

Table of contents

Foreword.....	3
D. Te'eni, R. Gelbard, M. Sade: Increasing the benefit of analysis: The case of systems that support communication.....	13
J. Heili, J. M. Heraud, L. France: Observing the use of BPM tools: A step towards flexibility.....	28
M. H. Charki, E. Josserand: Does Trust Still Matter in Business Relationships Based on Online Reverse Auctions?.....	45
T. Kollmann, M. Häsel: Cross-channel cooperation: a collaborative approach of integrating online and offline business models.....	69
S. Assar, I. Boughzala, Y. Boughzala: Collaborative features in French public e-procurement.....	83
B. Otjacques, M. Noirhomme, J. Figueiredo, F. Feltz: Composite Indexes as Metrics of Cooperative Activity.....	104
M. Amami, J. Thevenot: Toward Developing Web Based Support Systems for Enhanced Trust among Value Web Chains.....	119
K. Leduc: Integration of ICT in firms: what impact on their partnerships? An analysis of firms established in Luxembourg.....	136
L. L. Ramarotafika: Stakes of collaboration information systems: an analysis of point of view of the marketing managers in France.....	151
M. Koch, T. Gross: Computer-Supported Cooperative Work - Concepts and Trends.....	165

P. Migliarese, V. Corvello: Cooperation and Coordination in Virtual Enterprises: the role of E-collaboration Tools	173
A. Dudezert, H. Heibült, I. Boughzala: Virtual Professional Communities and their role for Knowledge Management	187
D. Hanser, A. Rousseau: Challenging CSCW in an innovation network context	212
S. Kubicki, A. Guerriero, G. Halin, J.-Cl. Bignon, D. Hanser: Trust integration in a coordination assistance tool, Application to building construction activity	225
R. Letaief, M. Favier, F. Coat: Creativity and the Creation Process in Global Virtual Teams: Case Study of the Intercultural Virtual Project	242
J. L. Müller, G. Zhang, J.-Ch. Lapayre, P. Müller: Service-oriented Support of Cooperative Workflows Considerations for Urban Planning Processes	259
L. K. Roses, Dr. N. Hoppen, Dr. B. Ballaz, K. De Mello Freire: Quality Evaluation in Information Systems Outsourcing	268
F. Bénaben, J. Touzi, V. Rajsiri, H. Pingaud: Collaborative Information System Design	281
G. Simon, C. Lambert, F. Feltz: A Network of Excellence as a Virtual Organization : the Nanobeams case	297
R. Meissonier, N. Belbaly, E. Houzé: User Resistance Evolution in IT Projects: A Longitudinal Analysis of a French High-Tech SME	318
J. Akoka, I. Comyn-Wattiau: Developing a Framework for Analyzing IS/IT Backsourcing	330

S. Baile: An Efficiency Evaluation Model of EDI in a Value Added Network: The Influence of User Confidence on Risk	341
C. Baujard: Collaboration and Technologies: Which Organizational Practices?	372
N. Prat, M. Zacklad: Analysing Dependencies between Documentary Fragments for the Management of Mediated Communities of Action	386
A. Ouni, J.-Cl. Bocquet, D. Bonnivard: Analysis of collaborative tools usages in heterogeneous contexts.....	402
L. Préfontaine, L. Ricard, H. Sicotte, D. Skander: Experimenting with ICT-Intensive Public and Private Collaboration Projects: The Canadian Experience	419