

Teamwork has become established as an integral part of inner-organizational as well as cross-organizational work processes. Additionally, a trend towards increases in both temporal and spatial collaboration may be observed. The coordination of activities and the exchange of information in work progression and within the collaborative work context is common in traditional teamwork. However, these capabilities are lost at least in part in distributed teamwork. These impacts often result in new barriers such as synchronization problems which inhibit the interaction of teamwork while using process support systems.

The goal of this dissertation is to increase the perception of the collaborative context for those distributed scenarios by using workspace awareness technologies. Therefore, concepts, techniques and software components to expound on the characteristics of collaborative work contexts are introduced. The suitability of the developed meta-model was tested by implementing an IT-based solution for a selected case scenario.