

ABSTRACT

In modern work place operation, team or group work is usually the most common approach of practice. The advancement of computer networking technology connects group members in different place and time to work together. Collaboration system not only brings people together but also provides a way to support group work which requires extensive and ongoing collaboration within one or different teams.

Collaboration system supports users' interactions but does not provide a high level perspective of work practice of the collaborative environment. The collaboration system presents users' individual working activities but cannot provide the overall picture of what is going on within the workgroup as well as between workgroups.

This thesis project is to derive information in a higher level of abstraction of working behaviour and processes of a collaboration system.