

The role of various actors in a Community of Practise, CoP.

Wednesday, 28 January 2015 Bengt Olsen

People, in an accelerating pace, work and learn together in communities on Internet and are using various platforms and combination of channels. This phenomenon started in 1972 with Computer conferencing systems. Later similar environments were established on the Network with names such as: Collegial Networks / Conference Systems / Bulletin board systems, BBS / Knowledge exchange system / Community of practice (CoP) / Virtual school / Knowledge portals / Computer supported collaborative work (CSCW) / Association Intranets etc. These are to a large extent used for similar or complementary tasks. They are often focused on a domain of knowledge and over time accumulate expertise in this domain. They develop their shared practice by interacting around problems, solutions, and insights, and building a common store of knowledge. Participants find persons they will work together with. In CoP often silent knowledge (what is in the brain of a person) is converted to explicit knowledge by writing it down and by the following discussions. We obviously accumulate explicit knowledge in the CoP.

We all belong to communities of practice. They have been around for as long as human beings have learned together. At home, at work, at school, in our hobbies, we belong to several communities of practice at any given time. And the communities of practice to which we belong change over the course of our lives. In fact, communities of practice are everywhere.

There is a need for different roles in a CoP. Some are basic and "mandatory" other depend on what the users want and can be changed dynamically.

Short overview of typical roles in a CoP.

Actor / stakeholder / role	Rules, duties, responsibilities, expectations in a community
Everyone in the CoP	Show a positive, sharing attitude. Honour Netiquette rules and other rules that may apply. Being a good Net citizen. In pursuing their interest in their domain, members engage in joint activities and discussions, help each other, and share information. That is how they form a community around their domain and build relationships.
Member / student	Be informed about the idea of this specific CoP. Read, understand and follow Netiquette and other rules. Get an overview of the functionality. Be encouraged to look around, see what is available, and what is missing, who is there and who is missing in order to make CoP valuable for you.
Learning Service providers	Offer learning and content management services. Flexible learning on various subjects. These may be private or public.
Technical Administrator	Is responsible for the technical operation of the collaboration platform. The administrator helps with software and hardware oriented problems. Answers technical questions in a Help Desk. Resolves technical issues. May put together a FAQ. Advisor to moderators and

User administrator	user administrators. Helps with user oriented matters, accounts, invitations etc. Gives support to moderators via all media, and occasionally to end users in Help Desk communities.
Moderator	Is the leader of a community, should have training in order to know the rules of "bulletin board systems" and juridical laws applicable. Is eg responsible to remove entries that do not follow the "rules".
Facilitator	The leadership must be strong, but mostly behind the scene. They are responsible that learners are active, do their job, stimulate activity using all available media. If the Facilitator is project leader of a project the leadership may be much more explicit and obvious.
Leaders	Leaders of a project, an area of interest, a group etc. They are often moderators. Are responsible for the group, that the work gets done and all participants follow agreements and rules and do their work timely.
Librarian	Responsible for knowledge repositories. In all CoP there is a need for saving extra interesting discussions, condensate them to explicit knowledge, remove unnecessary or misleading information etc. which the moderators have not already done. Remove old messages that don't contribute to the progress of the CoP any longer.
Expert	Who has got an expertise that is attractive to other members. Can be offered for free and/or for money.
e-Learning space	Space (electronic classroom) where learners meet and learn guided by facilitators.
Ambassadors, gate keepers	People who have understood the power och potential of the Cop and devote time to "sell the idea" of the CoP and to its development.
The client, the "owner" of the CoP.	This may be the head of an association, or some other body which may have initiated and/or financed the CoP. The client can set policies.
Evaluator	Someone who evaluates the progress of the community i e for reporting to the client, or some research establishment.

Read more

<http://www.ewenger.com/theory/>

Olika system för samverkan: FirstClass, Membro, OTSW, NING, Mondo, 39 degrees Basecamp/Highrise, Yammer, Projektplatsen/ProjectPlace, Exchange, SharePoint, Moodle (öppen källkod), Blackboard, Sakai CLE, Social Media 7, Socialtext 4.0, Drupal 6.0 & Acquia (company offering service), Jive Social business software SBS 4.0, Google+, Club on web, IBM Lotus Quickr, EMC, wiggio, <http://wiggio.com/>, Platform CoP samarbetssystem konferenssystem groupware sociala media social

Yammer

Historia: Emisarie, EIES, Forum, Planet, COM, VAX Notes, PortaCom, SuperCOM,

<http://www.bitrix24.com/>

<http://www.mangoapps.com/>

LMS

ATutor (öppen källkod)

LMS (Learning Management System), PLE (Personal Learning Environment) CWE (Collaborative Working Environment), ILS (Integrated Learning System), CMS (Course Management System), LCMS (Learning Content Management System) och VLE (Virtual Learning Environment) (Fronter, 2008; Keller, 2007; Watson & Watson, 2007).
Ulla Riis,

Lärplattformar, kollaborativt lärande, samarbetssystem. Sociala nätverk FM använder alltså idag IBM:s LMS med tillhörande QuickPlace ("klassrum" med forum, chat med mera). Under 2009 kommer en ny, uppdaterad version vid namn QuickR.

Finns flera utvärderingar Wenger,

Communicapace, www.communicapace.com

- ATutor (öppen källkod)
 - Blackboard Angel + WebCT
 - It's learning
 - Mentor e-learning
 - Moodle (öppen källkod)
 - Vklass
 - QuickPlace / QuickR
 - Fronter
 - Luvit
 - Platon
 - Ping Pong
 - Sakai CLE (öppen källkod)
 - FirstClass
 - Rexnet
 - Share Point
 - Desire2Learn
 - Wikiversity e-Learning. Learning groups, learning by doing
 - Drupal or Joomla open source
- Go to meeting. Any meeting 18usd / mån, 25 pers.

Clubonweb