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Information technology — Learning, education and training — Collaborative technology — Collaborative workplace —

Part 2:
Collaborative environment data model

Technologies de l'information — Apprentissage, éducation et formation — Technologies collaboratives — Lieu de travail collaboratif —

Partie 2: Modèle de données de l'environnement collaboratif

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: Foreword - Supplementary information

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, Subcommittee SC 36, *Information technology for learning, education and training*.

This second edition cancels and replaces the first edition (ISO/IEC 19778-2:2008), of which it constitutes a minor revision.

ISO/IEC 19778 consists of the following parts, under the general title *Information technology — Learning, education and training — Collaborative technology — Collaborative workplace*:

— *Part 1: Collaborative workplace data model*

— *Part 2: Collaborative environment data model*

— *Part 3: Collaborative group data model*

Introduction

ISO/IEC 19778 provides *Data Models* for specifying *collaborative workplaces* and their components. ISO/IEC 19778-1 provides general information for all parts, and specifies a *Data Model* which, by reference, composes the *Data Model instantiations* of the two main components of a *collaborative workplace*: the *collaborative environment* and the *collaborative group*. This part of ISO/IEC 19778 provides the *Data Model* for the *collaborative environment* and specifies information related to the service aspects of a *collaborative workplace*. ISO/IEC 19778-3 provides the *Data Model* for the *collaborative group* and specifies information related to the *roles* and the membership of a *collaborative workplace*.

The main accomplishment of this part of ISO/IEC 19778 is to specify the composition of the *collaborative tools* which are integrated in the *collaborative service(s)* of a *collaborative workplace*. As *collaborative tools* frequently provide several *collaborative functions*, these *collaborative functions* are also identified in the *collaborative environment Data Model*.

The purposes of this part of ISO/IEC 19778 are the following:

— to provide a standardized way of defining and instantiating, as an independent entity, the service(s) and associated entities of a *collaborative workplace* (this is done by associating these services and entities with a *collaborative environment* identifier unique within a particular domain or application context);

— to specify the technical and infrastructural requirements of a *collaborative workplace* for the purpose of set-up, employment, management, administration, and evaluation of its *collaborative environment.*

The detailed specification of the *collaborative tools* and their *collaborative functions* is not provided in this part of ISO/IEC 19778; however, it may be linked to the *collaborative environment Data Model instantiations* by referring to "potential further specifications or standards" that are not identified and possibly do not yet even exist. (One of the intentions of this part of ISO/IEC 19778 is to encourage adopters to develop and harmonize such specifications.)

Linkages to "potential further specifications or standards" are constituted by employing a "source/value" approach, where the value (e.g. the name of a *collaborative tool* or *collaborative function*) is taken from a "source", a specification or standard, which declares the names and specifies the details of *collaborative tools* or *collaborative functions*. The "source" itself is specified by reference, using a URL. The intention of this "source/value" approach is to provide a simple method for linking developing specifications or standards to the *Data Model* of this part of ISO/IEC 19778 without needing to identify them beforehand. This highly flexible method reflects the fact that ISO/IEC 19778-2 is a part of a multipart standard that represents prospective technology. Figure 1 illustrates how this is achieved.
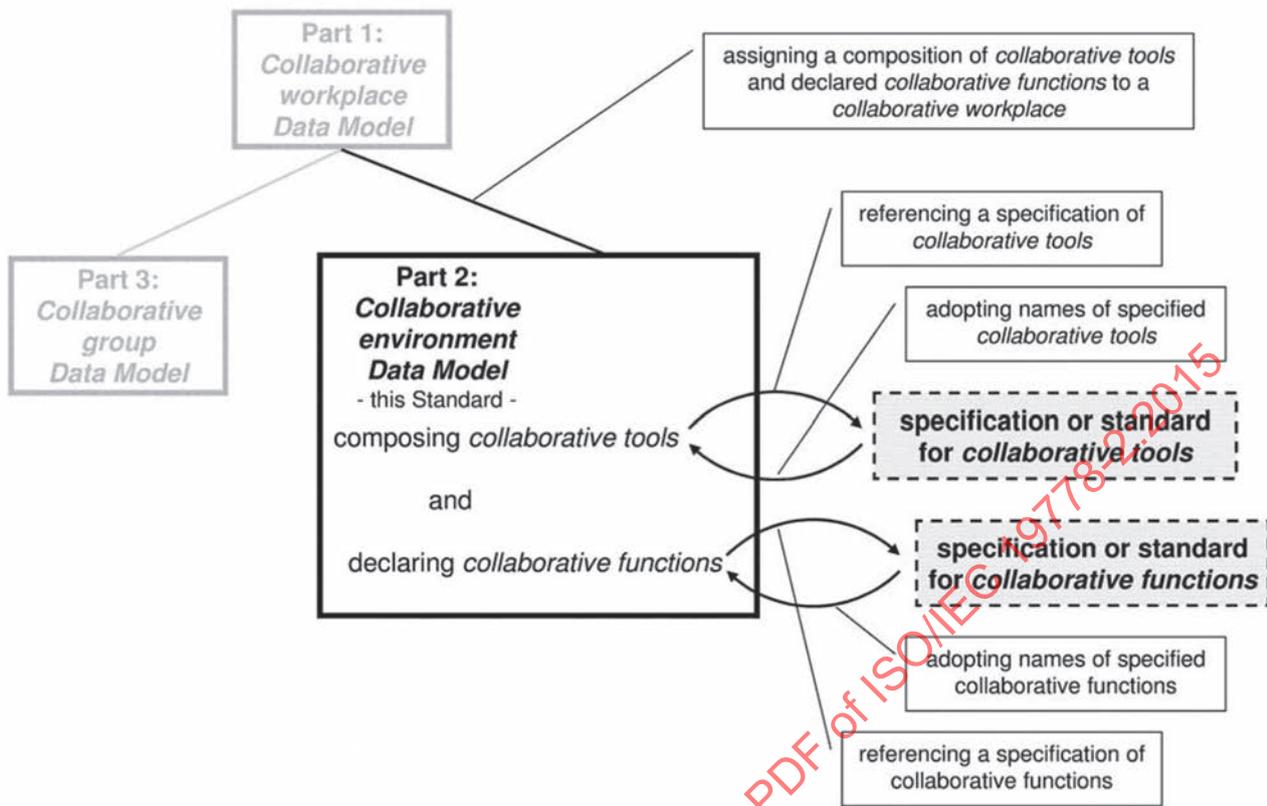
**Figure 1 — Composing *collaborative tools* and declaring *collaborative functions*
in this part of ISO/IEC 19778**

In this part of ISO/IEC 19778, "composing *collaborative tools*" and "declaring their *collaborative functions*" are generally performed by specifying names of *collaborative tools* and *collaborative functions*. Further information on these *collaborative tools* and *collaborative functions* may be specified in "potential further specifications or standards" which are not included in this part of ISO/IEC 19778. The adopters of this part of ISO/IEC 19778 may decide whether or not to use such "potential further specifications or standards". If no "potential further specifications or standards" are used, the names and properties of *collaborative tools* and *collaborative functions* need to be consistently known in the user community. This, however, also means that the interoperability of *Data Model instantiations* of this kind is limited to this "harmonized" user community.

Where the need for broader interoperability exists, external "specifications or standards" are required. They would at least define a set of *collaborative tools* or *collaborative functions*, provide names for them, and describe their properties. Of course, such "specifications or standards" could be very simple and general. However, they could be highly sophisticated and detailed as well. Where a *collaborative environment Data Model instantiation* makes use of such an external "specification or standard", it references it and adopts the names for *collaborative tools* or *collaborative functions* as shown in Figure 1.

Using this first edition of this part of ISO/IEC 19778 provides utmost flexibility at the risk of a low-level of interoperability. It allows adopters to experiment with diverse specifications for *collaborative tools* or *collaborative functions*. It is intended as a step towards broader harmonization of *collaborative tools* or *collaborative functions* with respect to their specification and naming. This expected progress in harmonization will be reflected by future editions of this part of ISO/IEC 19778, while today's users can employ this first edition instantly.

Information technology — Learning, education and training — Collaborative technology — Collaborative workplace —

Part 2:
Collaborative environment data model

1 Scope

1.1 Statement of scope

This part of ISO/IEC 19778 specifies the *Data Model* for a *collaborative environment*.

The *collaborative environment Data Model* composes *collaborative tools* and declares their *collaborative functions* by specifying their names. These names can be used as references to *collaborative tools* and *collaborative functions* specified in detail by further specifications or standards. Where no such specifications or standards are available or identified, the provision of descriptions for human interpretation may support harmonized use of these names.

1.2 Subjects and aspects not currently addressed

In future editions of this part of ISO/IEC 19778, extended support for adapting *collaborative environments* to preferences and needs of *participants* may be provided. Such support can be gained by prioritizing the *collaborative effects* (defining which *collaborative effects* are intended to be supported) in contrast to the *collaborative tools* and *collaborative functions* (defining by which technical provisions the intended *collaborative effects* are supported).

1.3 Excluded subjects and aspects

Subjects and aspects not provided by this part of ISO/IEC 19778, but which it is anticipated will be provided by further specifications or standards include the following:

— the detailed specification of *collaborative tools* or *collaborative functions* (such specification is left to further specifications or standards and means service component harmonization which is excluded from this part of ISO/IEC 19778);

— the detailed specification of *collaborative effects* (such specification is left to further specifications or standards and addresses application modelling which is excluded from this part of ISO/IEC 19778);

— the specification of methods for integrating *collaborative tools* or *collaborative functions* into services (as this affects service modelling which is excluded from this part of ISO/IEC 19778).

2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 19778-1:—[1], *Information technology — Learning, education and training — Collaborative technology — Collaborative workplace — Part 1: Collaborative workplace data model*

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[1] To be published.

3   Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 19778-1 apply.

4   Abbreviated terms and acronyms

NOTE   Some of the abbreviated terms or acronyms in this Clause represent terms defined in ISO/IEC 19778-1:—, Clause 3. The term numbers are provided in brackets.

AE   Aggregating Element (see 3.1.1)

CE   Collaborative Environment (see 3.2.3)

CW   Collaborative Workplace (see 3.2.8)

DE   Data Element (see 3.1.5)

DM   Data Model (see 3.1.7)

DME   Data Model Element (see 3.1.8)

ID   Identifier

Ref   Reference

URI   Uniform Resource Identifier

URL   Uniform Resource Locator (world wide web address)

XML   eXtensible Markup Language

XSD   XML Schema Definition

5   Collaborative environment Data Model

5.1   Data Model representation

The table-based *Data Model* representation used here corresponds to the specification provided in ISO/IEC 19778-1:—, 5.1.

5.2   Collaborative environment Data Model diagram

Figure 2 provides a relational overview for the *collaborative environment Data Model* as specified in this part of ISO/IEC 19778. This diagram also indicates specifications or standards which are as of yet unidentified and out of scope for this part of ISO/IEC 19778, but which may play a significant role in its implementation.

The *Data Model* is outlined inside the large dashed box. The *Root Element* on top represents the basis for this *Data Model* and is not represented in the table representation. The indices of the branches are denoted.
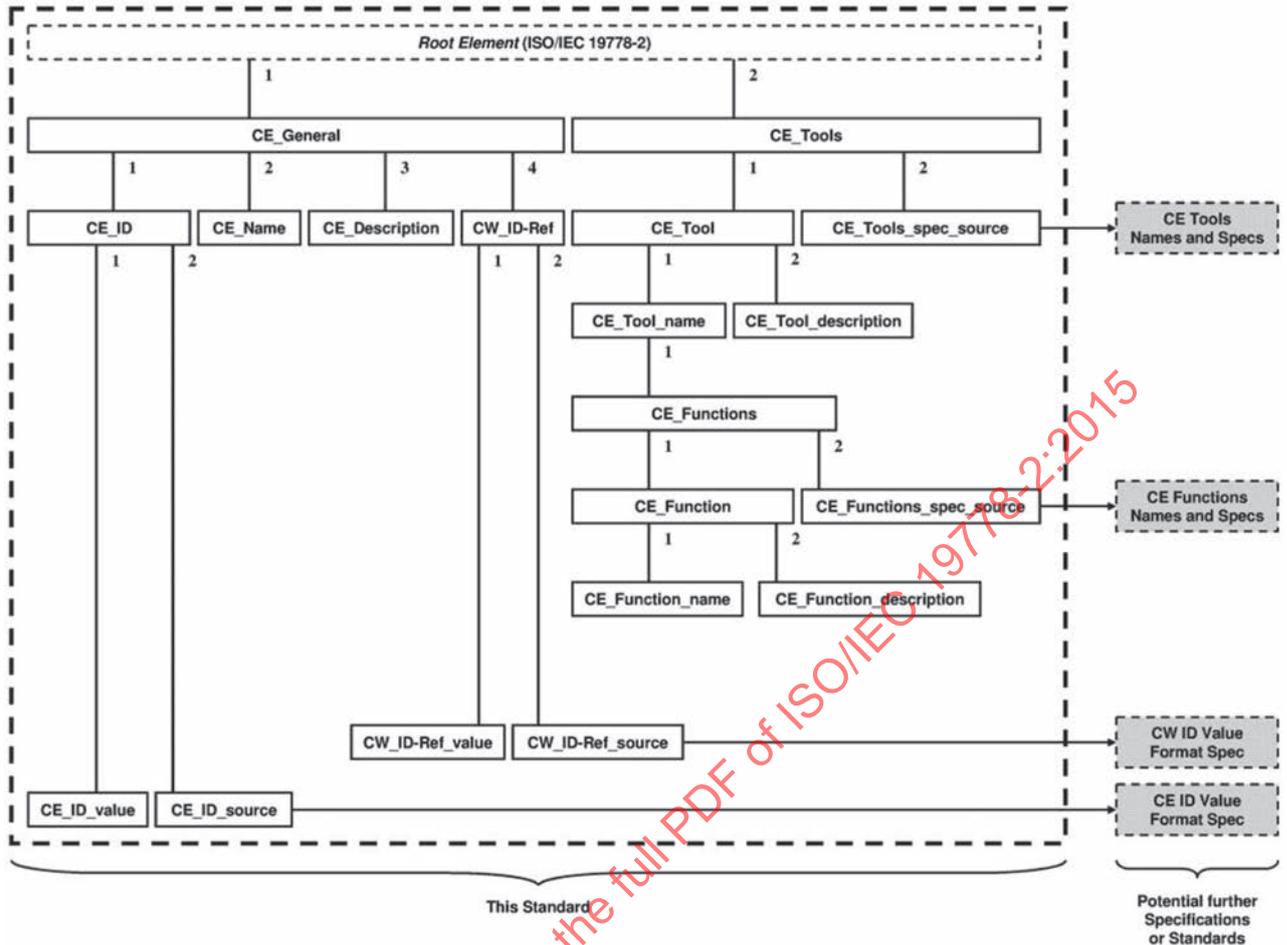
Figure 2 — *Collaborative environment Data Model* and external specifications or standards

Four potential further specifications or standards are denoted as grey boxes outside the large dashed box to the right. The arrows from the *DMEs* to these boxes represent references from this *Data Model* to such specifications or standards. Where such specifications or standards are referenced, they impose regulations on "value" or "name" *DMEs* as specified in the Datatype column of the *Data Model* table in 5.3.

5.3 Collaborative environment Data Model specification

The following specification of the *Data Model* uses the tabular representation specified in ISO/IEC 19778-1:—, 5.1.

Table 1 — Collaborative Environment Data Model

Identifier	Designation	Definition	Obligation	Multiplicity	Datatype	Examples
1	CE_General	Information describing the *collaborative environment* as a whole	mandatory	1		
1.1	CE_Name	A title or name by which the *collaborative environment* is generally known	optional	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 100 characters	Computer Graphics Exercises
1.2	CE_Description	An account of the *collaborative environment*	optional	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 4000 characters	Environment for collaborative work on Computer Graphics exercises
1.3	CE_ID	An identifier for the *collaborative environment*	mandatory	1		
1.3.1	CE_ID_source	The name or URI of the identification scheme used to generate the value of the *collaborative environment* identifier. A namespace scheme.	optional	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 250 characters	http://www.gris.informatik.tu-darmstadt.de/idformats/identifier_type.pdf
1.3.2	CE_ID_value	Value of the *collaborative environment* identifier	mandatory	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 250 characters Permissible values shall comply with any specification or standard identified by the reference value in *DE* 1.3.1 (if provided).	de_tu-darmstadt_informatik_gris_20060707_13582578
1.4	CW_ID-Ref	*Collaborative workplace* identifier reference	optional	1		

Table 1 *(continued)*

Identifier	Designation	Definition	Obligation	Multiplicity	Datatype	Examples
1.4.1	CW_ID-Ref_source	The name or URI of the identification scheme used to generate the value of the *collaborative workplace* identifier reference. A namespace scheme.	optional	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 250 characters	http://www.gris.informatik.tu-darmstadt.de/idformats/identifier_type.pdf
1.4.2	CW_ID-Ref_value	Value of the *collaborative workplace* identifier reference; the corresponding *collaborative workplace* identifier is specified in *Data Element* "ISO/IEC 19778-1:—, 1.3.2".	mandatory	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646" Supported Length = 250 characters. Permissible values shall comply with any specification or standard identified by the reference value in *DE* 1.4.1 (if provided).	de_tu-darmstadt_informatik_gris_20060910_10141733
2	CE_Tools	Specification of the *collaborative tools* of the *collaborative environment*	mandatory	1		
2.1	CE_Tools_spec_source	URI of the specification of permissible *collaborative tools'* names and specifications. A namespace scheme.	optional	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 250 characters	http://www.gris.informatik.tu-darmstadt.de/tools.pdf
2.2	CE_Tool	*Collaborative tool* specification	mandatory	1..20		
2.2.1	CE_Tool_name	Name of the *collaborative tool*	mandatory	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 100 characters. Permissible values shall comply with any specification or standard identified by the reference value in *DE* 2.1 (if provided).	Chat

Table 1 *(continued)*

Identifier	Designation	Definition	Obligation	Multiplicity	Datatype	Examples
2.2.2	CE_Tool_description	Description of the *collaborative tool*	*optional*	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 4000 characters	Proprietory tool
2.2.3	CE_Functions	Specification of the *collaborative function(s)* of the *collaborative tool*	*optional*	1		
2.2.3.1	CE_Functions_spec_source	URI of the specification of permissible *collaborative functions'* names and specifications. A namespace scheme.	*optional*	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 250 characters	http://www.gris.informatik.tu-darmstadt.de/functions.pdf
2.2.3.2	CE_Function	*Collaborative function* specification	*mandatory*	1..20		
2.2.3.2.1	CE_Function_name	Name of the *collaborative function*	*mandatory*	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 100 characters Permissible values shall comply with any specification or standard identified by the reference value in *DE* 2.2.3.1 (if provided).	Upload
2.2.3.2.2	CE_Function_description	Description of the *collaborative function*	*optional*	1	ISO/IEC 11404:2007, 10.1.5 "Character string (ISO/IEC 10646)" Supported Length = 4000 characters	File upload function

5.4   Supplementing information for DMEs of the CE DM

5.4.1   AE CE_General

This *Aggregating Element* groups the general information that describes this *collaborative environment* as a whole.

5.4.2   DE CE_Name

Name given to the *collaborative environment.*

NOTE   This name is solely intended for human use.

5.4.3   DE CE_Description

Description of the *collaborative environment.*

NOTE   This description is solely intended for human reading and understanding.

5.4.4   AE CE_ID

This *Aggregating Element* groups the source and value of the *collaborative environment* identifier that serves as a label for a *collaborative environment Data Model instantiation* (for allowing to reference it from the associated *collaborative workplace Data Model instantiation*, or from external objects).
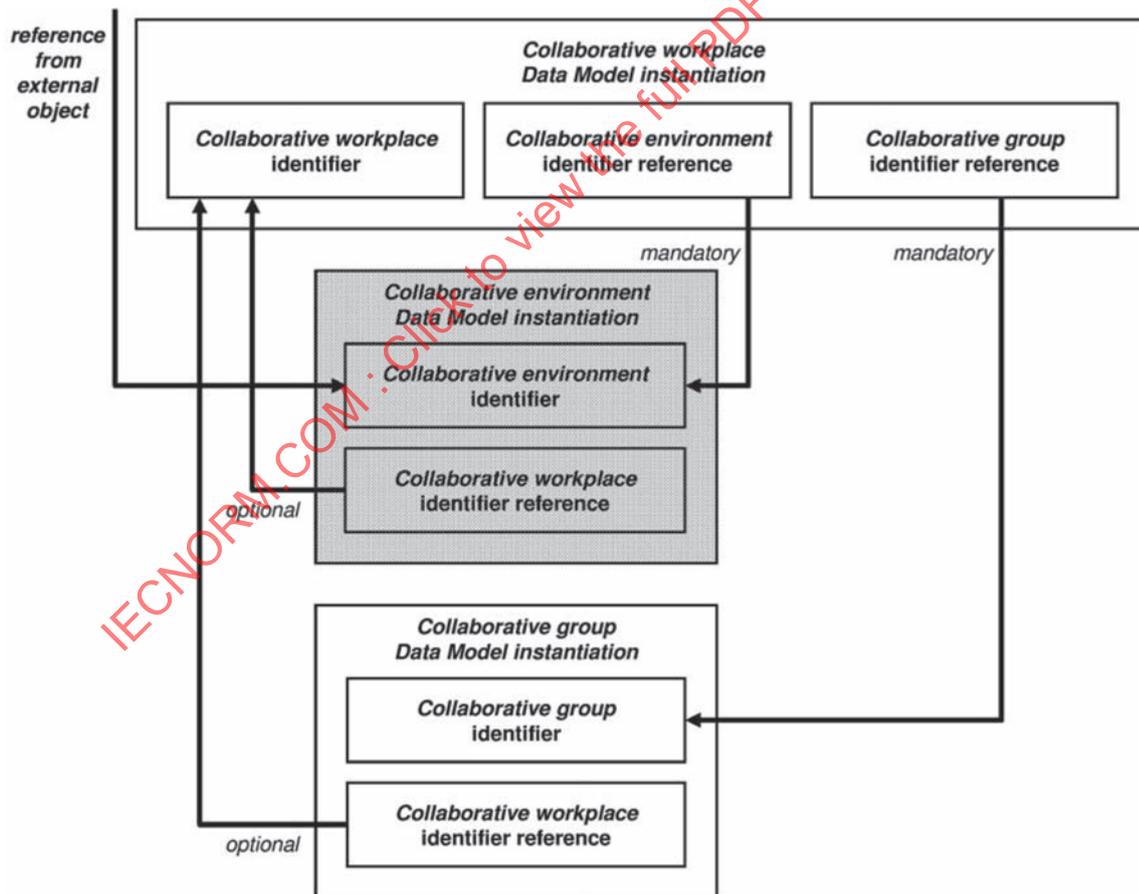

Figure 3 — Linkages between the *collaborative environment*, the associated *collaborative workplace*, and the associated *collaborative group*

In order to support more than a single identifier format, a "source-value" approach has been applied in this *Aggregating Element*. Accordingly, the value of the sub-element "source" specifies a Uniform Resource Identifier (URI), that can be used for establishing the range of uniqueness for the *collaborative environment* identifier value; it could also represent a URI that procures access to a data object that specifies the identifier format. The sub-element "value" serves as a label for the associated *collaborative environment*.

5.4.5   DE CE_ID_source

The value of this *Data Element* specifies the URI of the source where the regulations are provided that are associated with the used *collaborative environment* ID value. The purpose of this value is manifold.

— The URI (in its capacity of being a globally unique identifier) unambiguously identifies a particular community that is responsible for the uniqueness of the used *collaborative environment* ID values within this community.

— The URI provides access to the regulations regarding the format of the admissible *collaborative environment* ID values. These regulations generally specify how such identifiers are constructed (within the limits of their datatype). Typically, such a specification may restrict the permitted character set, may specify particular characters with special meaning (e.g. separators between distinct fields of the character string), may (for *Data Model instantiations* only) restrict the supported number of characters of the character string, etc.

NOTE 1   The format of such regulations is not specified in this part of ISO/IEC 19778. Particularly, it is left open whether such regulations are appropriate for automated use or just for human reading, understanding, and observance.

NOTE 2   This *Data Element* is *optional* in order to allow simple applications of this *Data Model*, where the practicing community takes care that the *collaborative group* identifier values are unambiguous.

NOTE 3   At the time of the publication of this part of ISO/IEC 19778, direct or indirect reference to RFC 3986 - Uniform Resource Identifiers (URI): Generic Syntax {http://www.ietf.org/rfc/rfc3986.txt} was recommended.

5.4.6   DE CE_ID_value

This *Data Element* represents both

— the identifier of this *collaborative environment Data Model instantiation*, and

— the identifier-based reference to the *collaborative workplace* which is associated with this *collaborative environment Data Model instantiation*.

This identifier shall be unique at least within the application range of this *Data Model instantiation*.

5.4.7   AE CW_ID-Ref

This *Aggregating Element* groups the source and value of the reference to the *Data Model instantiation* of the *collaborative workplace* with which the *collaborative group* is associated. This reference is specified by providing the identifier of the *Data Model instantiation* of the *collaborative workplace*. This *Data Element* directly links the *collaborative environment* with its associated *collaborative workplace*, and indirectly (via the *collaborative workplace* link) links the *collaborative environment* with its associated *collaborative group* (see Figure 3).

This identifier reference is *optional*, as in diverse use cases, this reference might not be required.

5.4.8   DE CW_ID-Ref_source

The value of this *Data Element* specifies the URI of the source where the regulations are provided that are associated with the used *collaborative workplace* ID value. The purpose of this value is manifold.

— The URI (in its capacity of being a globally unique identifier) unambiguously identifies a particular community that is responsible for the unambiguousness of the used *collaborative workplace* ID values within this community.

— The URI provides access to the regulations regarding the format of the admissible *collaborative workplace* ID values. These regulations generally specify, how such identifiers are constructed (within the limits of their datatype). Typically, such a specification may restrict the permitted character set, may specify particular characters with special meaning (e.g. separators between distinct fields of the character string), may (for *Data Model instantiations* only) restrict the supported number of characters of the character string, etc.

NOTE 1   The format of such regulations is not specified in this part of ISO/IEC 19778. Particularly, it is left open whether such regulations are appropriate for automated use or just for human reading, understanding, and observance.

NOTE 2   This *Data Element* is *optional* in order to allow simple applications of this *Data Model*, where the practicing community takes care that the *collaborative group* identifier values are unambiguous.

NOTE 3   At the time of the publication of this part of ISO/IEC 19778, direct or indirect reference to RFC 3986 - Uniform Resource Identifiers (URI): Generic Syntax {http://www.ietf.org/rfc/rfc3986.txt} was recommended.

5.4.9   DE CW_ID-Ref_value

This *Data Element* represents the identifier of the associated *collaborative workplace Data Model instantiation*. This identifier shall be unique at least within the application range of this *Data Model instantiation*.

5.4.10   AE CE_Tools

This *Aggregating Element* groups the *Data Model Elements* for the *collaborative environment* regarding its *collaborative tools* and their provided *collaborative functions*. It does this by firstly specifying the *tools* and secondary describing the *functions* provided by those.

NOTE   This "tools-first" approach is taken in order to make it easy to use this part of ISO/IEC 19778 without much further community harmonization activities. In a given system, the available tools are usually well known and named, while the achievement of a harmonized set of non-overlapping functions requires quite a lot of experience and time.

5.4.11   DE CE_Tools_spec_source

The value of this *Data Element* specifies the URI of the source where the specification of *collaborative tool* names and specifications is provided. The purpose of this value is manifold.

— The URI (in its capacity of being a globally unique identifier) unambiguously identifies a particular community that is responsible for the uniqueness of the used *collaborative tool* names within this community.

— The URI provides access to the value domain of the admissible *collaborative tool* names and the specification of the *collaborative tools* associated with these names.

NOTE   The format of such value domain and specification is not specified in this part of ISO/IEC 19778. Particularly, it is left open whether such regulations are appropriate for automated use or just for human reading, understanding, and observance.

5.4.12   AE CE_Tool

This *Aggregating Element* groups the designation and the description of a particular *collaborative tool*.

5.4.13   DE CE_Tool_name

The designation of a particular *collaborative tool*.

NOTE 1   The specification of the *collaborative tool* which is associated with this name is provided at the *collaborative tools* specification source URI.

NOTE 2   Any desirable standardization of *collaborative tool* names and specifications requires the evaluation of a sufficient amount of experiencing in practice.

5.4.14   DE CE_Tool_description

The description of the *collaborative tool*.

NOTE   This description is solely intended for human reading and understanding.

5.4.15   AE CE_Functions

This *Aggregating Element* groups the *Data Model Elements* which specify the equipment of a particular *collaborative tool* regarding its provided *collaborative functions*.

5.4.16   DE CE_Functions_spec_source

The value of this *Data Element* specifies the URI of the source where the specification of *collaborative function* names and specifications is provided. The purpose of this value is manifold.

— The URI (in its capacity of being a globally unique identifier) unambiguously identifies a particular community that is responsible for the uniqueness of the used *collaborative function* names within this community.

— The URI provides access to the value domain of the admissible *collaborative function* names and the specification of the *collaborative functions* associated with these names.

NOTE   The format of such value domain and specification is not specified in this part of ISO/IEC 19778. Particularly, it is left open whether such regulations are appropriate for automated use or just for human reading, understanding, and observance.

5.4.17   AE CE_Function

This *Aggregating Element* groups the designation and the description of a particular *collaborative function*. Annex B provides a list of examples for what such functions could look like. Though being well-considered, it also shows that the value space for *collaborative functions* is not at all a trivial issue.

5.4.18   DE CE_Function_name

The designation of a particular *collaborative function*.

NOTE 1   The specification of the *collaborative function* which is associated with this name is provided at the *collaborative functions* specification source URI.

NOTE 2   Any desirable standardization of *collaborative function* names and specifications requires the evaluation of a sufficient amount of experiencing in practice.

5.4.19   DE CE_Function_description

The description of the *collaborative function.*

6 Conformance

The conformance specifications regard solely the conformance of *Data Model instantiations* (in contrast to, e.g. conformance specifications regarding applications which may use such *Data Model instantiations*). They correspond to the specification provided in ISO/IEC 19778-1:—, Clause 6.

Annex A
(informative)

Alphabetical list of terms

The following terms defined in ISO/IEC 19778-1:—, Clause 3 are used in this part of ISO/IEC 19778. The respective term numbers are provided in the right column.

Term	Defined in
AE	3.1.1
Aggregating Element	3.1.1
collaborative effect	3.2.2
collaborative environment	3.2.3
collaborative function	3.2.4
collaborative group	3.2.5
collaborative service	3.2.6
collaborative tool	3.2.7
collaborative workplace	3.2.8
Data Element	3.1.5
Data Element datatype	3.1.6
Data Model	3.1.7
Data Model Element	3.1.8
Data Model Element definition	3.1.10
Data Model Element designation	3.1.11
Data Model Element identifier	3.1.12
Data Model Element instantiation	3.1.13
Data Model Element multiplicity	3.1.14
Data Model Element obligation status	3.1.15
Data Model instantiation	3.1.16
DE	3.1.5
DE datatype	3.1.6
DM	3.1.7
DM instantiation	3.1.16
DME	3.1.8
DME definition	3.1.10
DME designation	3.1.11
DME identifier	3.1.12
DME instantiation	3.1.13
DME multiplicity	3.1.14
DME obligation status	3.1.15
mandatory	3.1.17
optional	3.1.18

Term	Defined in
participant	3.2.9
RE	3.1.19
role	3.2.10
Root Element	3.1.19

Annex B
(informative)

Examples for collaborative functions[2)]

B.1   Instant messaging

Instant Messaging (IM) is a mechanism to alert users when other users are online and allows them to communicate with each other in real time through private online chat areas. With IM, a user or facilitator creates a list of users with whom communication is desired. When a user on the list is on line and makes a request, other users are alerted and communication is immediately established with the requesting user. Businesses and learning institutions both are starting to employ IM to increase collaboration efficiency and make expertise more readily available to groups of users. Although primarily considered a synchronous mode of collaboration, IM transactions can be stored for later review by other users, enabling an asynchronous use for IM. When used in an asynchronous mode, IM transactions may serve as a basis for a discussion thread.

B.2   Presence awareness

Presence Awareness is the ability of a user to determine who is on line at a given instant in time. Presence Awareness is inherent part of IM and the various forms of Chat in synchronous modes. Some Collaborative Workplace implementations of Presence Awareness use a list of available on-line participant users known as a "buddy list" to determine who is online at any given moment. Through the use of Presence Awareness, a user can identify other users who are on-line.

B.3   Chat

Chat is an abbreviation for conversational hypertext access technology. It is a form of synchronous interactive online typewritten communication allowing users to engage in text-message conferencing. This implies real-time computer networking over designated communications facilities known as "chat rooms". When using Chat, a user message is instantaneously relayed to all other users logged into the chat room. User replies are also instantaneously relayed to the originator and all other users. Chat is also used for private communications between a subset of participants, for example communications between 2 of 20 participants.

B.3.1   Persistent chat

Persistent Chat is a variation of Chat. Like Chat, Persistent Chat is a form of synchronous interactive online typewritten communication allowing users to engage in text-message conferencing. This implies real-time computer networking over designated communications facilities known as "chat rooms". When using Persistent Chat, a user message is instantaneously relayed to all other users logged into the chat room. User replies are also instantaneously relayed to the originator and all other users. However, Persistent Chat messages posted by collaboration participants remain visible, or at least retrievable, indefinitely. In this context, Persistent Chat is an asynchronous form of Chat. In some Collaborative Workplace implementations, Persistent Chat serves as a basis for threaded discussions.

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2) This listing is based on the document SC36 WG2 N0077, "Abstract Collaborative Workplace Conceptual Architecture Contribution," submitted by a "US Expert," 2004-08-20. Not all examples in the listing apply to this part of ISO/IEC 19778 directly. The Annex is an evidence for work towards inventories and harmonization of *collaborative tools* and *collaborative functions*.

B.3.2 Multi-chat

Multi-Chat is a variant of Chat. Like Chat, Multi-Chat is a form of synchronous interactive online typewritten communication that allows users to engage in text-message conferencing. Multi-Chat allows a user to participate in multiple simultaneous Chat sessions using a single interface. It provides a way to monitor and collaborate with many users in multiple Chat rooms. Like Persistent Chat, some Multi-Chat implementations allow for persistence of messages, where messages are displayed or can be retrieved for an indefinite period of time.

B.3.3 Broadcast chat

Broadcast Chat is a variant of chat. Like Chat, it is a form of synchronous interactive online typewritten communication that allows users to engage in sending text-messages. Broadcast Chat is one-way communication intended to send a chat message to multiple chat sessions simultaneously. It is generally used for announcements or alerts that apply to most or all users. In most implementations, a dedicated user or facilitator can send the chat message to all of the chat sessions, but users of those sessions are typically not able to respond.

B.3.4 Ticker

A Ticker is another variant of Chat. This is another special case of Chat similar to Broadcast Chat in that it gives privileged users the ability to post messages that are visible to all logged-in users. It differs from Broadcast Chat in that the messages posted are usually displayed outside of the currently used chat tool itself. Ticker is also a one-way means of communication. There is no way for receiving users to interact with the Ticker application or the sender of the message.

B.4 Polling/surveying

Polling/Surveying is intended to provide the ability for a user to request a vote from other collaboration participants. In some implementations, a collaboration session leader or a key decision maker will post a question to participants in a collaboration session. Participants will be presented with a list of possible reactions (usually 'yes' or 'no'). Upon answering, individual user selections may be visible to all, to a privileged few, or the overall result may be displayed. This can be done in synchronous or asynchronous modes.

B.4.1 Emoticons

Emoticons are considered a special case of Polling or Surveying. Emoticons are intended to enable users in synchronous collaborative sessions to select or type specific icons that depict typical human actions, such as hand-raising, applauding, frowning, laughing, etc. that can be displayed to other collaboration users. Typical implementations of emoticons are used to convey sentiment or emotion in a collaborative environment where modes to express body language and voice inflections are not available. It provides users a non-interruptive way to participate and register their reactions to subjects or discussions in real time. Emoticons can be simple keyboard characters such as :>), or special characters or icons created for a specific implementation.

B.5 Whiteboard

Whiteboards are normally a synchronous communications device that displays graphics, as well as text, in a window on all user computer screens in a collaborative environment. It's like sharing a window from a paint program, but far more efficient, as it usually includes specific options customized for interactive communication. Typically, users can type, draw or cut and paste onto the whiteboard, and all of the other participants can see it. In several Collaborative Workplace implementations, whiteboards are a principal component of teleconferencing applications because they enable visual as well as audio communication. Normally, Whiteboards exist synchronously for a real-time collaboration session. A Whiteboard usually has a way to save the contents displayed.