

Innovation in Mobile and Collaborative Working Environments

Workshop 7e & 8e: 14:00, 16:00 Thursday 20 October 2005

Abstract

This workshop will present the final results of the MOSAIC Specific Support Action (<http://www.mosaic-network.org/>), which is to be finalized October 2005. MOSAIC explores innovation in mobile and collaborative working in several business and societal key domains, and, in close collaboration with the European Commission, launched and supported the AMI@Work Communities. The workshop in particular addresses the emerging challenges in mobile and collaborative working based on a scenario-based vision and strategic roadmap for innovation. Specific research challenges in mobile collaborative workplaces will be formulated and deployment strategies for innovation in mobile collaborative workplaces in sector domains explored. This workshop will also discuss the role of technological, sectoral, human, organizational and societal factors enabling innovation in mobile and collaborative workplaces of the future. Focus in particular is on supporting mobile and distributed workers and teams irrespective of time and place, and on strategies to initiate and accelerate innovation in future mobile and collaborative work environments and learn from past experience.

The workshop consists of two parts. Every part has 3 introductory presentations, providing stimulating viewpoints and statements for discussion dealing with challenges for innovation and research, including those relevant for the next framework programme. The workshop will bring together viewpoints from the research community as well as from the business perspective. The focus of discussion is on identifying strategies to initiate and strengthen innovation in (mobile) working environments, and to identify success factors and good practices.

Objectives

The prime goal is to bring together researchers, practitioners and policy makers in order to identify the ways and success factors of successful innovation and deployment of new work environments, in particular focusing on “mobility” in a broad sense (mobile workplace and mobile worker). We aim to test visions concerning the organisational, technological, human and societal challenges at hand, the realism of scenarios, and the implementation roadmaps envisaged. This will result in new views as regards the challenges and objectives of future research programs (FP7). We aim to discuss views and practices concerning “breeding grounds” and validation environments for innovation in new work environments, in particular the success factors for national and international projects, and possible ways how these could exchange and collaborate.

The target audience will consist of researchers, business and policy makers active in or having active interest in the area of new work environments innovation, as well as members of the Ambient Intelligence@Work communities that have been launched by the MOSAIC project.

Programme

Managing Mobile Work – Insights from European Practice

Torsten Brodt, University of St. Gallen, Switzerland

This presentation discusses the current practice for mobile ways of working, addressing important societal and organizational challenges in creating systems change. For the purpose of the research, mobile work is defined as work processes to be carried out independently from a fixed location, supported by ICT. Within the research under discussion, more than 20 cases studies of mobile work across various countries and industries in Europe have been conducted and analysed.

Mobile and Collaborative Workplaces: An Agenda for Innovation

Hans Schaffers, Telematica Instituut, The Netherlands

MOSAIC has developed a roadmap and research strategy for mobile workplaces innovation and systemic change. It explored several ‘generic’ mobile workplace scenarios, forming the basis for discussion with industrial, policy and research stakeholders to discuss their desirability and

feasibility and the conditions under which they could become reality. Scenarios cover typical situations, such as: global product creation in a networked company; e-professionals in selforganising communities; and community-based collaborative workplaces The scenarios enable us to analyse the underlying forces for change and innovation, and to develop a roadmap of innovative mobile work solutions and underlying technologies.

Research Challenges and Deployment Strategies for Mobile Collaborative Work

Wolfgang Prinz, Fraunhofer FIT, Germany

We identify relevant research challenges and possible solution strategies for the development of mobile collaborative working environments. Special attention will be paid to the development and design of community-based workplaces that facilitate spontaneous as well as continuous cooperation beyond organisational boundaries. Local workplaces are often designed due to the organisational or group requirements and guidelines. However, mobile workplaces are more specific to the individual or the cooperating community. Therefore methods are needed that address the balance between the self-organisation of mobile and local work as well as the integration into the organisational procedures. This will lead to the development of community based workplaces vs. organisational departments, requiring flexible access to shared workspaces, from strictly private to publicly accessible.

Vision Survey and Mobile Workplace Effectiveness

Marc Pallot, EsoCE-NET, France

MOSAIC research activity along 2004-2005, in term of visioning, is showing a new emerging mobile workplace approach characterised as the “People and Network-centric Workplace” approach. This approach is intended to bridge the gap between performance, purpose, balance and networking within an inclusive, innovative and interconnected workplace. It means that you don’t need to go to your office to be at your workplace but rather the workplace is following you wherever you are. In fact, the network becomes the ‘global’ workplace and provides the ability to interact with communities’ peers wherever they are and whenever there is a need. For this purpose, the Mobile Workplace Effectiveness map has been drafted. It is constituted of two complementary levels looking both outwards at organisational behaviour and inwards at individual support needs. This map is intended to both measures the whole work community and prescribes ways to improve the Mobile Workplace.

Mobile Collaborative Workplaces for Engineering Sectors

Terrence Fernando, University of Salford, United Kingdom

This presentation explores how mobile technologies and applications can be deployed to create innovative mobile work environments to empower workers in life-cycle-based sectors to support product life-cycle phases. In particular, manufacturing, building and construction and healthcare sectors are addressed.

The Role of Living Labs as Validation Environment for Mobile Work Environments

Veli-Pekka Niitamo, Nokia / CKIR, Finland

It seems appropriate for policy makers and industrial actors to focus more on the systematic creation of “conditions for learning through innovation” and there is now a growing interest in doing so. Large-scale experimental testbeds and validation environments – sometimes called “living labs”, emphasizing their character as a real-life socio-technical laboratory - can provide such learning environments, for the benefit of developers and users testing technologies, applications, work environments and business models and focusing on all aspects of the user environments. Current European examples of these kinds of validation environments, such as Octopus, SparkNet and Arabianranta in Finland, Testbed Botnia and LivingLabs Västervik in Sweden, Freeband in the Netherlands, and Bremen Mobile City in Germany, are promising. Testbeds and validation environments in mobile work thus could be catalysers of good practice. The presentation suggests an approach on how to link different national proving grounds in national innovation programmes and to create critical mass and exchange of good practice throughout Europe.