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**Information technology —  
Learning, education and training  
— Collaborative technology —  
Collaborative workplace —**

**Part 1:  
Collaborative workplace data model**

*Technologies de l'information — Apprentissage, éducation et formation — Technologies collaboratives — Lieu de travail collaboratif —*

*Partie 1: Modèle de données du lieu de travail collaboratif*



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# Contents

Page

<b>Foreword</b> .....	<b>iv</b>
<b>Introduction</b> .....	<b>v</b>
<b>1 Scope</b> .....	<b>1</b>
1.1 Statement of scope.....	1
1.1.1 ISO/IEC 19778.....	1
1.1.2 This part of ISO/IEC 19778.....	1
1.2 Subjects and aspects not currently addressed in ISO/IEC 19778.....	2
1.3 Excluded subjects and aspects in ISO/IEC 19778.....	2
1.4 Subjects and aspects addressed in related standards.....	2
<b>2 Normative references</b> .....	<b>2</b>
<b>3 Terms and definitions</b> .....	<b>3</b>
3.1 Terms and definitions used to specify a representation of a Data Model.....	3
3.2 Terms and definitions for the Data Model Elements of this and related standards.....	6
<b>4 Abbreviated terms and acronyms</b> .....	<b>7</b>
<b>5 Collaborative workplace Data Model</b> .....	<b>8</b>
5.1 Data Model representation.....	8
5.2 Collaborative workplace Data Model diagram.....	12
5.3 Collaborative workplace Data Model specification.....	12
5.4 Supplementing information for DMEs of the CW DM.....	15
5.4.1 AE CW_General.....	15
5.4.2 DE CW_Name.....	15
5.4.3 DE CW_Description.....	15
5.4.4 AE CW_ID.....	15
5.4.5 DE CW_ID_source.....	15
5.4.6 DE CW_ID_value.....	16
5.4.7 DE CW_Life-span.....	16
5.4.8 AE CW_Components.....	16
5.4.9 AE CE_ID-Ref.....	16
5.4.10 DE CE_ID-Ref_source.....	16
5.4.11 DE CE_ID-Ref_value.....	16
5.4.12 AE CG_ID-Ref.....	16
5.4.13 DE CG_ID-Ref_source.....	16
5.4.14 DE CG_ID-Ref_value.....	17
<b>6 Conformance</b> .....	<b>17</b>
<b>Annex A (informative) Alphabetical list of terms</b> .....	<b>19</b>
<b>Annex B (informative) Minimalistic use case</b> .....	<b>20</b>
<b>Annex C (informative) Rich use case</b> .....	<b>28</b>
<b>Bibliography</b> .....	<b>35</b>

## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work. In the field of information technology, ISO and IEC have established a joint technical committee, ISO/IEC JTC 1.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT), see the following URL: [Foreword — Supplementary information](#).

The committee responsible for this document is ISO/IEC JTC 1, *Information technology*, Subcommittee SC 36, *Information technology for learning, education and training*.

This second edition cancels and replaces the first edition (ISO/IEC 19978-1:2008), of which it constitutes a minor revision.

ISO/IEC 19778 consists of the following parts, under the general title *Information technology — Learning, education and training — Collaborative technology — Collaborative workplace*:

- *Part 1: Collaborative workplace data model*
- *Part 2: Collaborative environment data model*
- *Part 3: Collaborative group data model*

## Introduction

Many activities in the field of learning, education and training are collaborative in nature, involving turn-taking, statement-and-response or multi-thread discussions which, in turn, take place among *participants* over periods of time ranging from seconds to entire human generations. For example, a question posed via text messaging or email might receive a response in a matter of seconds, minutes or hours; commentary on a historically-significant text might take place months, years or even generations after it has been written. A typical collaborative event is initiated by one *participant*, is usually received by several other *participants*, refers to a previous collaborative event, and provides a response to it. *Collaborative activities* can be established in the widest imaginable range of circumstances, involving many different communicative forms and contents.

The International Standards on collaborative technology for learning, education and training focus on a particular subset of these *collaborative activities*. All terms specifically defined in these International Standards are italicized throughout all parts of ISO/IEC 19778. This subset of activities is characterized by:

- information exchange in small or medium-sized *collaborative groups* of *participants* (typically above two and below a few dozen) who collaborate over relatively short periods of time (typically several days to several months);
- information exchange taking place through the use of communication technology, using either a single, well-defined *collaborative tool* supporting *collaborative functions*, or a set of *collaborative tools*, organized in a *collaborative environment*;
- short intervals in establishing feedback on messages or expressions (generally seconds to hours);
- the exchange of relatively small information chunks (ranging between a single word and a small number of paragraphs);
- a relatively high level of responsiveness among active *collaborative group* members;
- information exchanged among *participants* (due to a number of the factors listed above) tends to be highly context-dependent or -sensitive;
- important contextual information presented by the relationship between these *collaborative group* members and the *collaborative environment* (and its subcomponents), which all together form a *collaborative workplace*.

ISO/IEC 19778 consists of three parts:

- *Part 1: Collaborative workplace data model* provides a representation format for *Data Model* specification, and specifies the *Data Model* structure and the *Data Model Elements* for the *collaborative workplace* in general.
- *Part 2: Collaborative environment data model* specifies the *Data Model* structure and the *Data Model Elements* for the technical infrastructure of a *collaborative workplace*.
- *Part 3: Collaborative group data model* specifies the *Data Model* structure and the *Data Model Elements* specifying and providing information for the membership of a *collaborative workplace*.

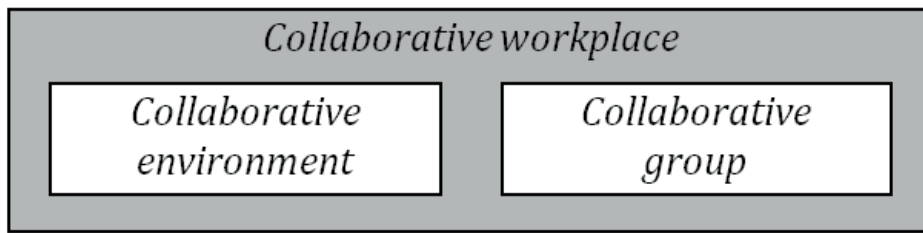


Figure 1 — Entities defined in ISO/IEC 19778

Figure 1 illustrates the relationships among the three physical entities involved. Any *collaborative workplace* represents the combination of a particular *collaborative environment* and a particular *collaborative group*. While the physical entity *collaborative workplace* contains its *collaborative environment* and its *collaborative group*, the *Data Model* instantiations for these physical entities (and the *Data Models* from which these instantiations are derived) are separate data entities.

The *Data Models* specified by ISO/IEC 19778 provide the structure and the concepts for information which

- supports the understanding of the application intentions of *collaborative workplaces* and their components,
- is qualified for supporting the set-up and managing of *collaborative workplaces*,
- enables the specification of relationships among *Data Model instantiations* derived from ISO/IEC 19778 or among their *Data Model Element instantiations*, and
- enables the specification of relationships among anticipated, further *Data Models* or their *Data Model Elements* (or their instantiations), and the *Data Models* or their *Data Model Elements* of ISO/IEC 19778 (or their instantiations).

The interrelationship among a *collaborative workplace* and its *collaborative environment* and *collaborative group*, their associated *Data Model* instantiations, and the corresponding *Data Models* specified in ISO/IEC 19778 is illustrated in Figure 2.

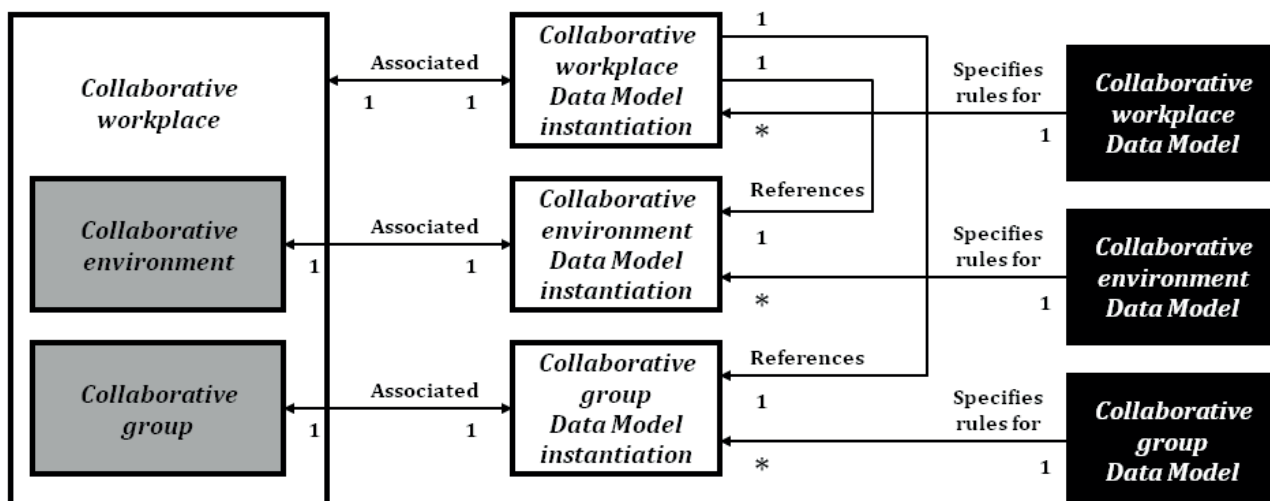


Figure 2 — The interrelationship among a *collaborative workplace* and its *collaborative environment* and *collaborative group*, their associated *Data Model* instantiations, and the *Data Models* specified in ISO/IEC 19778

This part of ISO/IEC 19778 specifies a *Data Model* that provides general information on a *collaborative workplace* (in Figure 2, the outer frame to the left). A *collaborative workplace* comprises a technical

infrastructure (ISO/IEC 19778-2, *Collaborative environment*) and means of defining its membership (ISO/IEC 19778-3, *Collaborative group*).

As illustrated in [Figure 2](#), it is important to distinguish among (from left to right)

- the physical entities of a *collaborative workplace*, comprising its technical infrastructure and its members;
- the *Data Model instantiations* that are associated with these physical entities, and that are derived from their respective *Data Models* using any conforming binding;
- the *Data Models* provided by ISO/IEC 19778 and specifying the (binding-independent) rules for creating *Data Model instantiations*.

# Information technology — Learning, education and training — Collaborative technology — Collaborative workplace —

## Part 1: Collaborative workplace data model

### 1 Scope

#### 1.1 Statement of scope

##### 1.1.1 ISO/IEC 19778

ISO/IEC 19778 is applicable to collaborative technologies used to support communication among learners, instructors and other *participants*. The implementation and communicative use of these technologies entails the creation of information related to *participant* groups, and to the *collaborative environments*, functions and tools that are set up for, and used by, these groups. This part of ISO/IEC 19778:—, together with its subsequent parts, defines *Data Models* that enable the portability and reuse of this data in integrated form, and allow *Data Model instantiations* to be interchanged, stored, retrieved, reused or analysed by a variety of systems.

NOTE 1 A typical case of reusing a particular *collaborative workplace Data Model instantiation* (and its interlinked *collaborative environment and collaborative group Data Model instantiations*) is the automated set-up of new *collaborative workplaces* by using the specifications in the *Data Model instantiations* as templates.

NOTE 2 The reason for providing the specification for a *collaborative workplace* using several *Data Models* and their instantiations is to provide flexibility in the further development of these standards in future editions. By providing optional references to potential further specifications or standards, this approach goes far beyond the parts of ISO/IEC 19778 and the limited number of information elements provided by them.

##### 1.1.2 This part of ISO/IEC 19778

This part of ISO/IEC 19778 specifies a table-based approach for defining *Data Models*. This *Data Model* specification is used for specifying the *collaborative workplace Data Model*. The same *Data Model* specification is also used in ISO/IEC 19778-2 and ISO/IEC 19778-3 to define the related components of the *collaborative environment* (ISO/IEC 19778-2) and the *collaborative group* (ISO/IEC 19778-3) in separate *Data Models*.

NOTE 1 This *Data Model* specification is also used in ISO/IEC 19780.

The *collaborative workplace Data Model* specifies the *Data Model Elements* and their interrelationships that enable the creation of *collaborative workplace Data Model instantiations*.

Any conforming *collaborative workplace Data Model instantiation* describes or specifies a particular *collaborative workplace* with which it is associated.

NOTE 2 How the association of a particular *collaborative workplace Data Model instantiation* and a particular *collaborative workplace* is implemented is outside the scope of this part of ISO/IEC 19778 (i.e. is dependent on the implementation of the used collaboration system).

Any conforming collaborative workplace Data Model instantiation

— references *Data Model instantiations* for both a particular *collaborative environment* and a particular *collaborative group*;



## ISO/IEC 19778-1:2015(E)

- provides its particular identifier that allows this *Data Model instantiation* to be referenced from other *Data Model instantiations*;

NOTE 3 The ISO/IEC 19778 *Data Models* and *Data Model* or *Data Model Element instantiations* are referenced by ISO/IEC 19780, which provides storage formats for captured communicative contributions, along with contextual data (relationship to other contributions, time sent, authorship, etc.).

- provides the life-span dates-and-times for the associated *collaborative workplace*;
- may provide a name and a textual description for its associated *collaborative workplace*, particularly for the purpose of full-text search for *collaborative workplace Data Model instantiations*.

### 1.2 Subjects and aspects not currently addressed in ISO/IEC 19778

Further parts or future new editions of the existing parts of ISO/IEC 19778 are anticipated. They include the following.

- Internationalization (e.g. national alternatives for the values of textual, descriptive *Data Elements*).
- Bindings for the *Data Models* of ISO/IEC 19778-1, -2, and -3 will be provided by additional parts.
- Best practice guides for the use of Parts 1, 2, and 3 will be provided by additional parts.
- Enabling the concurrent use of several international languages in ISO/IEC 19778-1, -2, and -3 will be reflected by future editions.
- Any lessons learnt from practicing ISO/IEC 19778-1, -2, and -3 will be reflected by future editions of these parts.

### 1.3 Excluded subjects and aspects in ISO/IEC 19778

Beyond the scope of ISO/IEC 19778, communities of practice or standardization bodies may provide further specifications or standards which are not yet identified. These anticipated specifications or standards may either make use of ISO/IEC 19778, or may — where this is prepared for — specify value domains for *Data Elements* of the *Data Models* of ISO/IEC 19778, or may represent extensions of ISO/IEC 19778 by providing and referencing *Data Models* with supplementing information.

Subjects and aspects not provided by ISO/IEC 19778, but anticipated to be provided by further specifications or standards, include:

- the specification of *roles* that *collaborative group* members may play, including the obligations and permissions associated with these *roles*;
- the specification of *collaborative tools* and their *collaborative functions*, including their technical capabilities and constraints;
- the specification of models for collaborative applications, including the modelling of tasks, activities and objectives of such activities.

### 1.4 Subjects and aspects addressed in related standards

ISO/IEC 19778 is closely related to ISO/IEC 19780-1. This related International Standard enables the recording, portability and reuse of the communicative contents, the messages or expressions generated in the course of *collaborative activity*. The way this communicative data are recorded and captured makes use of *collaborative workplace*, *collaborative group* and *collaborative environment Data Model Elements*.

## 2 Normative references

There are no normative references cited in this document.