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Nota di contenuto	Opening Keynote -- Enhancing Creativity with Groupware Toolkits -- Workspaces and Groupware Infrastructure -- MARS: Modelling Arenas to Regulate Collaborative Spaces -- Transparent Latecomer Support for Synchronous Groupware -- COVE: A Design and Implementation of Collaborative Object-Oriented Visualization Environment -- Tailoring -- Designing Tailorable Groupware for the Healthcare Domain -- Two-Level Tailoring Support for CSCL -- The Reciprocity Project. A P2P Meta-groupware Supporting Co-evolution and Reciprocity -- Symba: A Tailorable Framework to Support Collective Activities in a Learning Context -- Evaluating Groupware -- The Impacts of Awareness Tools on Mutual Modelling in a Collaborative Video-Game -- Perceived Value: A Low-Cost Approach to Evaluate Meetingware -- Exploring Interaction Behaviour and Performance of Online Collaborative Learning Teams --

Flexible Workflow -- A New Language to Support Flexible Failure Recovery for Workflow Management Systems -- Constraint-Based Flexible Workflows -- Workflow Recovery Framework for Exception Handling: Involving the User -- CSCL -- COW, a Flexible Platform for the Enactment of Learning Scenarios -- Competency Management for Group Formation on the AulaNet Learning Environment -- Dynamic Generation of Adaptive Web-Based Collaborative Courses -- Collaborative Authoring, Use, and Reuse of Learning Material in a Computer-Integrated Classroom -- Awareness -- Supporting Collaborative Drawing with the Mask Versioning Mechanism -- An Agent Framework to Support Opportunistic Collaboration -- Supporting Collaborative Processes -- Groupware Support for Cooperative Process Elicitation -- Improving the Use of Strategies in Computer-Supported Collaborative Processes -- Supporting Complex Decision Making Processes with Collaborative Applications -- A Case Study -- Workflow Management Systems -- An Architecture for Supporting Disconnected Operation in Workflow: An XML-Based Approach -- Interoperability of Workflow Engines Based on Agents Using Semantics -- Context in Groupware -- A Conceptual Framework for Analyzing the Use of Context in Groupware -- Application Design Based on Work Ontology and an Agent Based Awareness Server -- Supporting Context-Aware Collaboration in a Hospital: An Ethnographic Informed Design -- Supporting Communities -- MADE -- A Groupware Application to Support Real-Time Activities of Distributed and Cooperating Communities -- Collaborative Scenarios to Promote Positive Interdependence among Group Members -- Building Virtual Communities for Information Retrieval.

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#### Sommario/riassunto

This volume constitutes the proceedings of the 9th International Workshop on Groupware (CRIWG 2003). The conference was held in the city of Autrans, on the spectacular Vercors plateau in the foothills of the French Alps. The organizing committee could not have thought of a better setting to inspire lively discussions and reflection on open issues facing the field of groupware. The CRIWG workshops have been motivated by advances in Computer-Supported Cooperative Work, and by the need for CSCW to meet the challenges of new application areas. With this ninth meeting, CRIWG aimed to provide a forum for academic researchers and professionals to exchange their experiences and ideas about problems and solutions related to the design, development, and use of groupware applications. The selection of papers followed a strict refereeing process by a renowned international committee. We received 84 contributions with first authors from 21 different countries, from which 30 papers were selected to be presented and published in this proceedings volume. The papers in these proceedings include 18 long papers presenting mature work and 12 short papers describing promising work in progress in the field. We thank all members of the Program Committee for their valuable reviews of the papers. In addition, we were pleased to have as invited speaker Prof. Saul Greenberg from the University of Calgary in Canada, a renowned specialist in Groupware and HCI. An extended abstract of his lecture is included in these proceedings.

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