Observational studies and on-field analyses in five hospital departments.

(Cabitza et al. 2009a)

Focus on rationalization processes of hospital work (care) thru the digitization of the patient record.

Example of complex document system that:
- mediates collaboration
- support practitioners
  - articulate their work,
  - document it and
  - take informed timely decisions
- in a mobile, distributed, frantic and dynamic environment.
The WOAD framework

- Experience-driven consolidation of the WOAD framework.
- *Web of Active Documents*.

The main concept is the *Active Document*, embedded in a complex web of cross-references and process-oriented flexible bonds.

- Support to the design of proactive documental tools that remind users of proper use and support collaborative awareness in the light of local conventions.

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Empowering users

• The idea of *Active Document* in organizational domains is not new.


• But *only nowadays* we have powerful and open technologies to have users define (and maintain)
  • Their own *document templates*
    • In WOAD it is traced back to *placing datoms* in blank templates and *reuse didgets* across the WoAD.
  • The proactive *capabilities of their documents* (also on conventional, temporary and local basis)
    • In WOAD it is traced back to defining simple *if-then rules* (mechanisms) with conditions over the documents’ content and context.

• Next challenges: build visual editors for templating and mechanism deployment.
Think local!

- Main differences with corporate DMS/ERP lie in
  - the focus on *local practices* based on traditional (paper-based) artifacts
    - lessons from the HCI field.
  - the attention to *unobtrusive support* that does not bound action or need for further *flexibility*
    - Lessons from the CSCW field.

- The *involvement of users* in both defining their tools and the tools’ capabilities
  - Lessons from the EUD field.
As a framework, WOAD encompasses:

- a conceptual model to support the analysis of collaborative settings where work is also mediated by lots of documents. (Cabitza & Simone, 2009b)

- a language to support the definition of mechanisms in an abstract (user-friendly) and platform-independent way. (Cabitza & Simone 2009a)

- the design-oriented concept of AP/KEI, i.e., awareness promoting and knowledge evoking information.
  - Any graphical clue, textual help that remind knowledgeable behaviors in collaborative practices. (Cabitza & Simone 2009c)

- An analytical approach to the analysis of document systems. (Cabitza, 2010)
WOAD also encompasses:

- A component architecture to support the design and implementation of WOAD-compliant applications. (Cabitza & Gesso 2010)
- A set of software components from that architecture.

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A prototypical (yet full-fledged) application: ProDoc.

It allows for the process-aware browsing and use of work documents (forms, charts, etc.)

It allows for the visual annotation of documents closely mimicking paper-based counterparts.

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Validation and feedbacks

- Partial but encouraging validation in two domains:
  - Hospital ward work (Cabitza et al. 2009b)
  - Archaeological excavations (Locatelli et al. 2010)

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Connection with itsme

spin off of our University, established April 2008

Current activities

• Developed and released the open-source prototype of the operating system for workstations
• Released (as open source) beta version of a virtual hyper-file system for Linux: F-ster.
• Collaboration with ITIS e Cefriel on how to customize venues and integrate semantic services and ProDoc in a version specific for the PA domain (Medici di Medicina Generale).

Future Activities

• itsme is at a crucial turning point: by releasing the prototype it goes from a project-oriented company to a product-oriented company and begins facing the risks and opportunities of a market-oriented approach.
Main references


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