Collective Intelligence Systems

- Collective Intelligence Systems aggregate knowledge from an online community via networks of user-generated content.
- Wide acceptance by users to contribute to these platforms.
- Architectures of Participation
- Socio-Technical Systems: Social -> Coordination

Limitations

Problem: Knowledge and information are distributed among people -> difficult to access on collective level.

1. Distributed, context-situated employees.
   1. Low awareness about available remote information from other contexts, status, relevance and sources.
2. Knowledge dispersed among multiple communication channels (email, IM, Dropbox, Wiki)
   1. Leads to redundancy and increased information sharing effort the more people are involved.
3. Information transfer among individuals inconsistent and poorly integrated.

Benefits

1. Bottom-up aggregation of distributed knowledge / data from employees.
2. Better awareness through effective knowledge dissemination.
4. Quasi-standardization through user-driven content generation and maintenance.

Custom CI System Architectures

1. Explore business workflows for potential CI application.
2. Design and develop custom system prototypes which address organization-specific objectives and needs.
   -> CI KPIs specific for the organization.
   -> Content aggregation, dissemination, user engagement.

Custom CI System Architectures

1. Assess relevant workflows for limitations and organizational needs.
2. Create to-be system candidate design.
   - Options: Novel system, adaptation, configuration.
3. Impact analysis.
4. Develop prototype.
5. Trial prototype with test group at client.
6. Deploy refined prototype at client.

Contact Information

Collective Intelligence Systems

Vienna University of Technology
Institute of Software Technology and Interactive Systems

Jürgen Musil
Prof. Stefan Biffl

juergen.musil@tuwien.ac.at
@JuergenMusil
http://qse.ifs.tuwien.ac.at

stefan.biffl@tuwien.ac.at
http://qse.ifs.tuwien.ac.at