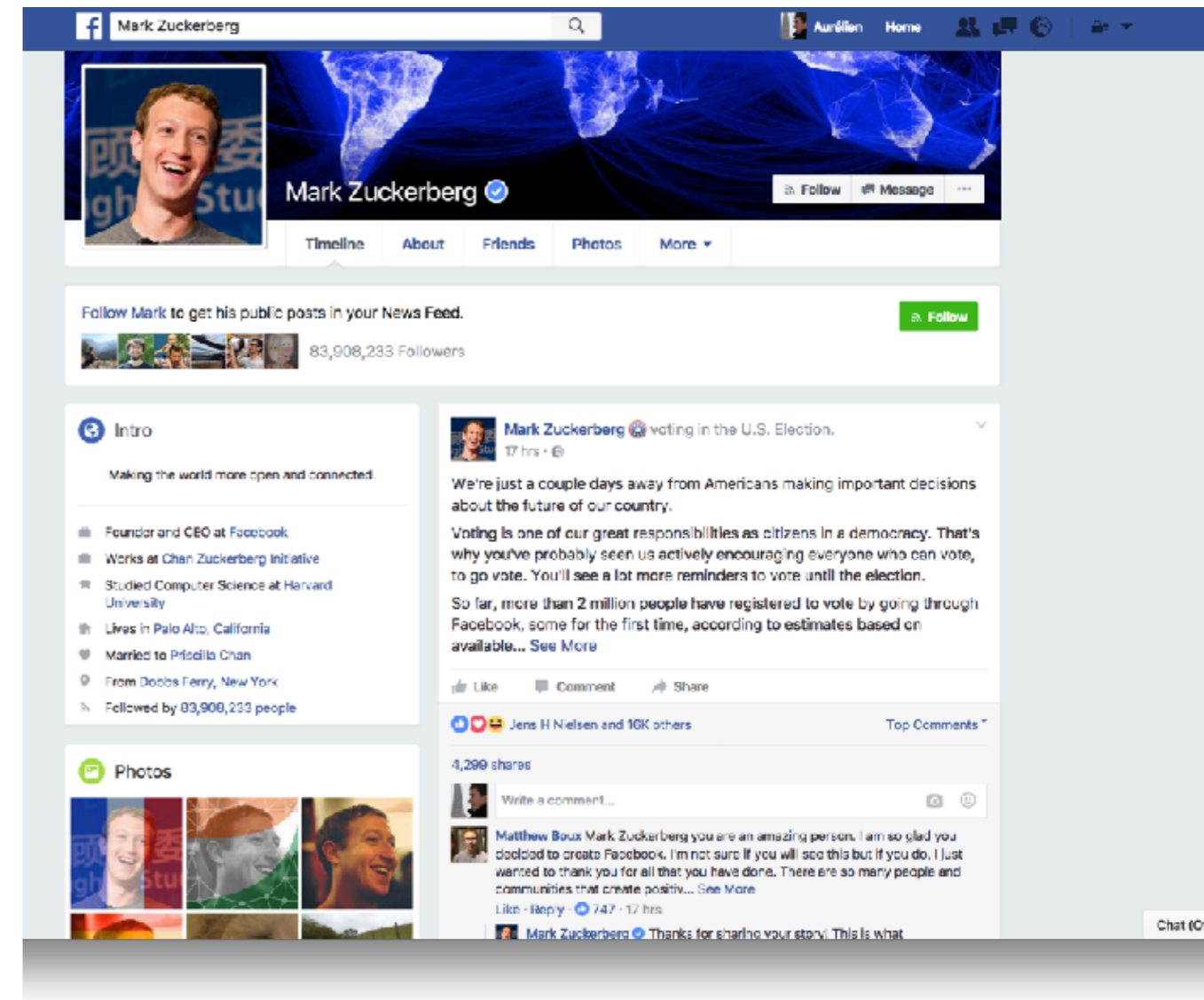
Qualité des résultats

- ▶ Vérification, synergie

Collaboration homme-machine

- ▶ Exploitation des propriétés uniques de l'humain
- ▶ Augmentation des capacités humaines

Mécanisme de facilitation : - de contraintes



Process plus efficaces : Ushahidi

The screenshot displays the Ushahidi website's main content area. At the top, a dark navigation bar contains the Ushahidi logo, menu items for 'Features', 'Plans', 'Solutions', and 'MORE', and buttons for 'CONTACT' and 'LOG IN'. The main content is divided into two sections. The upper section, titled 'USHAHIDI FOR ELECTION MONITORING', features a list of three bullet points: 'Easily gather reports from thousands of volunteers on the ground across the country', 'Manage thousands of staff triaging and verifying reports with in-built tasks and permissions', and 'Monitor incident spikes on dashboards in real-time'. To the right of this text is a smartphone displaying a 'Voter Protection' app with a map of the United States showing red circular markers with numbers. Below the list is a 'GET STARTED' button and a link to 'Or see how the Obama 2012 campaign used Ushahidi'. The lower section, titled 'USHAHIDI FOR CRISIS RESPONSE', features a list of three bullet points: 'Collect reports from victims on the ground and your field staff via SMS, email, web app, and Twitter', 'Quickly triage reports and organize rapid response across numerous agencies', and 'Document ongoing changes in the field with real time mapping and visualization tools'. To the left of this text is a smartphone displaying the 'Quakemap' app with a map of a region. Below the list is a 'GET STARTED' button and a link to 'Or see how Quakemap uses Ushahidi'. The background of the lower section shows a faded image of a city street.

USHAHIDI FOR
ELECTION MONITORING

- ✓ Easily gather reports from thousands of volunteers on the ground across the country
- ✓ Manage thousands of staff triaging and verifying reports with in-built tasks and permissions
- ✓ Monitor incident spikes on dashboards in real-time

[GET STARTED](#) Or see how the **Obama 2012 campaign** used Ushahidi

USHAHIDI FOR
CRISIS RESPONSE

- ✓ Collect reports from victims on the ground and your field staff via SMS, email, web app, and Twitter
- ✓ Quickly triage reports and organize rapid response across numerous agencies
- ✓ Document ongoing changes in the field with real time mapping and visualization tools

[GET STARTED](#) Or see how **Quakemap** uses Ushahidi

Qualité des résultats

The Girl with the Dragon Tattoo

2,580 Reviews

| | |
|---------|---------|
| 5 star: | (1,083) |
| 4 star: | (630) |
| 3 star: | (300) |
| 2 star: | (231) |
| 1 star: | (336) |

Average Customer Review
★★★★☆ (2,580 customer reviews)

Share your thoughts with other customers

[Create your own review](#)

Search Customer Reviews

Only search this product's reviews

The most helpful favorable review

1,967 of 2,108 people found the following review helpful:

★★★★★ **This Swedish bestseller deserves to be a blockbuster here too.**
A 24-year-old computer hacker sporting an assortment of tattoos and body piercings

The most helpful critical review

590 of 711 people found the following review helpful:

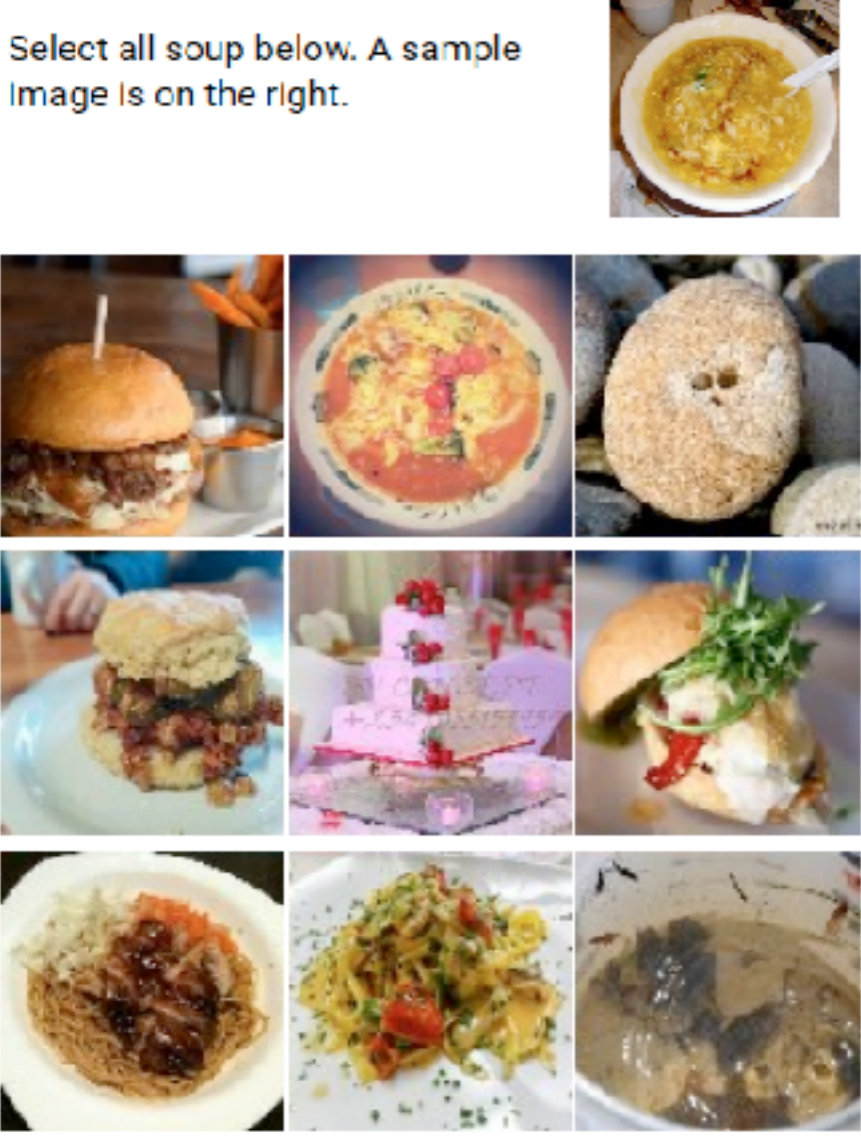
★★☆☆☆ **Less than I expected but still interesting**
Henrik Vanger, an elderly Swedish industrialist, has long been receiving the

Annotation 'a' is a red circle with the letter 'a' pointing to the star distribution table. Annotation 'b' is a red circle with the letter 'b' pointing to the most helpful critical review box.

<https://www.interaction-design.org/literature/book/the-encyclopedia-of-human-computer-interaction-2nd-ed/social-computing>

Collaboration Homme-Machine

Select all soup below. A sample image is on the right.




I'm not a robot

reCAPTCHA
Privacy - Terms

I'm not a robot

reCAPTCHA

Type the text



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Défi 1 : décalage entre effort et bénéfice

Qui fait le travail et qui en profite ?

Exemple : gestion de calendrier

L'information est internalisée (dans la tête des gens)

C'est dans les moments sans rendez-vous qu'on travaille

Outils variés

La disponibilité dépend de qui demande

Examples

The image shows a screenshot of the Doodle website. On the left, there is a calendar grid with various time slots marked as 'busy'. The busy slots are:

- 9 – 10 busy
- 10 – 11 busy
- 11 – 12:30 busy
- 11 – 12p busy
- 12:30p – 1:50p busy
- 1p – 2p busy
- 2p – 3p

On the right, the Doodle website interface is shown. The header includes the Doodle logo and navigation links: Features, Pricing, Create account, and Sign in. A yellow banner at the top right says: "★ NEW FEATURE: Schedule multi-day events like conferences, workshops or holiday trips. [Learn more](#) →". The main heading is "Doodle simplifies scheduling" with the subtext "The scheduling tool you'll actually use. Find a date for a meeting 2x faster". Below this is a screenshot of the scheduling interface for March 6, 2015, showing a grid of time slots (9:00, 11:00, 2:00, 4:00, 6:00) and availability for Tom, Paula, and Chris.

| | 9:00 | 11:00 | 2:00 | 4:00 | 6:00 |
|-------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Tom | | ✓ | | ✓ | |
| Paula | ✓ | ✓ | ✓ | | ✓ |
| Chris | | ✓ | | ✓ | ✓ |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Défi 2 : gérer les surprises

Exemple : contrôle aérien



Conclusion

- ▶ Minimiser le cout d'adoption
- ▶ Minimiser la distance entre les outils existants et les nouveaux outils
- ▶ Fournir des mécanismes de négociation
- ▶ Peu de structure / peu de contraintes pour améliorer l'adoption