

# ***Communication Tutorial***

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Lehrstuhl für Angewandte Softwaretechnik**

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# ***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?**

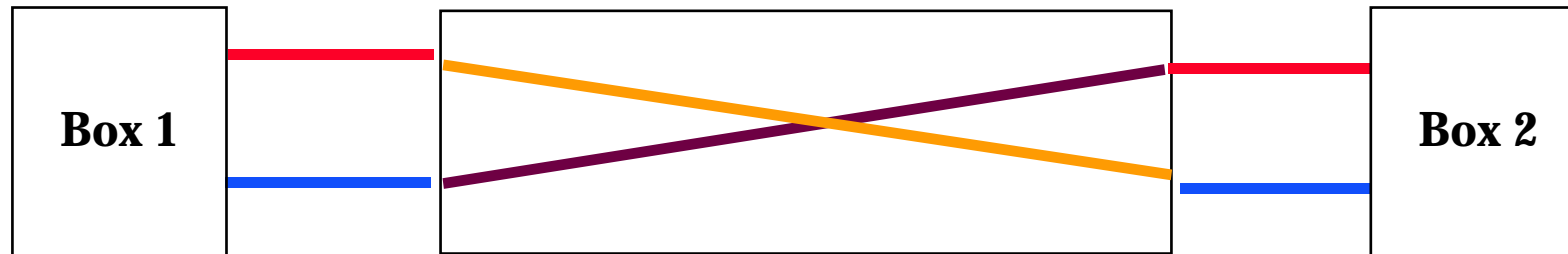
# *A Communication Example*

- ◆ "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."

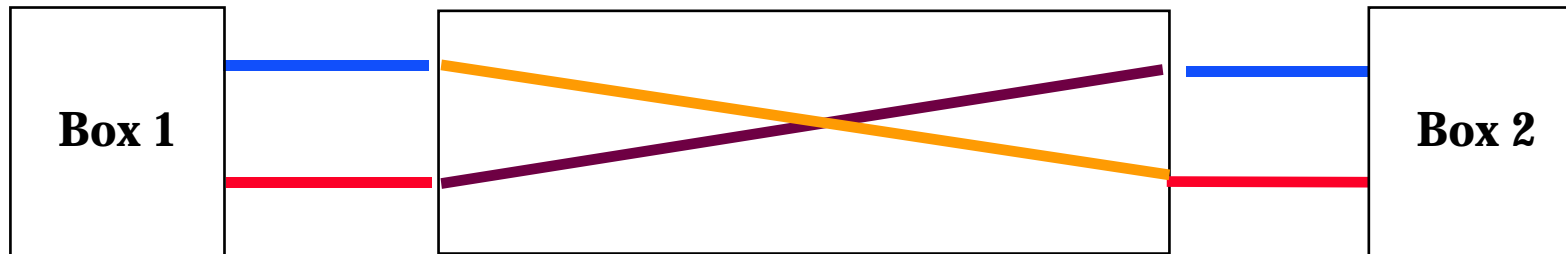


# ***After the Crash...***

- ◆ ...
- ◆ "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.

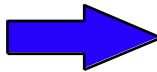


# TRAMP Communication Infrastructure

http://tramp.globalse.org/

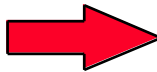
◆ **Static information is published via the Web**

- ◆ 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)	<b>Current milestone: GUI Mockup due November 3.</b>  <i>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.</i>  <u>Team Assignments</u> <u>Scenario</u>  <u>Course Schedule</u> <u>Address Book</u>		
<b>Presentations:</b>	<b>STARS 3@CMU</b>	<b>STARS 3@TUM</b>	
	Analysis Review System Design Review Object Design Review Client Acceptance Test	Analysis Review System Design Review Object Design Review Client Acceptance Test	
<b>Documents:</b>	<b>STARS 3@CMU</b>	<b>STARS 3@TUM</b>	
<b>Templates</b> 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	<b>STRAW</b> SPMP RAD	<b>WOOD</b> SPMP RAD SDD
		<b>BRICK</b> SPMP RAD SDD ODD TM UM	
<b>Discussion:</b>	<b>STARS 3@CMU</b>	<b>STARS 3@TUM</b>	
	<u>Announcements</u> <u>Discuss</u> <u>Client</u> <u>Issues</u>  <u>Architecture</u> <u>Application Server</u> <u>Natural Language</u> <u>Database</u> <u>User Interface</u>	<u>All TUM developer messages by date</u>  <u>Crossfunctional bboards</u> <u>Client</u> <u>Architecture</u> <u>Device</u>  <u>Team bboards</u> <u>Augmented Reality</u> <u>IETM</u> <u>Infoservice</u> <u>User Interface</u>  <u>Utilities</u> <u>Off-topic testing</u> <u>Help</u>	
STARS 2 Homepage STARS CMU Homepage			

# TRAMP Contact Info

[STARS3](#)

STARS3 Address Book - by Name

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# TRAMP Personal Info

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## PERSON: Allen Dutoit

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Pager number:	
<b>Misc</b>	<b>STARS3 Information</b>
Comment:	Group Member: <a href="#">STARS3 Coaches TUM</a>

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# TRAMP Personal Preferences

Comment:	Administrator of NTBRUEGGE and LOTUS	Group Member:	<a href="#">STARS3 Admins</a> <a href="#">STARS3 Developers TUM</a> <a href="#">STARS3 Students CMU</a>
Articles per page:	<input type="text" value="30"/>		
Default View:	by Thread		
Web version:	<input checked="" type="radio"/> Text and Images <input type="radio"/> Text only		
Show faces:	<input checked="" type="radio"/> yes <input type="radio"/> no		
Home Server:	<input type="text" value="sunbruegge1a.informatik.tu-muenchen.de"/> <input type="text" value="notesbruegge.in.tum.de"/> <input type="text" value="konablend.se.cs.cmu.edu"/> <input type="text" value="sundance.se.cs.cmu.edu"/>		
Use SSL:	<input type="radio"/> yes <input type="radio"/> no		
When I created a new post, I want to see	<input type="text" value="my created post"/>		
after	<input type="text" value="10"/> seconds.		
<input type="button" value="Submit"/>			

# Viewing a BBoard

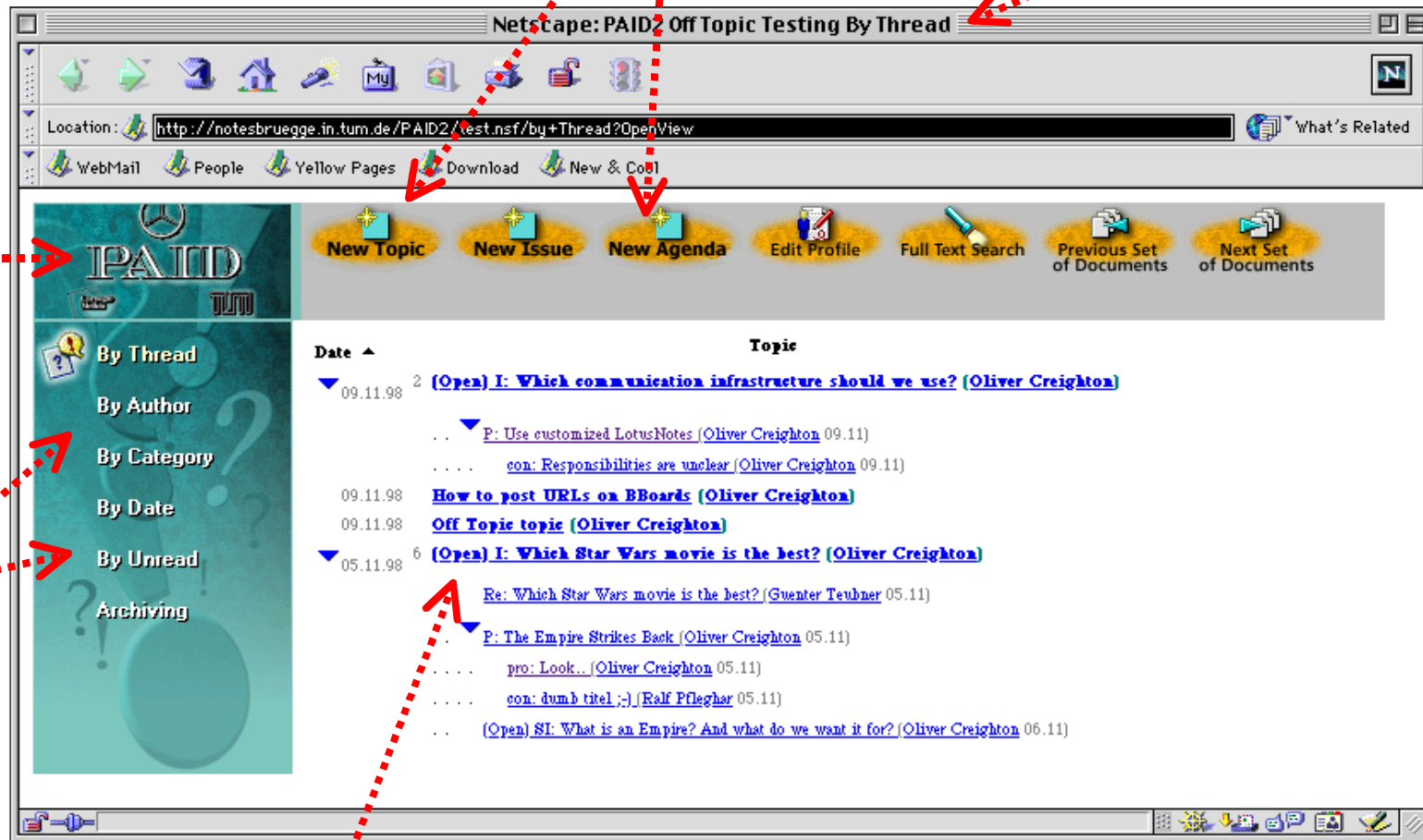
Actions

BBoard Title

Home

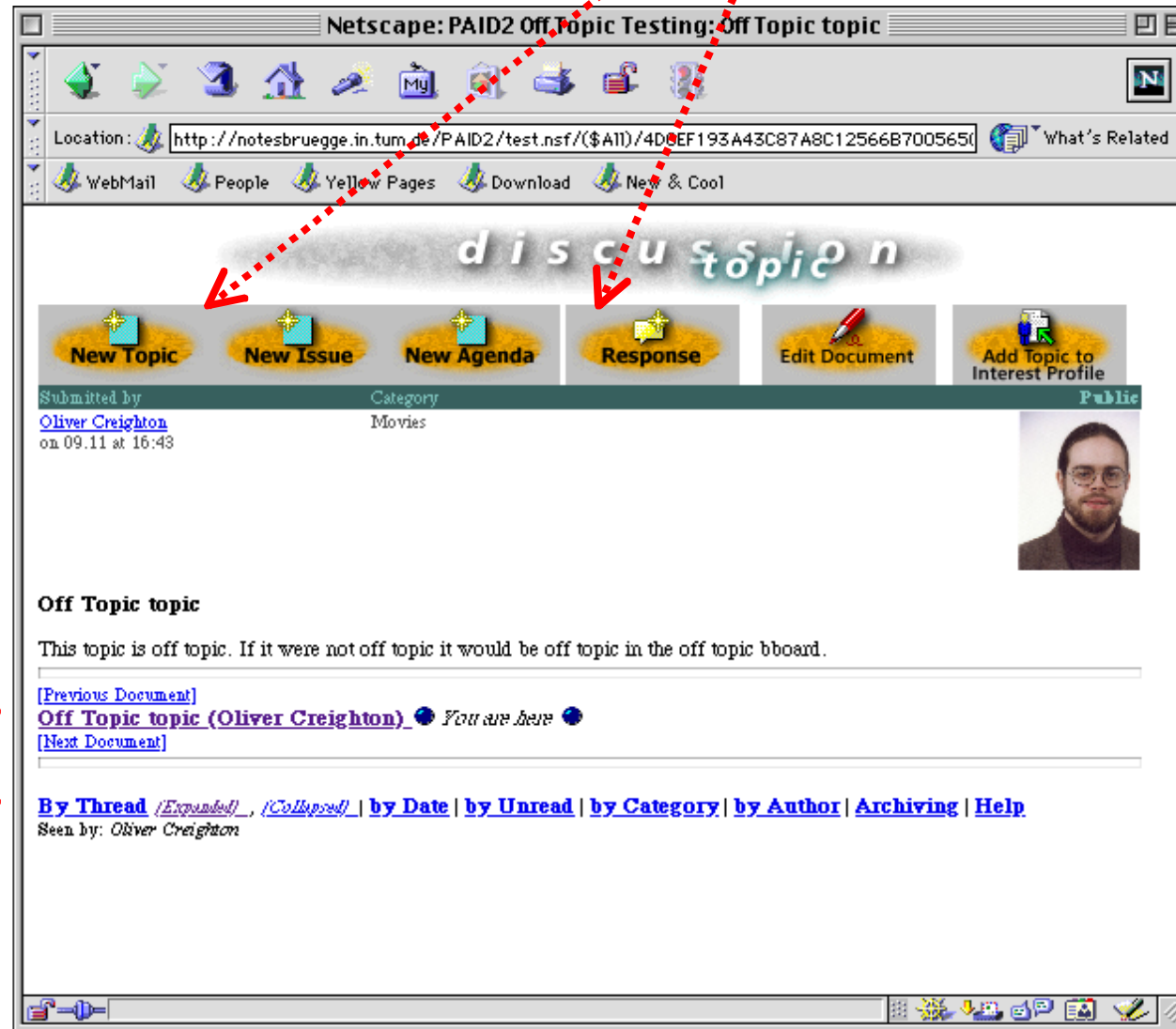
Views

Message captions



# Viewing a message

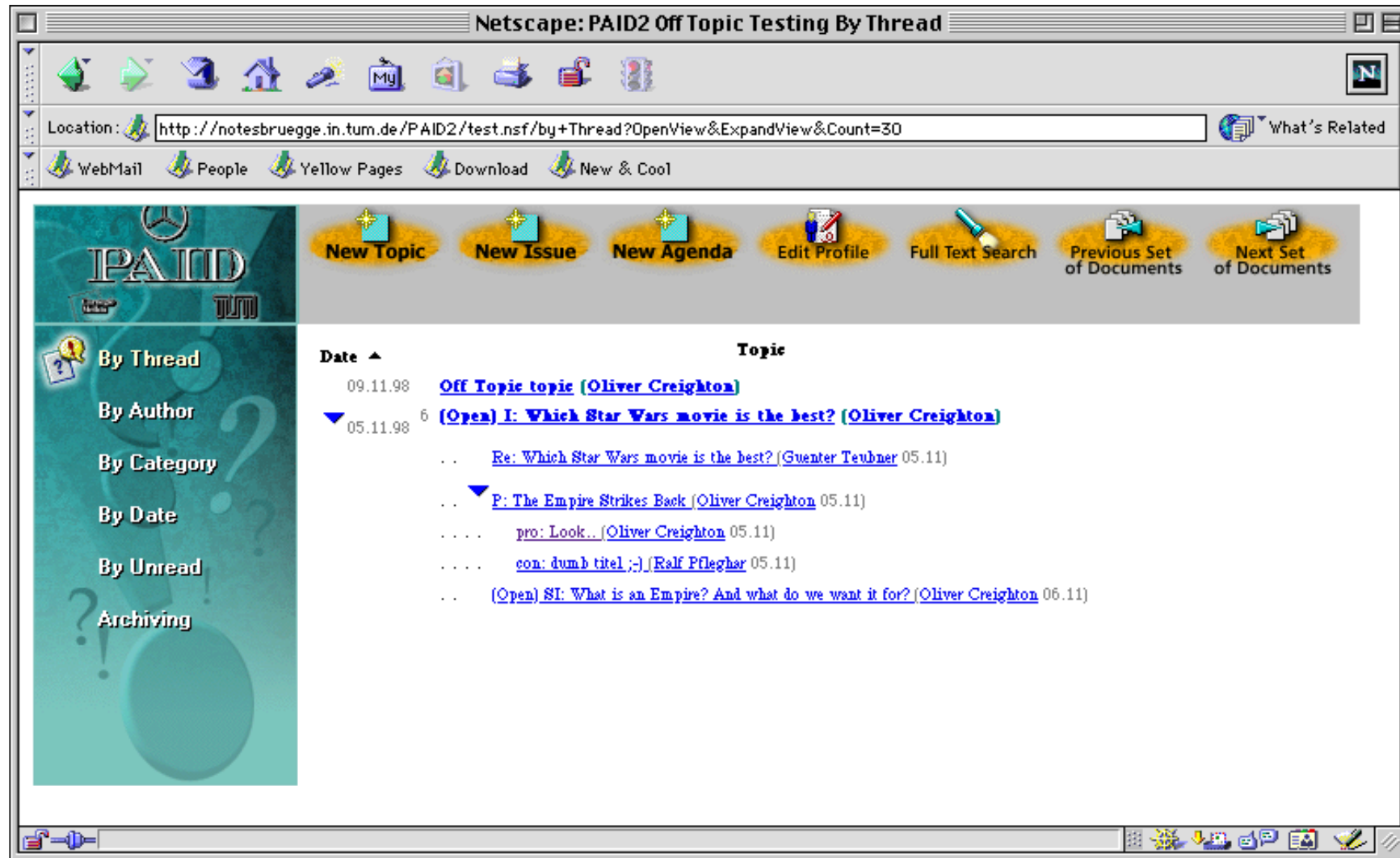
Actions



Thread info

Navigation Links

# Viewing a BBoard using a different view

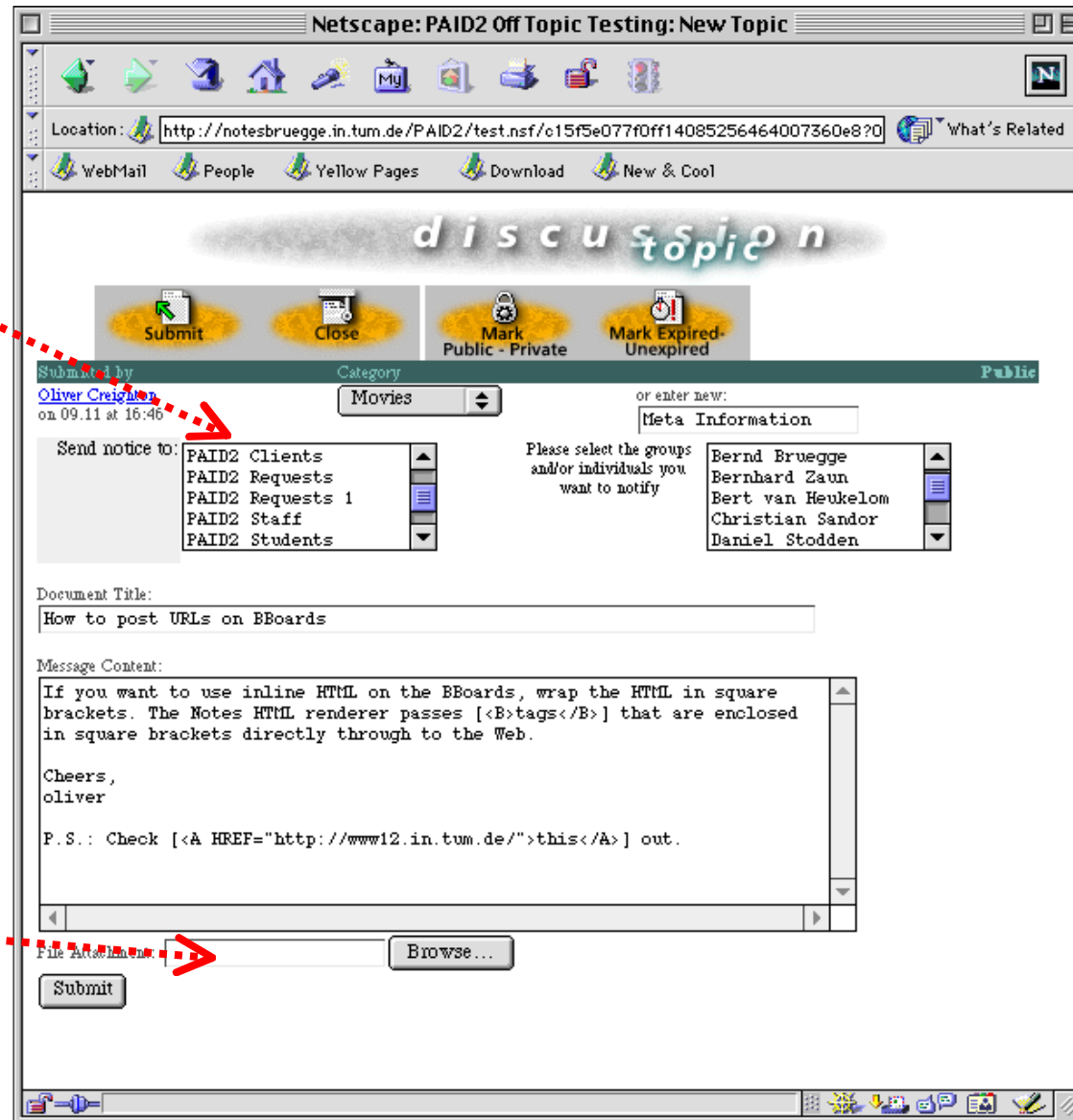


# Posting a new topic on a BBoard

Notification

Use [`<` and `>`] to post inline HTML code.

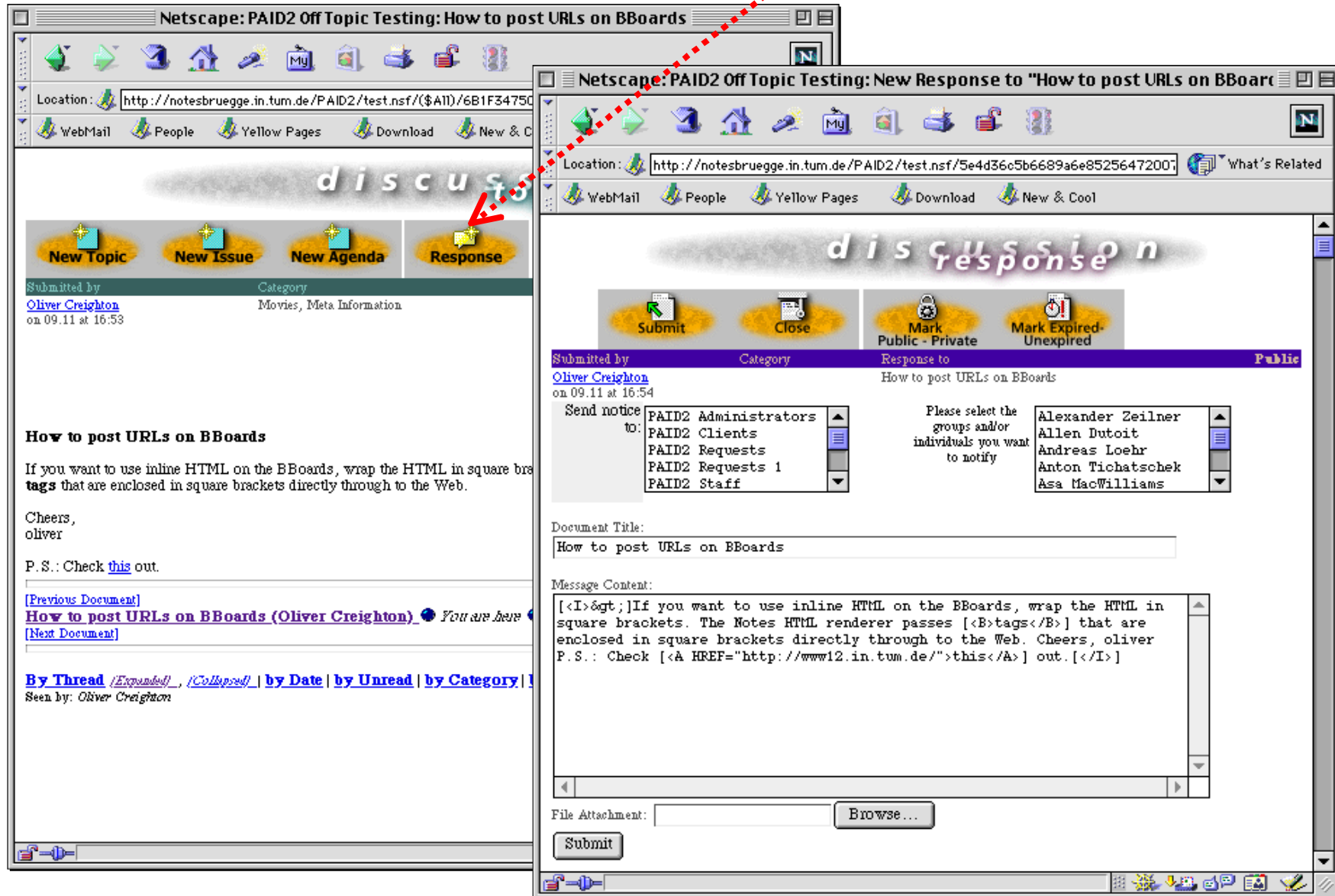
File Attachments



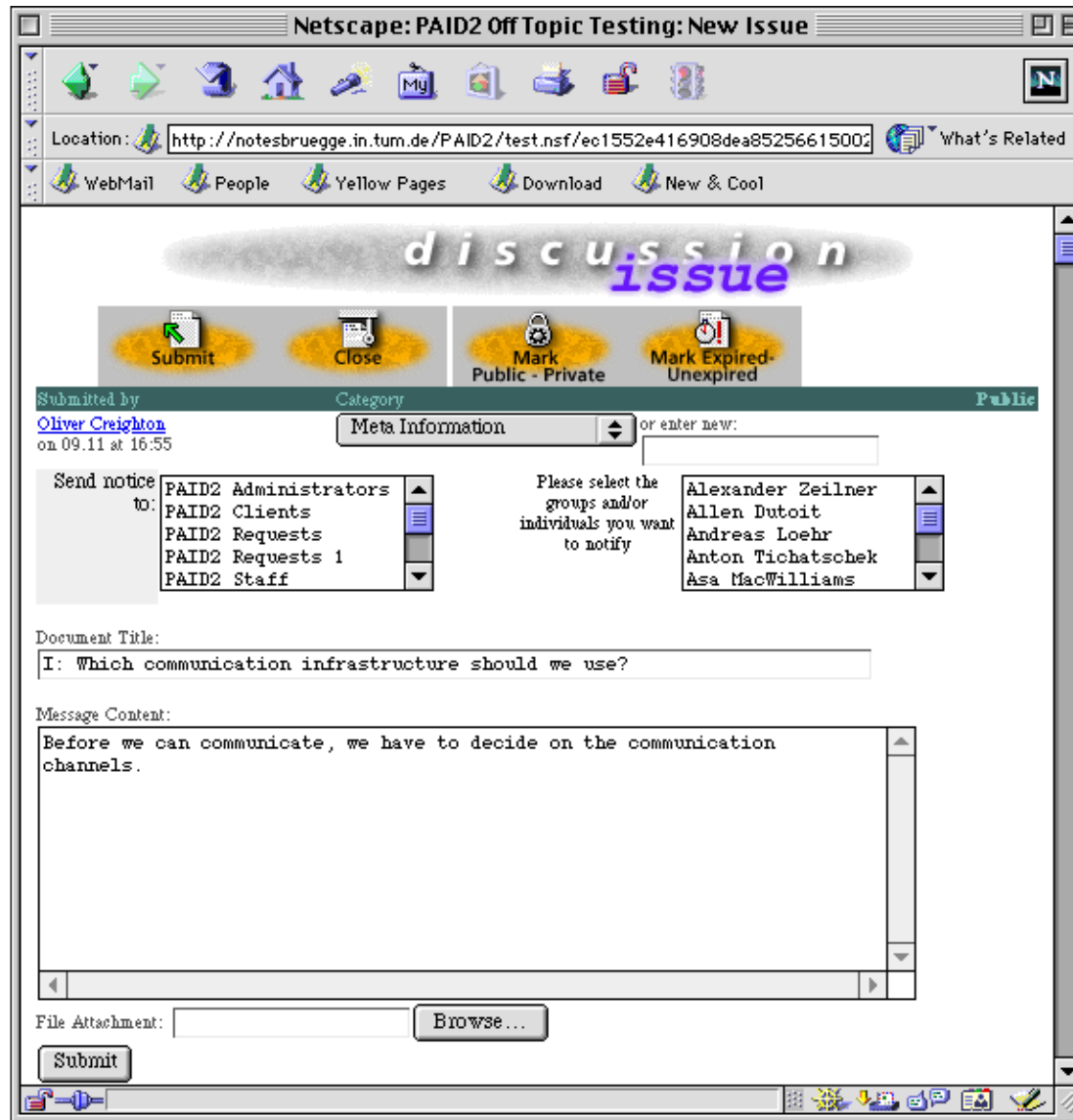


# Responding to a topic

Response Action

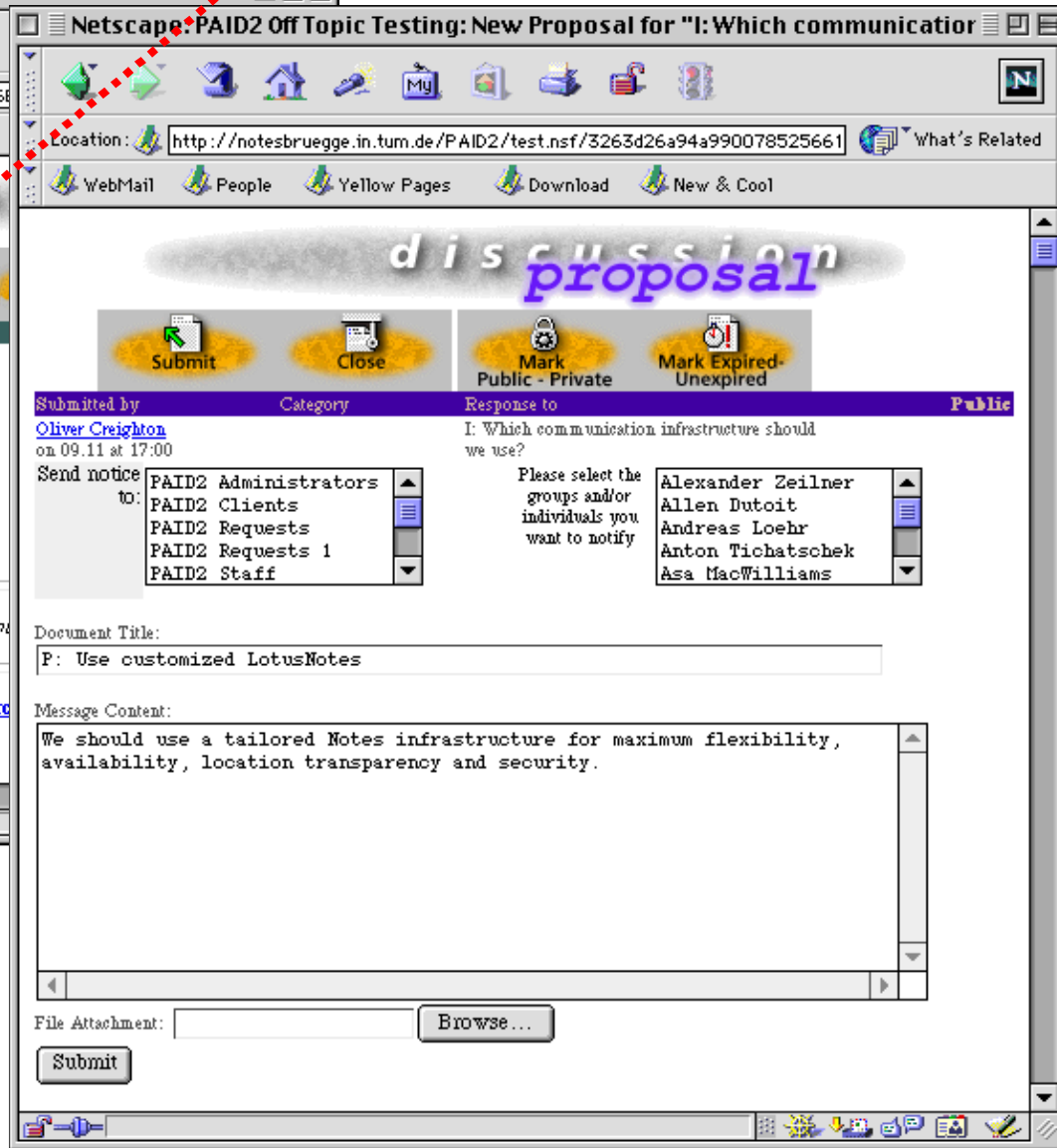


# Posting an issue



# Posting a proposal

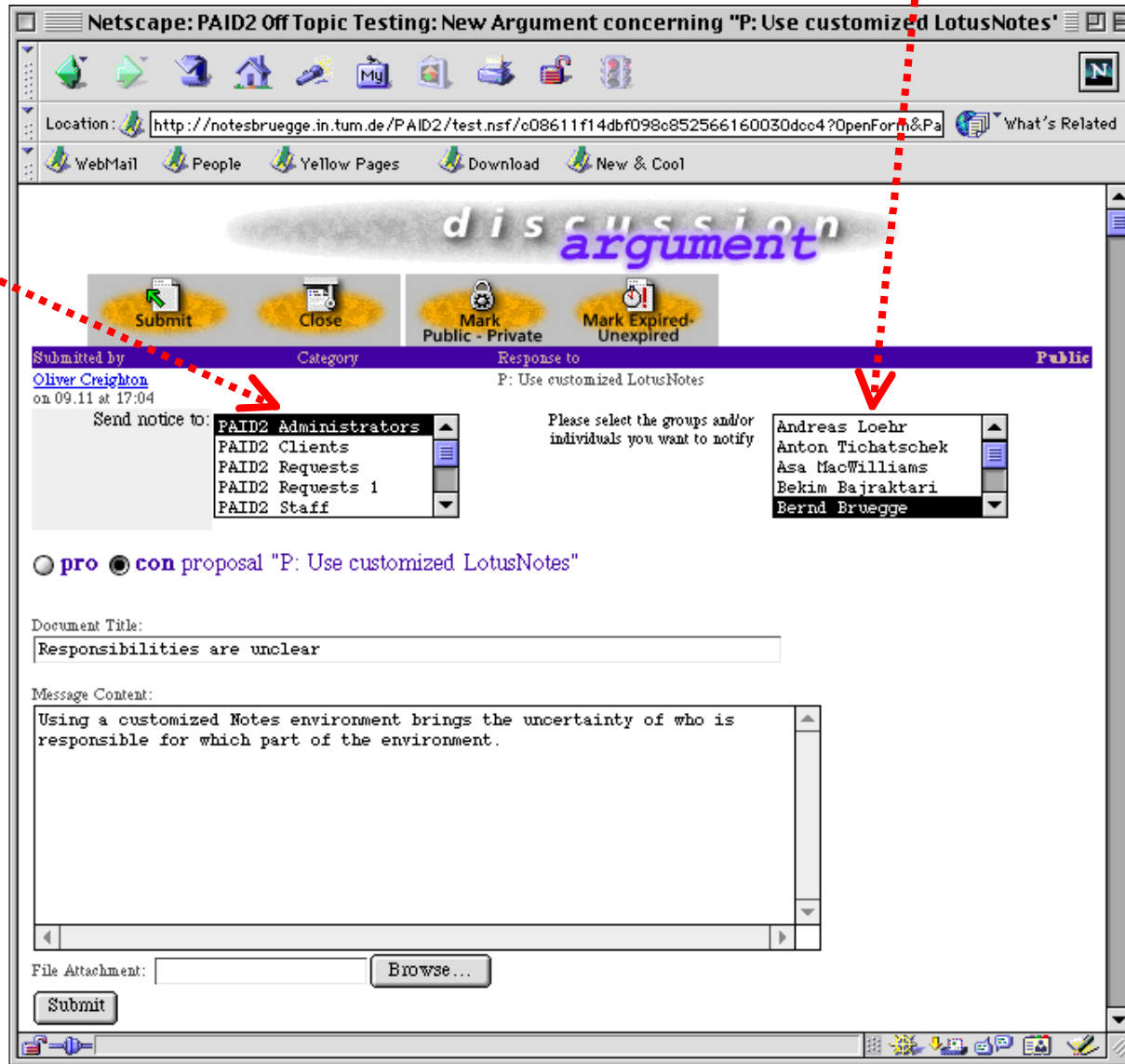
## Proposal Action



# Sending a notice

## Personal Notification

## Group Notification

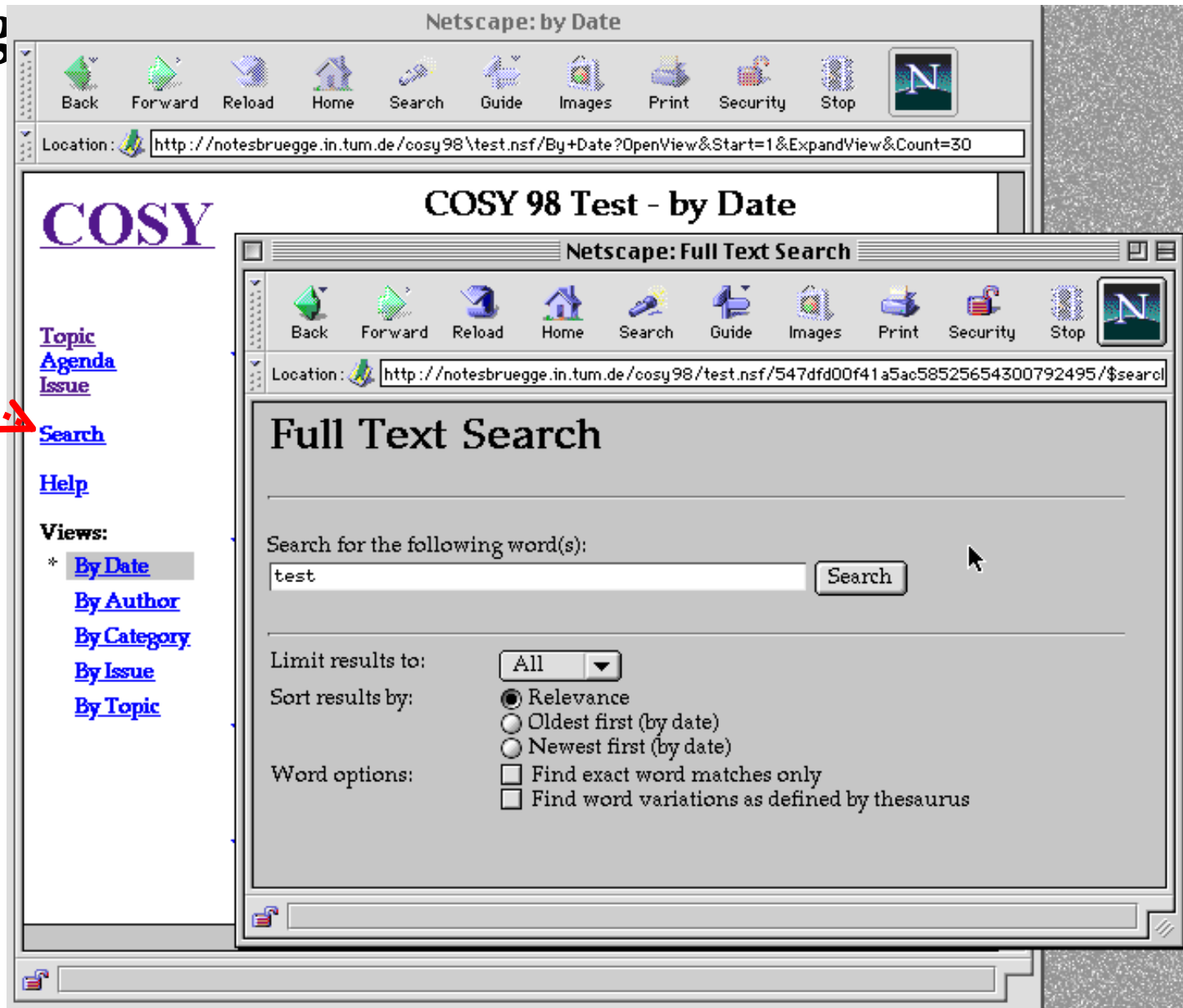
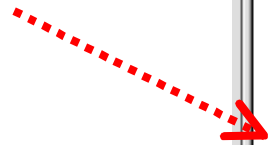


# ***Notification Guidelines***

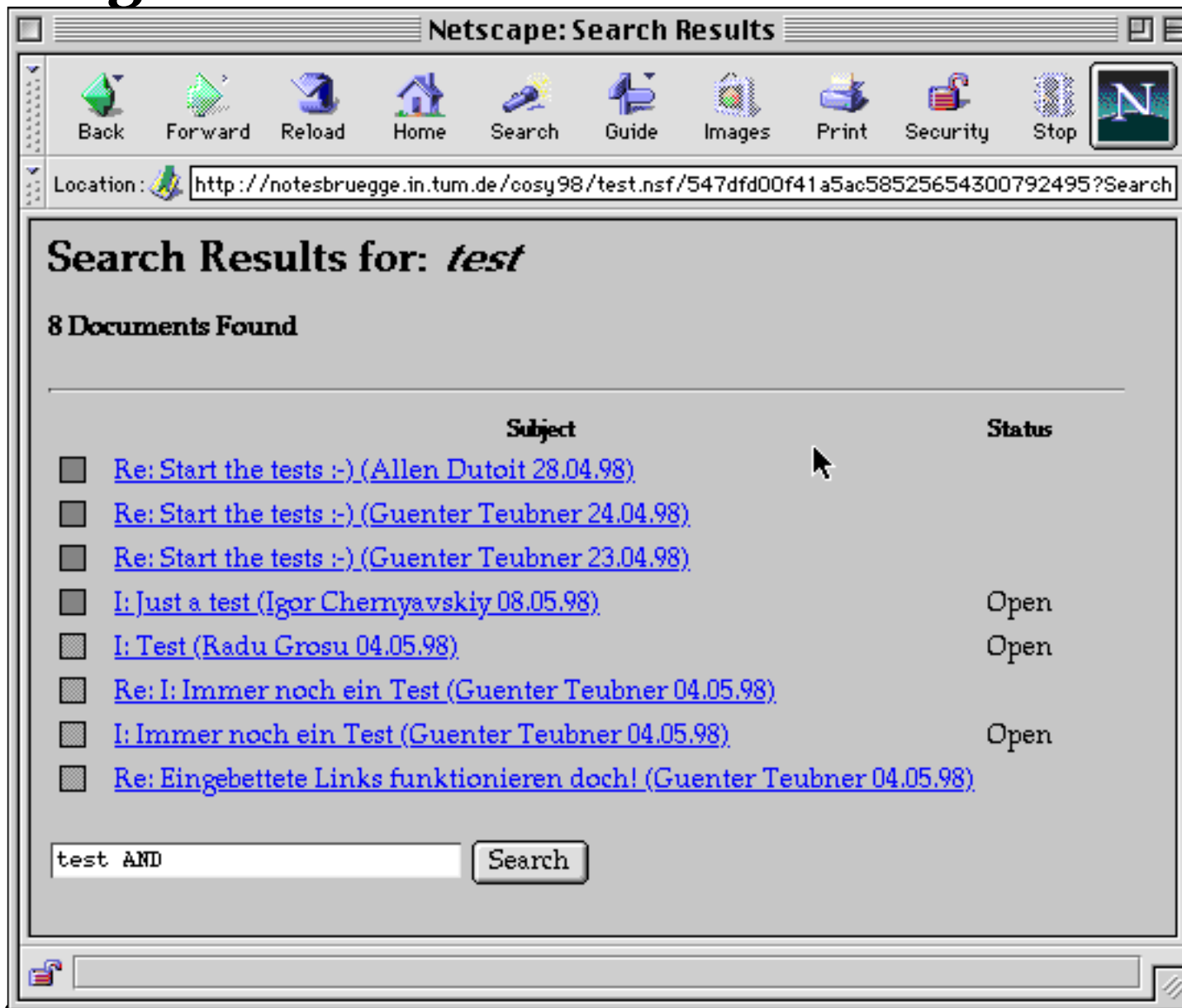
- ◆ **Think before you notify!**
- ◆ **Notification means “You, whom I specifically chose, has something *urgent* on this BBoard to react to!”**
- ◆ **As in meetings, only “invite” the minimum number of people necessary**
  
- ◆ **Don’t be tempted to reply to Notification email, everything needs to go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

# Searching

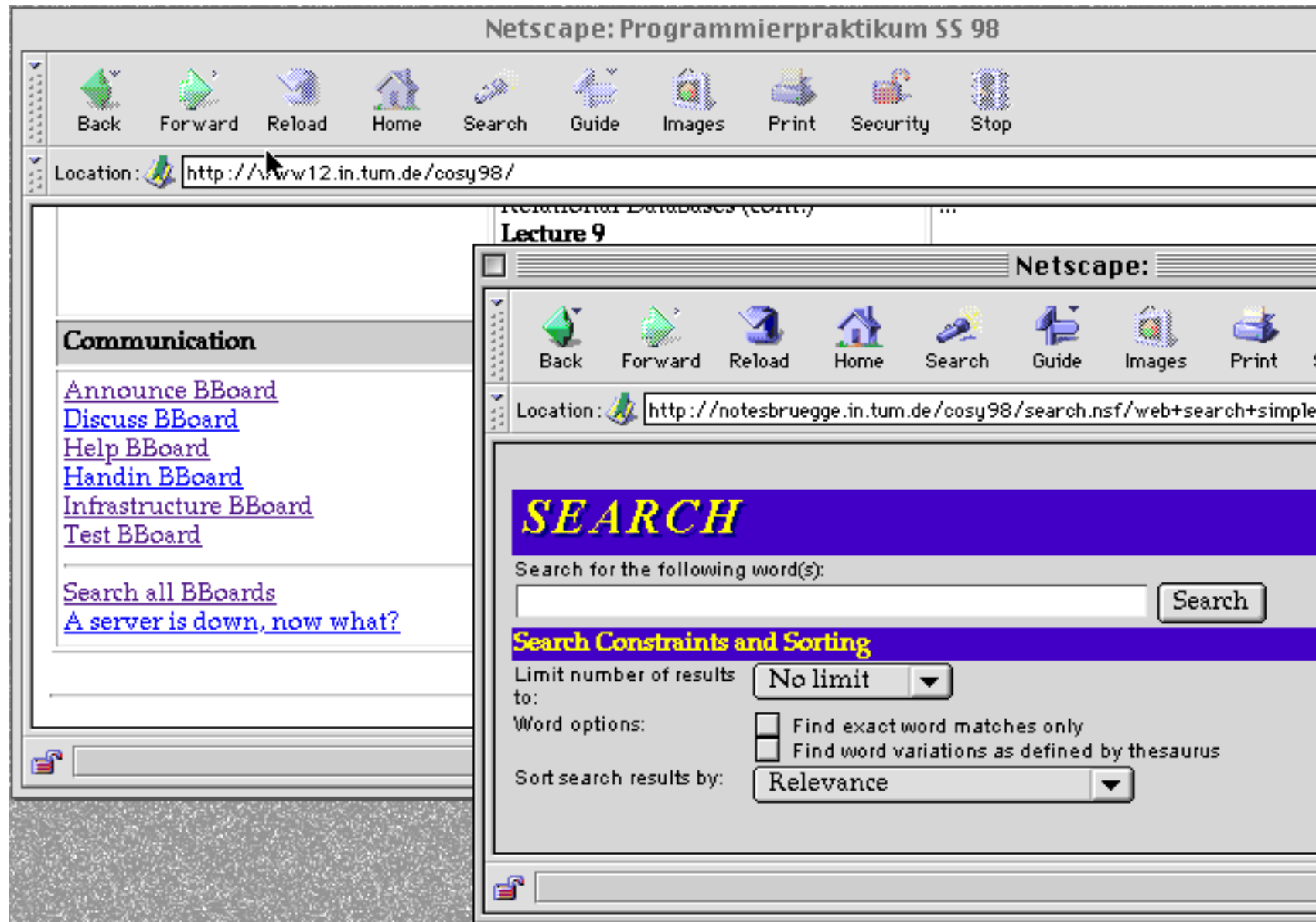
Search Action



# Viewing search results



# Searching across all BBoards





# ***TRAMP BBoards***

## **◆ Developers BBoards**

- ◆ Any discussion relevant to TRAMP:
- ◆ Each team 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