



Institutionen för Data-
och Systemvetenskap

***:48, INT2 Datorförmedlad
kommunikation**



STOCKHOLMS
UNIVERSITET



KUNGLIGA
TEKNISKA
HÖGSKOLAN

Tentamen 2003-04-24

Ange din e-post-adress på omslaget till tentan! Texta tydligt!

Tillåtna böcker under tentamen: Vanliga lexikon till och från svenska eller engelska.

Läs noga igenom frågorna och kolla att ditt svar verkligen är svar på frågan. På en tentamen frågades t.ex. "Berätta om några viktiga egenskaper hos icke-samtidiga datorstödda konferenssystem, och som skiljer dem från elektroniska postsystem". En student gav ett utförligt svar som beskrev skillnaderna mellan datorstödda konferenssystem och ansikte-mot-ansikte-möten. Ett sådant svar ger tyvärr noll poäng!

Jacob Palme kommer att gå runt i tentasalarna omkring kl 11, för att fråga om någon vill ha en förklaring till någon av frågorna på tentan.

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|---|--|---|---|
| 2 | Jämför för- och nackdelar med epost jämfört med telefon. | Compare pros- and cons of e-mail versus use of the telephone. | 6 |
|---|--|---|---|

Answer:

Advantages with e-mail: Does not interrupt, easier to give exact info, you can save an e-mail and refer to it later, e-mail can save time for short simple messages or if you want to reach many recipients, can include attachments.

Advantages with phone: Easier and faster for resolving complex issues, less risk of certain kinds of misunderstandings, you are more sure that you have reached someone and agreed with them. E-mail can take longer time before an issue is resolved.

- 1 Diskutera olika metoder att reglera användningen av Internet, och för- och nackdelar med de olika metoderna. Discuss different methods of regulating the use of the Internet, and pros and cons of the different methods. 6

Answer:

All methods have problems with freedom of speech.

Method	Pros	Cons
Laws	<ul style="list-style-type: none"> • Can be enforced through police and courts. 	<ul style="list-style-type: none"> • Internet is international, criminals just move to another country. • Technology changes rapidly, lawmaking takes time and unsuitable laws can cause more problems than they can help.
Put pressure on Internet service providers to expel abusers.	<ul style="list-style-type: none"> • Can be very effective. 	<ul style="list-style-type: none"> • Can be used in unsuitable ways.
Locks, filters, firewalls	<ul style="list-style-type: none"> • Often the only option available. 	<ul style="list-style-type: none"> • Abusers can circumvent them.
Other technical methods to make life difficult for abusers ("rough justice")		
Child protection features in software		<ul style="list-style-type: none"> • Will often fail, because of incorrect and not up-to-date information.
Rule books	<ul style="list-style-type: none"> • Can work inside closed or controlled communities. 	<ul style="list-style-type: none"> • Abusers will not adhere to them outside controlled communities.
Access control, encrypting, electronic signatures	<ul style="list-style-type: none"> • Will work if sender and recipient both use them. 	<ul style="list-style-type: none"> • Difficult to get people to use them.

No.	Fråga på svenska	Question in English	Max
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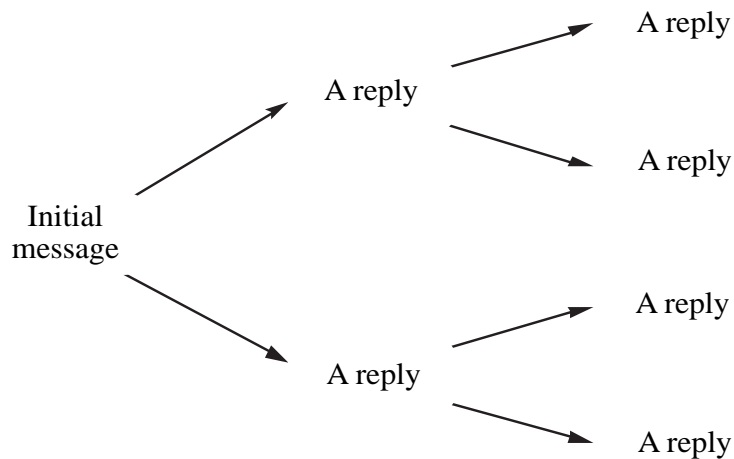
3	Definiera och diskutera begreppet kritisk massa som ett villkor för framgång med datorförmedlad kommunikation.	Define and discuss the concept of critical mass as a condition for success with CMC.	6
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Answer:

Communication will only work when group size is high enough.

Benefit increases with group size, cost/performance increases because more communication occurs but the cost does not increase as rapidly with group size as the amount of communication.

Another view of critical mass is to see communication as a chain reaction where one message causes another message sustaining a dialogue.



4	Diskutera problem med beslutsfattande via e-post, och hur människor hanterar dessa problem.	Discuss problems with decision-making through e-mail, and how people handle these problems.	6
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Answer:

Difficult to clarify what you agree on, to reach consensus, discussion continues for too long, because you have to state your view again and again. Difficult to gauge the opinion in a group. Solution: Be precise, use queries or voting.

chairman can summarize status and direct the discussions.

1 use face-to-face meeting or chat for some stages of decision making.

Difficult to organize complex information, and difficult to evaluate multiple options. Solutions: Discuss all options at the same time.