Communication Tutorial

Oliver Creighton

Allen Dutoit {creighto,dutoit}@in.tum.de

Technische Universität München Lehrstuhl für Angewandte Softwaretechnik October 22th, 2001

Preliminaries

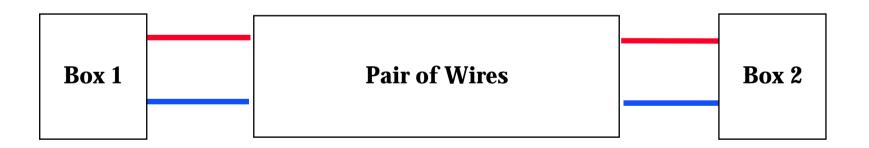
- Office Hours for Helma Schneider (new!)
 - Monday now and as long as registered students are waiting in line
 - Tuesday 10:00-12:00
 - Friday 10:00-12:00
- If you are new to the Praktikum
 - Fill out online registration form
 - Go to Helma Schneider during her office hours
 - Receive a key card

Outline

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

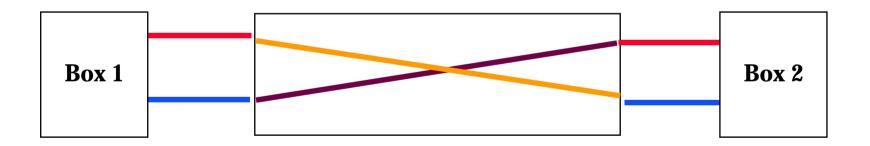
A Communication Example

• "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.

TRAMP Communication Infrastructure

http://tramp.globalse.org/

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

Project Description Problem Statement SPMP RAD SDD ODD (JavaDoc)	Current milestone: GUI Mockup due November 3. Each team should draw a mockup of the STARS GUI based on the scenario below. In addition, each team should describe briefly (1 paragraph) the responsibilities of their subsystem and indicate which parts of the scenario are realized by their subsystem. Team Assignments Scenario Course Schedule Address Book					
Presentations:	STARS 3@CMU	STARS 3@	STARS 3@TUM			
	Analysis Review System Design Review Object Design Review Client Acceptance Test	System Desi Object Desig	Analysis Review System Design Review Object Design Review Client Acceptance Test			
Documents:	STARS 3@CMU	STARS 3@	TUM			
Templates Software Project Management Plan (SPMP) Requirements Analysis Document (RAD) System Design Document (SDD) Object Design Document (ODD) Test Manual (TM) User Manual (UM)	SPMP RAD SDD ODD TM UM	STRAW SPMP RAD	WOOD SPMP RAD SDD	BRIC SPMP RAD SDD ODD TM UM		
Discussion:	STARS 3@CMU	STARS 3@	TUM			
<u>STARS 2 Homepage</u> STARS CMU Homepage	Announcements Discuss Client Issues Architecture Application Server Natural Language Database User Interface	date	vards ed Reality 2 <u>6</u> fface			

TRAMP Contact Info

		Previous Next Expand Collapse						
<u>ch</u> istration	Name 🕶	E-mail	Company					
SUADOR	<u>Aaron Goldstein</u>	bredmold@vtiscan.com						
	Alan Black	awb@cs.cmu.edu						
	Alice Wu	awu@andrew.cmu.edu						
s:	Allen Dutoit	dutoit@informatik.tu-muencher	n de Technische Universität München					
Face	Anand Marathe	avm@andrew.cmu.edu						
y Name	Bernd Bruegge	bruegge@in.tum.de	Technische Universität München					
y Group	Chien Tseng	ctt@andrew.cmu.edu						
<u>y Company</u>	Christian Buergy	buergy@andrew.cmu.edu						
roups	Christoph Vilsmeier	vilsmeie@in.tum.de	Technische Universität München					
	Cort Stratton	cort+413@andrew.cmu.edu						
	Daniel Kwok	dkwok@andrew.cmu.edu						
	David Koes	dkoes@andrew.cmu.edu						
	David Kogan	dkogan@andrew.cmu.edu						
	Dick Martin	dick.martin@cs.cmu.edu	Camegie Mellon University					
	Donovan Lange	langed@andrew.cmu.edu						
	Eric Nyberg	ehn@cs.cmu.edu						
	Eugene Cheleshkin	eugenec@andrew.cmu.edu						
	Gene Bokk	ymb@andrew.cmu.edu						
	Helma Schneider	schneidh@in.tum.de	Technische Universität München					
	Jim Beck	jbeck@inmedius.com	Inmedius Corp. / CMU					
	Joyce Johnstone	jdarej@cs.cmu.edu	Carnegie Mellon University					
	Julius Bahr	dschuli@gmx.net	TU München					
	Justin Sovich	jsovich@andrew.cmu.edu						
	<u>Kannan Ramaswamy</u>	kr@cs.cmu.edu	CMU					
	<u>Kevin Miller</u>	kevinm@andrew.cmu.edu						
	Luca Girardo	girardo@in.tum.de	Technische Universität München					
	Marc Kellner	mk05@andrew.cmu.edu	Camegie Mellon University					
	Martin Ott	ott@in.tum.de						
	Matthew McGrath	mmcgrath@andrew.cmu.edu						
	Nathan Strom	nstrom@andrew.cmu.edu						
	Oliver Creighton	oliverc@andrew.cmu.edu	Carnegie Mellon University					
	Orion Nebula	creighto@in.tum.de	Orion					
	Qian Shen	qshen@andrew.cmu.edu						
	Rafal Kobylinski	kobylins@in.tum.de	Technische Universität München					
	Roman Kurin	rkurin@andrew.cmu.edu						

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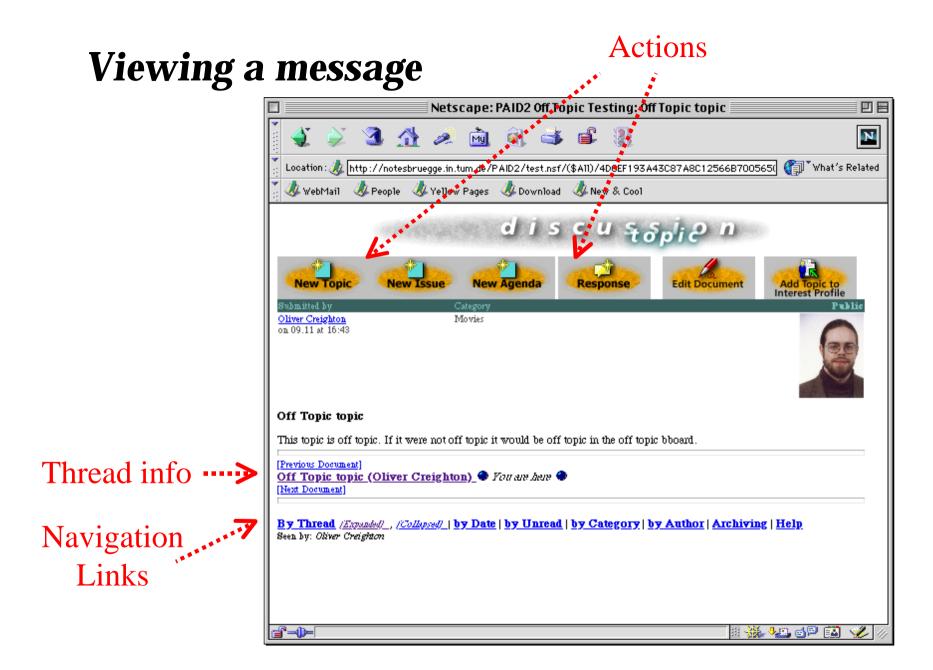
TRAMP Personal Info

dutoit@informatik.	N: Allen Dutoit		
Company Informat		Internet	
Title:	Dr.	Web page:	http://www12.in.tum.de/people/dutoit/
Company;	Technische Universität München	And the second	
Department:	Institut für Informatik	2385A	
Location:	1207	lee!	
Manager:			
Assistant:			
Office		Home	private
Street address:	Arcisstr. 21		85
Zip/postal code:	D-80333		
City:	München		
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Office phone:	+49 (89) 289 22384		
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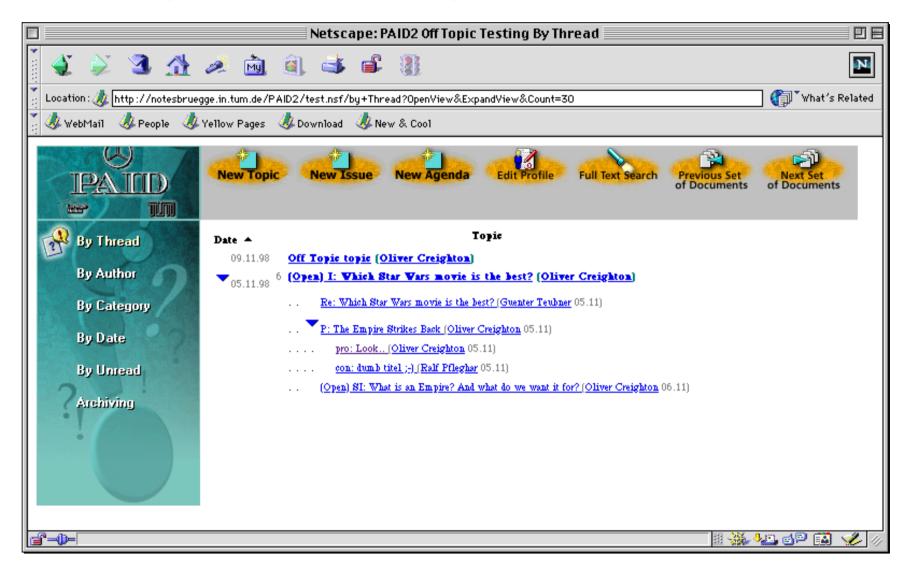
TRAMP Personal Preferences

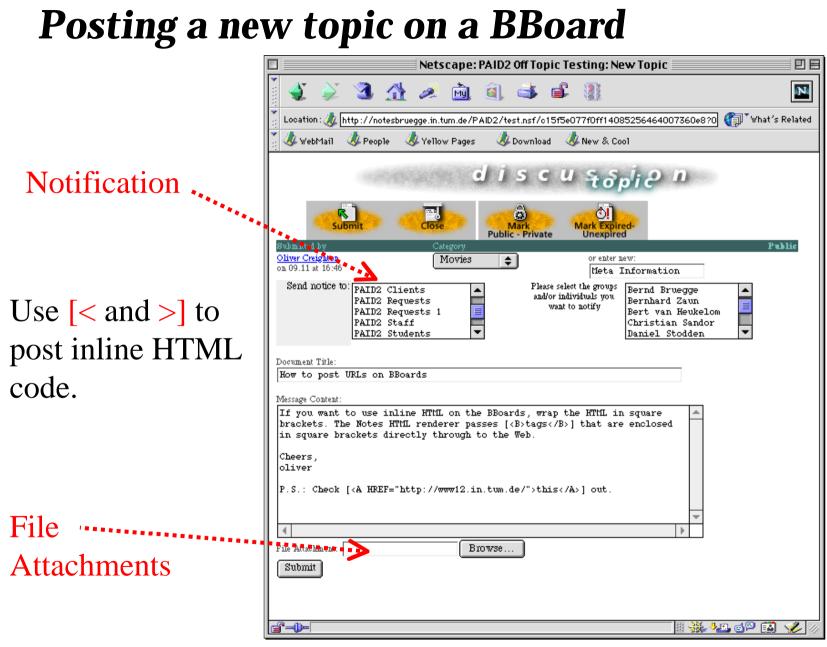
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Viewing a BBoard using a different view



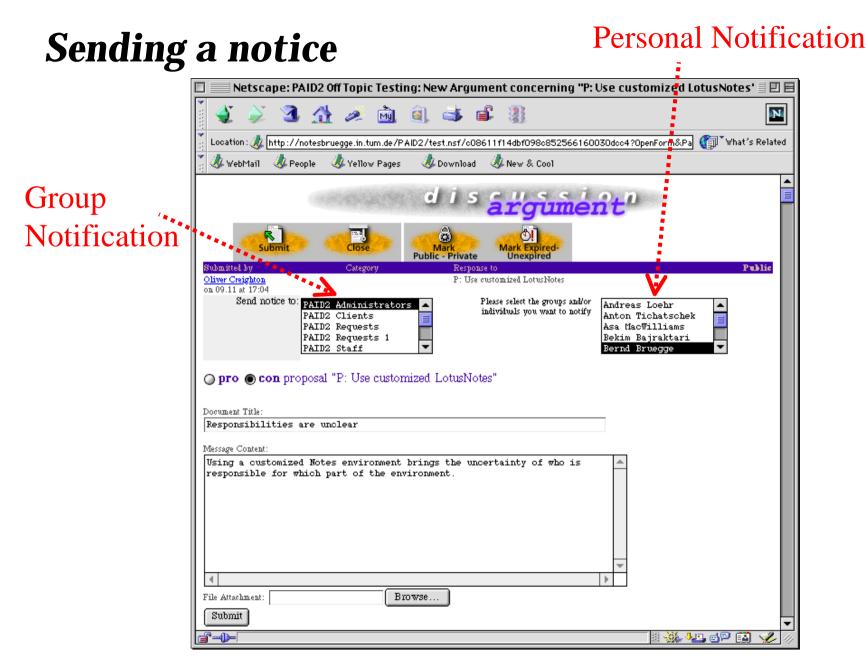


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Posting an issue

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I: Which communication infrastructure should we use?
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Before we can communicate, we have to decide on the communication channels.
File Attachment: Browse
Submit

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Oliver Creighton	



Notification Guidelines

- Think before you notify!
- Notification means "You, whom I specifically chose, has something urgent on this BBoard to react to!"
- As in meetings, only "invite" the minimum number of people necessary
- On't be tempted to reply to Notification email, everything needs to go on the BBoard!

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## Viewing search results

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I: Just a test (Igor Chernyavskiy 08.05.98)	Open
I: Test (Radu Grosu 04.05.98)	Open
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I: Immer noch ein Test (Guenter Teubner 04.05.98	<u>))</u> Open
Re: Eingebettete Links funktionieren doch! (Guen	nter Teubner 04.05.98)

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### **Searching across all BBoards**

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#### **TRAMP BBoards**

#### • Developers BBoards

- Any discussion relevant to TRAMP:
- Each teams has its own BBoard
- Coaches post important announcements on Announce
- Students may reply for requesting clarifications
- Client BBoard
  - Official Bboard, your communication channel to the clients
- Test BBoard
  - Anybody posts anything, anything relevant to TRAMP needs to be reposted on the right BBoard for archival
- Homework BBoard
  - Used for first Homework Assignment
  - Future homework discussion as required