



Ans 1

Groupware :- Groupware is a term that refers to technology designed to help people collaborate and include a wide range of applications

Three categories of groupware

- communication tools: Tools for sending message and file including email, web publishing, file sharing, etc.
- conferencing tools: e.g. video, audio chat, forums etc.
- collaborative management tools: - Tools for managing group activities e.g. project management systems, work flow systems, information management system etc.



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## Groupware Implementation Issues:-

- group implies that workers are willing and able to work together and to share their knowledge
- Implementation groupware systems have had numerous failures.
- Lack of top executive support the proliferation incompatible collaborative tools
- The Issues of Standardization should also be considered with the systems be used in the same way, and with the same tool throughout the organization.