# **Communication Tutorial**

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Technische Universität München Lehrstuhl für Angewandte Softwaretechnik October 27th, 2000

#### **Preliminaries (for the lecture students)**

- Exercises:
  - based on exercises in the book
  - given out at the end of the presentation on Thursday
  - solutions presented the following Thursday
- Exercises are optional and intended for lecture students who are not taking the Praktikum.

#### **Preliminaries (for STARS)**

- Office Hours for Helma Schneider (new!)
  - Tuesdays 11:00-12:00
  - Fridays 11:00-12:30
- If you are new to the Praktikum
  - Go to Helma Schneider during her office hours
  - Fill an account form
  - Receive a magnetic cards and your passwords

#### **Tutorials objectives**

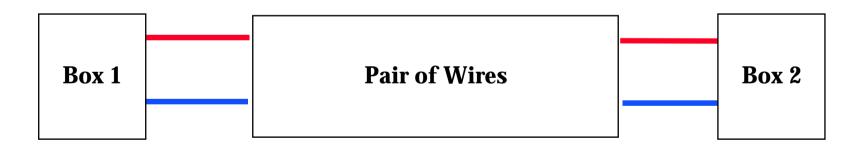
- ♦ Tutorials (mostly on Fridays) focus on practical skills
- Rationale: Software engineering is a craft, not a science. Learn by doing.
- For lecture students:
  - Actual tools (commercial and free)
  - Actual procedures
  - Pitfalls, heuristics, and tradeoffs
- For STARS students:
  - Basic skills for accomplishing work
  - For everyday activities or
  - Towards a specific deliverable

#### Outline

- ♦ A Communication Example
- STARS Home Page
- Lotus Notes BBoards
  - Reading, Posting, and Searching
  - Announce & Discuss
  - Help!
- Questions?

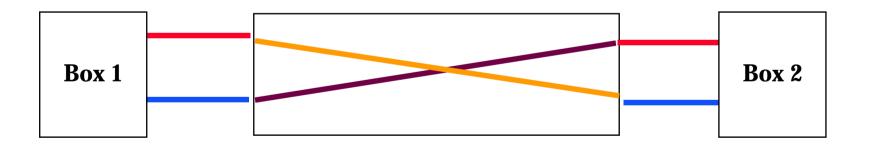
#### **A Communication Example**

• "Two missile electrical boxes manufactured by different contractors were joined together by a pair of wires.



#### A Communication Example (2)

 Thanks to a particular thorough preflight check, it was discovered that the wires had been reversed."

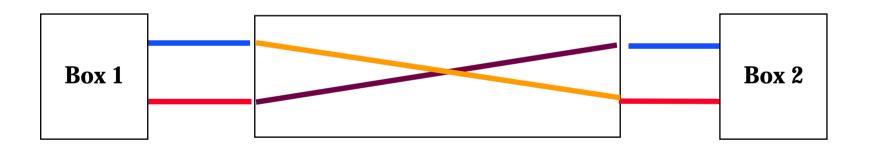


#### After the Crash...

- **♦** ...
- "The postflight analysis revealed that the contractors had indeed corrected the reversed wires as instructed."

#### After the Crash... (2)

"In fact, both of them had."



#### **Communication in Software Engineering**

- Communication among project members is essential
  - Studies have indicated that communication can represent up to 80% of engineering effort (Bucciarelli)

#### • Communication becomes critical when:

- The number of participants increases
- The project is distributed (e.g. multi-site, multi-country)
- Project participants come from different backgrounds (e.g. analyst, developer, technical writer)
- The rate of change is high.

# **STARS Communication Infrastructure**

http://wwwbruegge.in.tum.de/projects/STARS2001/

- Static information is published via the Web
  - Course schedule
  - Lecture slides
  - Problem statement
- Dynamic information is published via Lotus Notes
  - Announcements
  - Discussions
  - Help

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Documents:	STARS 3@CMU	STARS JOTUM	
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#### **STARS Contact Info**

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le le	Alan Ellack	web@cs.onu.edu	
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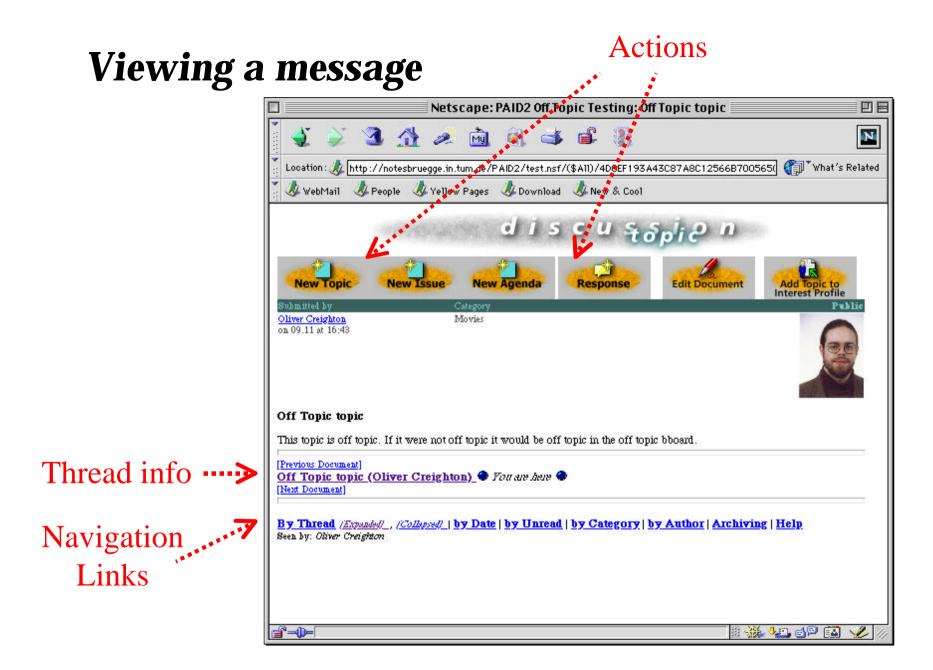
#### **STARS Personal Info**

dutoit@informatik.	N: Allen Dutoit		
Company Informat		Internet	
Title:	Dr.	Web page:	http://www12 in tum de/people/dutoit/
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Assistant:			
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State/Province:	Bayern		
Country:	Germany		
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FAX phone:	+49 (89) 289 25296		
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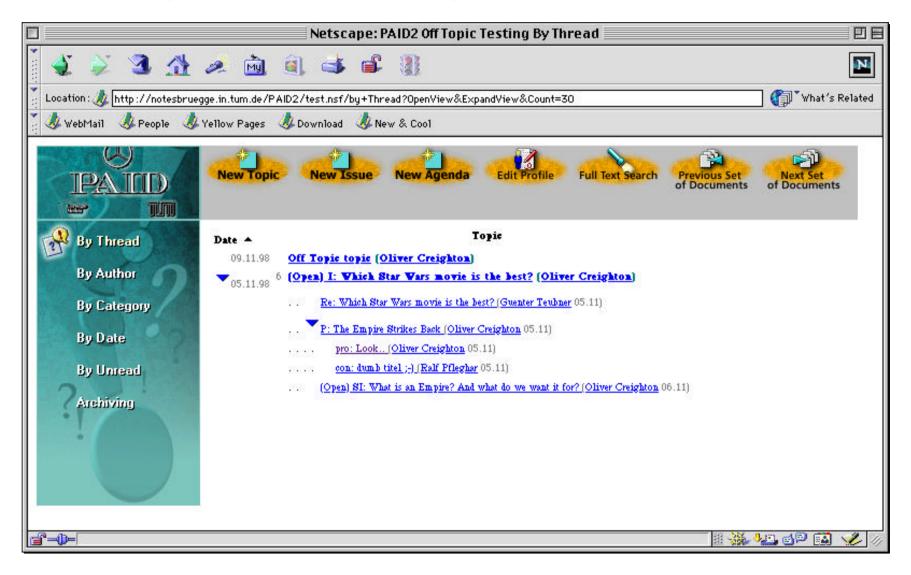
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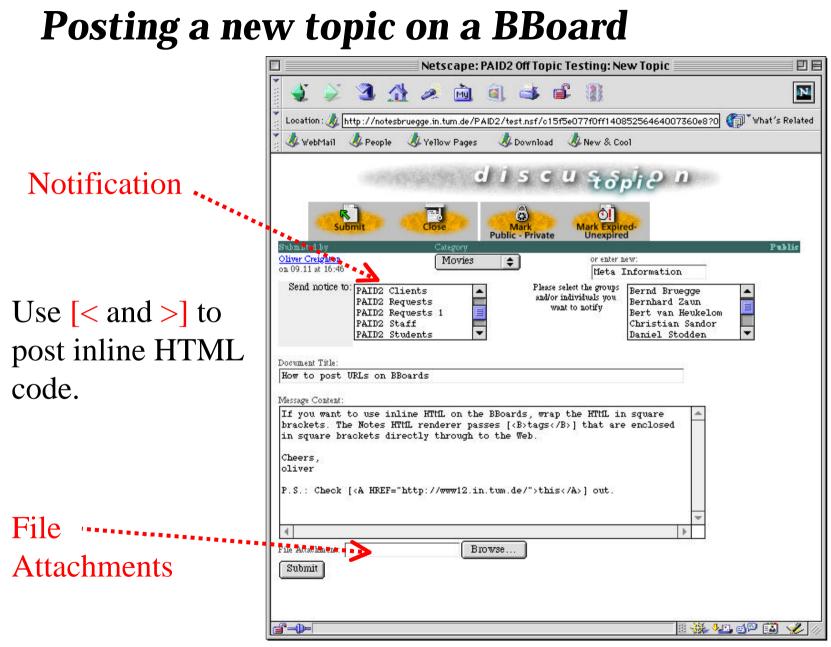
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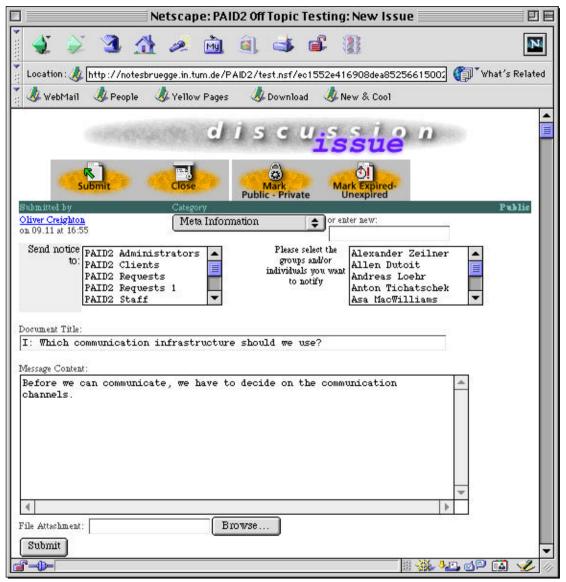
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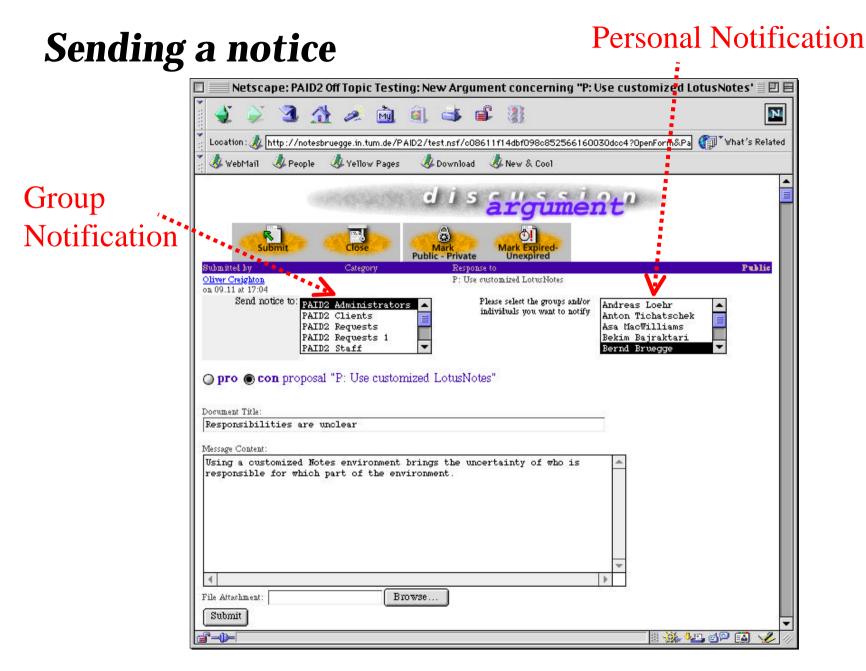


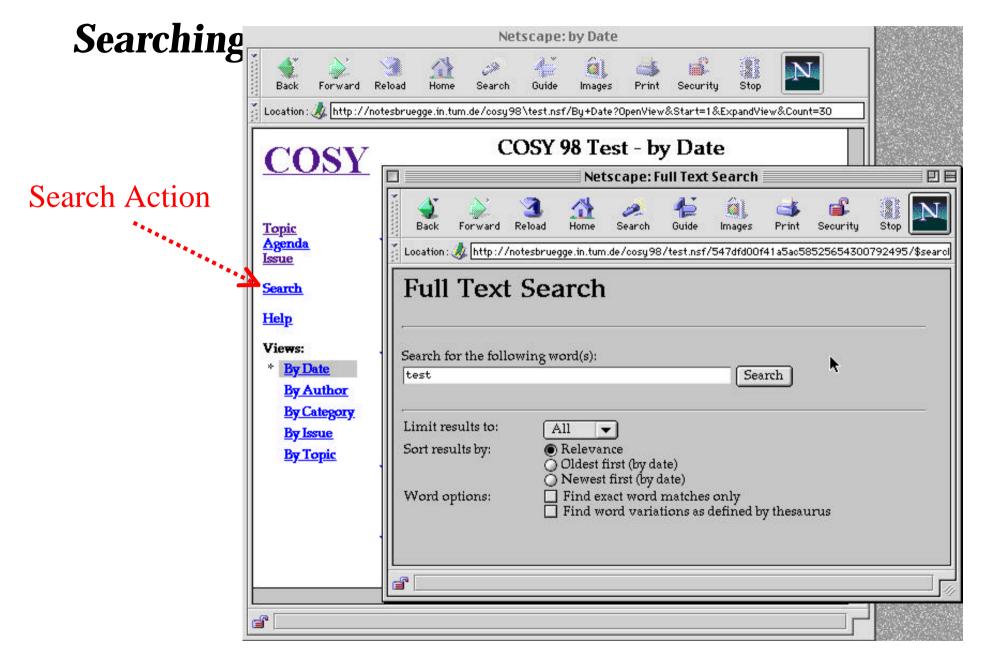
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## **Viewing search results**

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#### **STARS BBoards**

#### • Developers BBoard

- Any discussion relevant to STARS:
- Divided in Categories, each teams has its own category
- Instructors and coaches post important announcements
- Students may reply for requesting clarifications
- Client BBoard
  - Official Bboard, your communication channel to the clients
- Test BBoard
  - Anybody posts anything

#### **Exercises (for Praktikum students)**

- Use the test BBoard for this exercise
- Post:
  - A topic
  - An agenda
  - An issue
- When posting these messages, assign them to an appropriate category; create a category if necessary
- Edit the topic and include a URL to a home page of your choice
- Edit the topic and include an attachment
- Test if the URL and and the attachments were processed correctly
- View the messages by date, by thread, and by category